



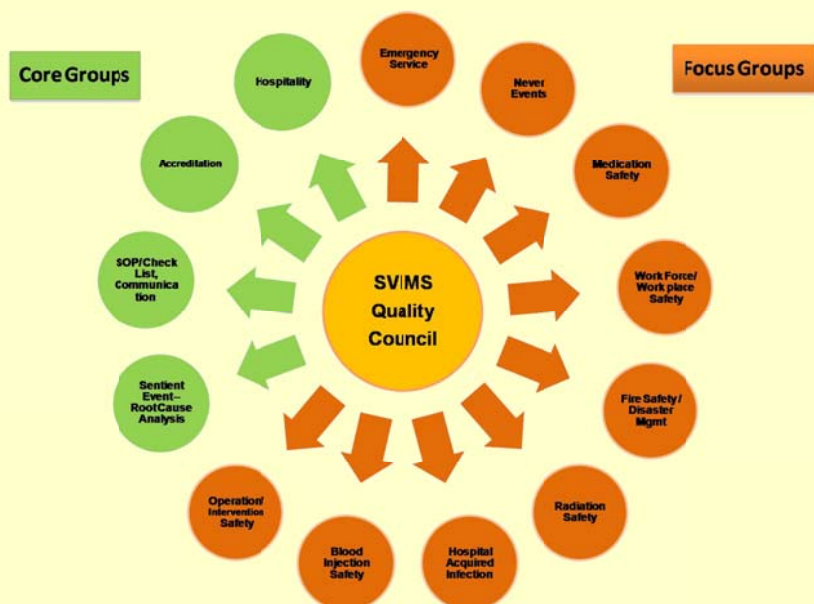
# Sri Venkateswara Institute of Medical Sciences (SVIMS), Tirupati

## Quality & Patient Safety

It is envisaged to transform SVIMS into a “High Reliability Organization” and an “Accountable Health System”. Towards that path of transformation & global repute, the new Director / Vice Chancellor Dr. T.S.Ravikumar, on behalf of the institute, has laid out a road-map of value based health care. A major step towards this value proposition is emphasis on quality and patient safety as drivers of health system performance. To drive the performance, a programme of **SVIMS Quality Council (SQC)** is commissioned by the Director for iterative self improvement. Cataloguing, reporting, analyzing and learning from errors has become the lynchpin for quality improvement in health care.

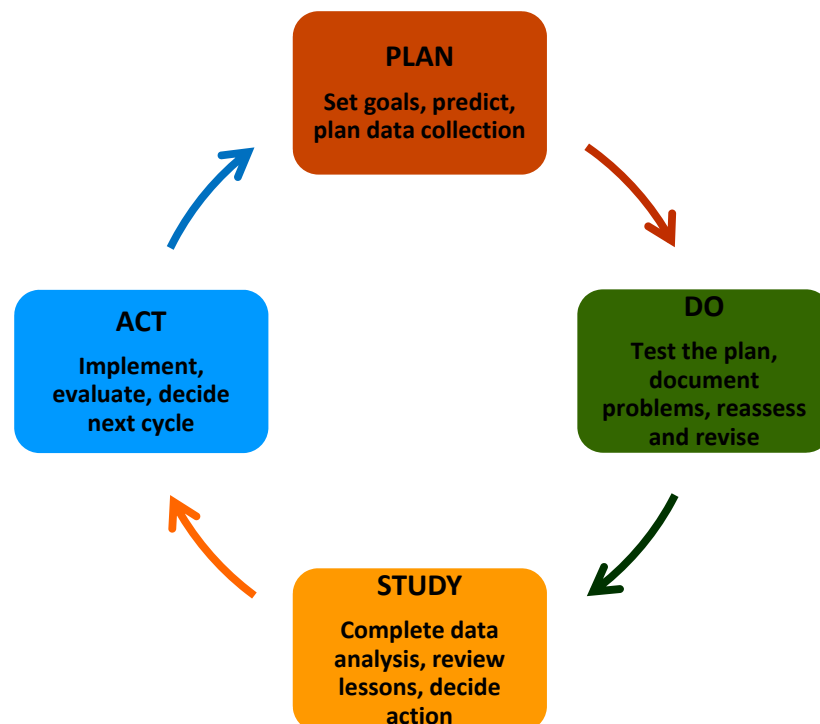
The **SQC** planning process resulted in the formation of nine focus groups and four core groups of workforce consisting of Doctors, Nurses, Administrators, Allied health staff and various other types of employees representing all segments of health system. The focus groups were formed to address: Emergency services, Never events, Medication safety, workforce/workplace safety, fire safety / disaster management, Radiation safety, Hospital Acquired Infections, Blood / injection safety and operating room / interventional areas safety. The four core groups will find sustainable solutions through – Root cause analysis of sentinel events, check lists / communications, accreditations and hospitality services.

### Domains of SVIMS Quality Council



The groups will work, on monthly deliverables and share barriers / successes, so as to find culturally competent and substantively sound sustainable solutions. The ultimate goal is to deliver “**Right Care**, to the **Right Patient** by the **Right Teams** in the **Right Place** at the **Right Time**.... *Every Time*”.

### **PDSA** Cycle for Quality Improvement



A modified PDSA (Plan, Do, Study, Act) cycle for quality improvement process will be followed, strengthened by Rapid Cycle, Bidirectional Learning from SQC monthly meetings. Tools of Trade and Analytics will be tailored to establish a robust process of attainable goals.

## Tools of Trade

Tools of Trade	Analytics (Pre and Post intervention)
<ul style="list-style-type: none"><li>➤ Check lists, SOPs</li><li>➤ Rounding tool</li><li>➤ Structured hand offs</li><li>➤ Structured communication tools</li><li>➤ Real case studies/ Scenarios</li><li>➤ Simulation models</li><li>➤ Root cause analysis models</li></ul>	<ul style="list-style-type: none"><li>➤ Hospital patient safety survey</li><li>➤ Staff competence, knowledge and satisfaction questionnaires</li><li>➤ Mutual performance assessment</li><li>➤ Measurable patient related outcomes</li><li>➤ Patient and care taker's feedback forms</li></ul>

In addition to outlining its unique Quality & Patient Safety initiative through 'SQC', SVIMS took a major step on June 12<sup>th</sup> 2016, coinciding with the visit of Hon'ble Health Minister, Dr. Kamineni Srinivas garu, in declaring its accountability & transparency in quality improvement and patient-centered care by announcing voluntary public reporting in four domains on 7/12/16 to start with, and reporting of many other areas to follow sequentially.

The five areas were:

1. Code Blue
2. Never Events
3. Healthcare Associated Infections
4. Biomedical Equipment List and Performance Report

On 14.08.2017 in keeping with 71<sup>st</sup> independence day initiatives and coinciding again with Hon'ble Health Minister, Dr. Kamineni Srinivas garu's visit to SVIMS, an additional domain unveiled : Total Hospital Mortality trended over time.

5. Mortality Rate: a) Net Death Rate (NDR) b) Gross Death Rate (GDR)

**Quality and Patient Safety**

<http://svimstpt.ap.nic.in/new/quality.pdf>

**Code Blue**

<http://svimstpt.ap.nic.in/new/codeblue.pdf>

**Never Event**

<http://svimstpt.ap.nic.in/new/neverevents.pdf>

**Health Associated Infections**

<http://svimstpt.ap.nic.in/new/HAI.pdf>

**Biomedical Equipment  
Performance List**

<http://svimstpt.ap.nic.in/new/hai-biomedical.pdf>

**Mortality**

<http://svimstpt.ap.nic.in/new/mortality.pdf>