

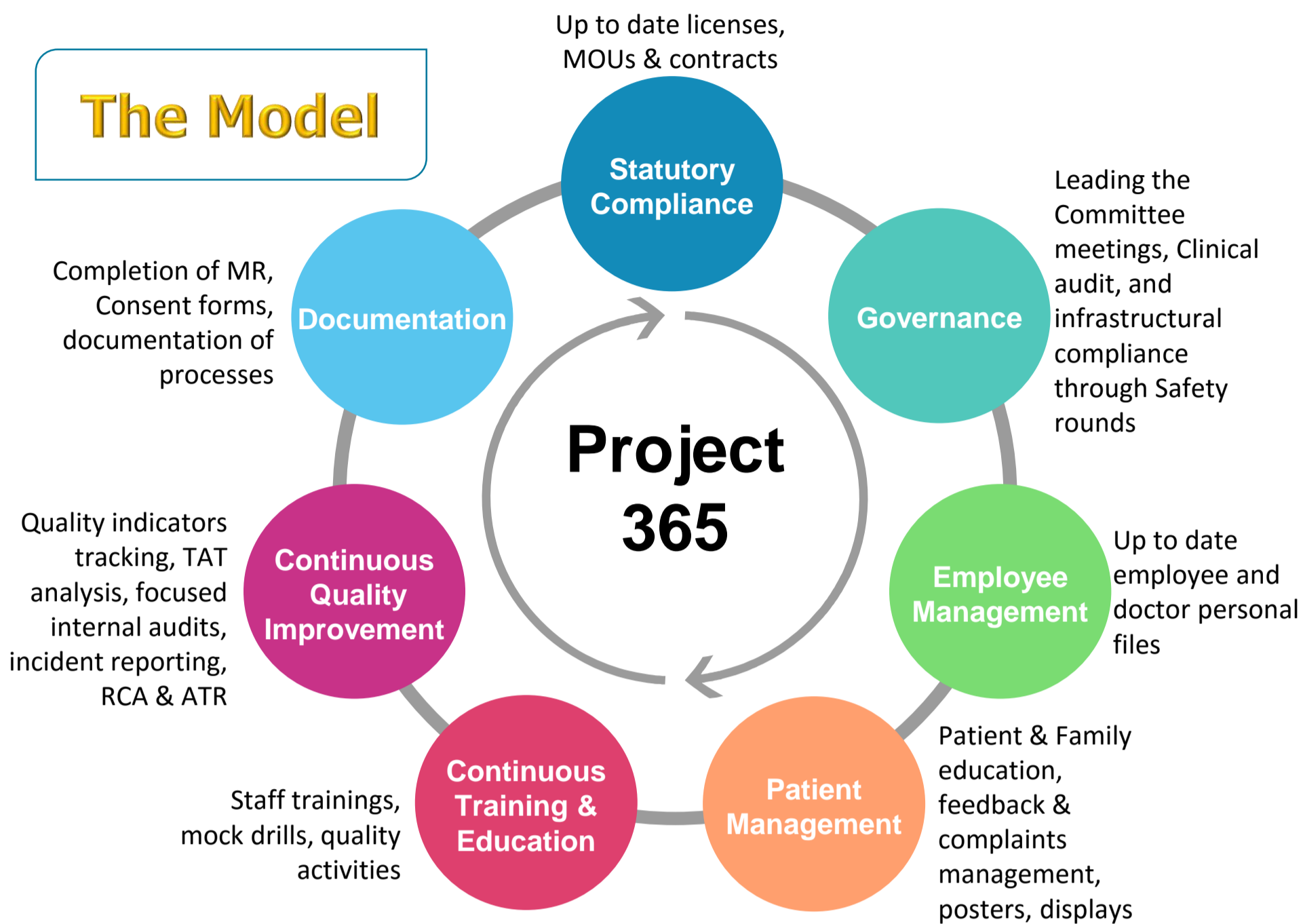
Innovations in Hospital Management

Project 365

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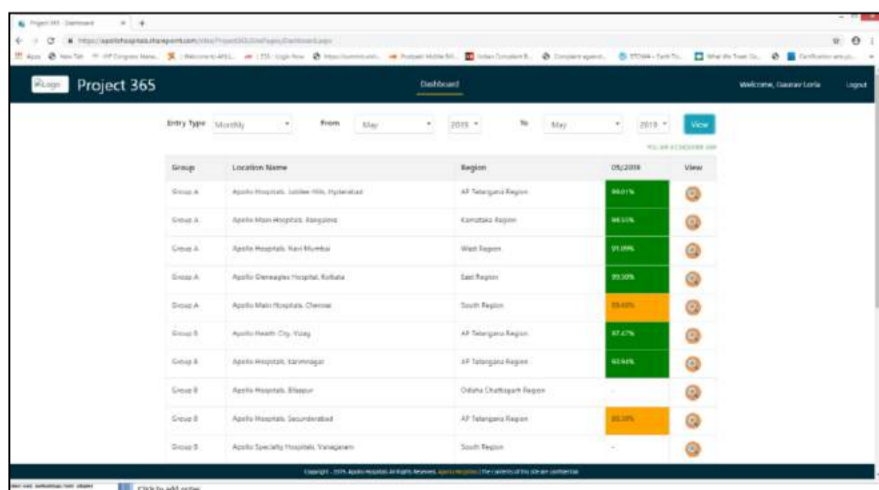
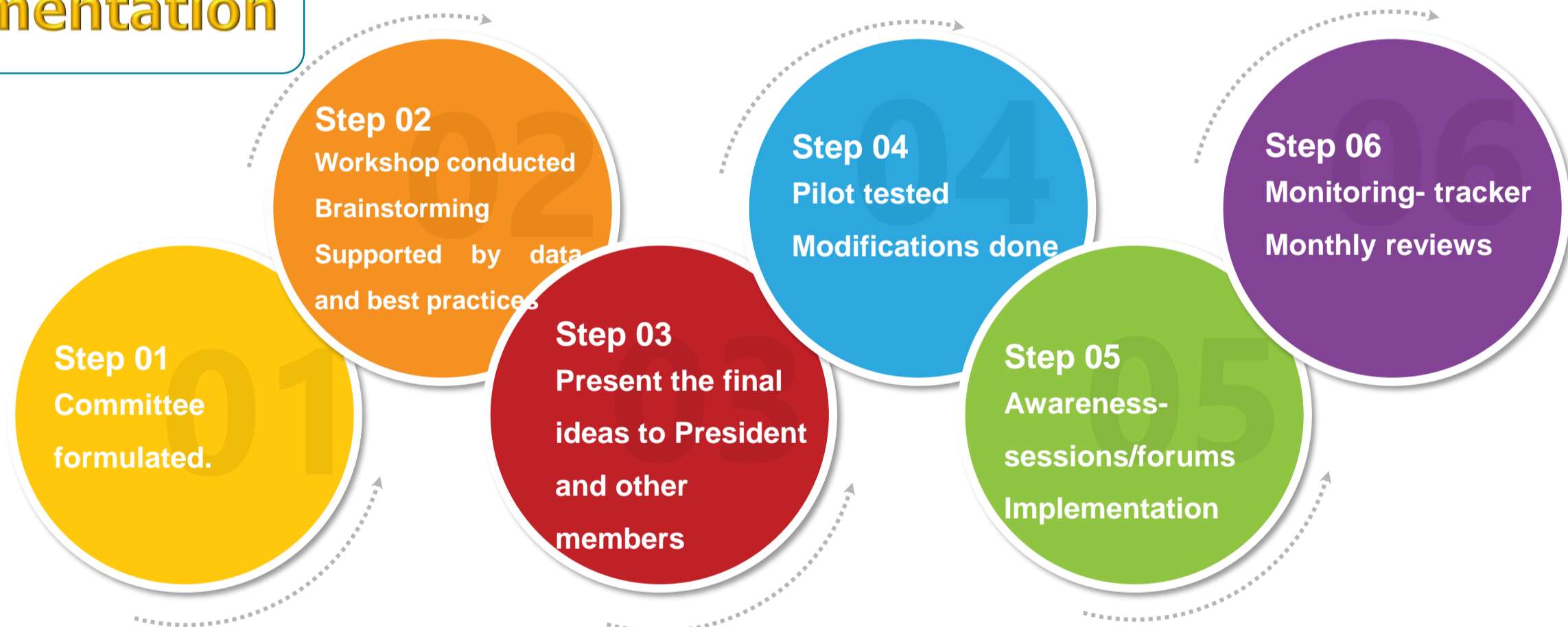
The Model



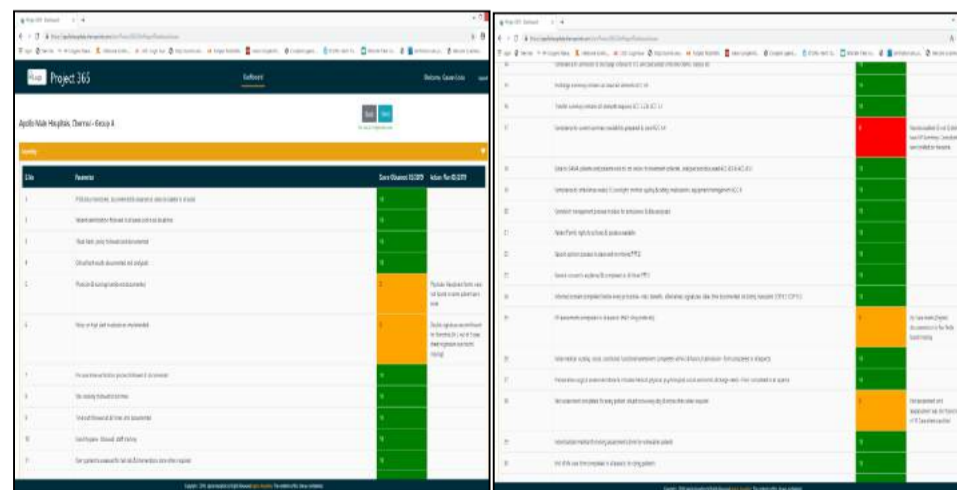
Objectives

- Compliance to quality protocols on a daily basis and being ready for an accreditation audit any time of the year without any special preparation
- Leadership team better informed on the critical to quality & safety parameters and performance of the hospital against the same
- Improvement in the perception among employees about the culture of safety at the hospital
- Overall improved quality audit scores and reduced number of Grade I & II incidents

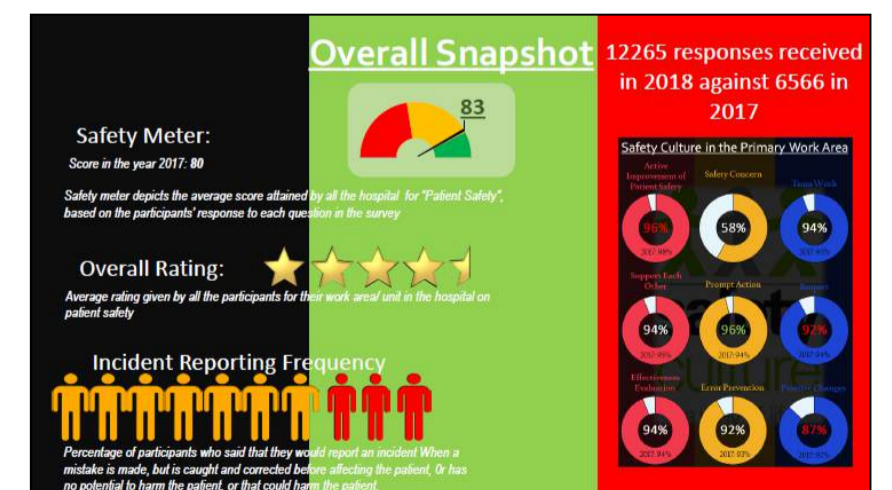
Implementation



Reporting Dashboard



Screenshots of the Outcomes



Safety meter moved up by 3 points

Results

- On an average the compliance to Critical-to-Quality parameters have improved by 18%.
- Incidents with a Severity Assessment (SAC) of 3 and below have reduced by 23%.
- An average improvement of 11% in the Annual Culture of Safety Survey.
- Leadership Feedback Score on Quality teams have moved up on average of 9 points, with many Unit Leaders commenting they feel “more informed” about the adherence to critical parameters
- The annual internal Quality audit scores have increased on an average by 4% for all standards, and 46% for the Critical to Safety parameters

