



Qimpro[®]
FOUNDATION

**BUILDING CULTURE OF
SAFETY IN HEALTHCARE**
2022 Celebration

Streamlining Accident & Emergency Stock Utilization & Billing Process



Mr. Vikas Tiwari

Executive-Administration

**P. D. HINDUJA HOSPITAL
& MEDICAL RESEARCH CENTRE**



INTRODUCTION

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Healthcare

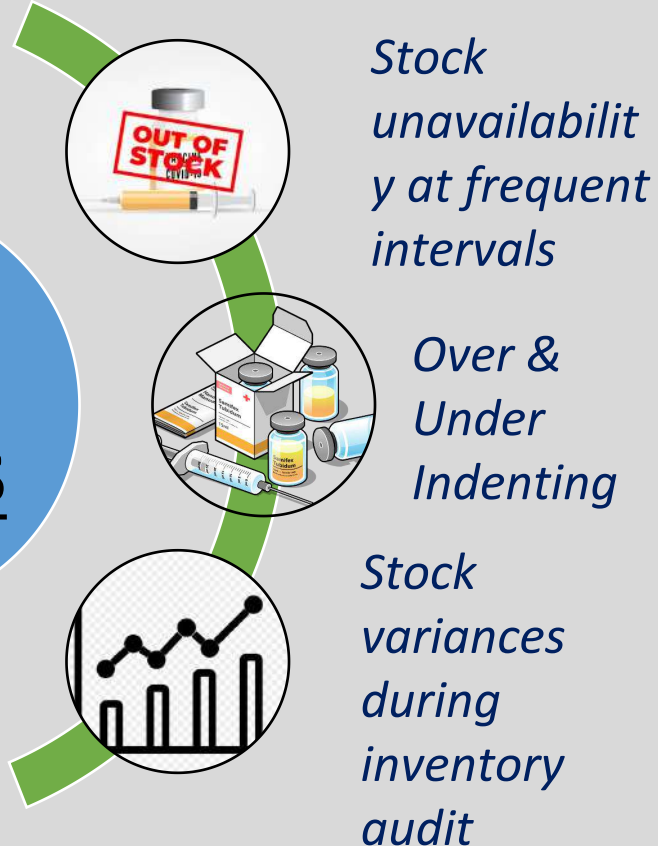
- 9 Bedded unit with 24x7 access
- Busiest hospital department with continuous outflow & inflow of patients
- Average daily footfall of 60 patients
- Effective stock management is vital for ensuring smooth patient care activities



PROBLEM DEFINITION

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Pain Points



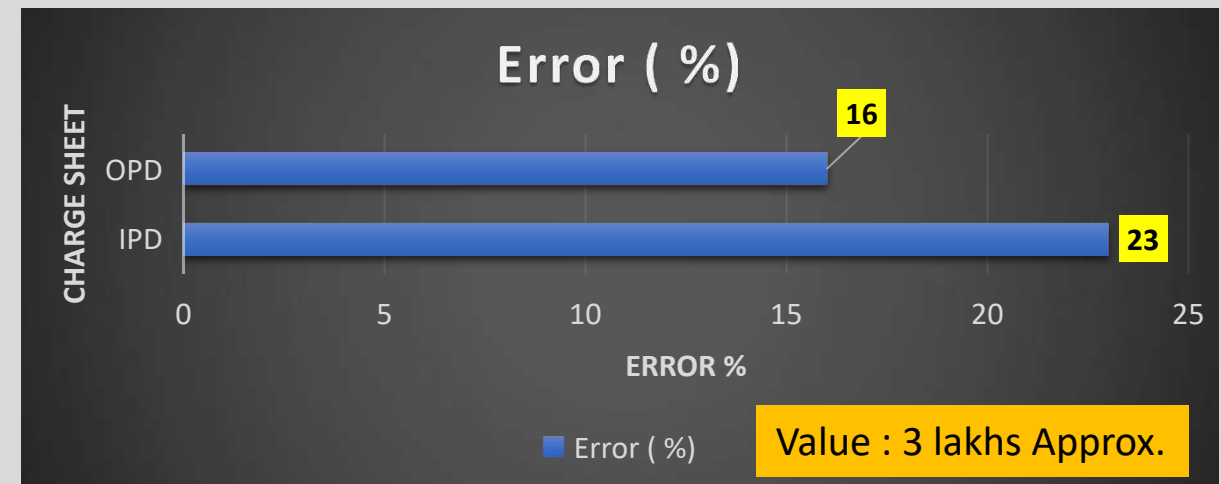
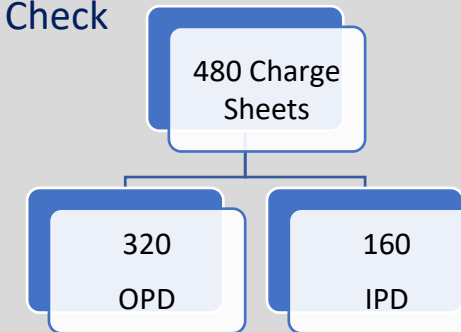
Baseline Project

Inventory Control

1. Indent Process
2. Inventory Control & Check
3. Stock Order Levels

Stock Utilization

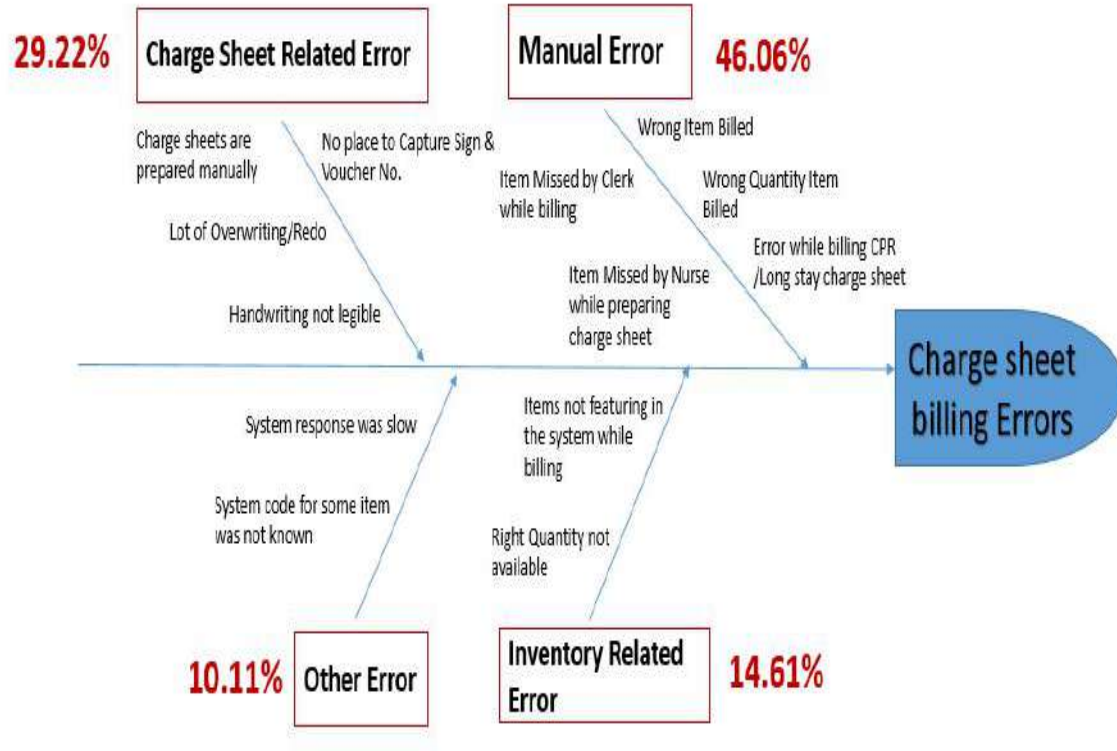
1. Patient Billing System



Loss of revenue to the hospital due to stock discrepancy in the Accident & Emergency department.

PROBLEM DIAGNOSIS

QUALITY TOOLS



Fish Bone Analysis

Process Mapping
21 Inputs

Cause And Effect Matrix
8 Inputs

Failure Modes and Effects
Analysis(FMEA)
4 Inputs

Action Plan
Formulated for 4
Inputs

PROBLEM REMEDY

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IPD Billing

IPD Billing

- Process Step : In patient Billing

- Input Point : A & E Clerk

- Action :
Staff verifies each item charged with charge sheet items and puts a tick mark against the item and signs at the end.

- Who : A&E Clerk

- When : While charging IPD charge sheet.

IPD NO: 1834310
PATIENT NAME: KHETANI MAHESH AMRUTLAL
Age: 56 Y Loc: Sex: M
Print Dt: 24/03/2022 Casualty
1834310

P.D Hinduja Hospital & MRC
A & E
Charge Sheet (Internal)
14/03/2022

Sr.No. 3747
Voucher no. 1
ORE: 39562924
OPR:

Consultation:
CONSULTATION-REG/CMO
FIRST CONSULTATION

Waiting Charges
A&E : 4-6 HRS
A&E : ABOVE 6 HRS

PROCEDURE
BLADDER CATHETERISATION
BLOOD TRANSFUSION
BONE MARROW ASPIRATION
BONE MARROW BIOPSY
CPR / DC SHOCK
CENT. VEIN CATHETER
STRAPPING

CLINICAL EXAM SCREENING CHARGES
ECG
INJ.(IV/IM) PROF. CHARGE
INTRAVESICAL BCG
INSTILL/COCKTAIL
INSTANT GLUCOSE TEST
INTUBATION
IV THERAPY
MOL DETEC SARS COVID 19

SAFETY
BASIC AMBULANCE
ADVANCE AMBULANCE
BASIC AMBULANCE WITH PPE
ADVANCE AMBULANCE WITH PPE
NASOGASTRIC INTUBATION
NEBULISATION
PLASTERING
PLEURAL / PERITONEAL TAPPING
SIMPLE / PROCTOCLYSIS ENEMA
SMALL DRESSING/BIG DRESSING
SMALL SURGICAL PROCEDURE
SUTURE/POP/WIRE REMOVAL
VENTILATOR CHARGES

BIVALE EXTENSION
BIVALE PLAIN -
BUDECORT -
BOUGIE -
CERTOFIX MONO -
COMBIDYN -
CLIPPER BLADE -
DIAL FLOW -
DIAPER -
ELECTRODES -

ET TUBE -
FACESHIELD -
LOX JELLY -
LARYNGOSCOPE BLADE - HANDLE
N95 MASK -
POSIFLUSH -
PPE KIT -
PRESSURE MON.KIT -
PORTEX HEP.SYRINGE -
RYLES TUBE -

STERILE SUCT.CONNECTOR -
SAFETY VASOFIX 20G -
SAFETY VASOFIX 22G - 24G -
SUCTION CATHETER - 14F 16F
GLOVES 6.5 - 7 - 7.5 -
TEGADERM -
UNISTIK -
UROMETER -
ASTHALIN - BUDECORT - DUOLIN -

INJ.ADRENALINE -
INJ.AUGMENTIN
INJ.BETT -
INJ.CORTS -
INJ.CORDARONE -
INJ.CLEXANE
INJ.DEXT 5%
INJ.DEXT 25% -
INJ.DYNAPAR -
INJ.DEXA -

INJ.EMEST
INJ.ESMERON -
INJ.FENTANYL -
INJ.HAI -
INJ.MONOTAX MONOCEF -
INJ.LASIX
INJ.LOBET -
INJ.LOX -
INJ.LEVIPIL -
INJ.LORAZ -

INJ.PANTOCID -
INJ.PARAGLASS -
INJ.MAGNX FORTE -
INJ.MEROPENEM -
INJ.MIDAZ -
INJ.NORAD -
INJ.SOD.BICARB -
INJ.METROGYL CIPLOX
INJ.TRAMAZAC -
INJ.TAZACT -

NASAL CANN -
FACE MASK FULL SYS -
VENT. CIR W/O PORT
HME FILTER -
Py. Actibidex 50mg
Py. Actidylsec 20mg

IV SOLUTIONS
Normal Saline
100ml
250ml
500ml
Ringer Lactate :
Aqua DNS :

Needle
20G
24G
30G
36G

Syringe
10cc
20cc
30cc
50cc

HIGH CONC. MASK -
SERVO GUARD
AMBU BAG -
N95

OXY MASK -
ISOGUARD -
CLERK:

LOCKING THE IMPROVEMENT

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Live Google Sheet

A & E Daily Billing

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File

Edit

View

Insert

Format

Data

Tools

Extensions

Help

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CLONING THE IMPROVEMENT

❖ *Similar improvement & action points can be implemented across departments where consumables are charged as per the usage pattern.*

❖ Department where similar improvement implemented :

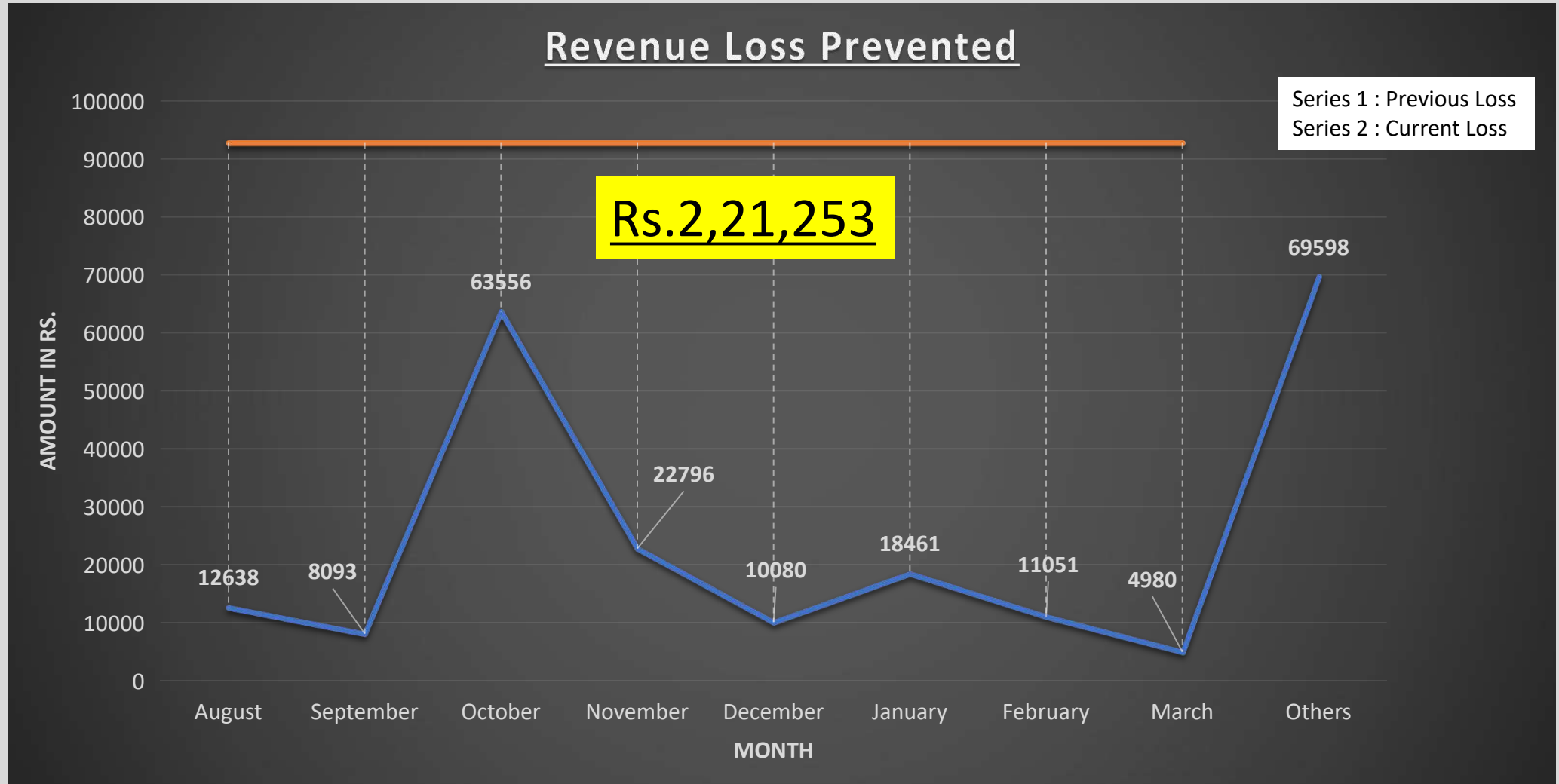
- *OT Department*
- *DSA Department*
- *Imaging Department.*

❖ Department where can be implemented :

- Endoscopy Department
- Dialysis Department

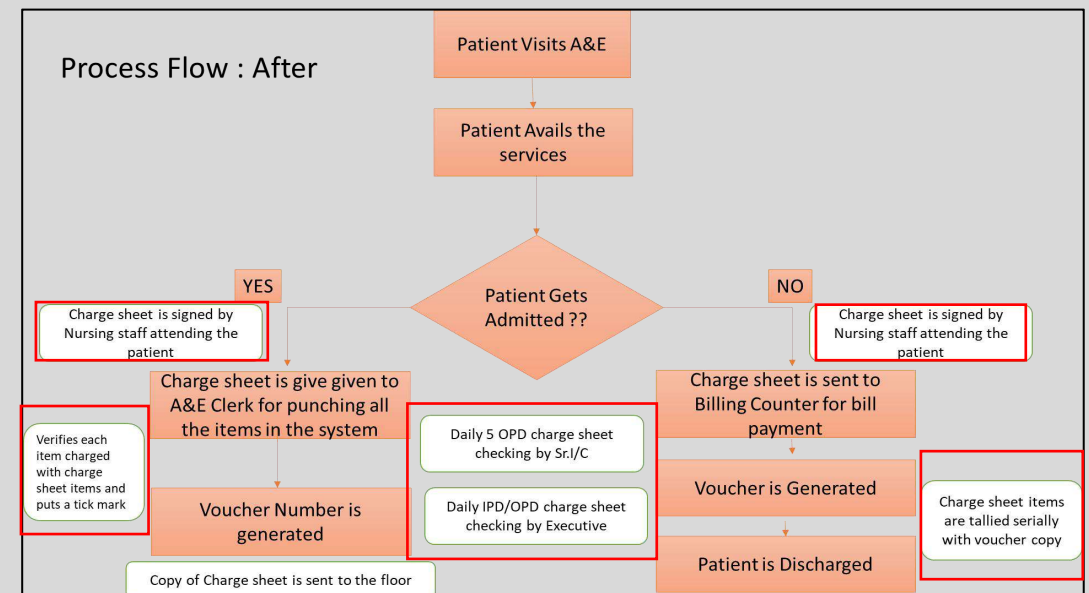
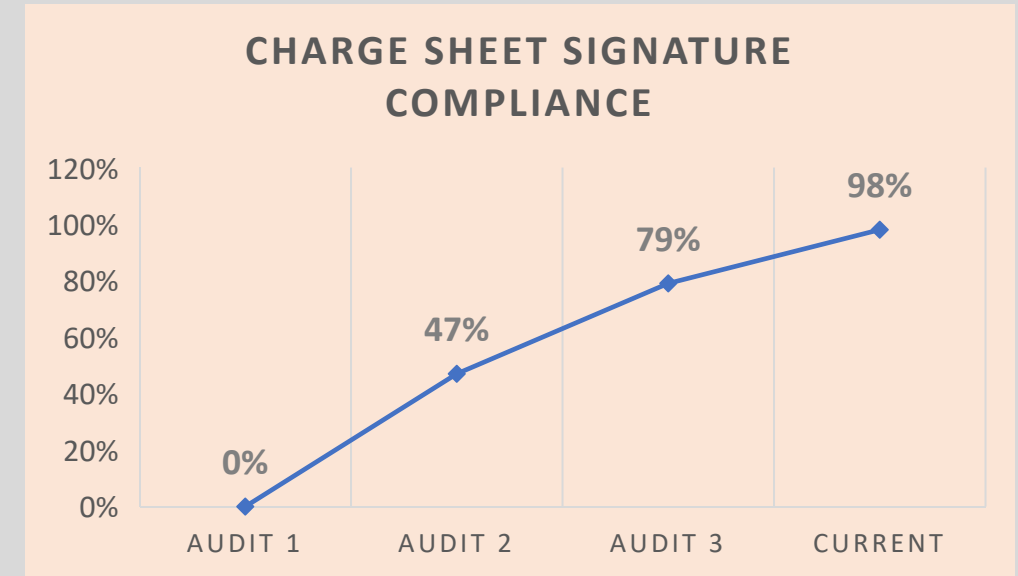
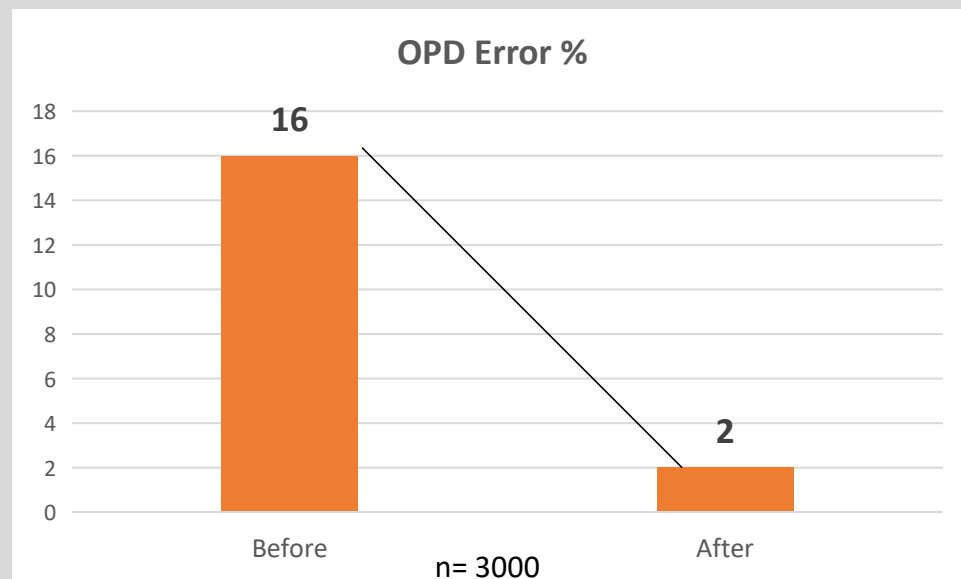
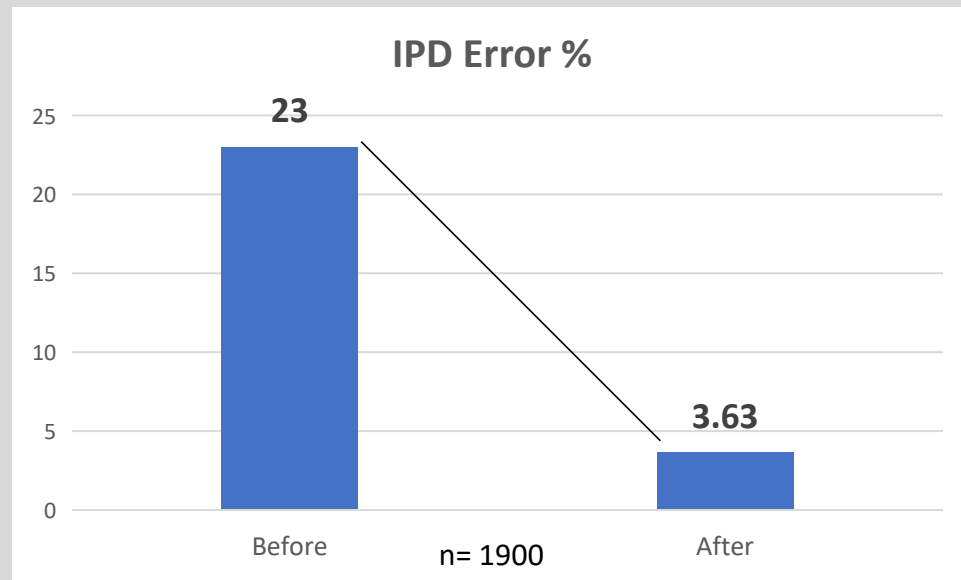
TANGIBLE RESULTS

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INTANGIBLE RESULTS

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*... and our journey continues to provide **Quality Healthcare for All!***



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THANK YOU!