



Experience

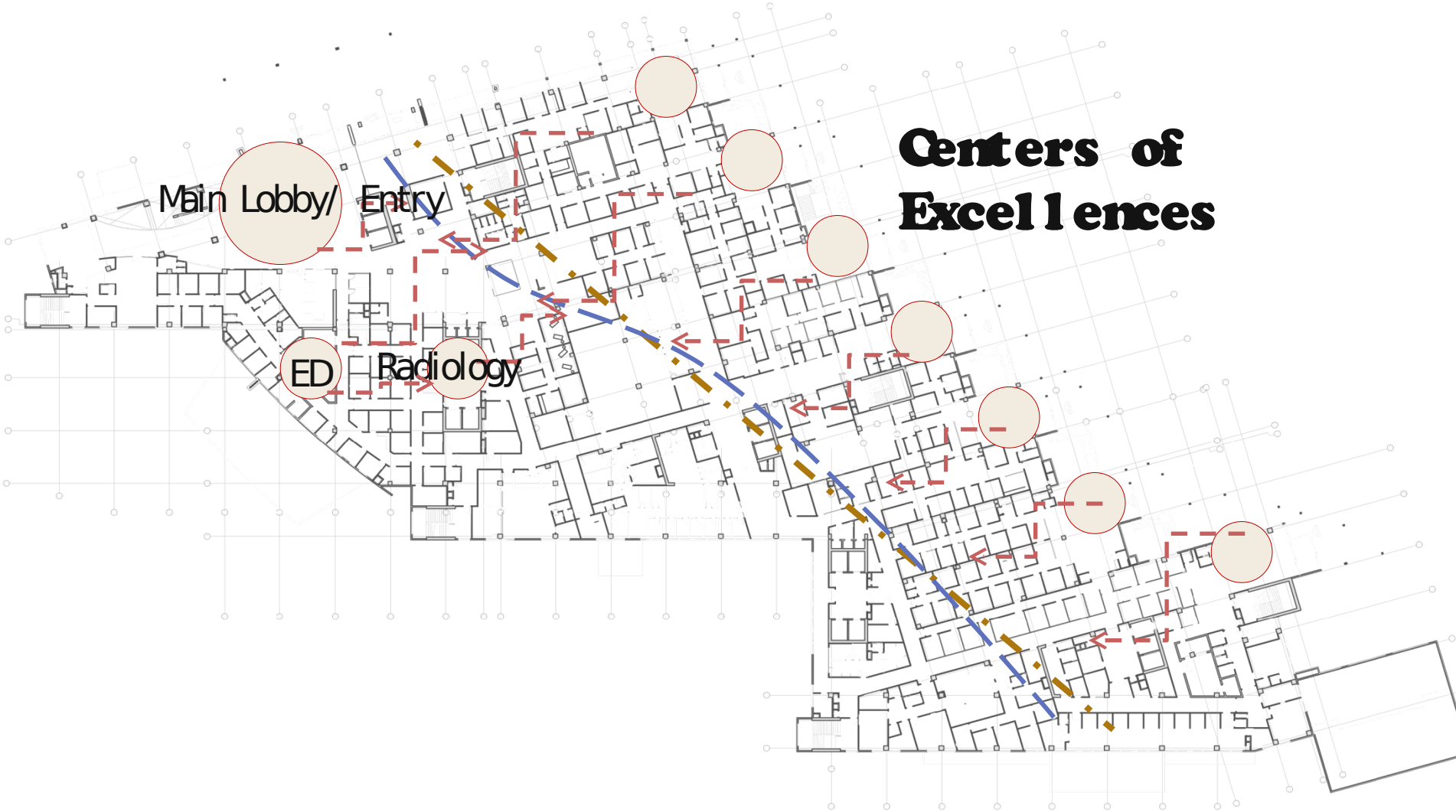
***Guide to Designing Patient
Experience Programme***

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Nature is the Best Medicine



Patient Centered Design



Centers of Excellence

- ▶ **Natural**
- ▶ **Traditional**
- ▶ **Contemporary**



Strong Clinical Governance

It starts with
right hiring

Curriculum Design, Training and

Credentialing 榎 Graduate & Post graduate
curriculum design

榎 **Access to simulators**

榎 **Residency programs**

榎 **Language and culture
sensitization**

Onboarding Programme

枧 **Credenti al i ng
f i l t e r s**

枧 **I n d u c t i o n p r o g r a m**

枧 **I n t r o d u c t i o n t o
c l i n i c a l
g o v e r n a n c e**

枧 **P r e c e p t o r s h i p**

枧 **P r o b a t i o n**

.and Focused Acclimatisation Programmes

Mayo Model & So Skill Accreditation Program

Align the Staff to Support the Business Cycle



Ensure Standards through SOPs, Clinical Pathways and Bundles

- Peri- natal Bundle (Oxytocin Use)
- Neo- natal Bundle
- Acute Chest Pain Bundle
- Acute Renal Failure Bundle
- Sepsis Bundle
- Septicemia Bundle
- Ventilator – Associated Pneumonia (VAP) Bundle
- Pressure Sore Bundle
- Fall Risk Bundle
- UTI Bundle
- ... Bundle

- Chest Pain Algorithm
- Acute Heart Failure Algorithm
- Acute Pulmonary Oedema Algorithm
- Stroke Algorithm
- Management of Status Epilepticus
- Antibiotic Protocol
- Febrile Illness Protocol
- Management of Hyperkalemia
- Management of Hyperglycemia in Non-Critical Areas
- Adult Heparin Protocol
- Blood Sugar Control in ICUs

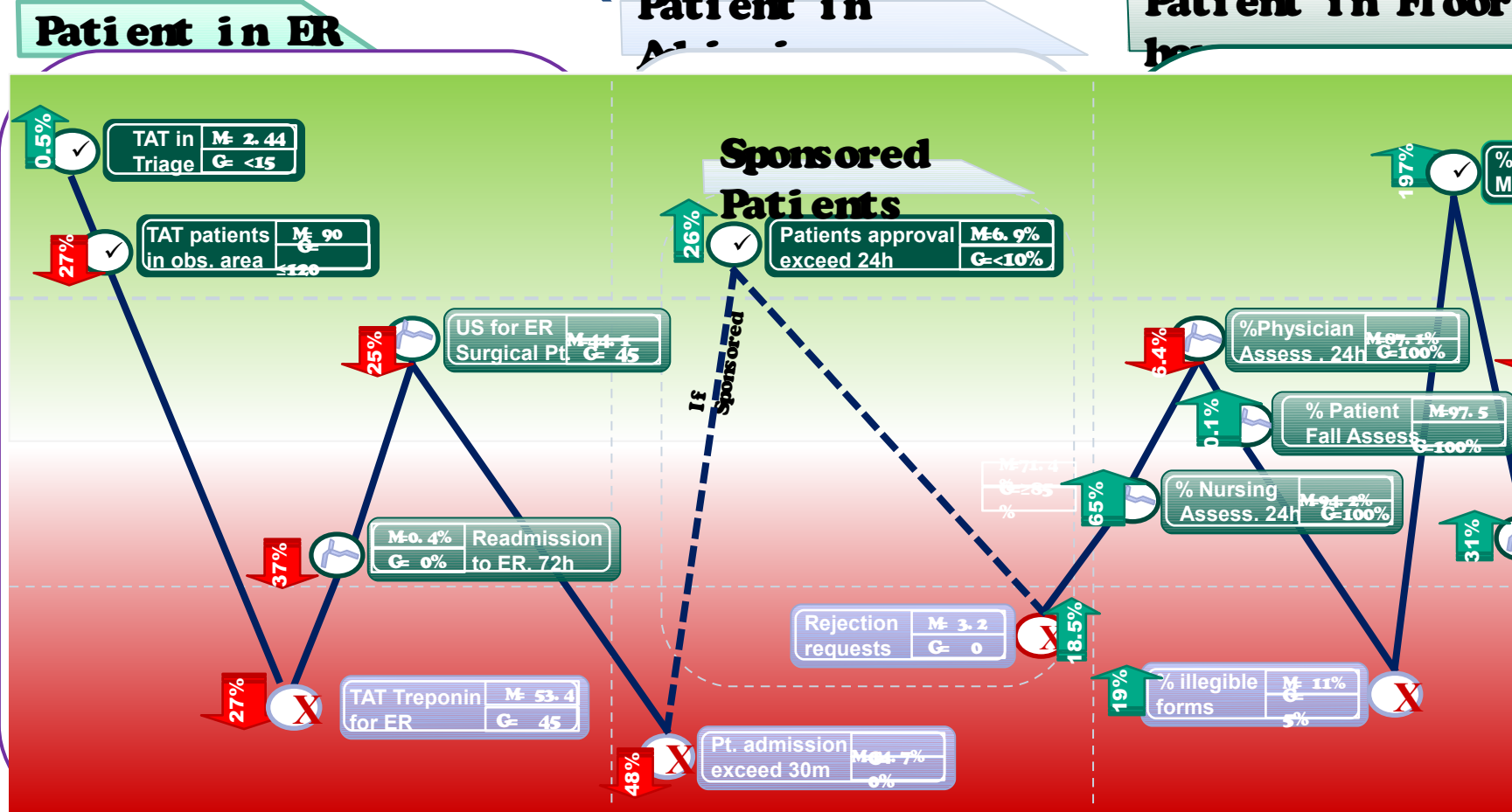
Focus on Process Refinement





- OR Traffic Flow Management
- Value Stream Mapping of Nurses on Floor
- Medication Management Week
- Infection Control Week
- PTS Project
- Streamlining of Discharge Process
- QMS Project
- Bill Buddy System
- Improving Nurses Shift Hand off
- Acuity Based Assignment of Nurses
- Fall Prevention Project 'Please Call Don't Fall
- EBP On Reducing Extravasation

Continuum of Care

6 Patient Journey Through KPIs

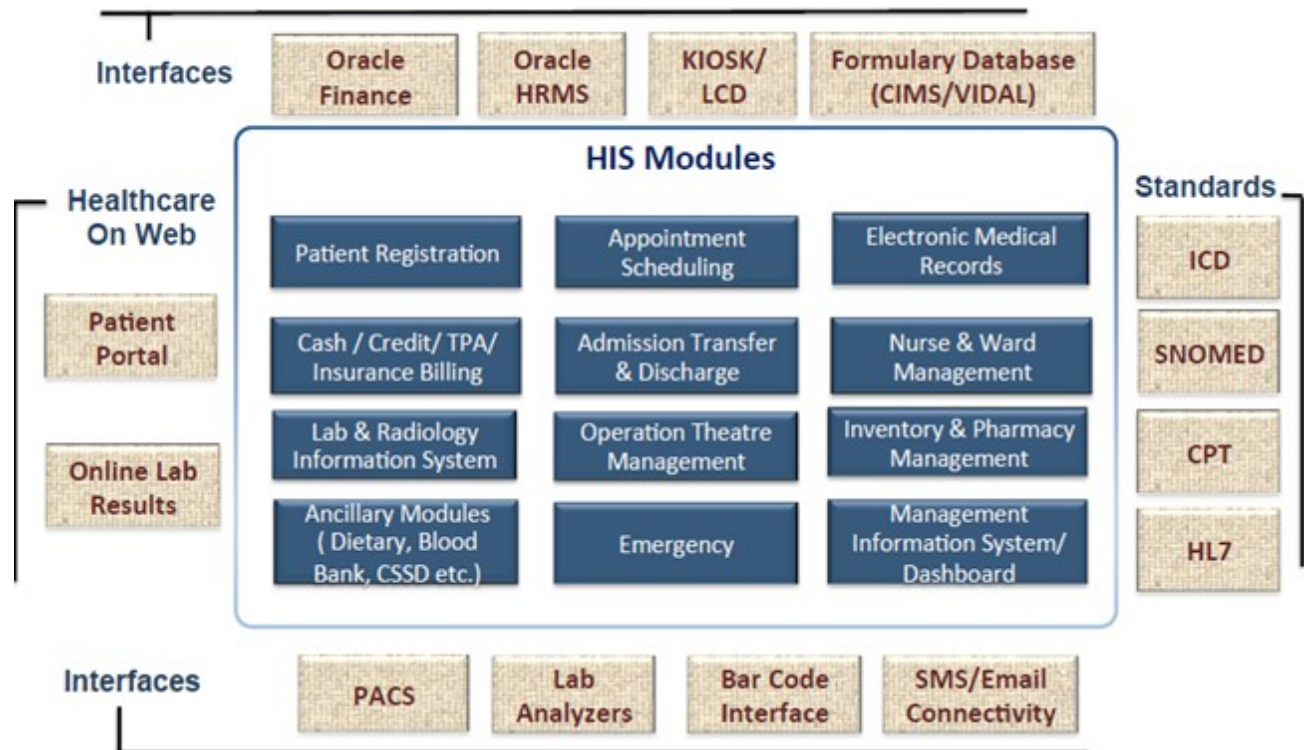


✓ Stream
⚠ Bottleneck
✗ Constraint

- Obtained **ISO 9001:2008** in June 2014
- **NABH Accredited** in March 2015 (First Indian Hospital to have Achieved this Within 7 months of Operations)
- **Nursing Excellence Award by NABH** in March 2015 (First Indian Hospital)
- **Green OT Accreditation**  **Statistical BVQI** in March 2015 (Second Indian Hospital) 

Unique, Uniform Online Digital Platform

- 枧 **Medication Errors**
- 枧 **Integrated EMR**
- 枧 **Chronic Disease Management**



A photograph of a surgical robot in an operating room. The robot's arms are white and blue, with various mechanical components and sensors. A large surgical light is visible in the background, casting a bright glow. The text is overlaid on the image.

Deliver Speed and Precision through Cutting Edge Medical Technologies

Surgical Robot & ROWA
Pharmacy Robot

✦ **BPL Insurance Scheme**

✦ **Comprehensive Waste Management Scheme**

✦ **First Responder Services**



Thank you.



An Aster
DM Healthcare
Venture