

SERVER ROOM

No. 2-ITSR/Mera Aspataal

dt.08.02.2022

MERA ASPATAAL

Sub: Minutes of Meeting held on 07.02.2022 – reg.

A meeting was held in the committee room of the MS Office on 07.02.2022 at 2:30PM under the chairmanship of Medical Superintendent to discuss matters relating to the application 'Mera Aspataal'. List of the HoDs/officials is annexed. On the directions of the chairman, Dr.Gaurav Arora, Sr.CMO presented a PPT presentation related to the feed back of the patients for the quarter Sep'2021-Jan'2022. Current statistics were shown.

FEEDBACK: In reply to the query of steps taken in compliance to previous meeting, CMO-OPD replied that they have sensitized all the DEOs and displayed visible signage boards. As a result the capturing of mobile number percentage has increased. Chairman informs that:

Very soon, MOHFW is planning to implement the ABDM(Ayushman Bharat Digital Mission) at all Central Govt. Hospital with which all the patient related activities would be digitized. For the correct/complete feed-back capturing of mobile number is mandatory at registration level. He advised Burns-Plastic, CIO, Dental & SSB must give attention on sensitizing of their DEO's at counter level in this regard. (**Action: CMO-I/c-Main OPD & CMO-OPD-(SSB), Director-SIC & CIO, HoD-Burns&Plastic, HoD-Dental, HoD-Anaesthesia, N.O/Incharge-NEB & SSB**)

DISSATISFACTION: Chairman has sought the opinion on behavior of doctors as it was reportedly one of the major reason For dissatisfaction, the HODs expressed that :

HoD-Medicine: Patient visit load per room is huge and this could be one of the reason.

HoD-Surgery: Very long dates for surgery could be a reason.

Director-CIO: Initiating the counseling (every morning) for residents/faculty.

HoD-Paed: All junior doctors were trained and also organizing inter departmental work shops every month.

HoD-Derma: One of the reason could be due to no time allocation. If the patient is asking for more time they would suggest them to wait outside and call them afterwards for further clarifications if any.

After deliberations, MS also agreed that scope of improvement is always there and directed for resident level training and twice a week interaction with SR/JR. MS also suggested to involve "Community Medicine" department for this purpose. Major departments viz. Medicine, Surgery, Obs&Gyn, CIO, Eye, Derma can utilize the role of 'Health Educator & Health Visitors' who are directly posted under Community Medicine. (Action: HoD-Community Medicine, HoD-Medicine, Surgery, Obs&Gyn, CIO, Eye, Derma)

CLEANLINESS: Chairman was of the opinion that all Addl MS, CMO concerned tried their best and improved the cleanliness and further instructed to take periodical rounds on all days along with sanitation staff to ensure the cleanliness of their surroundings and also urged to fix the responsibility for the lapses.(**Action:** All Addl M.S, All HoDs & O-I/c-Sanitation).

Meeting ended with a vote of thanks to the chair,


(Dr. Gaurav Arora)
Sr. CMO-Server Room


(Dr. Neeta Hazara)
Sr.CMO(HAG)

Copy: To all concerned