



CHACHA NEHRU BAL CHIKITSALAYA
(An Autonomous Institute under Govt. of NCT of Delhi)
Geeta Colony : Delhi - 110031



SWACHHTADRIIVE“दिल्ली को कूड़े से आज़ादी”

1st AUGUST TO 31st AUGUST 2025



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BACKGROUND

As we enter the 13th day of the initiative inspired by the Hon'ble Prime Minister Shri Narendra Modi's vision of #ViksitBharat2047 and the Swachh Bharat Mission, the Hon'ble Chief Minister of Delhi, Smt. Rekha Gupta, launched a month-long cleanliness drive from August 1st to August 31st 2025. This drive aims to achieve "दिल्लीकोकूड़ेसेआज़ादी" with a renewed spirit and enthusiasm.🌱

In response to directives from the Department of Health and Family Welfare, GNCT of Delhi, a month-long Swachhata Drive has been organized in Delhi from August 1st to August 31st. The focus will be on cleanliness, including community clean-up activities and efforts to reduce plastic usage. Key highlights include enhanced activities as listed below:

Let's unite for a cleaner, greener, garbage-free Delhi! 🇮🇳

2025, under the theme "दिल्लीकोकूड़ेसेआज़ादी".



REPORT OF 14th AUGUST ACTIVITY

Cleanliness creates a safe, healthy, and welcoming environment for all. It is the foundation of dignity, trust, and quality care.

As a part of swacchta drive an activity on “PATIENT FEEDBACK ON CLEANLINESS” has been organized by the CNBC. As we all know Patient feedback on cleanliness plays a vital role in healthcare facility as it ensures hygiene standards are truly met, while boosting trust, safety and overall satisfaction.

It turns patient observations into actionable improvements for a healthier care environment.

Patient feedback on cleanliness is important because it:

1. Monitors real-world standards
2. Improves infection control
3. Build trust and satisfaction
4. Provides early warning signs
5. Support continuous improvement
6. Meets accreditation and policy requirements
7. Encourage staff accountability

Activity on 14th August 2025

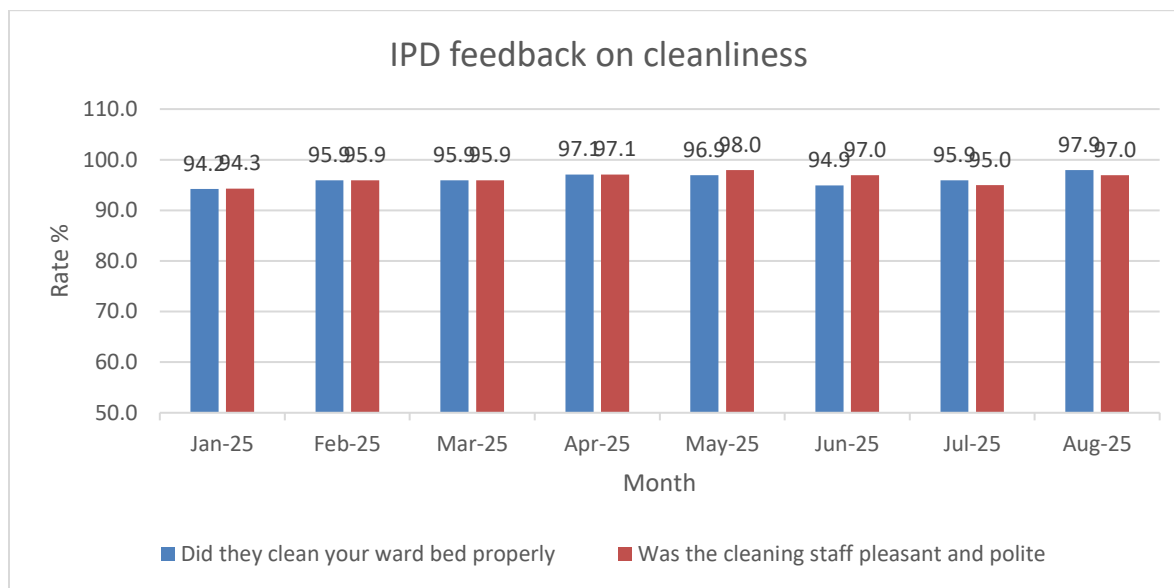
We entered into 14th day of ongoing Swachhta drive, being a part of this CNBC has completed today's scheduled activity of patient feedback on cleanliness via distributing them (OPD & IPD) feedback forms and direct interview and also through Mera Aspataal portal of Delhi Government.

We have prepared audit reports based on data collected regarding patient feedback on cleanliness from OPD, IPD & Mera Aspataal. Our Quality team has been analyzed the received feedbacks and Mera Aspataal data, gaps and suggestions were identified and corrective actions has been taken accordingly.

Patient Feedback Report (OPD, IPD & Mera Aspataal)

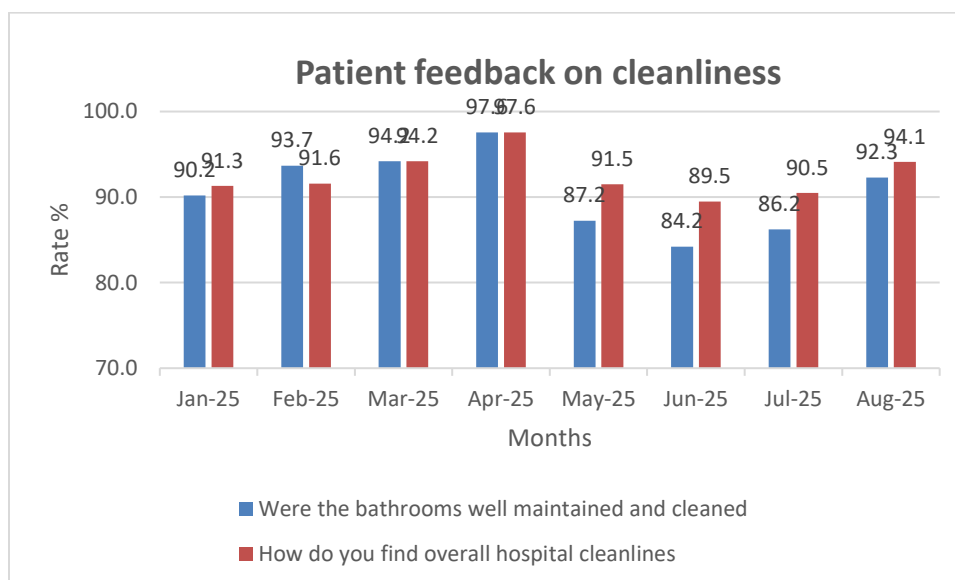
In Patient Department (IPD) Satisfaction on cleanliness:

A survey was conducted on the satisfaction level of Indoor patients related to cleanliness maintained at CNBC. Monthly data of IPD satisfaction on cleanliness was compiled, analyzed and comparative study done. Comparative graph showing that both the parameters are ranging from 94 % to 97%.



OPD Satisfaction on cleanliness:

As per data collected through patient satisfaction survey 92% and 94% patients are satisfied with bathroom well maintained and clean and overall hospital cleanliness respectively.



Summary of Mera Aspataal data:

As per Mera Aspataal data 50 to 70 percentage OPD patients are satisfied with cleanliness however 60 to 80 percentage IPD patients are satisfied with ward cleanliness, toilets and bathroom and overall hospital cleanliness.

PICTURES OF IMPLEMENTATION OF PATIENT FEEDBACK THROUGH QR CODE SYSTEM

प्रिय लाभार्थी,

यह चिकित्सालय आपको गुणवत्तापूर्ण प्राथमिक स्वास्थ्य सेवाएँ देने के लिए बनाया जा रहा है। इस चिकित्सालय में दी जाने वाली स्वास्थ्य सेवाओं के मूल्यांकन और उनको और बेहतर बनाने के लिए आपकी संतुष्टि तथा सुझाव जानना जरूरी है। यह जानने के लिए इस पोर्टल को बनाया गया है।

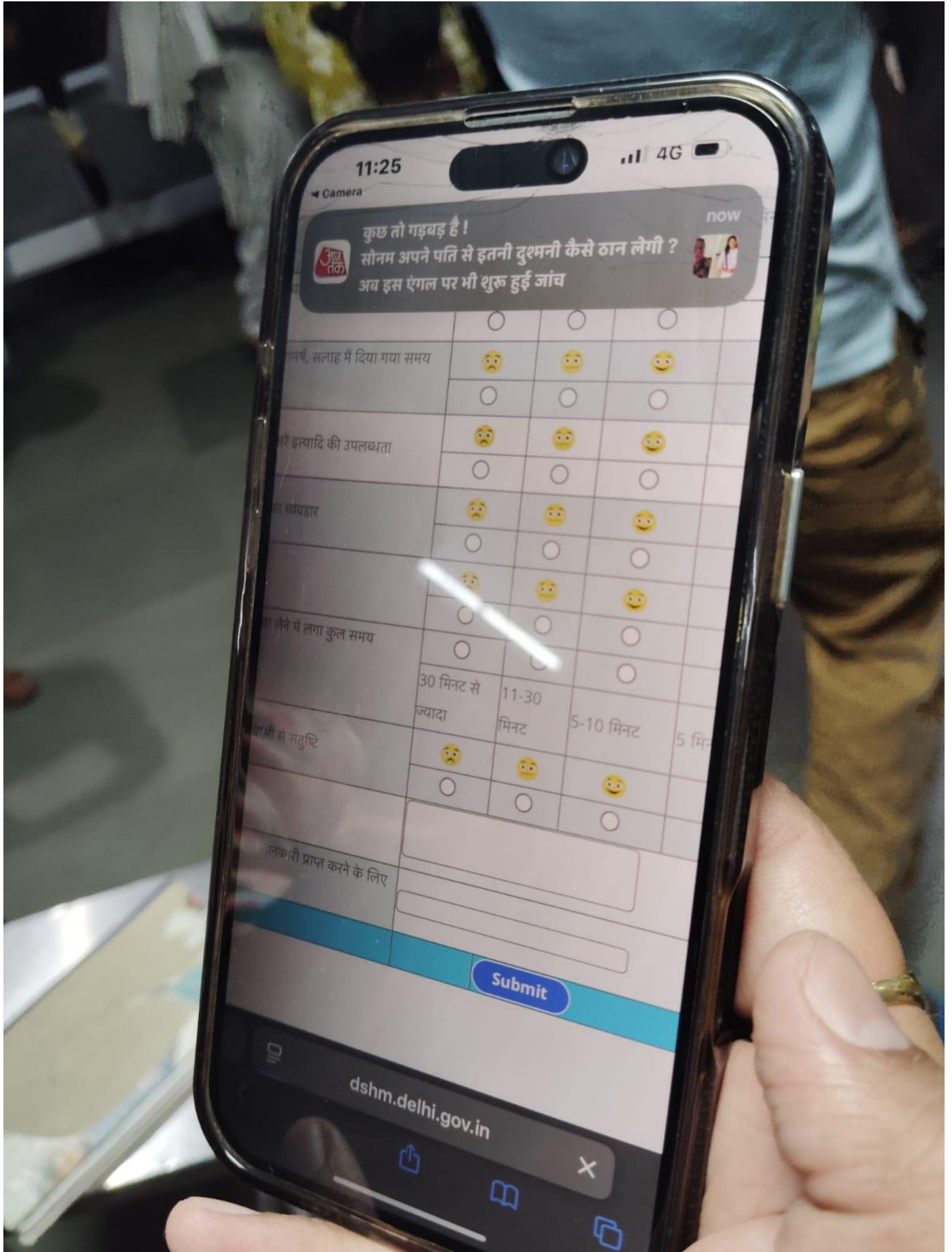
क्यूआर कोड को मोबाइल से कैसे स्कैन करें?

1. फोन के कैमरे या गूगल लेंस से पोस्टर पर लगे क्यूआर कोड को स्कैन करें अपने फोन को 2-3 सेकण्ड के लिए स्थिर रखें जिससे की आप कोड को आसानी से स्कैन कर सकेंगे।
2. स्कैन करने के पश्चात आपके मोबाइल पर dshm-delhi-gov-in/ का लिंक दिखेगा उस पर क्लिक करके आगे बढ़ें।
3. लिंक पर खुले मेरा स्वास्थ्य केंद्र पोर्टल के होम पेज पर दिए गए फीडबैक बटन Feedback/Review पर क्लिक करें।
4. फीडबैक पेज पर अपनी राय दें और सबमिट बटन पर क्लिक करें।

आपकी प्रतिक्रिया और सुझाव हमारे लिए बहुमूल्य हैं।

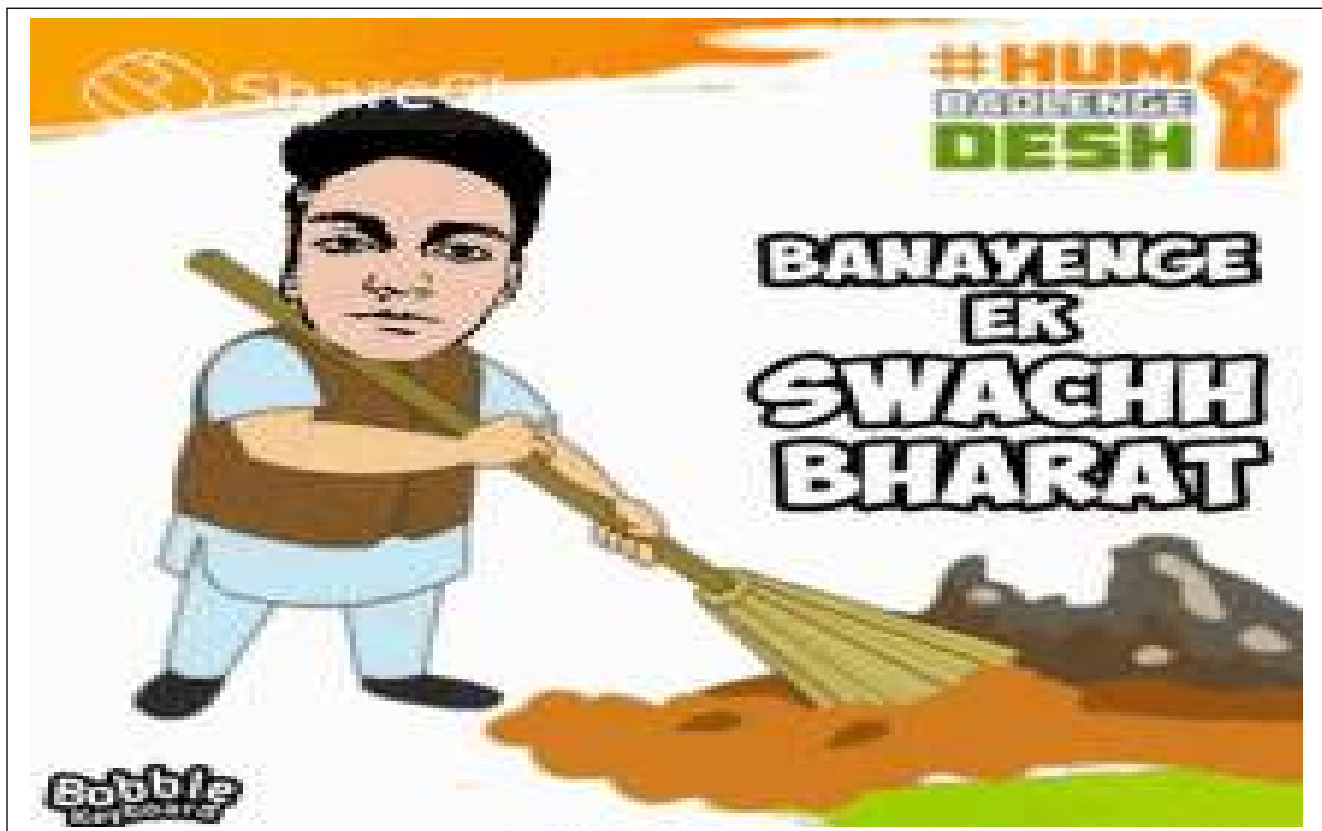
क्वालिटी एश्योरेंस सेल
दिल्ली राज्य स्वास्थ्य मिशन
6वां तल, ए एवं बी विंग, विकास भवन-2, सिविल लाइन्स, दिल्ली-110054





Today's Goals for patient's feedback are:

- Identify strengths and weakness in healthcare services
- Detect safety issues or near-misses through patient experiences
- Promote respectful empathetic communication
- Assess satisfaction over time to evaluate service effectiveness



CONTRIBUTERS

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THANK

YOU