



Amala

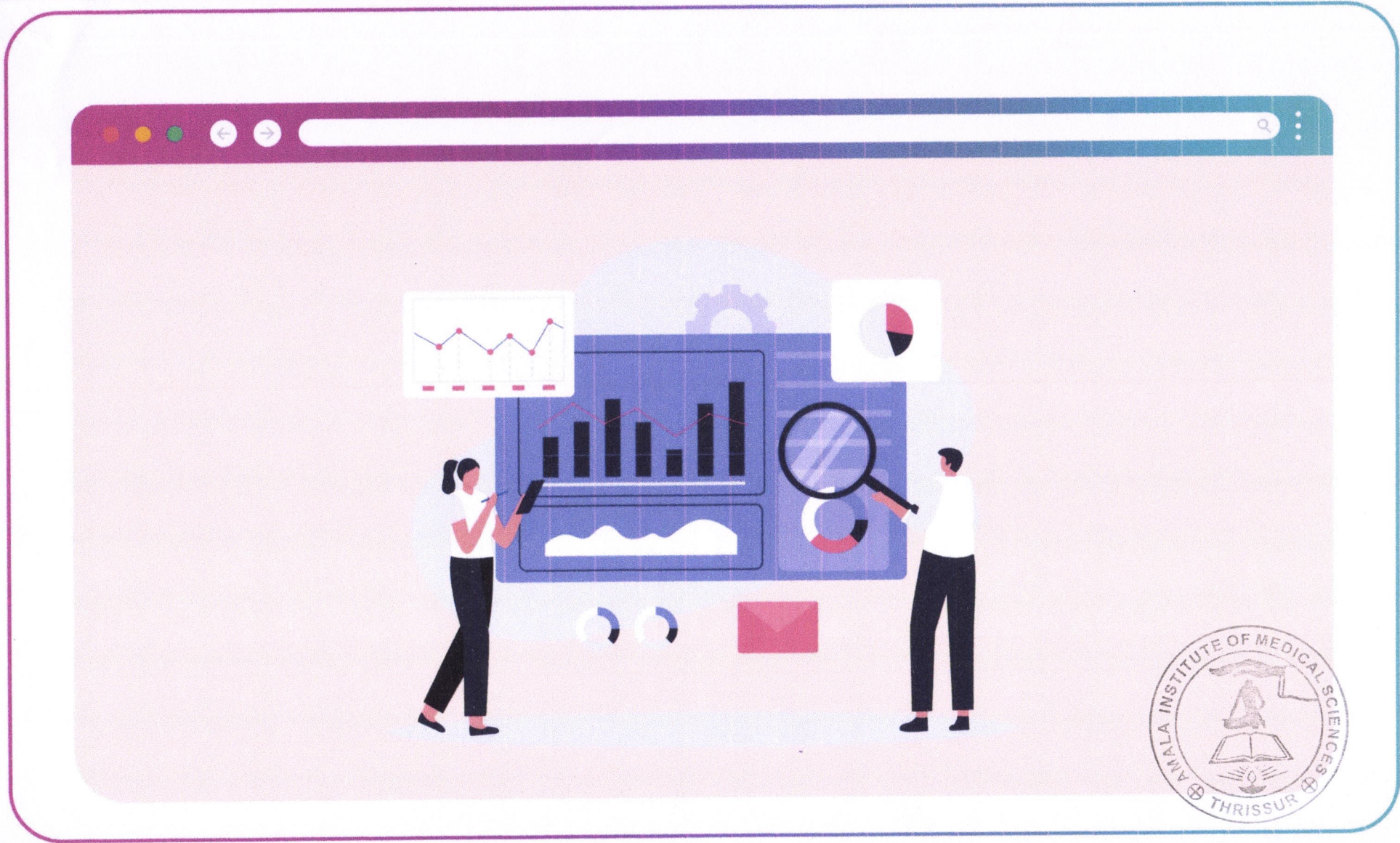
INSTITUTE OF MEDICAL SCIENCES
NABH & NABL ACCREDITED ISO 9001: 2015

REDEFINING
CARE
everyday
in every way

Innovations 2025



Innovative Practices for Quality Improvement



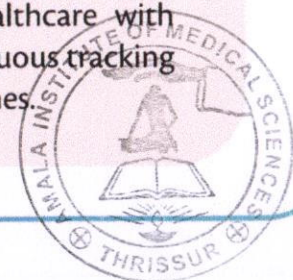
LifeSigns: Revolutionizing Patient Monitoring in India



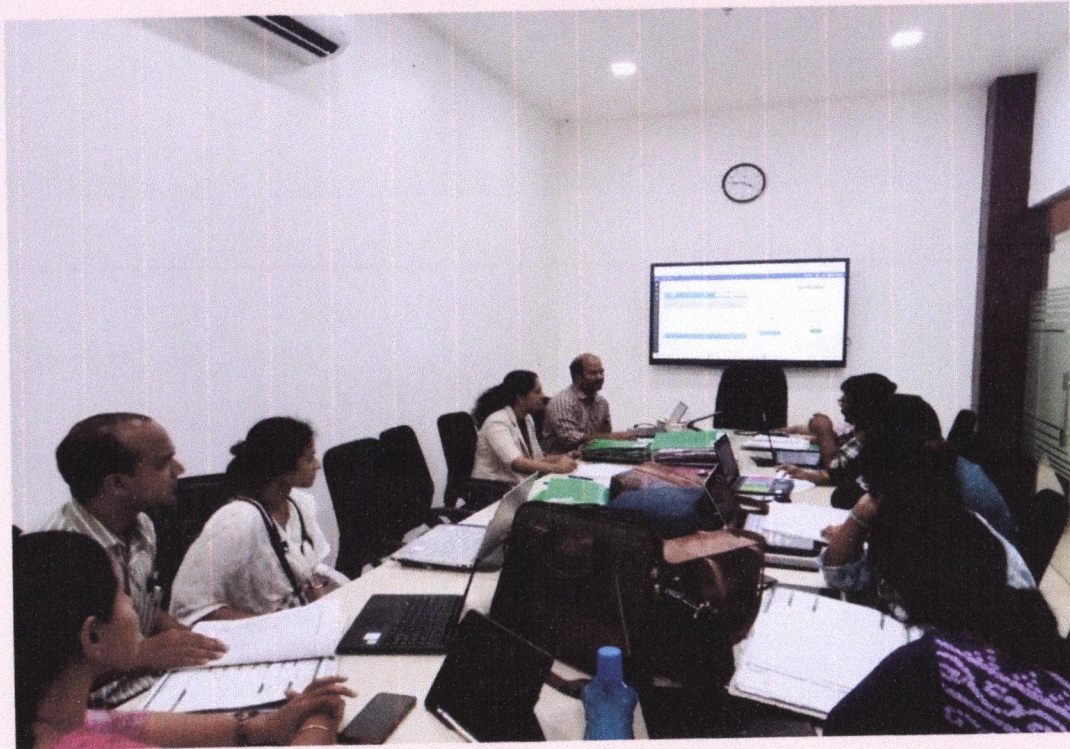
LifeSigns is a pioneering healthcare technology company based in India, transforming the way patient monitoring is conducted. They leverage cutting-edge advancements in semiconductors, networking, wireless technology, cloud computing, and data analytics to deliver a suite of innovative solutions for hospitals, clinics, and even home healthcare settings.

Their flagship product, the LifeSigns iMS (intelligent Monitoring System), offers real-time patient monitoring with the help of advanced biosensors. This system eliminates the need for manual vital sign checks, providing a continuous stream of data on a centralized platform accessible to healthcare professionals. This empowers clinicians to make informed decisions quickly and efficiently, potentially leading to improved patient outcomes.

LifeSigns doesn't stop at in-hospital care. They offer the Spot Check Device, allowing preliminary checks of seven key health parameters within just seven minutes. This empowers doctors with valuable insights during initial consultations or triage situations. Additionally, their solutions extend to ambulance care and home healthcare with real-time monitoring capabilities through biosensors. This allows for continuous tracking of vital signs while patients are on the move or recovering in their own homes.



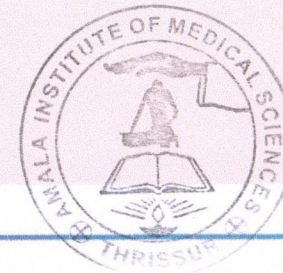
Quality Medical Officers (QMO)



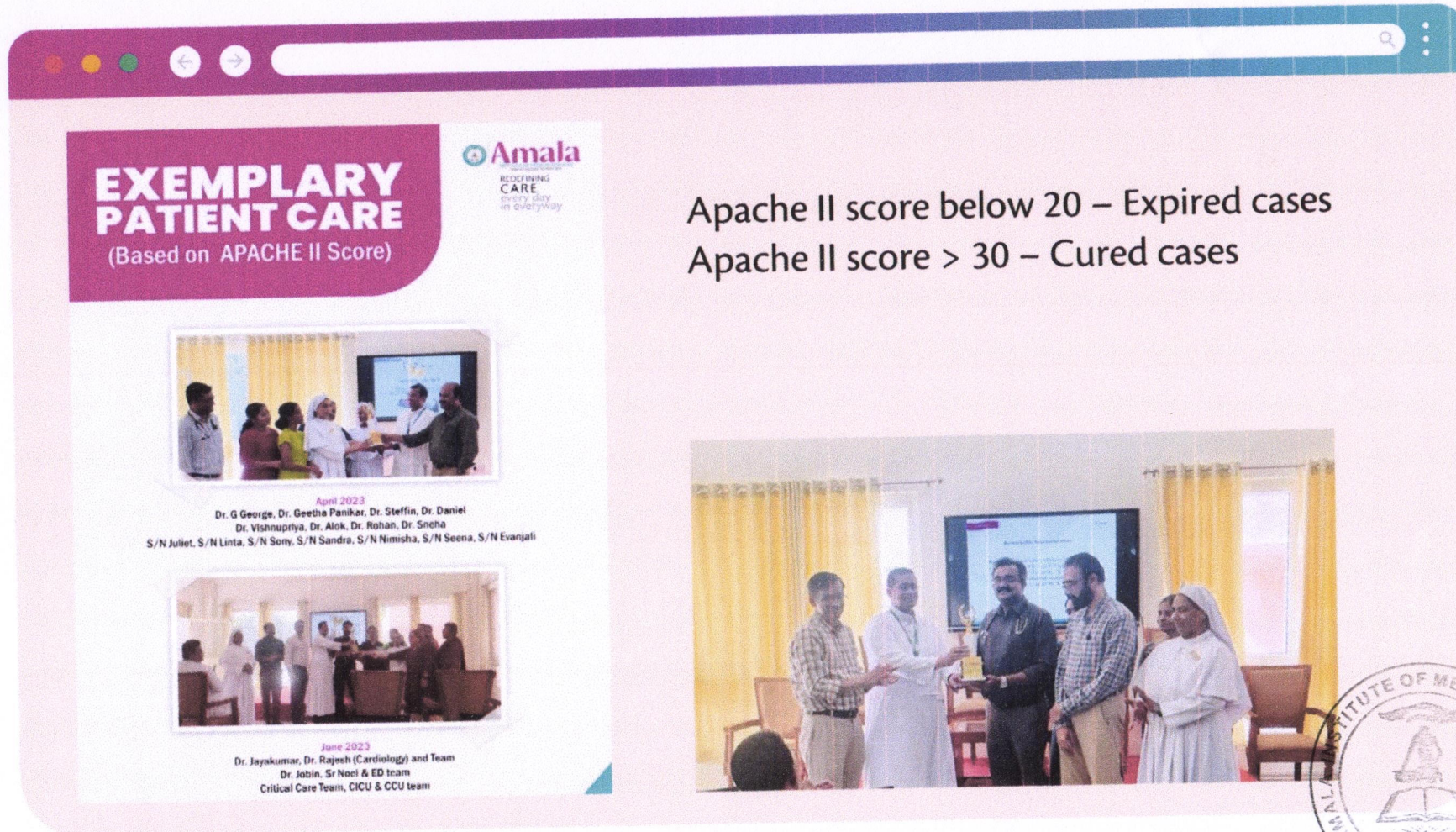
Apache II Score - Audit



Apache II score below 20 – Expired cases
Apache II score > 30 – Cured cases



Apache II Score - Audit



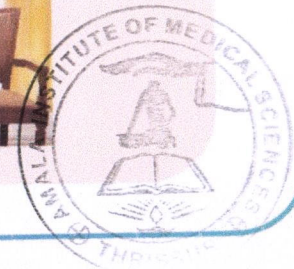
EXEMPLARY PATIENT CARE
(Based on APACHE II Score)

Amala
REDEFINING CARE every day in everyway

April 2023
Dr. G George, Dr. Geetha Panikar, Dr. Steffin, Dr. Daniel
Dr. Vishnupriya, Dr. Alok, Dr. Rohan, Dr. Sneha
S/N Juliet, S/N Linta, S/N Sony, S/N Sandra, S/N Nimisha, S/N Seena, S/N Evanjali

June 2023
Dr. Jayakumar, Dr. Rajesh (Cardiology) and Team
Dr. Jobin, Sr Noel & ED team
Critical Care Team, CICU & CCU team

Apache II score below 20 – Expired cases
Apache II score > 30 – Cured cases



Apache II Score - Audit



The image shows a presentation slide with a purple header bar containing navigation icons. The slide is divided into two main sections, each with a yellow and white background and a circular photograph of a group of medical professionals.

EXEMPLARY PATIENT CARE

(Based on APACHE II Score)

November 2023
Respiratory Medicine & RICU



EXEMPLARY PATIENT CARE

(Based on APACHE II Score)

December 2023

Case 1	Case 2
General Surgery, Emergency Medicine, ENT Anesthesiology & SICU	Respiratory Medicine, Emergency Medicine, Cardiology, RICU



REDEFINING CARE EVERYDAY IN EVERY WAY
www.amalaiims.org
FOR APPOINTMENTS: 0487 230 4000

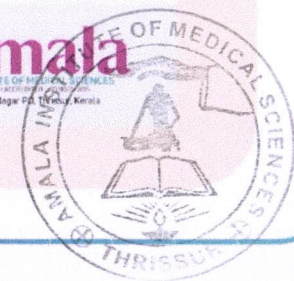


Amala
INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, P.O., THRISSUR, KERALA

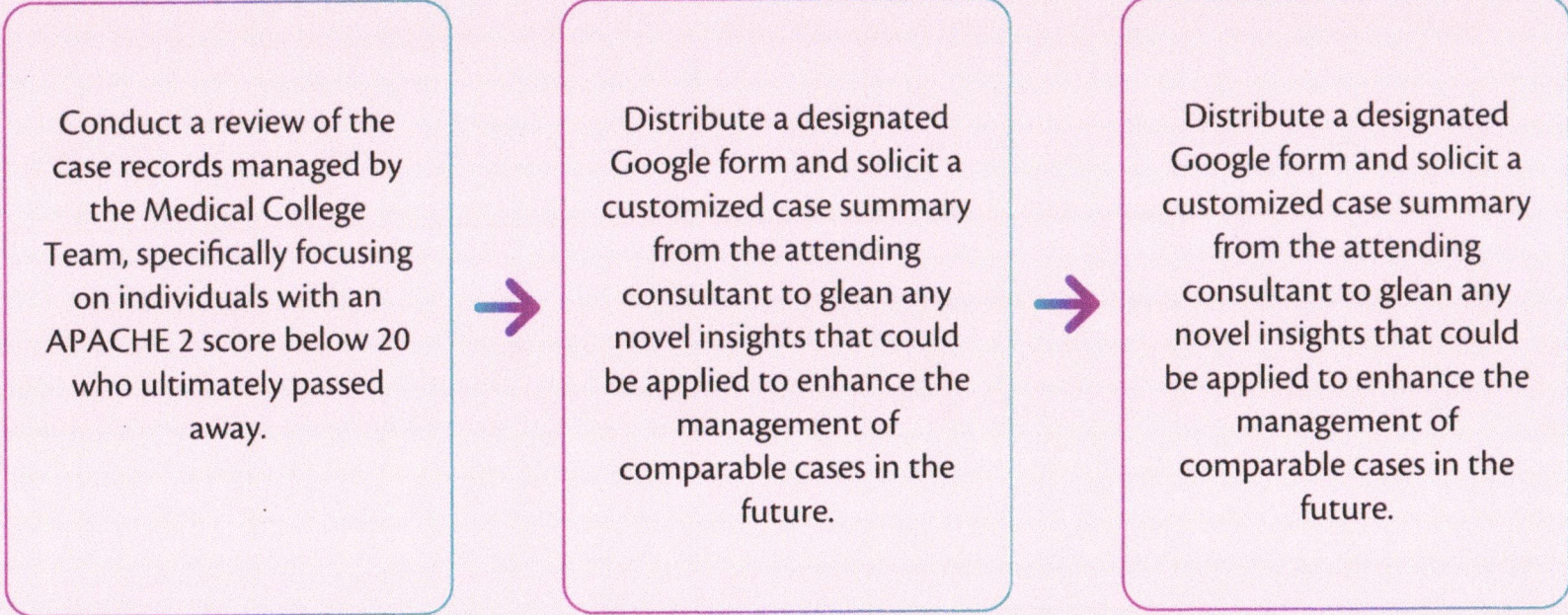
REDEFINING CARE EVERYDAY IN EVERY WAY
www.amalaiims.org
FOR APPOINTMENTS: 0487 230 4000



Amala
INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, P.O., THRISSUR, KERALA



Care (Critical Audit & Records Evaluation) Committee

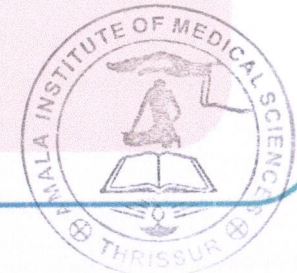


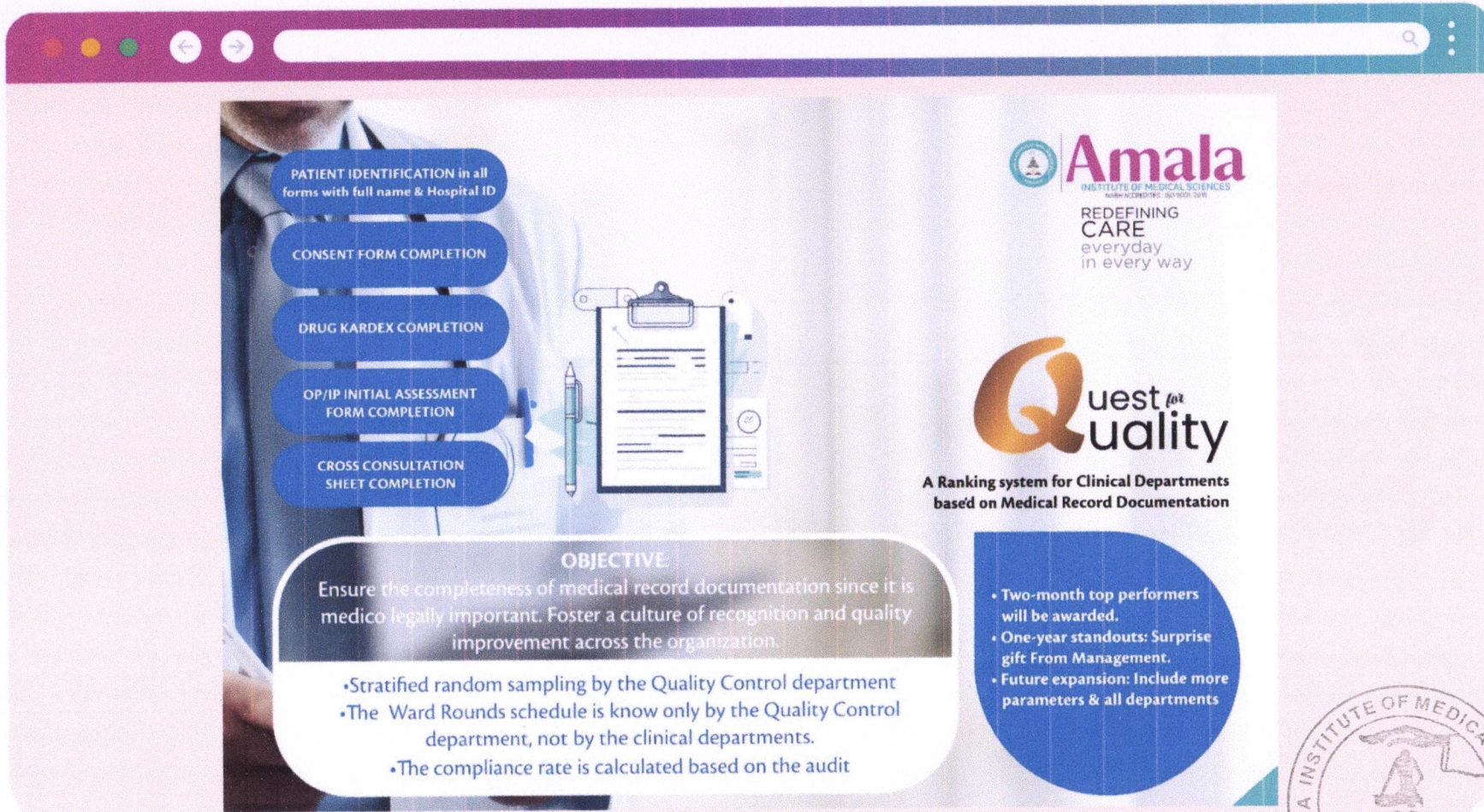
```
graph LR; A[Conduct a review of the case records managed by the Medical College Team, specifically focusing on individuals with an APACHE 2 score below 20 who ultimately passed away.] --> B[Distribute a designated Google form and solicit a customized case summary from the attending consultant to glean any novel insights that could be applied to enhance the management of comparable cases in the future.]; B --> C[Distribute a designated Google form and solicit a customized case summary from the attending consultant to glean any novel insights that could be applied to enhance the management of comparable cases in the future.];
```

Conduct a review of the case records managed by the Medical College Team, specifically focusing on individuals with an APACHE 2 score below 20 who ultimately passed away.

Distribute a designated Google form and solicit a customized case summary from the attending consultant to glean any novel insights that could be applied to enhance the management of comparable cases in the future.

Distribute a designated Google form and solicit a customized case summary from the attending consultant to glean any novel insights that could be applied to enhance the management of comparable cases in the future.





PATIENT IDENTIFICATION in all forms with full name & Hospital ID

CONSENT FORM COMPLETION


DRUG KARDEX COMPLETION

OP/IP INITIAL ASSESSMENT FORM COMPLETION

CROSS CONSULTATION SHEET COMPLETION

OBJECTIVE
Ensure the completeness of medical record documentation since it is medico legally important. Foster a culture of recognition and quality improvement across the organization.

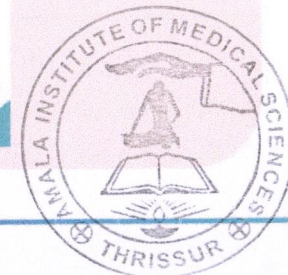
- Stratified random sampling by the Quality Control department
- The Ward Rounds schedule is know only by the Quality Control department, not by the clinical departments.
- The compliance rate is calculated based on the audit

 **Amala**
INSTITUTE OF MEDICAL SCIENCES
REDEFINING CARE everyday in every way

Quest for Quality

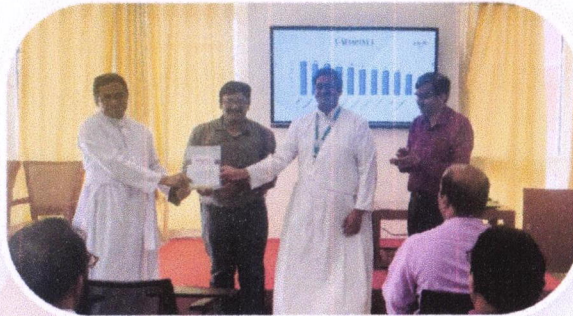
A Ranking system for Clinical Departments based on Medical Record Documentation

- Two-month top performers will be awarded.
- One-year standouts: Surprise gift From Management.
- Future expansion: Include more parameters & all departments



Quest for
Quality
2023 S1

 **Amala**
INSTITUTE OF MEDICAL SCIENCES
REDEFINING
CARE
everyday
in every way



Congratulations

Department of Obstetrics and Gynaecology for your great success in dedicated participation on **medical record document** completion & for winning achievement award in exemplifying the pursuit of **Quest for Quality (2023)-Category 1**

REDEFINING CARE EVERYDAY IN EVERY WAY
www.amalaims.org
FOR APPOINTMENTS: 0487 230 4000

 **Amala**
INSTITUTE OF MEDICAL SCIENCES
NAAC ACCREDITED: 02/05/2019
Amala Nagar PO, Thrissur, Kerala.



Quest for Quality
2023 S1

Amala
INSTITUTE OF MEDICAL SCIENCES
REDEFINING CARE
everyday
in every way



Congratulations

Congratulation Department of Respiratory Medicine for your great success in dedicated participation on **medical record document** completion & for winning achievement award in exemplifying the pursuit of **Quest for Quality (2023)-Category 2**

REDEFINING CARE EVERYDAY IN EVERY WAY
www.amalaims.org
FOR APPOINTMENTS: 0487 230 4000

Amala
INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR, KERALA

Quest for Quality
2023 S1

Amala
INSTITUTE OF MEDICAL SCIENCES
REDEFINING CARE
everyday
in every way

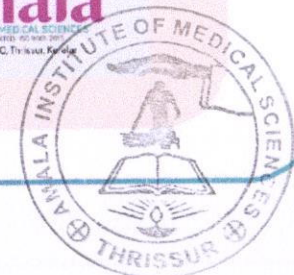


Congratulations

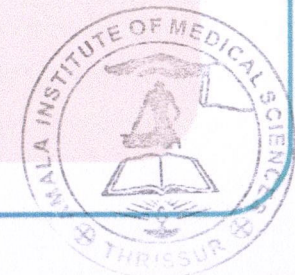
Department of Ophthalmology for your great success in dedicated participation on **medical record document** completion & for winning achievement award in exemplifying the pursuit of **Quest for Quality (2023)-Category 2**

REDEFINING CARE EVERYDAY IN EVERY WAY
www.amalaims.org
FOR APPOINTMENTS: 0487 230 4000

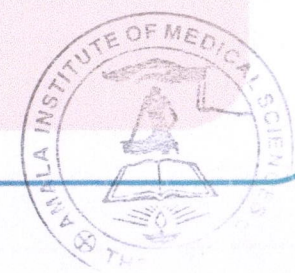
Amala
INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR, KERALA



A peripherally Inserted Central Catheter (PICC) & Care



IV Champion



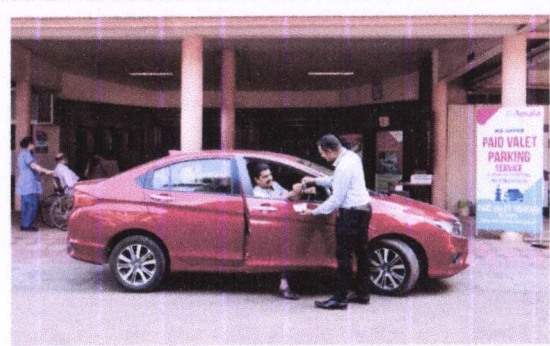
RRT Team



Stoma Care

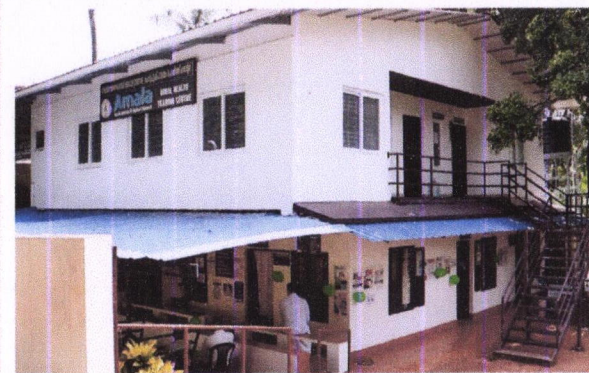


Paid Valet Parking Service



- We offer Valet car parking service to the needy patients / visitors to the hospital.
- Visitors may alight at the entrance of hospital building and hand over the car to the assigned valet staff driver who will park the vehicle safely at an earmarked area.
- On completion of visit to the hospital, customer can notify the valet staff in advance on the given mobile number in the token provided, to bring the vehicle to the location as per his choice.
- A nominal service charge is levied for this premium service.
- Service is available from 7 am to 7 pm except on holidays.

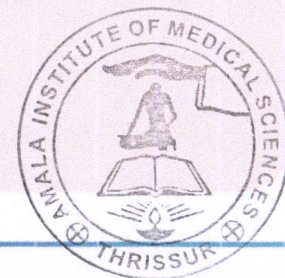
Sub Centres



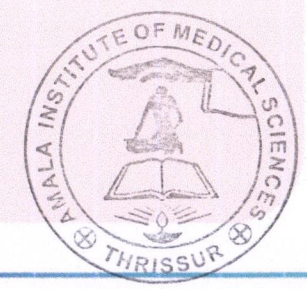
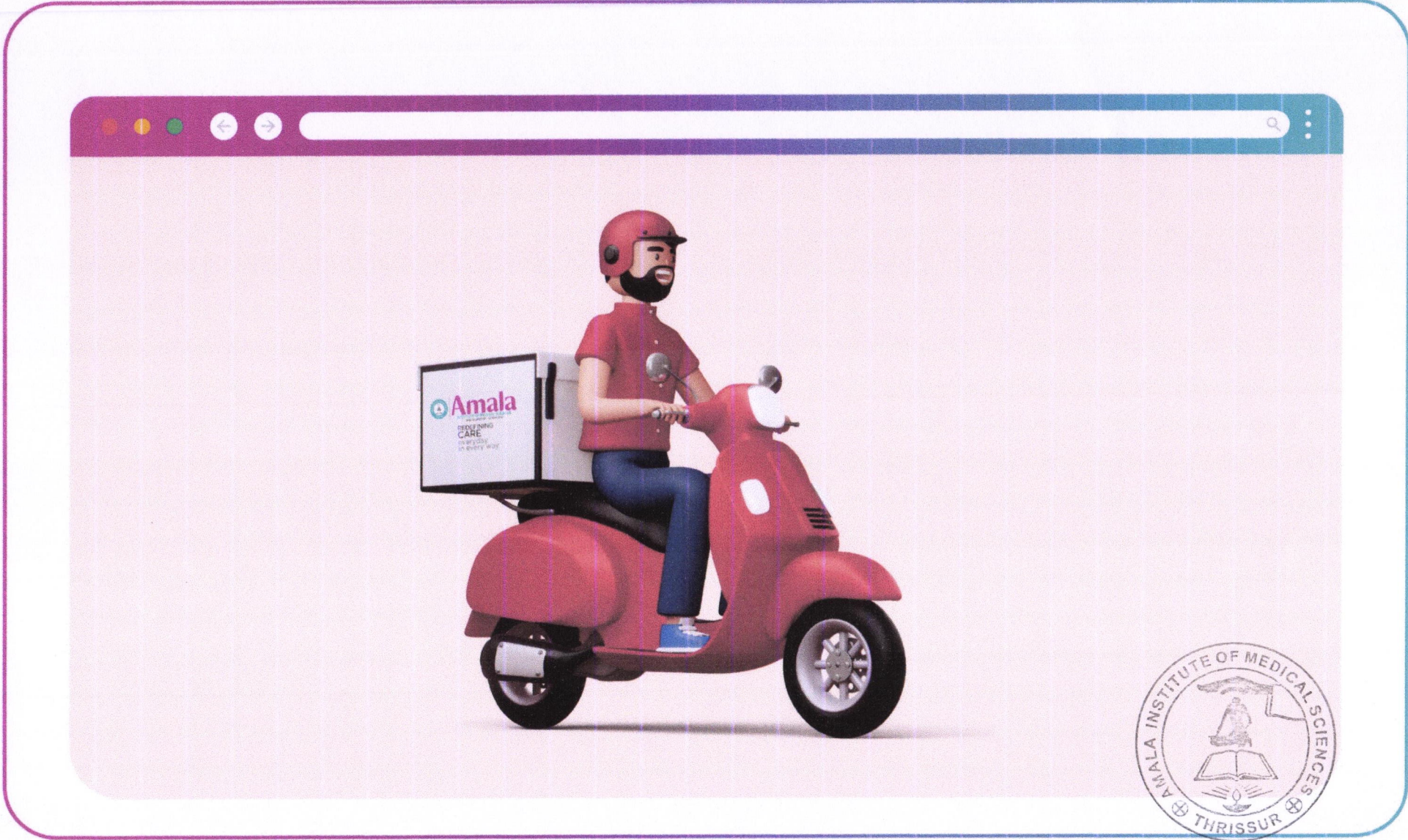
Home Delivery – Medicines



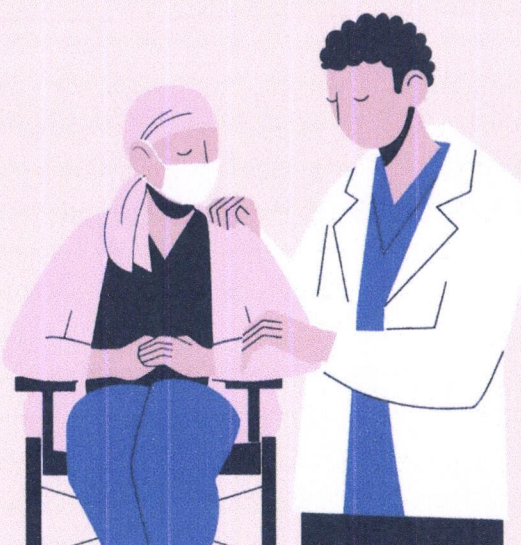
Home Delivery – Lab Sample Collection



Home Delivery – Physiotherapy



Evening OP



Time will no longer be a barrier to see a Doctor...

Evening OP services available at Amala till 8.00pm

Appointment by advance booking only: +91 487 230 4170

- Doctor Consultation
- Convenient Slots
- Lab Tests
- Pharmacy Facility
- X-Ray & Ultrasound



Evening OP

Amala Evening OP Services:

- General medicine
- Paediatrics
- Geriatrics
- Orthopedics
- Oncology
- Cardiology
- Endocrinology/Diabetology
- Nephrology
- Pulmonology Medicine
(Respiratory Medicine)
- Family medicine
- Urology
- Psychiatry
- ENT
- Women's Health
- PMR
- Dermatology/Cosmetology
- Dental, Oral & Maxillofacial Surgery

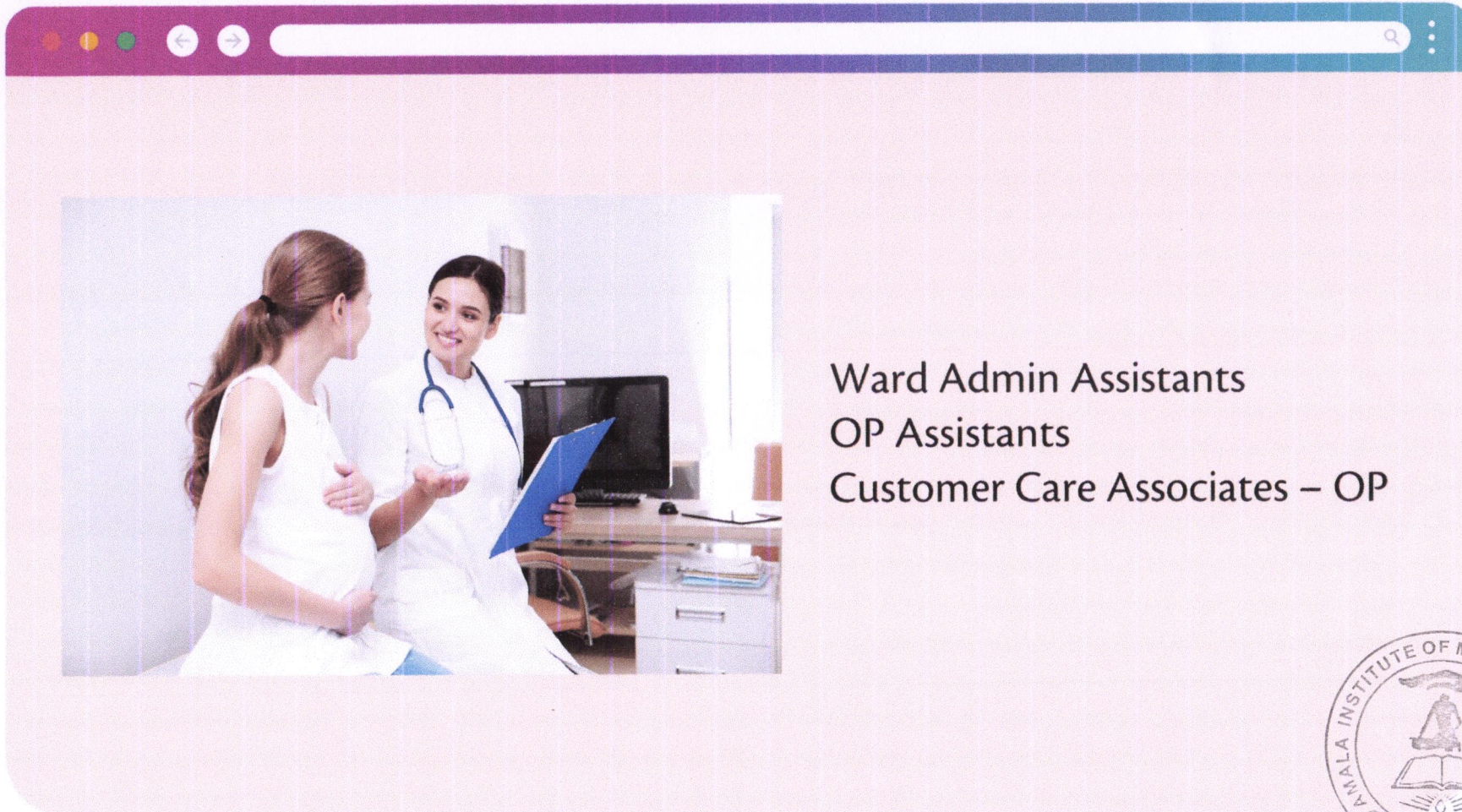


Other Related Services:

LAB HOME CARE SERVICES: +91 9188 520 094
PHARMACY HOME CARE SERVICES: +91 7306 337 329
24/7 Emergency Care



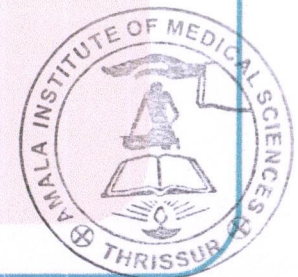
Introduction of Patient Relations Department



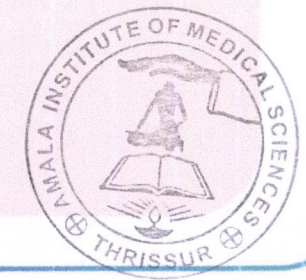
Ward Admin Assistants
OP Assistants
Customer Care Associates – OP



Amala Arogyam – Magazine



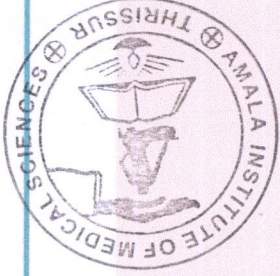
Amala Calendar



Clinimed Insights



Ward billing to improve discharge process



Promotion & Progression - HR

CAREER GROWTH

- Involves moving to a higher position
- Moving up in the ladder
- Based on Vacancy

PROMOTION

- Moving up in the Job Band
- Not necessarily a sequential growth, but depends on suitability of Bands for the staff

CAREER DEVELOPMENT

- Improving skill and talent
- Becoming an expert in the current role
- Not based on Vacancy

PROGRESSION

- Moving up in the Grades of the same Job Band
- It can only be go up sequentially

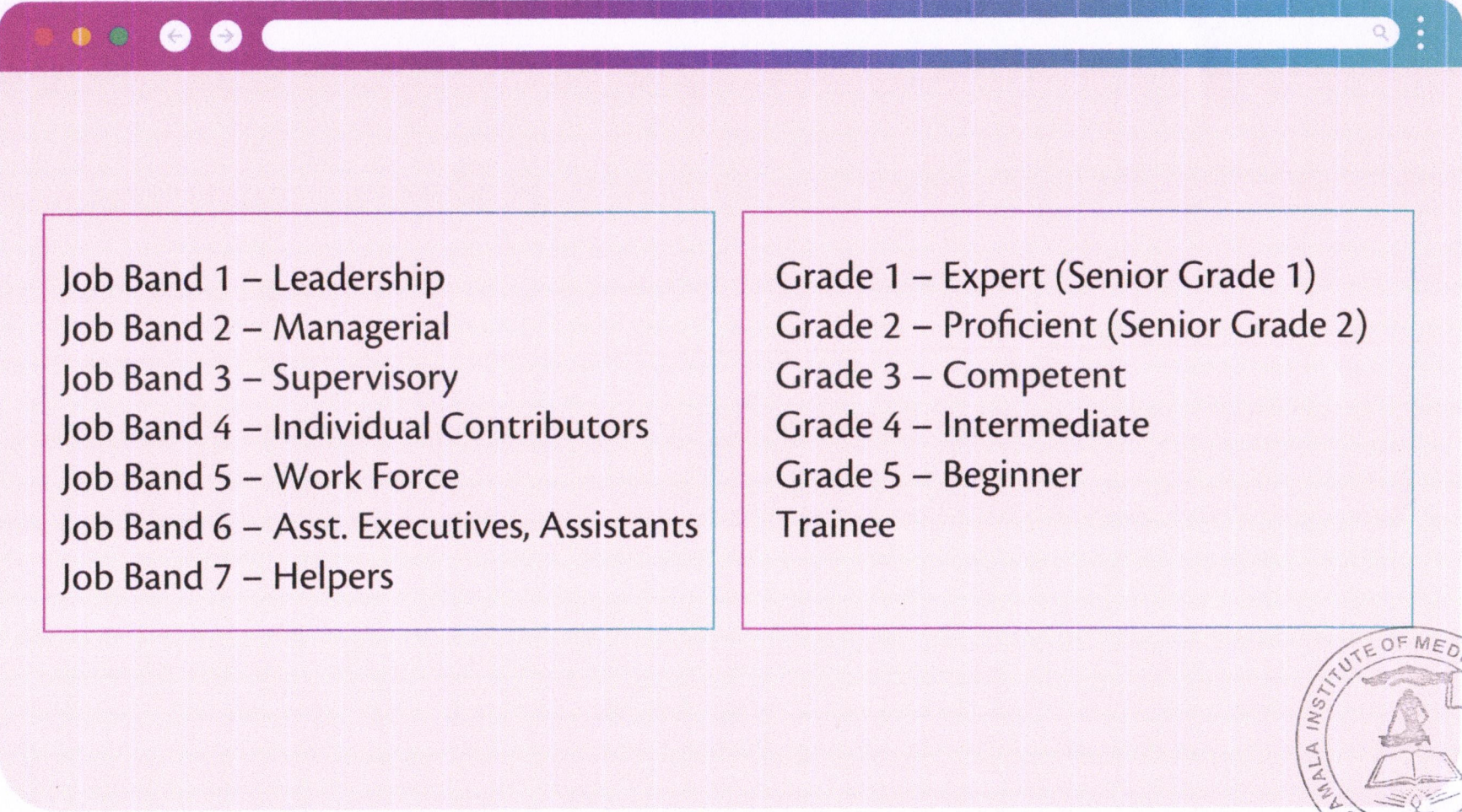
Career growth refers to moving up in the Job band, which is a promotion, whereas Career development refers to the moving up in the Grades of the same Job band.

a) What is 'Job Band'?

Job bands are created based on the level of responsibility, value it creates



Promotion & Progression - HR



Job Band 1 – Leadership
Job Band 2 – Managerial
Job Band 3 – Supervisory
Job Band 4 – Individual Contributors
Job Band 5 – Work Force
Job Band 6 – Asst. Executives, Assistants
Job Band 7 – Helpers

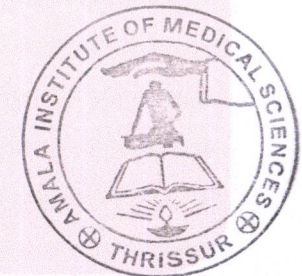
Grade 1 – Expert (Senior Grade 1)
Grade 2 – Proficient (Senior Grade 2)
Grade 3 – Competent
Grade 4 – Intermediate
Grade 5 – Beginner
Trainee



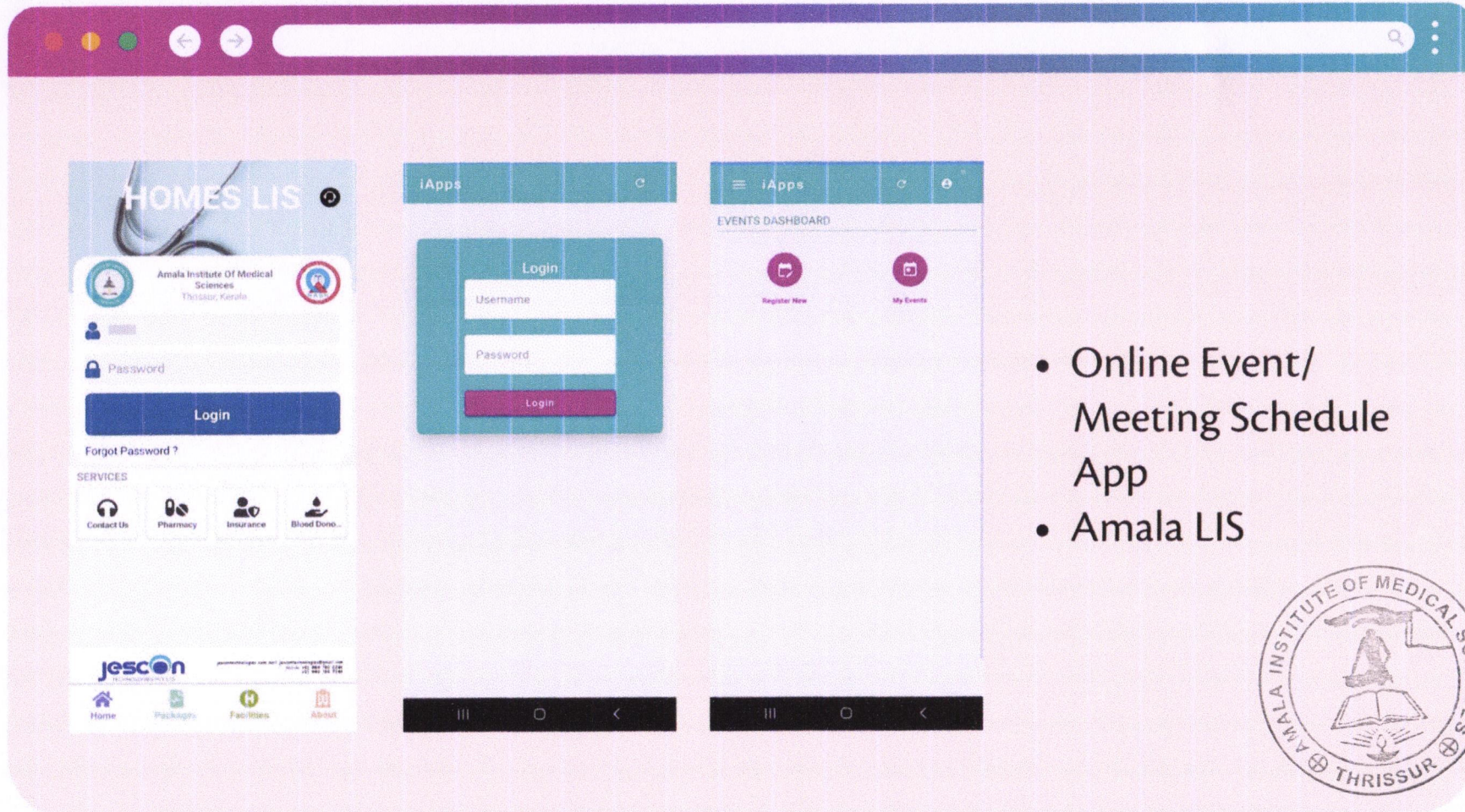
Facility Improvements



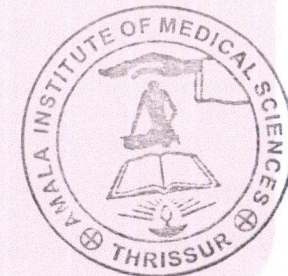
Increase the rooms and change the layout and design
Increase the number of Deluxe and Suite rooms



Software Updatons



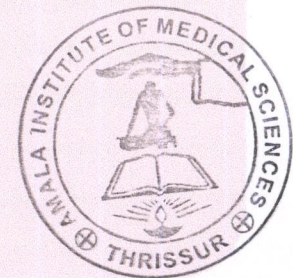
- Online Event/ Meeting Schedule App
- Amala LIS



Culture Design



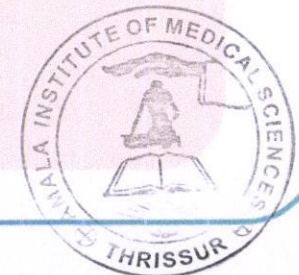
- Organisational Culture Guidelines for Management



Microbiological Data Surveillance Application (Passive Surveillance)

Merits

- Lab reports (culture positive) are immediately disseminating to the ICNs based on the turn around time.
- ICNs reaches the corresponding patient area & interview the patient. It helps to perform the immediate root cause analysis.
- Based on the immediate root cause analysis, taking corrective & preventive actions.
- Helps to identify the Healthcare workers negligence if any & takes appropriate corrective actions. Also helps to identify the training needs of the Healthcare workers if necessary.
- Based on the training need Hospital Infection Prevention & Control department organize the specific training at particular department.
- To identify any malpractices from patient & bystander side. (because of lack of patient & bystander awareness).



Future Plan



Thank you...



Amala

INSTITUTE OF MEDICAL SCIENCES
NABH & NABL ACCREDITED ISO 9001: 2015

REDEFINING
CARE
everyday
in every way



Betsy

DR. BETSY THOMAS

MD, FRCOG, DNB, MICOG

PRINCIPAL

AMALA INSTITUTE OF MEDICAL SCIENCES

AMALA NAGAR, THRISSUR-680 555

