

## PRESS NOTE

### ENGAGING PUBLIC TOWARDS PATIENT- CENTRED CARE

#### SVIMS adds yet another Metric in its quest for Quality / Patient safety

SVIMS is unique in India, for voluntary reporting of many quality & patient safety data in public domain. This week, with the dawn of New Year, it is taking another step in adding the data pertaining to patient feedback and redress of complaints.

“While this paper based feedback is existing since 2014, we introduced a robust proforma and entrusted the responsibility to our Medico Social Work department to increase the feedback capture of timely redress in 2017” said Director-Cum-Vice Chancellor Dr. T.S.Ravikumar.

These data are unveiled in the website in the current week.

“I congratulate our MSW department under the leadership of NVS Prasad for their diligent work in obtaining this feedback from every ward and placing boxes in many places in hospital. As a result, our feedback capture has increased over 10 fold in 2017 & 30 fold in 2018” mentioned Dr. T.S. Ravikumar. Monthly meetings are held to resolve and redress all complaints.

Web link : <http://svimstpt.ap.nic.in/news/pressnote7-10-2019.pdf>

