“Study of Blood Bank Services in a Multispecialty District Hospital”

A dissertation submitted in partial fulfillment of the requirements for the award of

Post-Graduate Diploma in Health and Hospital Management

by

Arpit Nagar



International Institute of Health Management Research
New Delhi -110075
May, 2010

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under the guidance of

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Certificate of Internship Completion

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TO WHOM IT MAY CONCERN

This is to certify that Mr. Arpit Nagar has successfully completed his 3 months internship in our organization from February 1, 2010 to April 30, 2010. During this intern he has worked on ISO Certification of District Hospital, Durg (C.G.) under the guidance of me and my team at ICRA Management & Consulting Services Limited, Noida.

We wish him/her good luck for his/her future assignments

(Signature)

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Certificate of Approval

The following dissertation titled "**Study of Blood Bank Services in a Multispecialty District Hospital**" is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as a prerequisite for the award of **Post- Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation

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Certificate from Dissertation Advisory Committee

This is to certify that **Mr. Arpit Nagar**, a participant of the **Post- Graduate Diploma in Health and Hospital Management**, has worked under our guidance and supervision. He/is submitting this dissertation titled "**Study of Blood Bank Services in a Multispecialty District Hospital**" in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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Abstract

Study of Blood Bank Services in a Multispecialty District Hospital

Blood Transfusion Services constitute a crucial part of a District Hospital. Adequate and safe supply of blood and blood components is essential, to facilitate a wide range of critical care procedures to be carried out in hospitals. The purpose of this study is to understand the Blood Bank facility facilities in a District Hospital. The study is undertaken basically to analyse and evaluate the procedures and policies followed, infrastructure, manpower and equipment requirements, comparing the infrastructure and processes with the regulatory norms and evaluation of the efficiency of the blood bank facility. This research used collection of secondary data of past years from the facility and personal observation for the process mapping as research methodology .The secondary data was collected and analyzed using statistical tools to identify the bottlenecks in the facility and make necessary recommendations and finally to derive a conclusion out of the study. The data was used for improvement of processes by identifying and eliminating redundant processes and introducing new essential processes as per the requirements thereby streamlining of Blood Bank services in the hospital.

Key Words: District Hospital, Blood Bank, Infrastructure, Manpower, Policies & Procedures, Process Mapping.

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Arpit Nagar

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Abbreviations

BPL- Below Poverty Line

CAGR- Compounded Annual Growth Rate

CHC- Community Health Centre

HCV- Hepatitis C Virus

HIV- Human Immunodeficiency Virus

ICRA- Indian Credit Rating Agency

IMaCS- ICRA Management & Consulting Services

IPD- In Patient Department

IPHS- Indian Public Health Standards

ISO- International Organisation for Standards

NACO- National AIDS Control Programme

NICU- Neonatal Intensive Care Unit

OPD- Out Patient Department

PHC- Primary Health Centre

RNTCP- Revised National Tuberculosis Control Program

VDRL- Venereal Disease Related Laboratory