

## SERVER ROOM

No.: SERVER ROOM/MERA ASPATAAL/18

Dated: 20/06/2018

### MINUTES OF MEETING

A meeting was held on 18/06/2018 at 03:00 P.M. in the Committee Room of the M.S. Office to discuss the monthly reports of "MERA ASPATAAL". The meeting was chaired by the Medical Superintendent. Other officials present were:

1.	DR. K.T. BHOWMIK	ADDL. M.S.
2.	DR. R.K. ANAND	ADDL. M.S.
3.	DR. ANITA JAIN	ADDL. M.S.
4.	DR. B.K. TRIPATHI	HOD MEDICINE
5.	DR. RITU AGGARWAL	CMO IN-CHARGE MRD
6.	DR. PREM KUMAR	CMO IN-CHARGE OPD
7.	DR. HARISH KUMAR CHELLANI	PROF. & HOD PAEDIATRICS
8.	DR. RUPALI DEWAN	CONSULTANT OBST. & GYNAE
9.	DR. RITU MISRA	CONSULTANT RADIOLOGY
10.	DR. RASHMI ARORA	PROF. & HOD PATHOLOGY
11.	DR. DEEPA KUMAR	ASST. PROF. NUCLEAR MEDICINE
12.	DR. A.K. SAXENA	HOD SKIN & STD
13.	DR. AKHILESH MISHRA	ACTING HOD RADIATION ONCO
14.	DR. SMITA PRAKASH	CONSULTANT ANAESTHESIA
15.	DR. S.K. CHANDAN	CMO NEUROLOGY
16.	DR. HEMANI LADE	CONSULTANT ENT
17.	DR. SUMATHI MURLIDHAR	CONSULTANT MICROBIOLOGY
18.	DR. S.V. ARYA	HOD SURGERY
19.	DR. L. SARKAR	HOD EYE
20.	DR. SHARDENDU SHARMA	BURNS PLASTIC & MAXILOFACIAL SURGERY
21.	DR. PANKAJ VERMA	SPECIALIST GR I PSYCHIATRY
22.	DR. N. LAISRAM	HOD PMR
23.	DR. KHUSHWANT POPLI	ASST. PROF. CTVS
24.	DR. KRISHNA BISWAS	PROF. & HOD ENDOCRINOLOGY
25.	DR. PRADEEP KUMAR	ASST. PROF. CLINICAL HAEMATOLOGY
26.	DR. RAMESH KUMAR	DIRECTOR CIO
27.	DR. AMIT KUMAR JADHAV	ASST. PROF. PAEDIATRICS SURGERY
28.	MRS. SUNITA BENIWAL	OFFICIATING NURSING SUPERINTENDENT
29.	MR. KHUB CHAND	HEAD PHARMACIST
30.	MR. SWAPAN SHOME	MRT

The Medical Superintendent again appraised the officials that the application "Mera Aspataal" was a very important objective tool that gave a feedback from patients on the quality of health care services provided and was accorded a very high status by the Ministry. The Ministry was also considering hosting the reports of the "Mera Aspataal" in the public domain.

The Medical Superintendent specially pointed out that the HODs and senior faculty must ensure that behaviour of the staff towards the patients must be cordial and helpful at all times. Despite genuine infrastructural issues, their needs were to be addressed seriously by all. He also mentioned regarding looking at the possibility of professional counsellors to streamline staff and patient interactions.

The problem regarding very low percentage of correct mobile numbers of patients registered in the system was taken up. It is probable that this could be because of patients sharing a wrong mobile number or the staff not capturing the correct mobile number. As approximately above 50% of persons attending the OPDs would be having a mobile and this being the main tool through which feedback from the patients is obtained, it was essential that this issue be taken up seriously. He requested the CMO I/c OPD & Addl. MS I/c OPD to look into this issue and make every effort to enhance the percentage of correct mobile number of patients attending the services of the hospital.

The issue regarding to cost of treatment was also discussed. The Medical Superintendent mentioned that most drugs, consumables and several implants were being made available free to the patients. He also mentioned that the administration considering making available free implants in the Emergency Block for patients with fresh trauma.

The HODs and senior staff members were asked to look into sanitation issues in their sections and make a habit of coming on time and ensure that all patient related services like OPDs also start on time.

With opening of few new counters, the waiting time of patients coming to the OPD has come down and further improvement is expected once the Super Speciality Block opens shortly.

The administration is also making provision to increase the space and the numbers of counters for dispensing of medicine in order to minimize patient waiting time. For ANC patients dispensing routine drugs from the Obstetric OPD during the visit for the services in also are considered.

Dr. Anita Jain suggested that she would be running workshops to train senior staff members on administrative methods which was agreed to be the Medical Superintendent.

It was also informed by the Medical Superintendent that HODs start an induction programme of two days for fresh PGs joining their departments so that they are aware of the policies, services and referral systems followed by the department/hospital. A similar training for newly inducted nursing officers was also suggested.

It was also informed that three departments- Orthopaedics, Burns & Plastic and Pulmonary Medicine were till now not making patient registration in the NIC e-Hospital HMIS. As Pulmonary Medicine department would shortly be shifting to the Super Speciality Block, they could start computerized registration there.

Orthopaedics and Burns & Plastic departments were asked to prepare a proposal for starting computerized OPD registration with use of a 3 Mbps MTNL lease line through the telephone department. The ID and passwords for persons who would look the registration process of the respective departments would be provided by the Server Room so that they could start computerized registration in the NIC e-Hospital HMIS at the earliest.

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

*2nd 11 min*  
*20/6/18*  
(Dr. Rajendra Sharma)  
Medical Superintendent

  
(Dr. D. Bhattacharya)  
Nodal Officer (IT)