

# ITSR-12/1/2022-IT-SERVER ROOM

I/32892/2024



भारत सरकार  
GOVERNMENT OF INDIA  
चिकित्सा अधीक्षक का कार्यालय  
OFFICE OF THE MEDICAL SUPERINTENDENT  
सफदरजंग अस्पताल एवं वी.वी.एम. कॉलेज  
VMMC & SAFDARJUNG HOSPITAL  
नई दिल्ली - ११००२९ New Delhi - 110029

No. ITSR-12/1/2022-IT-SERVER ROOM

Dated: **30-01-2024**

## NERA ASPATAAL

Subject: Minutes of Meeting held on 30.01.2024

A meeting was held in the committee room of MS Office on **30.01.2024** at 03:00 PM under the Chairpersonship of Medical Superintendent to discuss the patient feedback statistics received through "Mera Aspataal" portal for the period **July 2023 to December 2023**.

After deliberations, the following decisions were taken: -

**Patients with Valid Phone Numbers (IPD):** Large difference exists between OPD (65%), and IPD (19%), except SIC IPD which is at 61%. It is requested that the concerned DEOs may be directed to enter/update Patients' Valid Phone Numbers during IPD registration. (**Action: OIC-MRD, OIC-NEB, OIC-SSB**)

**Patients with Valid Phone Numbers (OPD):** Palliative Pain Clinic (37%), and Apex Regional STD Centre (42%) have captured the least percentage of Patients with Valid Phone Numbers. The concerned DEOs may be directed to enter/update Patients' Valid Phone Numbers during registration. (**Action: CMO-OPD, HoD [Anaesthesia], and HoD [STD & Skin]**)

**Patient Feedback Form Proforma (IPD):** In response to previous MoM dated 25.08.2023, Feedback Form Proformas sent by respective HoDs, which have been forwarded to Quality Cell, were looked through, and after deliberations, it was concluded that a single/universal Feedback Form proforma may be used in IPD departments to gauge Patient Feedback, and may be monitored by respective HoDs. (**Action: OIC-Quality Cell to devise and disseminate a common Patient (IPD) Feedback Form Proforma**)

**Staff Behaviour:** It is the leading reason for dissatisfaction, with dissatisfaction with Doctor Behaviour being the top component within Staff Behaviour followed by Other Staff. HoDs to make SOPs and conduct Orientation Programs for PGs/JRs/SRs and Other Staff on an intra-departmental level. (**Action: All HoDs**)

**Long Waiting Time:** It is one of the major reasons for dissatisfaction. ABHA QR code queue counters, which are presently operational in SSB OPD, may be operationalized on a pan hospital basis, viz. in Main OPD, SIC, NEB, etc. Further, the feasibility of using Bar Code Scanner/Printer for Revisit Patients may be examined. (**Action: OIC-IT, CMO-OPD, OIC-General Store**)

**LIS Module:** Laboratory Information System Module may be rolled out in a phased manner, initially without interfacing/integration on a Pilot Trial basis in one Lab, subsequently more Labs may be onboarded, and thereafter, interfacing/integration may be considered. (**Action: OIC-IT, HoD Biochemistry, HoD Microbiology, HoD Pathology**)

**Action Taken Report:** All HoDs are requested to submit Action Taken Report on Mera Aspataal Patient Feedback for fulfilling Kayakalp requirements. (**Action: All HoDs**)

The meeting ended with a vote of thanks to the Chair.

This issues with the approval of competent authority.

(Dr. Gaurav Arora)  
Officer In-charge IT

Copy to: All concerned; PS to MS