

SERVER ROOM

NO. SERVER ROOM / Mera Aspataal / 18

dt. 3.10.18

Sub: Minutes of Meeting held on 01.10.2018 – reg.

A meeting was held in the committee room of the MS Office on 01.10.2018 at 2:30PM which was chaired by the Medical Superintendent to discuss matters relating to the application 'Mera Aspataal'. The meeting was attended by the following officials / HOD's/ Officials :

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| 1. Dr. Anita Jain, Addl. M.S. | 15. Dr. Sanjay Sood, CMO-OPD(SSB) |
| 2. Dr. Sanghamitra Laskar, A.P. Neurology | 16. Dr. Shantanu Mandal, HOD-ENT |
| 3. Dr. Rajini. S. Paul, Sr. Specialist, Biochemistry | 17. Dr. R.K. Chopra, Director-Prof. CIO |
| 4. Dr. Visha Uppal, AP, Biochemistry | 18. Dr. A.H. Ansari, AP, Cardiology |
| 5. Dr. Rajesh Kumar, HOD-Nephrology | 19. Dr. Krishna Biswas, HOD-Endocrinology |
| 6. Dr. Kuldeep Kumar, HOD-Psychiatry | 20. Dr. Vivek Yadav, AP, Neuro Surgery |
| 7. Dr. Ajit Kumar P., Faculty Member, CTVS | 21. Dr. R.K. Wadhwa, Sr. CMO(HAG), PMR |
| 8. Dr. Ritu Aggarwal, CMO, MRD | 22. Dr. K.C. Tamaria, Consultant (Paed.) |
| 9. Dr. Padma, CMO, Nuclear Medicine | 23. Dr. J.K. Khunger, Consultant, Haematology |
| 10. Dr. Deepthi Nair, Microbiology | 24. Dr. Prem Kumar, CMO-OPD |
| 11. Dr. Amita V. Malik, Consult, Radiodiagnosis | 25. Dr. Shardendu Sharma, Prof. Burns & Plastic |
| 12. Dr. Sushil Garia, Sr. Specialist, Anaesthesia | 26. Dr. Anurag Jain, Staff Surgeon, Dental |
| 13. Dr. B.D. Tripathi, HOD-Medicine | 27. Mrs. S. Beniwal, Off. Nursing Supdt. |
| 14. Dr. Amit Jadhav, AP, Paed. Surg. | |

Keeping in view the importance accorded to the application by the Ministry, MS expressed his desire that greater priority is given and **all HOD's** took special care in ensuring the success of the application.

- First of all the MS expressed his satisfaction on the improved cleanliness in the hospital which was also forthcoming in the feed-back received from patients.
- All HoD's were requested to ensure that behavior towards patients is improved upon as they are already stressed due to their illness and time taken in queues. Therefore, it is necessary that a kind, humane & polite behavior be maintained when interacting with patients. **(Attention: All HOD's)**
- With the launch of 'Ayushman Bharat', the MS felt that all barriers to provide free of treatment at minimal cost is possible as implants etc would also be covered in the insurance scheme and complaints regarding high cost of treatment taken care of. **(Attention: All HOD's)**
- A topic which is repeatedly brought up in the Ministry and despite all efforts shows little improvement is the **woefully low percentage of mobile phone numbers of patients registered in the OPD slips**. When several hospitals showed figures near 50 to 60%, our hospital still has a figure in the low single digit. Therefore, as has been stressed in the previous meeting of 'Mera Aspataal'. Addl. MS(OPD) / CMO(OPD) & CMO-I/c(OPD)-SSB were directed to take the help of slips prepared and available with the General Stores for patients to write down their name, address & mobile number to hasten the registration process and improving of correct entries. **A two-way communication system also put in place**. Most important the **DEO's**

P.F.O. →

must be mandated to enter the mobile number of maximal number of patients. (Attention: Addl. M.S.(OPD), CMO-I/c-OPD & CMO-I/c-OPD(SSB)).

- All HoD's are directed to nominate the faculty member as 'Nodal Officer' for Mera Aspataal for the departments who could monitor the performance of the departments on a regular basis and put in place suitable remedial measure. (Attention: All HOD's)
- OPD's registration could be started early to ensure that doctors are not idle in the morning time. (Attention: Addl. M.S.(OPD), CMO-I/c-OPD & CMO-I/c-OPD(SSB)).
- Harassment faced by patients referred from one department to another is a cause of concern. By the time a patient reaches the concerned department he is referred to the OPD registration counters which by then are often closed. Therefore, after deliberations, **it was decided that referred patients be seen in the OPD slip of the referring department on the same day i.e. day of referral.** (Attention: All HOD's)
- CMO-OPD would open two(02) new counters for registration of patients referred from one department to another where the **fresh OPD slip could be made on the next visit.** (Attention: Addl. M.S.(OPD), CMO-I/c-OPD & CMO-I/c-OPD(SSB)).
- To decrease waiting time, CMO-Ic-OPD was directed to install BAR CODE readers to hasten registration of patients for their subsequent visit. (Attention: Addl. M.S.(OPD), CMO-I/c-OPD & CMO-I/c-OPD(SSB)).
- Also, to decrease waiting time of patients waiting in queues for registration and subsequent sample collection and collection of reports, Dr(Prof.) DIPTI NAIR of the department of Microbiology was directed to interact with the Biochemistry, Pathology and Lab.Med. departments to work-out a modality to decrease waiting time of patients and delivery / collection of reports.(Attention: Dr.(Prof.) Dipti Nair, Microbiology)
- A request was also made for issue of medicines for direction of more than a month for patients of chronic disease. However, no definitive solution could be arrived at.
- Lastly, it was decided after deliberation that referral of patients from one department to another-specially for Super Speciality departments be done by someone not below the designation of SR and preferably by a faculty member. (Attention: All HOD's)

The meeting ended with a vote of thanks and with the opinion that the patient feedback parameters on mera aspataal be taken up at least once every two months to monitor the progress of patient care activities.


03/10/18

(Dr.D.Bhattacharya)
Nodal Officer-Mera Aspataal



(Dr.Rajendra Sharma)
Medical Superintendent

Copy: To all concerned, PS to MS for information

Sr 234/18
29/10/18