

## Background of the Project:

As technology is significantly advancing in healthcare, people live longer while burdening with non communicable diseases. The parallel increase in life expectancy and co morbidities has a direct impact in the healthcare economy while adding new challenges to the health care professionals. In 21<sup>st</sup> century, transformative healthcare approaches, patients are considered consumers who expect much more higher from healthcare compared to before.

Health care professional plays a **pivotal role in enhancing patient education** to take care of themselves. Studies have shown that there is co-relation between imparting education to patient and family with improving patient satisfaction. The need for health care professionals to educate patient and family is highlighted as a “rights” and become a standard by accreditation bodies like NABH, JCIA, etc...which meant to “enhance the patient’s knowledge, skills, and behaviors necessary to fully benefit from the health-care interventions provided by the health care organization.”

Patient education and satisfaction are known to be very important measures in the current healthcare environment that will have a financial impact on healthcare. In the past, healthcare facilities had no way of directly measuring the satisfaction level of patients in the form of service delivery.

Patient always prefer health care organization who respects patient’s time and inform everything to the patient in timely manner. E.g. if a patient is made aware of the time frame of a test or procedure may take, he/she is more likely to wait patiently. If the time frame has to be extended, information to the patient will make him or her more tolerant of delays

## Deming Cycle for Quality Improvement:



### Plan

1. To systematically review the VOCs for identifying the problems related to patient satisfaction.
2. Find different strategies for improving patient satisfaction.

## Methodology:

**Setting:** Apollo Hospitals, Guwahati.

**Period:** June to November 2019.

**Sampling Technique:** Convenient sampling.

## Data Collection Tool:

Data were collected from:

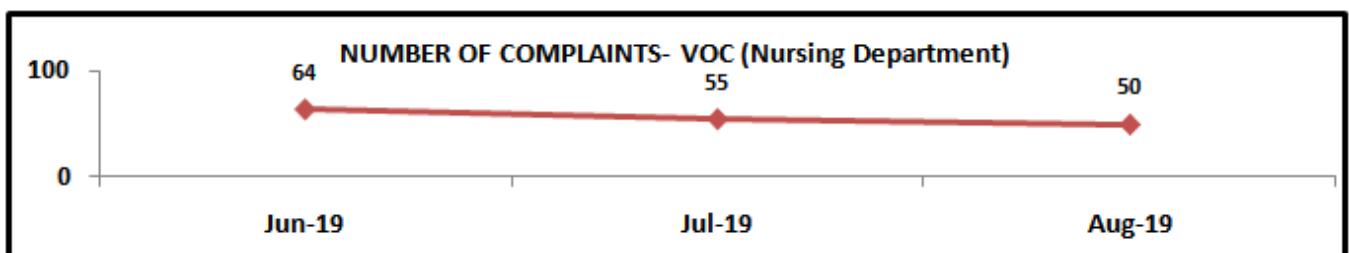
- Patient feedback online portal (Voice of Customer)
- Daily chairman round report.

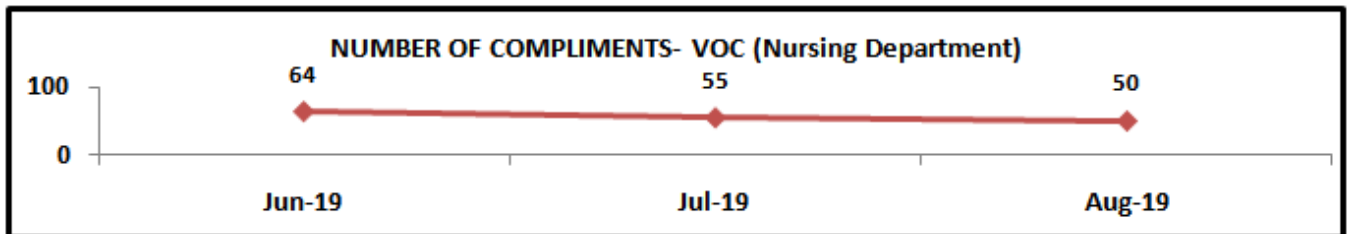
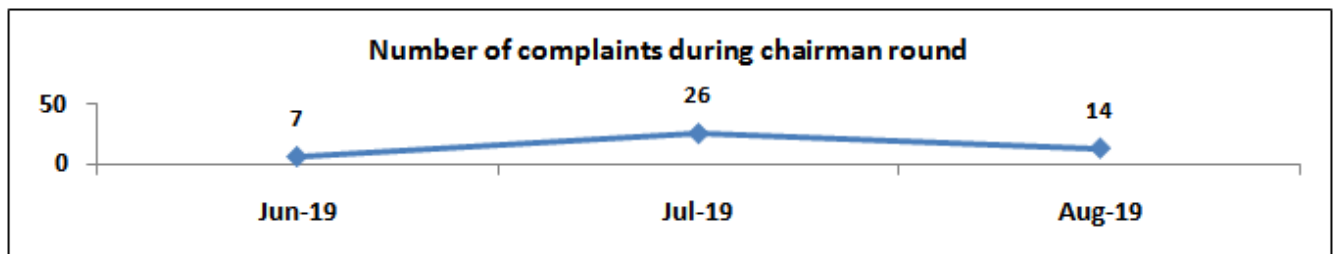
## Result (Pre-intervention):

**During analysis following issues were identified:**

- Patient and family members were not satisfied with overall care as the treatment plan, procedures; ongoing medications were not explained well to them.
- Patient and family education was not provided in regular basis as required.
- Language barrier were found between patient and nursing staff as many nurses do not speak local language.
- Time constraint of nurses was found as they are busy for many clinical activities.

## Analysis of Data (pre-intervention):



*Fig-2: Number of complaints for nursing department (VOC)**Fig-3: shows the number of compliments for nursing department -VOC**Fig-4: shows the number of complaints during chairperson for nursing department***Do/ Perform:**

**The following steps were introduced to enhance knowledge and understanding of the patient and their family members.**

- Leaflets for educating patient and families were prepared to impart more knowledge on few important subjects (e.g. safe medication practices for pediatric, vaccination etc.).
- Nurses emphasized lots on providing patient and family education in simplified manner in their level of understanding of the subjects.
- Checklist was prepared for nurses to educate patient as "What to Orient to the Patient" in beginning of each shift.

**Pediatric Patient Family Education Pamphlet**

***"Children are not small adults"***




SAFETY TIPS REGARDING MEDICATION ADMINISTRATION	VACCINATION	SAFE NUTRITION	SAFE PARENTING
<ul style="list-style-type: none"> <li>Read and follow the label directions/prescription every time (For correct amount, route &amp; frequency)</li> <li>Know the abbreviations for tablespoon (1tbsp=15ml) and teaspoon (tsp=5ml)</li> <li>Never act as a doctor</li> <li>Talk to your doctor before giving two medicines at the same time to avoid a possible overdose.</li> <li>Know your child's age &amp; weight.</li> <li>Check the medicine three times before using.</li> <li>Know the "active ingredient" in the medicine</li> <li>Get clarified about the interaction of prescribed drugs with food or other substances.</li> <li>Record the medication (To keep a track so that someone else won't accidentally give too much)</li> <li>Store the drugs away &amp; out of the child</li> <li>Do not ask for antibiotics when a doctor says they are not needed, make sure they take all the medicine as prescribed, even if they feel better</li> <li>Administer at the same time daily.</li> <li>Be prepared in case of an emergency (helpline no. 0361-7135005/2343214)</li> </ul>	<p>A vaccine activates one's immune system without making the one sick. Many dangerous infectious diseases can be prevented in this simple and effective way.</p> <p><b>General rules:</b></p> <ul style="list-style-type: none"> <li>Follow the <b>schedule of immunization.</b></li> <li>Know the <b>name of the vaccine.</b></li> <li><b>Consult with your doctor</b> when your child is suffering from common cold &amp; fever.</li> <li>Some vaccination can cause <b>mild to moderate fever</b>, this is a normal phenomenon. If not subsiding follow up with doctor.</li> <li>Some vaccines e.g. Inj TT, DPT are painful, <b>prepare your mind accordingly</b> and apply ice pack over the area.</li> </ul> 	<ul style="list-style-type: none"> <li>Breast milk offers the <b>most natural and healthy</b> start for your baby</li> <li><b>Six months</b> is the recommended age for the introduction of solid foods for both breast and formula fed infants</li> <li>Don't give up if your child does not like certain foods at first - <b>keep trying</b>. It can take several attempts before your child accepts a new food</li> <li>Making your own baby food is cheaper and gets your baby used to <b>home-cooked meals</b></li> <li>True <b>food allergies</b> are relatively uncommon. If you have concerns seek advice from your doctor.</li> </ul> 	<p>Your job as a parent is one of the most difficult there is - it can be rewarding but sometimes challenging.</p> <ul style="list-style-type: none"> <li>Never leave a <b>young child alone</b>; young children are not ready for this amount of responsibility. It can be a lonely and frightening experience.</li> <li>Try to avoid your child becoming <b>hungry or overtired.</b></li> <li><b>Domestic abuse</b> can affect children in serious and long-lasting ways.</li> <li><b>Never shake a child</b> for any reason it can cause serious long lasting injuries</li> <li>Talk to your children about <b>Alcohol &amp; drugs</b> from a young age.</li> <li>Remove all <b>potential dangers</b> (e.g. Matchbox, knife, oil) from the reach of your child</li> <li>Children need to feel <b>secure, loved and valued</b></li> <li>Noticing and acknowledging good behavior is the best way of <b>influencing your child's behavior.</b></li> <li>Beds, cribs and stretchers should be kept in the <b>lowest, locked position</b></li> <li>Rooms should have adequate <b>lighting</b>, room doors should be kept open and the room environment should be uncluttered and <b>free from obstacles.</b></li> </ul>

**Healthy futures starts here.....It's the little things that means a lot.....**

### Pamphlet for Adult Patient & Family Education

**SAFE MEDICATION MANAGEMENT & USAGE**

Pay attention to these 5 Moments for medication safety-

Seek help from health care professionals to get these answers.

<b>1. Starting a medication:</b> ✓ Always know your medicine name & its purpose. ✓ What all are the possible side effects? ✓ Is there any different way to treat my illness? ✓ Do I have any allergies? I should tell to my doctors. ✓ How can I store my medicine?(Temperature of the storage area)	<b>2. Taking my medication:</b> ✓ Prescription to be checked. ✓ What is the expiry date of my medication? ✓ What time and amount I should take?(After food, before food, with food) ✓ Any food or drink I should avoid? ✓ What I will do if I have any side effects? ✓ If I miss any drug what can I do? ✓ I should tell my doctor what all medication I am already taking.
<b>3. Adding an extra medication (Over the counter medication)</b> ✓ Do I really need any extra medication? ✓ Did I tell my doctors about extra medication? ✓ Will I able to manage these extra medications?	
<b>4. Stopping my medication:</b> ✓ When should I stop my medication? All medication can I stop abruptly without consulting a doctor? ✓ What I will do if my medication gets over? ✓ What if my medication expired?	<b>5. Reviewing my medication:</b> ✓ Do I have a list of all my medication? ✓ Till how long I should take my medication? ✓ Am I taking my medication without any need?

Reference: Patient Safety- "World Health Organization"

## Act

- Trainings were conducted in both the classroom as well as in the clinical areas.
- SOP on Patient Family Education (PFE) was learned by each staff in the month of Oct, 2019 as a corporate project.
- PFE were performed in different units to improve patient satisfaction.

## Check/Monitor

- Data were again analyzed after the intervention.
- All the above mentioned interventions were carried out and VOCs were assessed.
- Chairman rounds report were monitored continuously.

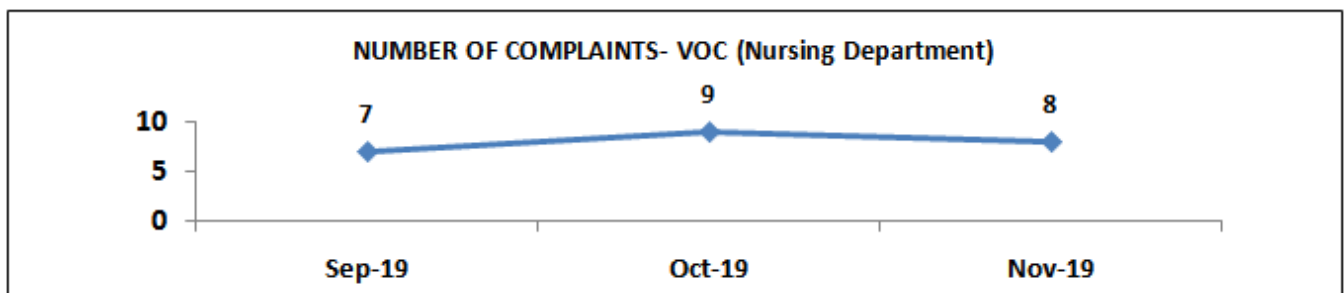
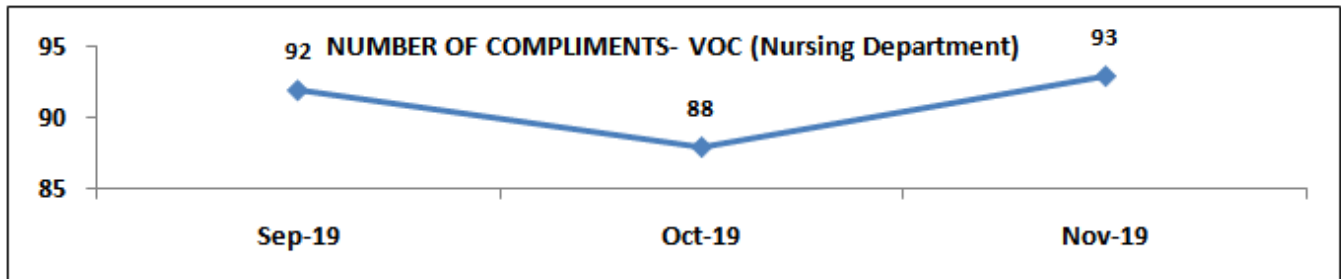
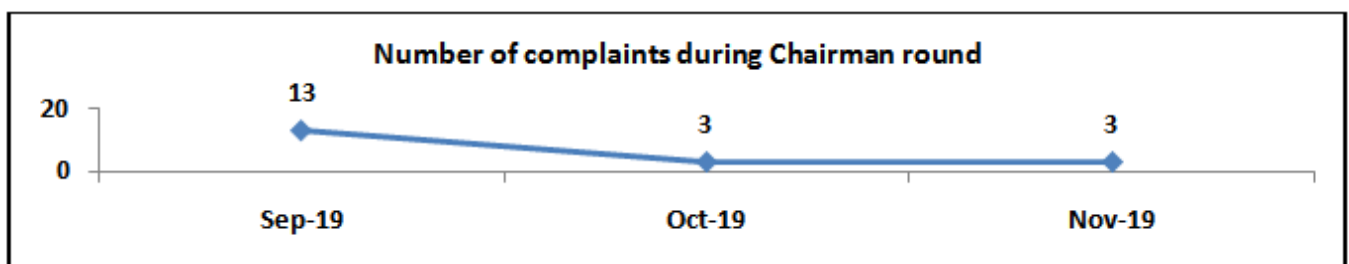


Fig-5: shows the number of complaints for nursing department -VOC



*Fig-6: shows the number of complements for nursing department -VOC*



*Fig-7: Shows the number of complaints for nursing department during chairman round*

## Act/Improve

- Continuous emphasis on daily education to the patient and family.
- Periodic reinforcement training to all nurses on the subject.
- Periodic audit by NS & other senior nursing leaders about patient orientation by staff as per the checklist.
- Instant reporting of any incidence of dissatisfaction/ complaint.

## Recommendation:

- Since, PFE is important activity to enhance the satisfaction level of the customer, a dedicated nursing team can be formed who can perform this activity in regular basis.
- A dedicated nurse can work as a 'Care Companion' nurse who can assist patients from admission to discharge including follow-up after discharge as per requirement.

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