

(10) A STUDY ON MANAGEMENT OF EMERGENCY SERVICES AND CARE OF PATIENTS IN CORPORATE HOSPITAL OF AHMEDABAD

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AIM AND OBJECTIVE:

- To provide the optimum level of emergency care in order to ensure maximum health and social gain for all patients to suffer accidental or sudden illness.

OBJECTIVES

- To maintain quality of services provided to patients in emergency department.
- To evaluate the effectiveness of the care delivered in order to ensure optimal use of resources and identification of areas further improvement and development through clinical and service.
- To suggest measures to improve the hospital image for its clientele.

METHODOLOGY

1. Direct personal investigation

Direct method includes direct investigation with nursing staff, doctors and administrative staff of the emergency department for data collection to know the pattern of the working process.

2. Questionnaire method

Used for the research study questionnaire copy is attached end of the project before the data analysis. Sample selection: Random sampling size of 50 patients.

3. Secondary data

Collected from hospital brochures, registers, hospital records, internet and books from library.

INTRODUCTION

The term "Emergency" is frequently used, particularly in modern hospitals. According to medical dictionary, emergency refers to unlooked for contingency or happening or a sudden demand for action or a situation requiring prompt action. "Casualty" as defined by Ministry of Health, London means a patient who comes to the hospital unannounced with accident injury and is seen and treated otherwise than at a consultative session.

Emergency Medical Care is progressively acquiring multifaceted dimensions. It has varied components like pre-hospital care, ambulance services, trauma care and it has to encounter medical and surgical emergencies of diverse forms. Emergency medicine, as a specialty is now beginning to develop in a number of countries throughout the world, and in fact it is a relatively new specialty even in countries where it is currently well established. Perhaps the best definition of the American College of Emergency Physicians is: "Emergency Medicine encompasses the decision making and action necessary to prevent death or any further- disability

for patients in health crises, as well as health promotion and injury prevention efforts Emergency medicine is an integral component of healthcare system.

Every Hospital, big or small, requires setting up a well organized emergency unit, because the image of hospital depends upon the quality and type of treatment a hospital can provide to a patient suffering from any medical or surgical complication requiring immediate care.

Overview of Emergency Department of Hospital

It is **LEVEL 1** participating hospital in the emergency Medical Services, Ahmedabad.

Equipped with the latest monitoring instruments, the department is all set to take care of any kind of emergency, round the clock. The department has **BLS (Basic Life Support)** and **ACLS (Advanced Cardiac Life Support)** trained doctors, nurses and technicians

Scope of Services

- All kinds of medical and surgical emergencies
- Pediatric Emergencies & Obs & Gynec emergencies
- Polytrauma & Mass Casualty Management

Services Provided

- Ambulance Services
- Organizing and Managing Camps
- PMS (Patient Movement Services) [Trolleys, Stretchers and Wheelchairs]

Location

The emergency department of the Hospital is situated on ground floor with easy access to patients and ambulances. It has separate entrance, so patients coming in emergency do not face any delay by mixing with the general hospital population. It is well marked with proper lighting and signs. The functions of like admission, registrations of new patients are also done in the same department.

Hospital emergency department offers full time services in emergency care. The hospital's emergency department is open for 24 hours, 365 days in a year.

Physical facilities

Inside Emergency room

Total 10 beds in emergency room; which included 8 beds in emergency rooms with bed side multi para monitor, Oxygen flow meter and central suction line and two beds for observation in emergency room.

Outside Emergency room

- Registration and admission office near the emergency room.
- Counseling room outside the emergency room for doctors.
- Space for stretchers and wheel chairs adjacent to entrance of emergency department.
- There are 6 stretchers and 6 wheel chairs outside the emergency room for shifting of indoor patients, patient from emergency room and outdoor patients to out patient department, radiology, pathology or other department.

- Waiting room lounge for patient relatives with televisions, toilets, water coolers, STD, ISD, and PCO facilities, Photocopying machine, Tea and Coffee vending machines, bookstalls and lockers for patient relatives to keep their belongings.
- There is security office and ambulance office near emergency entrance gate.

Emergency Department Questionnaire, Data Analysis and Findings:

- 1) Alter arrival of your relative in the Emergency department, how long did you wait for doctor to assess your priority?
- (a) I did not have to wait to be assessed
- (b) 1-15 minutes
- (c) 16-30 minutes
- 2) Did you have enough time to discuss your relative's health or medical problems /medical history with the doctor?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 3) While your relative were in emergency department, did the doctor kept your family and friends well informed about your relative's condition & treatment given to him and consent taken from you regarding any treatment related decision or reports to be carried out?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 4) After how may minutes - pain medicine is given to your relative?
- (a) 1-5 minutes
- (b) 5-15 minutes
- (c) 15-30 minutes
- 5) How long did you wait for your tests (radiology and pathology investigation) to be carried out after arrival in emergency department?
- (a) 10-15 minutes
- (b) 15-30 minutes
- (c) More than 30 minutes
- 6) Were you informed about the delay/reason of delay in carrying out radiology or pathology reports of your relative in emergency department?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No

- 7) Did the nursing staff/doctors inform you about the results of your relative's investigation in a way you could understand?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 8) Did the nursing staff inform you about the medicine and injection given to your relative in emergency department?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 9) Sometimes in hospital one staff member say one thing and another staff say something quite different; did this happen with you?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 10) If your relative needs to be admitted how was over all attitude of the admission officer?
- (a) Good
- (b) Average
- (c) Poor
- 11) Did the "admission officer give proper information about room charges, facilities of the hospital and "other general information about the hospital?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 12) Did the admission officer asked to pay initial deposit even in emergency?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No
- 13) Were MLC charges (Outside/Inside) explained by the admission officer: In case of medico legal cases?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No

- 14) After how much time police officer came to the hospital in case of medico legal cases?
- (a) Within 2 hr. of the arrival in the hospital
- (b) Within 6 hr. of the arrival in the hospital
- (c) Next day
- 15) If the patient is admitted after the short treatment in the emergency room. How was over all care taken by the emergency staff and doctor?
- (a) Good
- (b) Average
- (c) Poor
- 16) How long did it take to shift the patient after settle down in the room from the emergency department?
- (a) 15-20 minutes
- (b) 25-30 minutes
- (c) More than 1 hr.
- 17) In your opinion how clean was the emergency room?
- (a) Very clean
- (b) Fairly clean
- (c) Not very clean
- 18) Over all how would you rate the care you received in the Emergency department?
- (a) Excellent
- (b) Good
- (c) Average
- 19) Would you recommend any of your relative to visit this Hospital in case of any Emergency?
- (a) Yes, definitely
- (b) Yes to some extent
- (c) No

Summary of Findings

- Almost all the patients coming to the emergency department got the services immediately and are given the immediate priority by the hospital staff.
- Most patients were given enough time to discuss their health problems with doctor/ nursing staff.
- Almost all relatives were kept well informed about the patient's condition and treatment given to him. Consent was also taken for all treatment related decisions. They were explained in simple manner about the nature of the treatment.
- Most of the patients got pain-killer medicine within 10 minutes after they ask for the medicine.

- Most of the patients got their tests done within 15 minutes of instruction given by the emergency registrar.
- Almost all relatives were informed about the delay in carrying out the test.
- Almost 30% relatives were found results of the tests explained in the way they understood, 60% relatives told the way is simple up to some extent and 10% relatives a way of explaining result was not proper and understandable.
- About 60% relatives were not given information about the medicines or injections given to their relatives.
- 75% of the patient relatives found that there was no contradiction between staff statements, 24% relatives found contradiction of statement between staff up to some extent and 1% found there was contradiction between staff statements.
- Almost all the relatives found attitude of the admission officer was good; admission officer has given proper information about facilities, rules, room charges and general facilities of the hospital.
- All the relatives were asked to pay initial deposit even in emergency.
- Medico Legal Charges were explained by the admission officer and consent was also taken for payment of the charges.
- Police arrived within 6 hour for verification in Medico Legal Cases.
- Almost all patients and relatives found the care and treatment given in the emergency department of the X Hospital was excellent.
- Most of the patients were shifted in rooms within 20-25 minutes.
- Almost all the relatives found the emergency department to be very clean and hygienic.
- All the relatives and patients would recommend visiting X Hospital for emergency treatment.

Overall, 80% patients & relatives found the emergency department's services to be excellent and 19% rated services as good. 1 % rated service as average, but all the patients and relatives assured that they would recommend people in need of emergency care to visit X Hospital for treatment

Recommendations

Following are some recommendations to improve the quality of services in the emergency department and to achieve patient satisfaction.

For the staff of emergency department

1. The hospital should give proper training to the ER registrars for the medico-legal cases
2. Whenever new nursing staff is recruited in the emergency department, he/she should be sent for specialized training in emergency services.
3. There should be a dress code for all the emergency staff as per their designation.
4. There should be a customer care executive for the emergency department to coordinate between patients, relatives, and nursing staff and ER registrar.
5. Nursing staff and Registrars of the Emergency department should be provided CME (Continuous Medical Education) to improve services and quality of the care.

For the set-up of emergency department & ambulance

1. There should be a separate room (separate for men and women) for on duty doctors with sleeping accommodation and toilet facilities.
2. There should be an equipment room to put ventilators, suction machine, drugs and trolleys
3. There should be a separate room for the nursing staff with lockers facility.
4. There should be a provision for the expansion of the department, if required in future
5. There should be a suggestion box outside the emergency department for the Immediate feedback from patients and their relative that can help in improving the services levels effectively.
6. There should be proper communication system in the Ambulance.

Conclusion

The study was conducted in the emergency department of Hospital to find out how the management with respect to the Emergency Department works in order to save the lives of the patients in need. The other Objectives are to maintain quality of services provided to patients in emergency department, to provide quick treatment to the patients and think upon implementing suggestive measures to improve the patient satisfaction and hospital image amongst its clientele.

At the end of the study it was concluded that emergency services of the hospital is good and quick. Staff and doctors are prompt in providing treatment to the patients who came in emergency and were successful in saving their lives. Patients were satisfied by the treatment given to them in emergency department. There are some gaps in the management; but that can be improved upon by following continuous staff training.

(11) ASSOCIATION OF ABO BLOOD GROUPS WITH CORONARY ARTERY DISEASE IN GUJARATI POPULATION

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