“Medical Records Department - Issues and Challenges in Moolchand Hospital”

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

Post-Graduate Diploma in Health and Hospital Management

By

Dr. Dhirendra Kumar



International Institute of Health Management Research

New Delhi -110075

May, 2010

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Dr. Dhirendra Kumar

under the guidance of

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May, 2010

Certificate of Internship Completion

Date: 15/05/2010

TO WHOM IT MAY CONCERN

This is to certify that Dr.Dhirendra Kumar has successfully completed his 3 months internship in our organization from February 1, 2010 to April 30, 2010. During this internship he has worked on Medical Records Department under my guidance. During this period has been praiseworthy.

We wish him good luck for his future assignments

Dr. Madhu Handa
Medical Administrator
Moolchand Medcity

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On completion of this project as I look back on the experience from its inception, I feel humbled. All along I was assured of the presence of God to who goes all the glory and honor for the successful completion of this project.

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Dr. Dhirendra Kumar

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ABSTRACT

The National Capital Territory of Delhi is spread over an area of 1,484 $km^{2.}$ The healthcare in Delhi is catered mainly by Private & government hospitals, Delhi have 7 corporate hospitals. Shri Moolchand Kharaiti Ram Hospital & Ayurvedic Research Institute (MCKRH), New Delhi is a 300 bedded multispecialty hospital. It is located in the heart of city in Lajpat Nagar -3. The hospital, not only caters to the needs of large population residing in nearby areas of central and south Delhi but also receives foreign patients for treatment and cure. Medical Records is an important document meant basically for recording the treatment procedure for a patient. It is important both for the patient, as well as, for the doctor. The Medical Record Department is the back bone of hospital because it has the data of patients from admission to discharge from the hospital, which helps in providing continuity of care to the patients. There are around 2, 08,288 medical record files from 2005 to 2010 in the department which are properly stored and maintained. The files of IPD, MLC and Death are having the same colour and that of OPD is only different. The size of patient case record is smaller than that of the documents that are kept in the record. The average time taken for the patient case record to reach MRD is 28 days which has to be minimized to two days for effective maintenance and continuity of care given to the patients. To assure quality in maintenance of records and implicit quality in service provision, medical record auditing is performed.

EMR is an evolving technology that is being adopted by healthcare facilities as part of an ongoing trend to maximize efficiency and streamline functioning. When introducing EMR to the hospital environment, it is critical to establish a Hospital Information System (HIS) prepare and involve various stakeholders (internal and external) and define a clear implementation path for EMR. All components of EMR must be compliant to integrate with other existing information systems in the hospital.

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ABBREVIATIONS

S. No.	Abbreviation	Full Form
1.	ACC	Access to care and continuity of care
2.	AMA	American medical association
3.	CAPA	Corrective action preventive action
4.	CEO	Chief executive officer
5.	COO	Chief operating officer
6.	CTVS	Cardio thoracic vascular surgery
7.	CT	Computerized tomography
8.	CPOE	Computer physician order entry
9.	DICOM	Digital imaging and communication in medicine
10.	EMR	Electronic medical record
11.	EHR	Electronic health record
12.	ECG	Electro cardio gram
13.	EMG	Electromyography
14.	EEG	Electro encephalography
15.	HUID	Hospital unique identification
16.	HIT	Health information technology
17.	HIPAA	Health insurance portability and accountability act
18.	HIV	Human immunodeficiency virus
19.	HAI	Hospital acquired infection
20.	HK	House keeping
21.	IT	Information technology
22.	IMS	Information management system
23.	IPD	In patient department
24.	IOL	Intra ocular lens
25.	ICU	Intensive care unit
26.	ICD	International classification of diseases
27.	JCI	Joint commission international
28.	LAMA	Left against medical advice
29.	MCKRH	Moolchand Kharaiti Ram Hospital
30.	MMR	Manual medical record
31.	MRD	Medical records department
32.	MTP	Medical records department
33.	MRI	Magnetic resonance imaging
34.	MCD	Municipal corporation of Delhi
35.	MLC	Medico legal cases
36.	MCI	Medical council of India
37.	MI	Myocardial infarction
38.	MIB	Management information base
39.	NABH	National Accreditation Board for Hospitals and Healthcare Providers
40.	ONH	Old nursing home
41.	OT	Operation theatre

42.	OPD	Out patient department
43.	PRE	Patient rights and education
44.	PMD	Performance management division
45.	PACS	Picture archiving and communication system
46.	PET	Positron emission tomography
47.	SNOMED	Systematized nomenclature of medicine- clinical terms
48.	SPECT	Single photon emission computed tomography
49.	TPA	Third party administration