

SUMMARY OF THE ASSESSMENT- HAF 4

(Please use all applicable templates during preparing summary)

Hospital name & address: Bhatia Global Hospital and Endo-surgery Institute, Delhi	
Accreditation Coordinator: Dr Vishakha Narula	Date(s) of Visit: 25 – 26 Aug 2018
Type of Visit: <i>Surveillance/Re-Assessment</i>	
Principal Assessor: Prof UB Mishra	Assessor : Ms Jemi Pullanlara
Date of earlier visit and Purpose.	18 Jun 2017 - Verification Visit for renewal Assessment

ASSESSMENT SUMMARY

Bhatia Global Hospital and Endo-surgery Institute , Delhi is a 58 bedded hospital with 42 operational beds. Surveillance assessment was conducted in accordance with visit schedule (HAF -1).

The assessment started with an opening meeting which was attended by ::

- Chairman
- Director
- DMS Clinical
- DMS Administration
- Heads of various department
- Infection Control Officer
- Quality Team
- Sister in-charge
- Other key functionaries

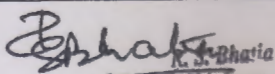
Manpower planning:

- Doctors (all category) –56 (Consultant -44 , Residents – 12)
- Nursing – 36 (32 GNM, 1 BSc, 3 ANM)
- Paramedical -OT Technicians – 7 , Dialysis Technlcian – 4,
Radiology Tech – 4, LT – 5, Physiotherapy Tech – 4
Pharmacist – 2 =26
- Administrative staff - 22
- Total -140**

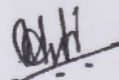
The available manpower commensurate with the scope of the services.

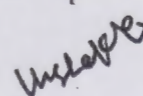
(Pls include different manpower categories (consultants, nurses, etc) on roles and comment on whether it commensurate with the scope of services.)

For Bhatia Global Hospital & Endosurgery Institute


K. S. Bhatia
Chairman







Change in scope of the HCO: Dental Clinic has been added after the last assessment.

➤ **Document review Comments:**

Document review suggests that HCO has made required periodic revision of manuals, however, Nursing manual to be updated in more comprehensive manner.

➤ **Legal & statutory requirements:**

All major legal & statutory requirements are in place.

➤ **Interviews:**

While inspection of various departments, interviews of staff, patients, their relatives were conducted and were found excellent. Patients are very much satisfied.

➤ **Mock drills:**

We had observed code blue, the response and conduct of the drill was excellent. The related documents are in order.

➤ **Areas of difficulty : Nil**

➤ **Committee functioning:**

Review of functioning of different committees was done and it was found in order. However, the action taken on recommendation of Committee to be improved, brought to a finality and documented.

➤ **Deficiencies observed during last assessment and HCO's action to close the same was verified and found satisfactory(soft copy enclosed).**

➤ **Commitment to quality and safety:**

During the present visit, the hospital's culture and commitment to quality and safety was abundantly evidenced, both at leadership and patient care team levels. It is evident in raw data collection process, standardised formats, data verification and analysis followed by appropriate actions taken. Mandatory indicator progress has been examined and was found in order (report is attached as soft copy).

➤ **Strengths of HCO:**

- The assessment reveals that the hospital has excellent human resource and the quality management system in place.
- All the facilities are well maintained.
- Hospital Laboratory is excellent.
- Infection Control and Quality management processes are excellent.
- Quality team has played a pivotal role in implementation of hospital wide QMS.
- The guiding force behind this is Mr Chairman and his team which is highly appreciated.

For Bhatia Global Hospital & Endosurgery Institute

insider

Bhatia
R. S. Bhatia
Chairman

[Signature]

Awards won by HCO / Staff :

- Manav Seva Puraskar of (IES) Institute of Economic Studies presented by H.E. Mr. KomDabbarnasi, Hon'ble Former Deputy Prime Minister of Thailand at Bangkok on January 13, 2011.
- 'e MedinewS Distinguished Speaker of the Year 2010' Award at Maulana Azad Medical College, New Delhi on January 9, 2011.
- Delhi Medical Association (DMA) Academic Excellence Award presented by Hon'able Shri L. K. Advani.
- Delhi Medical Association (DMA) 'VishishtChikitsaRatan Award' for the outstanding contribution to the medical profession and the society' presented by Honorable Health Minister Govt. of India Mr. J. P. Nadda and Minister of State for Culture Dr. Mahesh Sharma.
- Business Standard Thursday 12, July 2018 Robot Revolution in Surgery.

➤ **Areas for concern / improvement :**

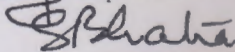
- Hospital has generalized space crunch.
- Clinical audits
- Medication Management
- Patient care documentation
- Other issues have been explained during the discussion.

➤ **Usage of NABH Symbol:**

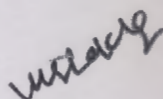
HCO has appropriate **understanding of Mark of Excellence** and they are using it judiciously.

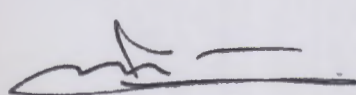
The assessment process completed with the closing meeting and the deficiencies handed over to the Accreditation Co-ordinator in HAF 3.

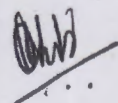
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Enclo- sures	HAF 1	HAF 2	HAF 3	HAF 4	Score sheet	Scope of services, Legal compliance, Indemnity letter, Mandatory indicator progress report, Last assessment verification checklist, New Quality initiative/ project report (all document is signed by principal assessor)

Date by which deficiencies are to be closed by the hospital: 2 months

Missing

Acknowledgement by Authorised Signatory of hospital/ SHCO & Date	Signature of Principal Assessor & Date <i>Brig C B Mishra</i> Principal Assessor
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For Bhatia Global Hospital & Endosurgery Institute

R. S. Bhatia
R. S. Bhatia
Chairman

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