



AHPI

Tamil Nadu Chapter



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President AHPI-TN



Mr. Rambabu
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Secretary AHPI-TN



Mrs. Gayathri Sandeep
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Treasurer AHPI-TN

AHPI Tamil Nadu Chapter Seminar

Improving Quality, Patient Safety & Hospital Operational Efficiency

Highlights:

The AHPI TN Seminar on Improving Quality, Patient Safety & Hospital Operational Efficiency was convened at ITC Coimbatore, Chennai on February 7, 2023, at 5:00 PM. **Dr. Sathish Devadoss, President of AHPI TN**, commenced the event by extending a warm welcome to the distinguished attendees and providing an overview of the seminar's Agenda.

Operational Efficiency/Cost Management:

Dr. Arun Palaniswami, Executive director of KMCH hospital, delved into the intricacies of operational efficiency and cost management within healthcare institutions. He emphasized the critical need for advocacy, medical operational efficiency, alignment with government policies, and the integration of Universal Health ID to streamline healthcare operations.

Inaugural Talk: Establishing Culture of Quality and Patient Safety:

Dr. Girdhar Gyani, the Director-General of AHPI, delivered an insightful inaugural talk focusing on cultivating a robust culture of quality and patient safety across healthcare facilities. Dr. Gyani underscored the importance of organizational leadership, staff engagement, and continuous quality improvement initiatives to ensure optimal patient outcomes.

Getting the Best out of NABH Accreditation/Certification:

Dr. Vimal Kumar Govindan, Professor / Senior Consultant of PSG Hospital, provided comprehensive insights into maximizing the benefits of NABH accreditation and certification. His presentation elucidated strategies for effectively navigating the accreditation process and surpassing the stringent standards set by NABH, thereby enhancing the overall quality of healthcare delivery.

Patient-Centric Care Through Service Excellence:

Dr. Madhavi Gopinath, the Director of Quality at GKNM Hospital, elaborated on the pivotal role of patient-centric care in driving service excellence. Drawing upon real-world examples, Dr. Gopinath highlighted the significance of personalized care, empathy, and effective communication in fostering positive patient experiences and outcomes.

Importance of Clinical Quality Assessment and Improvement:

Dr. Rajasabapathy, Chairman of Ganga Hospital, emphasized the paramount importance of clinical quality assessment and continuous improvement initiatives. He underscored the indispensable role of data-driven decision-making, evidence-based practices, and robust quality assurance mechanisms in enhancing clinical outcomes and patient safety.

Concluding Remarks:

Dr. K. Bhakthavathsalam, Chairman of KG Hospital, the session chair delivered insightful concluding remarks, summarizing the key highlights and takeaways from the seminar's deliberations. He reiterated the collective commitment of healthcare professionals towards upholding the highest standards of quality, safety, and efficiency in patient care delivery.

Vote of Thanks:

Mr. Rambabu, Secretary of AHPI TN, extended gratitude to the esteemed speakers, guests, and sponsors -

Meenakshi Hospital, Thanjavur and **Vedanayagam Hospital, Coimbatore** for their support and contribution to the event. The seminar concluded successfully with enriching discussions and insights shared by the speakers, fostering a collaborative effort towards enhancing healthcare quality and patient safety.

Patient centered care simply means 'putting the patient first'!

Every member of the healthcare team plays a role in the provision of patient centric care.

The principles of patient centered care include: respect for patient's values, preferences and expressed needs, coordination and integration of care among the different caregivers, education and sharing of relevant information with the patient and family, involvement of the family and friends in the care process, providing emotional support and alleviation of fear and anxiety to both patients and their caregivers, ensuring physical comfort, assuring continuity of care at transition points and providing ease of access to care.

Studies have determined that Patient centered care results in better patient compliance, improved clinical outcomes, enhanced patient experience and customer loyalty. Going forward, as healthcare providers, we need to shift the clinical paradigm from asking patients "what is the matter with you"? to "what matters most to you"?

Thank you and best regards,

Dr.Madhavi Gopinath

Director Quality

GKNM Hospital

Going through an accreditation process helps to bring in some systems in the organization, and these systems can be used to create a strong patient safety culture, and also an ambience for continual improvement.

First and foremost, a horizontal leadership should evolve, with empowerment, transparency and collective decision making. The organization should have a robust internal auditing every few months to identify even the smallest of the gaps. The staff should be encouraged to report incidents and more importantly near misses, for which a blame free culture must be prevalent. Accreditation also brings in professional development, particularly capacity building for quality improvement projects and clinical audits.

Thank you and best regards,

Dr. Vimal Kumar Govindan

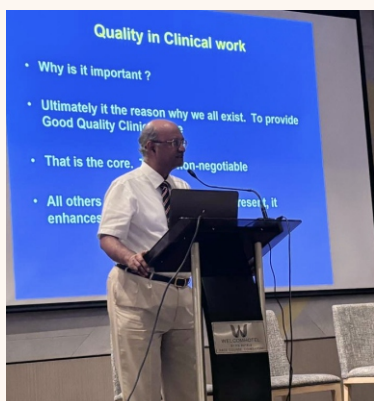
Professor / Senior Consultant

PSG Hospital

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Details of the Program:

1. The program will consist of a total of six modules, each designed to enhance the skills and knowledge of the participating nurses.
2. AHPI TN Members will receive a 50% discount on the program fees, with the discounted price set at Rs. 500 per nurse (the original price is Rs. 1000 per nurse).
3. Trainer Allocation: Each module will have 3 trainers assigned to train a group of 45 nurses and 2 trainers to train 30 nurses.
4. Non-members can also participate in the program by paying INR 1000 per nurse.
5. The expenses related to food, venue, and accommodation for the trainers will be borne by the institutions hosting the Nurse Skill Development Program.
6. It is recommended that the organizing institution arrange for relevant Manikin (the AHPI TN Secretariat can provide details in this regard).



Program Directors:



Mr. Sameer Mehta
Vice-Chairman
Dr Menta's Hospitals



Mrs. Gayathri Sandeep
CEO
Seethapathy Clinic & Hospital

AHPI Tamilnadu Nursing Skill Development Workshop



Ms. Jothi Clara Michael
Nursing Directorate of HH Healthcare
Clenegles Global Group Hospitals



Ms. Leena Chandrasekaran
Head Nursing Operations
Dr Mehta's Hospitals



About The Workshop

The program will be rolled out first to hospitals within Tamil Nadu.

Each workshop can take in a maximum of 45 delegates.

Three trainers will be assigned to each workshop. They will coordinate with the hospital SPOC (Single point of contact).

The workshop will be held as a one-day program (8- 5 p.m.) catering to 6 nursing skills in the basic module and 8 in the advanced module.

A pre-test will be given at the beginning of the workshop and the same will be used to assess participants knowledge after the training. The scores will be shared with the institution.

Participants will get their e-certificate on completion of the feedback and post-test.

CONTACT

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