

THEME

Applying Best Practices in Healthcare Delivery

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THEORY VS PRACTICE: CHALLENGES OF OPERATIONALISATION OF PROGRAMMES FOR PATIENT SAFETY

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INDIAN HOSPITAL ACCREDITATION PROGRAM

- System for Quality of Care and Patient Safety: Question raised in the Parliament
- States have their own rules and regulations, many do not have regulations at all for registration of the healthcare organizations.
- Quality Council of India was entrusted with the task to set up independent body to run accreditation program.



INDIAN HOSPITAL ACCREDITATION PROGRAM

- Started in 2005
- Support of Ministry of Health and Industry Associations
- To improve healthcare delivery- increase care and patient safety



CHALLENGES



INDIAN HOSPITAL ACCREDITATION PROGRAM

- Voluntary in nature
- Look for takers
- Appreciative: Very Good, yet not willing to adapt
- No incentives
- Comparison with other systems like ISO 9001



- No reporting system, total dependability on accreditation program
- Staff in the organization think that all these systems are only adding burden on them
- For most of the hospitals, patient safety means GOOD Doctors and for some GOOD infrastructure



The big **Question** is

“How to convince”

Theory → Practice



- Organize awareness seminars: Time and logistics constraint of key staff members to participate
- Design workshop (1day/ 2 days) to provide on-site awareness and training according to the needs of individual hospitals.
- Sessions for CEO/ Directors
- Presentation to the Management



CONVINCE AS IT MAY PROVIDE:

- Corporate environment
- Competitive advantage and better market positioning
- Customer focus and satisfaction



CONVINCE AS IT MAY PROVIDE:

- Confidence of regulatory authorities
- Minimization of litigation
- Financial gains
- Adopted as a Culture by some of the organizations



*Knowing is not enough;
we must apply.*

*Willing is not enough;
we must do.*

-Goethe



Thank You

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