

INTERNSHIP REPORT
ON
ANALYSIS OF MEDICAL RECORDS



**International Institute of Health Management
Research**

BY:-

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INTRODUCTION

Definition of Medical Records:

A record of a patient's medical information (as medical history, care or treatments received, test results, diagnoses, and medications taken). “Farlex Partner Medical Dictionary” 2012.

Purpose:

The purpose of complete and accurate patient record documentation is to foster quality and continuity of care. It creates the means of communication between providers and family members about health status, preventive health services, treatment, planning, and delivery of care.

Documentation includes the following content:

- Personal and demographic data
- Present illness
- Past History
- Medications and adverse drug reactions, if any
- Risk Factors
- Physical examination
- Documentation of clinical findings and evaluation for each visit
- Laboratory and other studies that signify review by the ordering provider
- Working diagnoses consistent with findings and test results
- Treatment plans consistent with diagnoses
- A date for return visits or a follow-up plan for each encounter
- Previous problems addressed in follow-up visits
- Preventive services and risk screening

Uses:-

The information contained in the medical record allows health care providers to determine the patient's medical history and provide informed care. The medical record serves as the central repository for planning patient care and documenting communication among patient and health care provider and professionals contributing to the patient's care. An increasing purpose of the medical record is to ensure documentation of compliance with institutional, professional or governmental regulation.

ORGANIZATIONAL PROFILE

National Heart Institute, A brain child of the doyen of cardiology in India, Dr. S. Padmavati, was inaugurated in 1981 by the Prime Minister of India, Mrs. Indira Gandhi, as the Clinical Research and Medical Care Delivery wing of All India Heart Foundation, with the aim of providing State-of-art Modern Cardiac Care to the financially impoverished section of society. It was intended to be a self-sufficient facility and therefore it was decided that people with paying capacity should also be taken up and the surplus generated from them be channelized for the treatment of the poor.

The National Heart Institute is the research & referral tertiary care heart hospital of the All India Heart Foundation, which acts as a nucleus for diagnosis and treatment of heart ailments and allied diseases and is equipped with state of the art equipments. Apart from indoor treatment, the Institute also provides comprehensive medical check-up, at nominal rates with a view to ensuring good physical conditioning and health of all individuals. Cardiac patients with other ailments are also admitted to this hospital, as specialists for diseases other than heart are available round the clock for consultation and treatment. The Institute has been recognized for open heart surgeries, coronary artery bypass surgery, angiography and angioplasties and other specialized cardiac treatment by the Central Govt. Health Scheme (CGHS), Employees State Insurance (ESI), Ex Service Men Contributory Health Scheme (ECHS), besides the Governments of Uttarakhand, Himachal Pradesh, Haryana, Madhya Pradesh, Mizoram and Govt. of NCT of Delhi. Ministry of Defence, Office of the Director General of Armed Forces Medical Services and Directorate General of Medical Services Naval Headquarters have recognized NHI for treatment of their employees and their families. 154 Public sector bodies, almost all the TPA and International Organizations like World Health Organization & UNICEF are also empanelled with the National Heart Institute.

SERVICES PROVIDED BY THE HOSPITAL

Services:-

- Coronary Artery Bypass Surgery
- Off pump bypass Surgery(Beating Heart Surgery)
- Valve Repair and Replacement Surgery
- Aortic Carotid Surgery
- CTVS
- Congenital Heart Surgeries including blue babies
- Minimally Invasive (Key Hole) Surgery
- Angioplasty
- Angiography
- Stenting of Coronary Arteries
- Valvotomies
- Electrophysiological Studies
- Radio Frequency Ablation
- Rotablation
- Intra Vascular Ultrasound
- Pacemaker and Internal Defibrillator Implantation

Allied Services:

- Diabetology
- Internal medicine
- Pulmonolgy and Sleep Medicine
- Dialysis Services

24 Hours Services:

- Blood Bank
- Laboratory
- Ambulance Services
- Cardiac Emergencies
- Pharmacy
- Radiology Services-X-Ray, Ultrasound, CT-Scan

LIST OF DEPARTMENTS VISITED/WORKED

S.No	Departments
1	Radiology-CT-Scan, X-Ray
2	Physiotherapy
3	IP Pharmacy
4	Cardiac Cath Lab
5	ICCU-I,II,III,IV
6	OT's and Post-Operative Recovery
7	Laboratory
8	CSSD
9	EDP
10	Blood Bank
11	Dialysis
12	Phlebotomy Room
13	General Stores&Medical Stores
14	Medical Record Department
15	Human Resource Department
16	Dietary Services

PROBLEMS AND ISSUES IN EACH DEPARTMENT

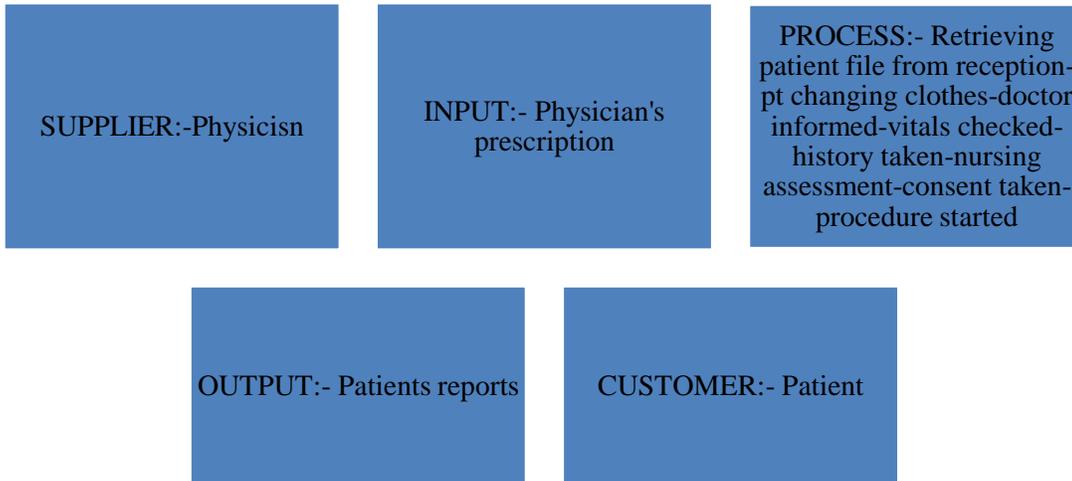
S.No	Department	Problems/Issues
1	Blood Bank	<ol style="list-style-type: none"> 1. The staff was not aware of the grievance handling procedure in the hospital 2. The staff was not aware of the disciplinary procedure in the hospital 3. 3. The staff was not aware of the appraisal system in the hospital
2.	Pharmacy	<ol style="list-style-type: none"> 1. Some food items were kept in the refrigerator.
3.	Medical Record Department	<ol style="list-style-type: none"> 1. Space constraints 2. The staff was not aware of how to use the fire extinguisher 3. The material data sheet was not available
4.	Human Resource Department	<ol style="list-style-type: none"> 1. The staff were not aware of what to do in case of process of patient handling complaints. 2. The patient were not aware of hazardous chemical spill. 3. The material data sheet were not available. 4. The staff were not aware of the grievance handling process in the hospital
5.	Dialysis	<ol style="list-style-type: none"> 1. The temperature records were incomplete 2. The calibration maintenance records were incomplete 3. Some of the drugs were found to be of short expiry
6.	Dietary	<ol style="list-style-type: none"> 1. At present , a stainless steel trolley was kept in the chopping area, which was not apt according to the space 2. At the entrance , there was an wooden table kept
7.	Kitchen	<ol style="list-style-type: none"> 1. The tube light was not been fitted properly. 2. There was a rope which was kept in the storage area, where the net was laid 3. The ceiling were in a bad state 4. There was some broken items which were placed in the storage room
8.	Nuclear Medicine	<ol style="list-style-type: none"> 1. Hand washing poster was not pasted on the wall 2. The housekeeping staff and the other technicians required training on bio-medical waste rules and also about the emergency codes

		<ol style="list-style-type: none">3. The drug named ECD Kit was expired and was still kept inside the refrigerator4. The Catheter tube was kept folded inside the instrumental tray
9.	AC Plant	<ol style="list-style-type: none">1. The items which need to be condemned was lying on the floor, and no list was available to segregate the usable and disposable items2. There was many machines which was not workable

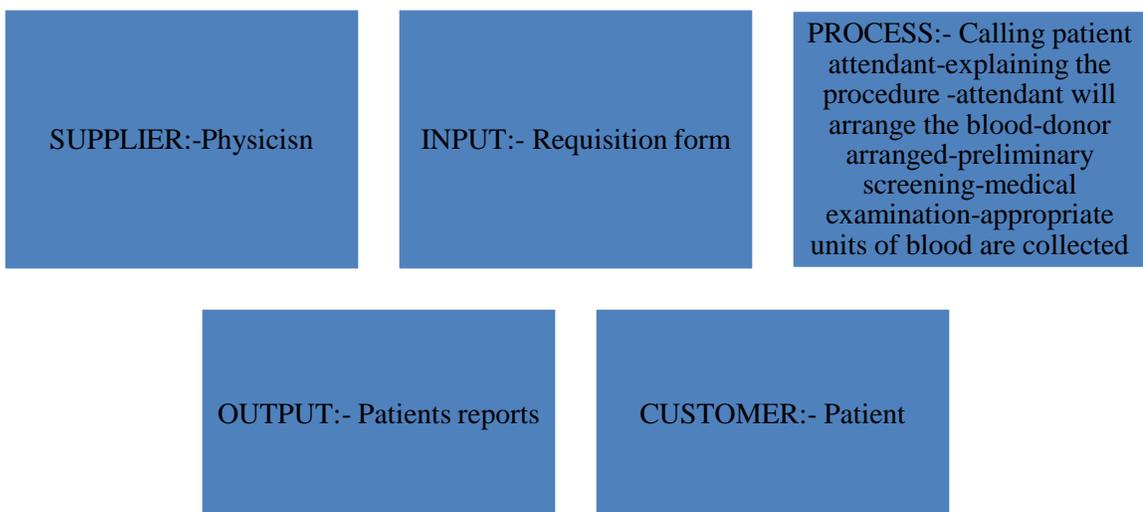
OBSERVATIONAL LEARNING

(PROCESS FLOW)

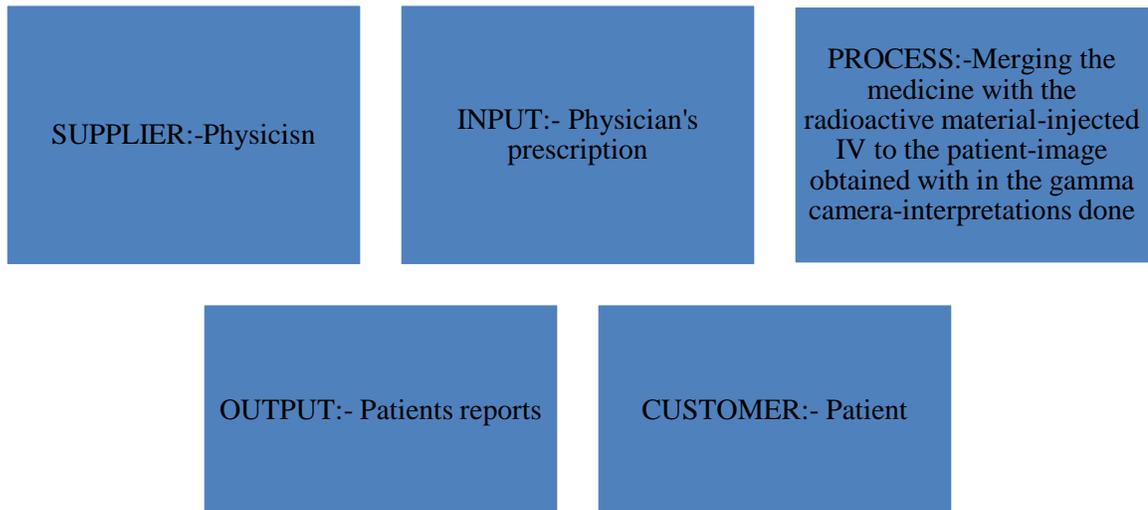
1. CATH LAB:-



2. BLOOD BANK:-



3. NUCLEAR MEDICINE:-



Any project undertaken other than dissertation

AIM:- To streamline the process flow in each department

WORK DONE: Based on the points mentioned in the checklists, **internal audit report** was made during the NABH assessment.

DEPARTMENTS AUDITED:- Blood bank, Dialysis, Pharmacy, Human resource,

Department: Blood Bank

Date: 28.01.15

Auditor: Infection Control Committee

Time: 04:30 PM

Members

S.No	Applicable NABH Clause	Non- conformity Statement	Type	Corrective and Preventive Action	Responsibility	Target Date	Actual Closing Date	Status	Remarks (If any)
1	HRM	The staff was not aware of the grievance handling procedure in the hospital	Minor	The staff has been given adequate training regarding the grievance handling procedure in the hospital	Human Resource Manager	28.01.15	28.01.15	Closed	N.A
2	HRM	The staff was not aware of the disciplinary procedure in the hospital	Minor	The staff has been given adequate training regarding the disciplinary procedure in the hospital	Human Resource Manager	28.01.15	28.01.15	Closed	N.A
3	HRM	The staff was not aware of the appraisal system in the hospital	Minor	The staff has been given adequate training regarding the appraisal process	Human Resource Manager	28.01.15	28.01.15	Closed	N.A

Remarks by the Auditor:

Name and Signature of the Auditor:

REPORTING EXTRAORDINARY EVENTS

- 1.** Facilitative rounds are taken every morning accompanied by the director operations and the quality and operations team to look after every minute problems of the hospital, this shows the involvement of the top management with the quality of care to be delivered to the patient.
- 2.** Every Saturday the morning facilitative rounds are also accompanied by the C.E.O of the organisation.