

Annual Report: Internal Quality Assurance Cell (IQAC)

July 2019 – June 2020

Introduction

The Internal Quality Assurance Cell (IQAC) at SGPGIMS has been steadfast in its mission to uphold and enhance the quality of medical education, healthcare services, and research outputs. The IQAC of Sanjay Gandhi Postgraduate Institute of Medical Sciences (SGPGIMS) has undertaken various initiatives to achieve excellence and comply with National Assessment and Accreditation Council (NAAC).

1. Quality Assurance Initiatives and Programs

a) Awareness and Educational Programs

- On August 3, 2019, an awareness program was conducted in observance of World Hepatitis Day, themed "Finding the Missing Millions" in alignment with WHO's 2019 campaign. This initiative aimed to educate the community and healthcare professionals about hepatitis, emphasizing the importance of identifying and treating undiagnosed cases.
- From November 18, 2019, to December 17, 2019, a teaching program for the Certificate in Community Health for Nurses (CCHN) was held daily from 1 PM to 5 PM. This program was designed to enhance the skills and knowledge of nurses, equipping them to deliver high-quality community health services.

b) NIRF Ranking

In 2019, SGPGIMS achieved a significant milestone by securing the 4th rank in the Medical Category of the National Institutional Ranking Framework (NIRF). This accolade is a testament to our commitment to maintaining high standards in medical education and research.

c) NABH Pre-Accreditation Activities

Throughout early 2020, several review meetings and document submissions were conducted to ensure compliance with NABH Pre-Accreditation Entry Level requirements:

- On January 24, 2020, a review meeting was held to assess compliance for the NABH application.
- Review meetings on departmental manuals took place on February 10 and February 20, 2020.
- A meeting of the Quality Cell, Department of Hospital Administration (DoHA), on February 12, 2020, reviewed the progress made towards the NABH Pre-Accreditation Entry Level application.
- On February 18, 2020, essential HR details of nursing and technical staff were provided to the Quality Cell as part of the initial phase of the NABH application process. Additionally, copies of training materials on immunization and nutrition education were submitted.



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Executive Registrar
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d) Quality Indicators

To support the NABH Pre-Entry Level Accreditation application, various quality indicators and data were collected and analyzed:

- Ventilator-Associated Pneumonia (VAP), Central Line-Associated Bloodstream Infection (CLABSI), and Catheter-Associated Urinary Tract Infections (CAUTI) data for the past three months were compiled.
- Hand hygiene compliance data for the last three months were reviewed.
- Records of pre- and post-exposure prophylaxis provided to staff were maintained.
- Adverse anesthesia events for the last three months were documented.

e) Training materials on immunization and nutrition education, along with a compiled assessment sheet including nutritional growth and immunization, were prepared in February 2020.

2. COVID-19 Response and Preparedness

With the onset of the COVID-19 pandemic, the IQAC spearheaded several initiatives to ensure the safety of patients and staff and the continuity of healthcare services:

- On March 6, 2020, a meeting on COVID-19 preparedness was held in the Director's office.
- A checklist for donning, doffing, and daily staff monitoring for the COVID-19 ward was prepared on March 11, 2020.
- On March 19, 2020, interventions were implemented to ensure appropriate infection prevention and control practices.
- A massive cleaning drive was conducted on March 21, 2020, followed by a comprehensive surface disinfection plan on March 23, 2020.
- Uninterrupted supply of PPE to housekeeping and sanitation workers was ensured on March 24, 2020, and a Rapid Response Team (RRT) for sanitation was set up on March 25, 2020.
- A workshop on standard precautions for COVID-19 was conducted on April 1, 2020.
- Adequate stock of bleaching powder was ensured on April 7, 2020.
- PPE kits for housekeeping workers deployed at the Quarantine Block were distributed on April 12, 2020.
- The Central Control Room for operational management of non-clinical/administrative concerns related to healthcare services was commissioned on April 22, 2020.

3. In September 2019, data on the number of surgeries performed by each department from April 2018 to March 2019 were collected. The Average Length of Stay (ALOS) for the hospital during the same period was also documented for a survey conducted by **THE WEEK magazine** in association with **Hansa Research Group Pvt. Ltd.**

4. **Microbiological Surveillance:** In June 2020, microbiological surveillance culture reports for critical areas such as the operating theatre, labor room, ICU, and NICU for the past three months were completed, ensuring ongoing monitoring of infection control practices.

5. Financial Proposals and Initiatives: On May 22, 2020, a proposal for a financial model to reimburse healthcare charges for COVID-19 patients at designated private medical colleges in Uttar Pradesh was submitted to the Principal Secretary, Department of Medical Education.

IQAC AGENDA FOR ACADEMIC YEAR 2020-2021

1. Acquisition and updating of Essential Licenses to support the institution's readiness for Pre-entry Level accreditation from the National Accreditation Board for Hospitals & Healthcare Providers (NABH).
2. Compilation and regular review of Microbiological Surveillance Culture reports for key departments, including the Operation Theater (OT), Labour room, Intensive Care Unit (ICU), and Neonatal Intensive Care Unit (NICU).
3. Dedicated meetings to review and enhance compliance with NABH chapters.

