

Workshop on Leading Healthcare Quality and Safety Improvement Essentials for Managers

The Delhi Society for Promotion of Rational Use of Drugs (DSPRUD) organized a two-day training workshop on “Leading Healthcare Quality and Safety Improvement: Essentials for Managers” on March 5 & 6, 2018, at the India Habitat Centre, New Delhi. Main aim of the workshop was to build the skills and capabilities needed to lead quality improvement efforts at the top and middle manager level of an organization.

The Training Workshop was inaugurated by Dr. Harish Nadkarni, CEO, National Accreditation Board for Hospitals and Healthcare Providers (NABH); and Dr. Kirti Bhushan, Director General, Directorate General of Health Services, Government of NCT of Delhi.

The subjects included –

- Framework for patient safety and quality in healthcare: Concepts and practice
- Safety as a first principle of quality- Ethical & medico-legal issues and professional misconduct
- Quality concept and tools
- Essentials for outcome improvement - Monitoring of key performance indicators
- Patient safety: Preventing errors Measures and Measurement tools e.g. checklists, best practices, guidelines etc. and response to Incidents and solutions
- Building Culture of Trust- Role of Communication – Team communication, partner with patients and families and be a better leader
- Communication and tips for reducing hospital violence.
- Reducing Hospital Acquired infections – Hospital antibiotic policy: Applying guidelines to general practice, antibiotic stewardship programme and surveillance
- Strategies to Improve Medication management: Role of Drugs and Therapeutic Committee in implementing managerial interventions such as Essential Medicines List, Standard Treatment Guidelines and Prescription audit in improving quality of care.

The distinguished faculty, having long experience in the field of enhancing quality and patient safety, well versed with ground level problems and difficulties, included Dr. Sangeeta Sharma, Professor, IHBAS; Dr. Nikhil Prakash Gupta, Consultant, NHSRC; Dr. Shalini Bhalla, Regional Quality Head, Fortis Hospitals; Dr. Akhil Sangal, CEO, ICHA; Dr. S. Anuradha, Director Professor, MAMC; Dr. Renu Gupta, Assistant Professor, IHBAS; Dr. N.V. Kamat, Formerly Director Health Services, Govt. of NCT of Delhi and K.S. Sachdeva, Dy. Director General, NACO, Ministry of Health & Family Welfare, Govt. of India.

A total of twenty (20) health professionals – 15 from the Government of NCT of Delhi’s hospitals and dispensaries; and 5 from the corporate and public sector hospitals participated in the workshop. Participants gained valuable insights from each other’s experiences and challenges. Day-to-day problems related to local scenario and problems encountered during drug administration, medication errors, and adverse drug reaction monitoring were also

discussed. By the end, participants grasped the skills, tools, and resources needed by a manager to improve processes and to lead quality improvement efforts in their own settings.

Feedback about the programme contents, presentations, time etc. was obtained from the participants. The overall rating of the programme was **Very good**. The presentations, contents and resource material were also rated as very good by most of the participants.
