

Patient Safety & Quality Improvement through Inter-Departmental Convergence under Swachh Bharat Abhiyan – Uttar Pradesh

Introduction:

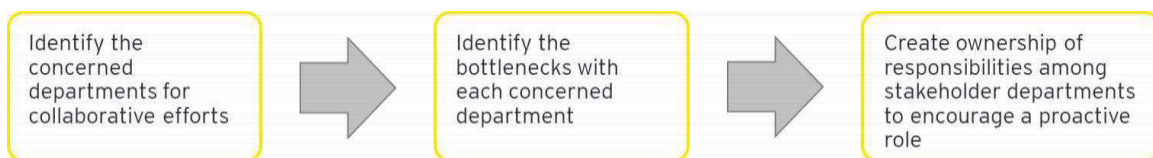
The safety and quality of services provided by the public health facilities are interconnected with many other departmental activities apart from the health department. It is crucial to identify the critical bottlenecks that hinder collaboration. It is essential to streamline those processes and make the interdepartmental process self-driven and sustainable.

Key Stakeholders

- Health and Family Welfare Department UP
- Police
- Department of Excise
- Ministry of Urban Department
- Municipal corporation
- Disaster management department
- Police and Fire services
- Department of Medical education
- Public Works department
- Horticulture department
- Panchayati Raj institutions

Implementation of the practice

The key strategies followed on the initiative are as follows:



Bottlenecks with concerned departments found are listed below:

- Police and Fire services– Infrequent on-site hands-on trainings provided in a hospital
- Disaster Management department – Trainings not provided in health facilities
- Municipal corporations– Infrequent audits and check-ups
- Panchayati Raj institutions– Poor engagements with health-related issues. Social audits not done
- Horticulture department– No plans for maintenance of planted trees and gardens and long processing time for the request
- Public Works departments– Delayed response to requests for budgetary estimates
- Police – Inadequate support from home guards in facilities and inadequate crowd management support during emergencies and disaster.
- Ministry of Urban Department– Lack of awareness for compost pit for biodegradable waste
- Department of Excise– Delay in issue of licence for storage of spirit
- Department of Medical education– Poor emphasis on preventive aspects of medicine

Meeting convened by PS Health with secretaries of all concerned departments and commitment to change is secured from senior officials. Directives to eliminate bottlenecks were issued to district officials. Process improvements were monitored continuously.

Results

This project is considered as a first step for improving the inter-departmental convergence. This convergence initiative enables the departments to share resources, such as finances, knowledge, and people. Also, collaborative effort creates mutual benefits for both departments like reduced cost, optimization processes, improved time efficiency, elimination of redundant activities etc.

Lessons Learnt

Involvement of many stakeholders makes the monitoring process and accountability of the initiative very complicated. Meetings have been held only at senior official level; all major stakeholders of the departments must be included to identify impediments in inter-departmental process. Conflicts between the departments might arise while defining the responsibility of the activities will fail to deliver to their full potential of the initiative.

Conclusion

The Standard Operating Procedures with the assurance of concerned departments will help in further improving the inter-departmental collaborative activities. Detailed sequence activities with clear roles and responsibilities, including time timeline for completion, will aid the process more self-driven and sustainable.