

Newsletter

Department of Hospital Administration
All India Institute of Medical Sciences Bhubaneswar

2018-2021

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INSIDE THIS ISSUE

1. About the Department
2. Message from Director, Dean, MS, DDA
3. Department of Hospital Administration
4. Academics & Research activity
5. 24x7 Administrative Control Room
6. Infection Control & HICC
7. Hospital Upkeep/Fire & Security
8. BMW, Signage & IEC
9. COVID Management & Telemedicine
10. Kayakalp Award
11. Swachhata Pakhwada & ABQC
12. AIIMS BBSR Satellite Centre at Balasore
13. Jan Andolan - CAB Campaign
14. Contact Details

About the Department

The Department of Hospital Administration was established on 5th July 2018 at AIIMS Bhubaneswar. Since the establishment of the department, it has been instrumental in taking lead role in various hospital activities. It is offering course in MD Hospital Administration and Senior Residency. AIIMS Bhubaneswar received the National Kayakalp Award-1st prize in category B for 2020 and the Department had contributed immensely for the same. The department has also led the AIIMS Bhubaneswar Quality Council (ABQC) with its 6 committees initiating quality programmes in various patient care activities. The Department is also leading Hospital Infection Control Committee and its activities. The department has organized seminars and training programmes in Hospital Infection Control, Quality & Safety and Bio Medical Waste Management. The department has also started 24x7 control room for handling administrative issues in the hospital. The department has contributed to development of infrastructure, signages, Telemedicine, maintenance, Housekeeping, Security and Horticulture. The Department spearheaded the COVID Management at AIIMS, Bhubaneswar and established the infrastructure and protocols. The department is also managing the patient services at AIIMS Satellite Centre at Balasore and monitoring the infrastructural progress.



Message from Director AIIMS Bhubaneswar

It gives me great pleasure to pen a few lines for the inaugural Newsletter of the Department of Hospital Administration of AIIMS Bhubaneswar. The Newsletter will serve to inform its readers the various activities undertaken by the hospital to provide quality services to its major stakeholders, the public. The Dept. of Hospital Administration has added value to the hospital services provided, improved the upkeep, cleanliness and infection control practices and has contributed immensely to improving quality and patient safety. It is not surprising that their hard work along with all other sections of faculty, nursing officers, staff, residents and students has helped us to receive the coveted Kayakalp award. My sincere appreciation to the Head of the Department and all faculty members and residents of the department for the exemplary work done during the COVID pandemic. Wishing you all the very best in all your activities.



Dr. Gitanjali Batmanabane

- Director

It is a great pleasure to learn that the Department of Hospital administration is coming out with a Newsletter to commemorate the successful completion of three years. Hospital administration is an integral part of the hospital involving various activities such as maintenance of general cleanliness, infection control, sanitation and hygiene. I congratulate the faculty and staff of the department for their relentless effort to upkeep the high standards of service and care. I believe the newsletter would be greatly useful not only here in our hospital but also elsewhere in the country. I wish great success to the first edition of the Newsletter.

- Dean

I am glad to know that the Department of Hospital Administration is coming out with a Newsletter on the Institute's 9th Foundation day. The Department of Hospital Administration is an integral part of the Hospital, starting from upkeep to cleanliness to infection control. Thanks to the relentless endeavor of the staff and faculty, we were able to reach a new high in the standard of our hospital services. Their continuous effort to provide quality services through various cutting-edge technologies has resulted in excellence and bringing smiles to the faces of AIIMS families. I wish that the Newsletter would be immensely useful to the faculties here and the faculties of Hospital Administration elsewhere across the country.

- Medical Superintendent

I take this opportunity to convey my best compliments to all faculty members, students and staff of the Department of Hospital Administration in AIIMS, Bhubaneswar. The Department of Hospital Administration is at the forefront of academic activities and their Hospital management matters amongst six new AIIMS. I sincerely thank Dr. Pillai and his team for bringing out lot of quality changes in various Hospital services with the active involvement of his department, resulted in winning Kayakalp awards continuously and improving various Hospital services. I can proudly tell that our Hospital Administration is the best amongst all new AIIMS and wishing more success in their future endeavors.

- DDA



Dr. Debasish Hota



Dr. Sachidananda Mohanty

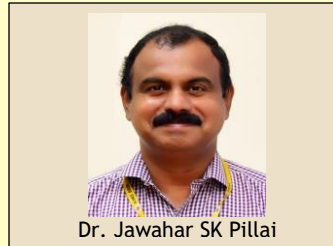


Shri. P K Ray

Department of Hospital Administration

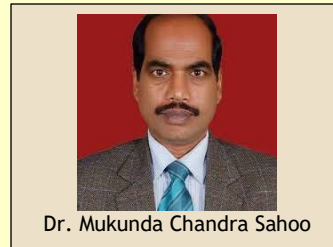
Faculty:

Dr. Jawahar SK Pillai
Joint Medical Superintendent &
Head, Department of Hospital Administration
AIIMS Bhubaneswar



Dr. Jawahar SK Pillai

Dr. (Maj) Mukunda Chandra Sahoo
Additional Medical Superintendent
& Additional Professor
Department of Hospital Administration
AIIMS Bhubaneswar



Dr. Mukunda Chandra Sahoo

Senior Resident (Non-Academic):

Dr. Siddharth Mishra
Dr. Ramkrishna Mondal

Junior Resident (Academic):

Dr. Thean Singh (January 2019)
Dr. Biswajeevan Sahoo (July 2019)

Junior Resident (Non-Academic):

Dr. Aditya Jaiswal
Dr. Balram Behera
Dr. Abhijit Bhattacharyya

Non-Teaching Staff:

Mr. Ajay Bishal (JAO)
Mr. Ramesh Ch. Goswami (LDC)
Mr. Manoranjan Mangaraj (Office Attendant)



Inauguration of Department of Hospital Administration, AIIMS Bhubaneswar



Inauguration of Department



Inauguration of Control Room

Academics

Programmes offered: -

MD - Hospital Administration: AIIMS Bhubaneswar offers a 3-year M.D in Hospital Administration since 2019. Course is available for MBBS graduates. An M.D in Hospital administration trains a candidate in all aspects of management with respect to healthcare and provides him/her the competencies to manage the hospital. M.D students go through the same academic structure as other subjects and must submit a thesis to appear for the final examination. The selection is done through AIIMS entrance examination by AIIMS, New Delhi.

Hospital administration offers significant scope in the healthcare industry where qualified candidates can begin their career as an Assistant medical Superintendent or in similar capacity. AIIMS, New Delhi has been offering Masters in Hospital Administration to MBBS graduates since 1964 and it has been converted to MD Hospital Administration in 2015.

Post-Doctoral Fellowship (PDF): This is a one-year post-doctoral fellowship in Healthcare Quality and Patient Safety offered to post graduate of MD in Hospital Administration. Various aspects of Healthcare quality and safety like surgical safety, medication safety, hospital infection control and orientation to different hospital accreditation processes are included in this programme. The programme is likely to be announced in a couple of months in AIIMS website. This is the first of its kind fellowship programme in India.

Senior Residency: A three-year senior residency is also available in this institute. Candidates become eligible for the post of Assistant professor after completing the senior residency.

Events organized:

- Webinar on World Patient safety
- Webinar on Clinical Audit
- Nursing Excellence program in Quality & Safety
- Webinar on Incident reporting
- Webinar on 3D printing
- Seminar on Ergonomics
- National seminar on Quality & Patient Safety in Healthcare



Research Activities

Intramural:

- Evidence based health system reforms in India - Quality of care in Hospitals.
- Role of Training in improving the knowledge and practices of Healthcare Professionals in Biomedical Waste management at AIIMS Bhubaneswar.
- A study on the Level of Patient satisfaction on OPD Services using standard indicators in a Tertiary care Teaching Hospital, AIIMS Bhubaneswar.
- A study on Biomedical Equipment Management at AIIMS Bhubaneswar.
- Training need Assessment of Nurses in ICUs at AIIMS Bhubaneswar.
- Study on Pharmacy store inventory control system using ABC Vs VED analysis in a health Institute of National importance.
- Activity Based Costing to ascertain the cost of Surgical ICU bed in Institute of National importance.
- A study on Social media enabled Telemedicine services at a health Institute of National importance during Corona crisis.
- Study on preparedness for COVID 19 management at AIIMS Bhubaneswar.
- Hospital Risk assessment in a tertiary level teaching Institute of National Importance.
- Study on the safety practices among doctors amidst COVID 19 at AIIMS Bhubaneswar

Extramural/Collaborative:

- Antimicrobial Stewardship project by ICMR with Department of Microbiology.
- Evidence based health systems reforms in India-Quality of care in hospitals by Harvard T H Chan School of Public Health & Govt. of Odisha

24x7 Administrative Control Room Department of Hospital Administration

CONTROL ROOM

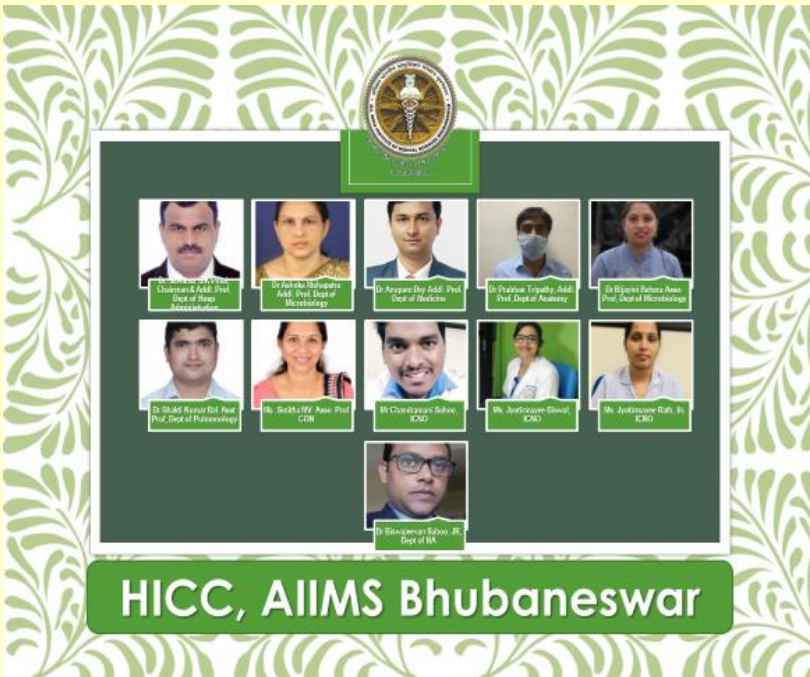
The department operates a 24 X 7 control room to attend to all administrative issues. Situated in the Medical Superintendent's office complex in the Ground Floor, it is manned by residents of hospital administration. This control room has been the prime coordination center for all administrative issues during this COVID pandemic. It also attends to patients' grievances and employee's complaints. The control room operates in close coordination with Medical Superintendent's office and under direct supervision of Joint Medical Superintendent. It can be contacted anytime on mobile:8280346629 or Ext- 3125



CONTROL ROOM: 0674 247 6533 (BSNL); Mobile: 8280346629; WhatsApp: 8280346629 Extn: 3125

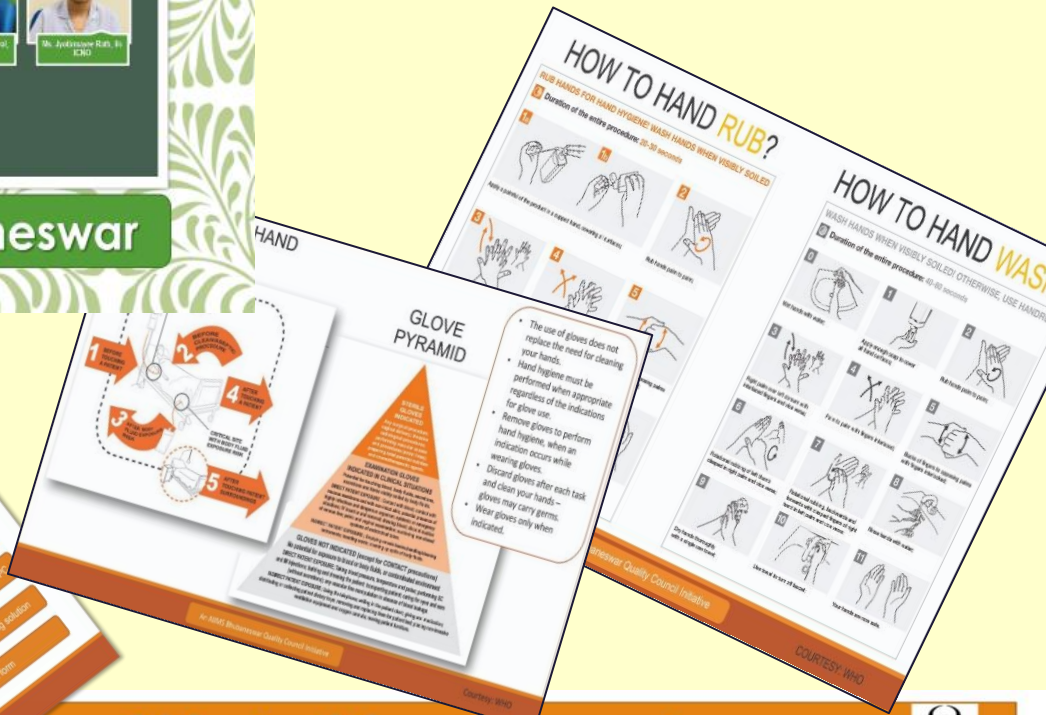


Infection Control Hospital Infection Control Committee (HICC)



Department is leading the Hospital Infection Control Committee (HICC), which meet regularly and plays a vital role in the infection control programme in the Hospital.

We have developed various SOPs, IEC and guidelines during COVID 19 and helped the faculty, staff and resident to serve the patients and safeguard themselves.



Waste Management



*Segregation to be done by the HCW who generates the waste.

*All Waste bins to be sanitized using 0.1% Sodium hypochlorite

Hospital Upkeep



Department of Hospital Administration looks after Housekeeping, Horticulture activities and many more.



Fire & Security



Human Resource Development (HRD Cell) & Training

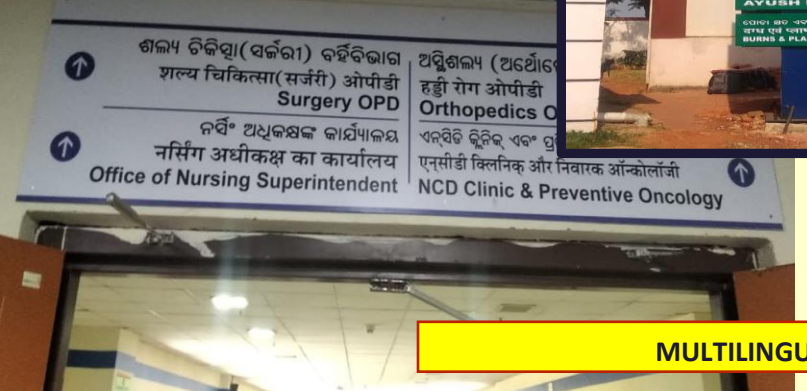


HRD Cell is led by Department and arranges induction and Inservice training programmes to staff.



Signage & Information, Education & Communication (IEC) materials

Department of Hospital Administration arranged for Hospital signages and different IEC materials.



MULTILINGUAL SIGNAGES

COVID Management

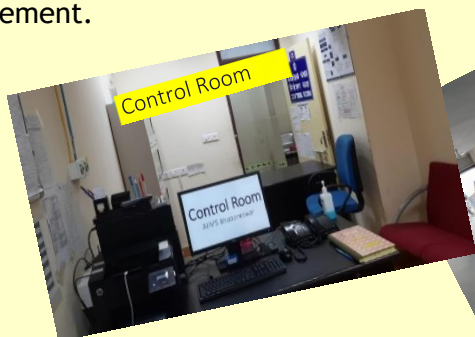
The Department coordinated various aspects of the COVID management in AIIMS Bhubaneswar which included infrastructural, human resource, Infection Control, Housekeeping, Biomedical Waste, and day to day hospital operations etc.

Various strategies were undertaken to manage the pandemic by optimally utilizing available resources with good team work & situational leadership.

Department developed SOPs for COVID management.



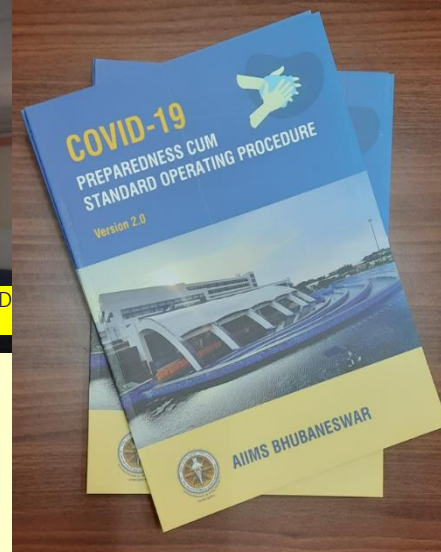
Isolation facility for COVID-19- Ayush Block



Control Room



Maintenance work in COVID ward



Telemedicine



The out-patient services were closed during the peak COVID 1st Wave. In order to provide the essential OPD consultation for the province of Odisha (many districts remotely placed) telemedicine service was enabled through 'WhatsApp' (A social media App) calling.

Later, AIIMS Bhubaneswar has developed an app for consultation with the help of Centre for Development of Advanced Computing (CDAC-A public sector agency) - AIIMS Swasthya App which has the facilities for requesting for appointment, sending investigation reports and prescription.

AIIMS Bhubaneswar was able to undertake more than 1,00,000 tele consultations using this platform from April 2020 till June 2021.



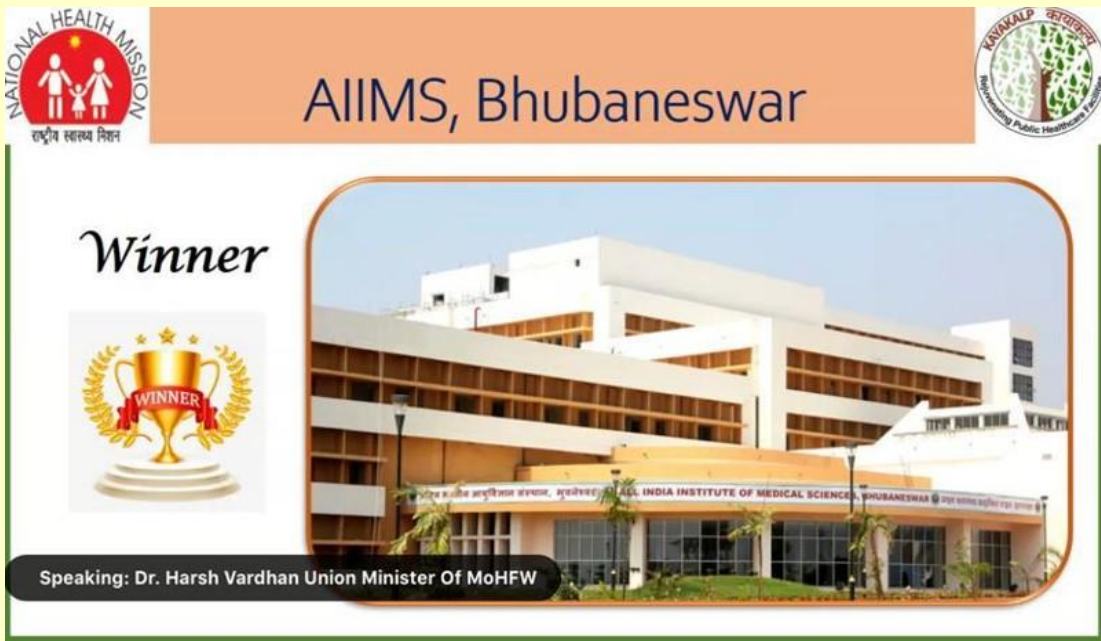
KAYAKALP AWARD



“KAYAKALP AWARD 2018-19.”

‘Kayakalp Award Scheme’ was launched on May 15, 2015 as an extension of 'Swachh Bharat Mission'. Aim of initiative is to improve and promote the cleanliness, hygiene, waste management and infection control practices in public health care facilities and incentivize the exemplary performing facilities.

The Dept of hospital administration has been continuously working towards achieving the prescribed standards as per this scheme. Dr. Jawahar S.K Pillai, is the nodal officer and Dr. (Maj) M. C. Sahoo is the Deputy Nodal Officer for the Kayakalp programme at AIIMS Bhubaneswar. The institute has been participating in this award scheme since 2017-18. The institute ranked as the winner (1st prize) in Category B in 2020 in National Level.



“KAYAKALP AWARD 2019-20.”

Swachhata Pakhawada & Swachhata Hi Sewa

Swachhata Pakhawada started in April 2016 with the objective of bringing an intense focus on the issues and practices of Swachhata by engaging various government ministries /departments to promote sanitation awareness in their respective areas. At AIIMS Bhubaneswar, the Dept of Hospital Administration coordinates a 15-day long action plan during April and October each year towards Swachh Bharat Mission and carries out substantive work which include innovative practices, media campaign, workshops, competitions, Cyclathon, walkathon functions etc.



Swachhata Pledge



Cyclathon



Shramdaan – Swachhata Pakhawada



Hand hygiene education



Walkathon

AIIMS Bhubaneswar Quality Council (ABQC)



AIIMS Bhubaneswar Quality Council (ABQC) was setup in the year 2018 in order to improve Quality & patient safety. It has six different committees.

1. Hospital Infection Control Committee
2. Surgical Safety Committee
3. Medical Safety Committee
4. Medical Audit Committee
5. Communication Committee
6. Fire and Safety Committee

Dr. Jawahar SK Pillai is the Nodal officer



AIIMS Bhubaneswar Satellite Centre at Balasore



The Governing body meeting held on 18.01.2016 has approved in principle for setting up a Satellite Center at Balasore. The establishment of a 300 bedded super speciality hospital is to be established at a land allotted by the Government of Odisha.

OPD services by Faculties/Senior Residents of super specialty branches was started at Integrated Test Range (ITR), Balasore on 08.07.2017 on a weekly basis on Saturdays and was a great success. Almost 150 such camps were organised including a mega health camp with 2500 patient attendance. The patients attending the OPD services of various specialities were not only from Balasore and nearby districts but also from nearby states like West Bengal & Jharkhand. The coordination of the services and management was done by Dr. (Maj) M C Sahoo, Nodal Officer, AIIMS Satellite Centre at Balasore. Apart from camps world Diabetes day and world Glaucoma day were celebrated.



Jan Andolan - COVID Appropriate Behaviour (CAB) Campaign

42 Departments and over 4000 staff participated in the COVID Appropriate Behaviour (CAB) Campaign organised by the Department. The campaign lasted for 54 days. There were more than 50000 direct audiences and more than 1 lakh indirect audience through various social media platforms.

Mass campaign included street plays, skits, videos, webinars and many more



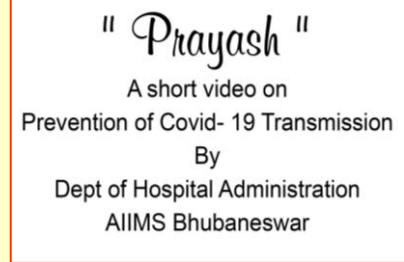
Odisha Folk Dance-
Ghodanacha Imparting CAB
message in Odia



Awarded 1st Prize for CAB Campaign



Old Age Home,
Khandagiri



Mo- Bus Terminal, Govt
of Odisha



CAB Odia Leaflet



Odisha Folk Dance-
Chakulia Panda



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Kayakalp Team