

Patient rights and Education

- Respect for personal dignity and privacy during examination, procedure and treatment.
- Protection from physical abuse or neglect.
- Educate them regarding mechanism for addressing grievances
- Documented process for obtaining Consent
- Support individual beliefs, values and involve the Patient and family in decision making.
- Right to information and education about their healthcare needs.
- Right to information about expected costs if any.
- Patient information as confidential, can access records
- Informed consent before any procedure, treatment
- Patient has right to refuse treatment

Care of Patient

- Uniformed care in different settings: General/ Pvt ward
- Policies and Procedures in respect of
 - o Rationale use of blood and blood products
 - o Care of patients in intensive / HD units
 - o Patients undergoing moderate sedation, anesthesia, surgical procedures etc
 - o How to restraint a agitated patient?
- Evidence base medicine and clinical practice guidelines
- Admission / discharge policies or transfer to other organisations
- Post event analysis of all cardiac arrests
- Documented policies and procedures to prevent wrong site, wrong medication, and wrong patients
- Infection control policies
- Quality assurance program

Management of Medication

- Safe and organized medication process
- Procedures that guide availability, safe storage, prescription, dispensing and administration of medications.
- Availability of emergency medication
- High risk medications order should be verified by an appropriate person so as to ensure accuracy of dose, route of administration.
- Medication orders are written in a uniform location in records, are clear, legible, dated and named and signed.
- System for medication recall
- Expiry dates are checked prior to dispensing.
- Labeling requirements while dispensing
- Medication administration is documented
- Monitoring, recording and analysis of adverse drug events

5. Hospital infection control

- Aims at reducing/eliminating infection risks to patients, visitors and providers of care
- Includes action to control outbreaks of infection, disinfection/sterilization activities, Biomedical waste management, training of staff and employee health.
- Infection control team responsible for surveillance activities in the identified areas of the organization.
- Multi disciplinary infection control committee
- Infection control manual
- Appropriate antibiotic policy
- Kitchen sanitation and food handling issues
- Engineering controls to prevent infection
- Proper hand washing compliance
- Adequate gloves, masks, soaps, disinfectants are available and used correctly.
- Appropriate pre and post exposure prophylaxis to all concerned staff.

6. Continuous Quality Improvement

- Structured quality assurance and continuous monitoring program
- Key indicators to monitor clinical structure, processes and outcome.
- Medical audit of patient care services
- Monitoring of managerial structures, processes and outcomes
 - o monitoring of utilization of facilities
 - o monitoring of patient satisfaction
 - o monitoring of employee satisfaction
 - o monitoring of adverse events
- Data collection & analysis: corrective & preventive action

7. Responsibility of Management

- Goal is to acquire, provide, retain and maintain competent people in right numbers to meet the needs of the patients and community served by the organization.
- Motivation, performance evaluation and discipline
- Safety and health of the employees.
- Grievance handling system

8. Facility Management and safety

- Plan for fire/electric/physical safety
- Availability of security staff

9. Human Resource Management

- Staffing plan for each department
- Medical staff rules, regulations and policies
- Annual training review of nursing staff

10. Information Management system

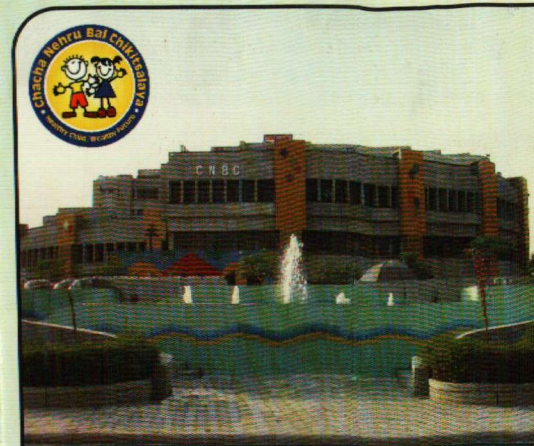
- Can be digital / manual / paper based system.
- To capture, transmit, store, analyze, and utilize the retrieve information as and when required for improving clinical outcomes as well as individual and overall organizational performance.

CHACHA NEHRU BAL CHIKITSALA

(Affiliated to Maulana Azad Medical College)

GEETA COLONY, DELHI - 31

<http://cnbc.delhigovt.nic.in>



Vision

To be recognized as leader in quality, patient-centered cost effective healthcare working towards Healthy & Wealthy future.

Employee Guide Book

Mission Statement

- To provide Pediatric super speciality services using state of art technology
- Committed to improve health and satisfaction level of our patients by ensuring continuous improvement by :
 - o Training of all categories of staff
 - o Latest treatment technologies
- To provide Teaching and Research facilities in pediatric sub-specialties
- To develop as a leading pediatric research center

Concept Behind The Hospital

Chacha Nehru Bal Chikitsalaya is being developed as a State of the Art Super Specialty Pediatric Hospital with a bed strength of 216 to provide comprehensive medical care for all pediatric related medical and surgical illnesses under one roof. This is the only hospital run by Govt. of NCT of Delhi completely dedicated to the health of children upto the age of 12 years. In the first phase OPD services were inaugurated on September 5, 2003. Indoor & medical emergency services have been started from 28th Jan 2005.

Patient Care Facilities

As on date the hospital is functioning with 200 beds including PICU & NICU services. Video surveillance system is in place to monitor the security as well as functioning of various departments.

Hospital Services being developed are:

- OPD Services & special Clinics
- Indoor Services -216 beds, with 24hrs emergencies Services
- Neonatal Intensive Care and PICU Services
- Pediatric nephrology including Dialysis Services
- Pediatric Surgery with Endo-urology
- ENT
- Orthopedics
- Ophthalmology
- Pediatric Neurology with EEG & BERA Lab
- Pediatric Hemato-oncology & Thalassemia
- Pediatric Gastroenterology including GI Video endoscopy
- Pediatric Respiratory Care including bronchoscopy
- Pediatric Dermatology
- Pediatric Dentistry
- Radiology services with ultrasound and X-ray
- Clinical Pathology Laboratory with facilities of microscopy of body fluids, haematology and FNA Cytology.
- Clinical Biochemistry Laboratory has more than 40 different chemistries available with many round the clock.
- Clinical Microbiology Laboratory and Molecular Biology. It has been one of the sentinel surveillance laboratories for diagnosis of Dengue fever and has Integrated Counselling and Testing Center (ICTC) and DOTS center.
- Child Development clinic for early intervention and rehabilitation clinic.

Academic and Research Activities

Besides providing medical facilities it runs Post Graduate Teaching courses in Pediatrics and Pediatric surgery. Numerous publications from CNBC has appeared in national and international journals

Facilities NOT available at CNBC

Facilities not available at CNBC are Cardiovascular surgery, Neuro surgery, Burns and plastic surgery and organ transplantation.

TIPS FOR QUALITY CARE

- Avoid verbal orders
- Always write medication orders in capital letters
- Record clinical details and follow up notes in proper format followed by your full name, date and time.
- Take informed consent for various procedures in proper consent form.
- Always write referral and transfer notes whenever required.
- Prescribe as per hospital formulary and follow antibiotic policy.
- Always show passionate behaviour towards patients and their attendants. Show concern to their worries and fears.
- Clarify discharge instructions to patients/attendants with patience. Things obvious for you may be new for others.
- Always brief the family members regarding patient condition periodically and involve them in decision making.
- Attend regular academic/training programs of the hospital.

Always ensure

- Blood Transfusion Reaction reporting (Both positive reactions and no reactions).
- Incident reporting
- Needle-stick/Sharps Injury reporting
- Consent taking
- Adverse Drug Reaction reporting

Hospital Infection Control guidelines

(For details see hospital infection control manual of CNBC)

- **Observe Standard Precautions**
 - Gloves
 - Masks
 - Eye/face protection
 - Gowns/aprons
- **Hand Hygiene**
"HAND HYGIENE IS THE SINGLE MOST IMPORTANT PROCEDURE IN PREVENTING SPREAD OF INFECTION"

Do hand wash/ use hand rub:

- Before and after any procedure
- Before and after removing gloves
- Before and after each patient contact
- After contact with any potentially infectious material
- After using toilet

• Actions in case of sharps/needle-stick injury

- Encourage bleeding by squeezing
- Wash thoroughly with soap and water
- In case of splashes to mouth and eyes rinse thoroughly with plenty of running water
- Fill incident reporting form and contact infection control nurse

• Biowaste Management

- Blue bucket (ensure preparation of fresh hypochlorite solution) : syringes, iv sets, cannula, used blood collection vials and their caps
- Red bag: All infected waste, soiled cotton gauze piece, microbiological waste
- Yellow bag: Body parts & tissues
- Black bag: Paper, uninfected plastic, discarded medicines and general waste
- Sharps in puncture proof container : Needles, blades, ampoules.

• Management of spills of blood and body fluids

Cordon off the area. Wear gloves. Put absorbent paper/towel over the spill. Put disinfectant over the paper. Wait for contact time (20min for 0.5% hypochlorite), Put the paper in red bag. Call housekeeping staff to clean the affected area completely.

• Handling soiled linen (linen which is contaminated with blood and body fluids)

- Wear gloves while handling such linen
- Hand washing should be performed after contact with soiled linen
- All soiled linen must be collected in separate bags at the location where it was used

NABH Standards

1. Access, assessment and continuity of Care

- Display of services offered and services not offered
- Well defined registration and admission process
- Patients/attendants are well informed regarding decisions: Expected results and complications
- Initial assessment and reassessment
- Lab services as per requirement of patients.
- Lab quality assurance and safety
- Imaging services and radiation safety
- Patient care is multidisciplinary and continuous
- Documented discharge process and summary
- Appropriate mechanism of transfer or referral of patients who cannot be managed.