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# HEALTHCARE & MEDICAL TOURISM

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## RIGHT FIRST TIME: STEPS TOWARDS IMPROVEMENT IN AMBULATORY MEDICAL RECORD COMPLIANCES AT THE AGA KHAN SECONDARY HOSPITALS

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**Back ground:** Medical records serve many purposes. First and foremost, they document the history of examination, diagnosis and treatment of a patient. This information is vital for all providers involved in a patient's care and for any subsequent new provider who assumes responsibility for the patient.

**Significant of the Project:** At secondary Hospital it has been identified that significant non compliances in Ambulatory medical records by physician group.

**Rational for selection of project:** In the last two years. It has been observed that ambulatory compliances in the medical Record is not up to the mark. The target of non-compliances is 20% but the actual is above 25% or compliances from 80% to 85% which needs serious attention.

**Project Mission or Goals:** The project aimed to identifying areas of opportunities, to do in -depth analysis of process, designing action plans, execution of plans by implementation of strategies followed by sustainable Plans and strategies.

**Team Composition:** Multidisciplinary team including Administration, Nursing and Security, Led by QPSD team.

**Data Collection Methodology:** Team conducted perito analysis based on file reviewed and identifies areas of opportunities.

**Use of Quality Improvement Tools:** As a tool embedded within Six Sigma methodology DMAIC (Define, Measure, Analyze, Improve, Control) Project Tool was used to examine a process prospectively for possible ways in which failure can occur, and then to redesign the processes so that the new model eliminates the possibility of failure.

**Significance of Project outcomes:** This project enhanced staff (knowledge, attitude, and practice) to prevent from sentinel events. Different strategies were used to overcome issues which include:

- Develop action plans and monitor timely.
- Training session has been arranged for physician group.
- Emphasis in their dept meeting and QICs.
- Meeting with consultant 1:1 to identify and seek suggestions to improve compliances.
- Develop user friendly form which was very much appreciated by consultant group.
- Review Medial Record Audit Tool.
- Auditor traininghas been done to improve methodology and concept of internal auditor.
- Flyers pasted for importance and tips of correct documentation.
- Quality and Patient safety week celebrated to emphasis.

### Biography

Rozina Shazad Ramji is working as senior health care professional at The Aga Khan University Hospital, Pakistan

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