Integrated Hospital Sanitation Monitoring System Dashboard - Andhra Pradesh

Introduction

In this project Government of AP has developed a web-based Hospital Sanitation Monitoring System Dashboard (http://aphospitalsanitation.com). This application tracks sanitation, security and pest & rodent control services outsourced to different vendors on daily basis with scientific check points. As a result of this tracking system, patient satisfaction at public health facilities has increased.
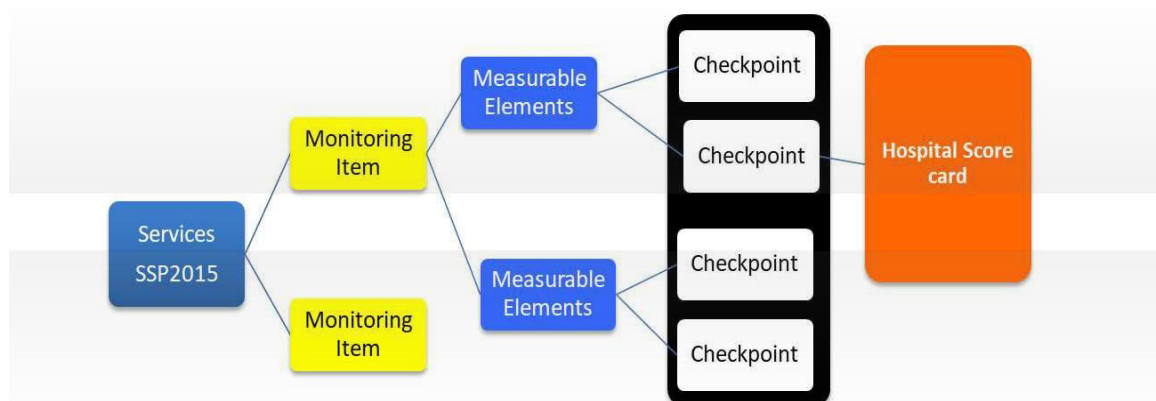
Key Stakeholders

- Ministry of Health and Family Welfare (AP)
- Vendors for Sanitation, Security, Pest control
- Andhra Pradesh Quality Assurance Division
- Hospital Administrators and Superintendents
- Patients

Implementation of the practice

Government of AP has formulated and approved the New Scientific Sanitation Policy-2015 largely based on 'Swachhata guidelines for public health facilities' for better implementation of sanitation in government hospitals wherein sanitation, security, pest & rodent control services would be implemented by different service providers for better implementation of the services to create a visible impact in maintaining health facilities up to the satisfaction of the patients. In order to manage, track and monitor three different service providers, a web-based application has been developed, reviving the monitoring process.

- HSMS Application developed by Andhra Pradesh Quality Assurance Division is meant for improving efficiency and efficacy by creating a real time monitoring tool. The monitoring items have been grouped within the ten parameters according to the weightage.
- Each monitoring items further has specific measurable elements. These measurable elements are checked in each department of a health facility through specific checkpoints.
- All Checkpoints for monitoring items are collated, and together they form an assessment tool called 'Checklist'. Scored/ filled-in Checklists would generate scores reflecting the percentage of performance along with hospital average score (Sanitation, Security, P&R control)
- Each facility under Scientific Sanitation Policy-2015 should perform online assessment thrice a day in different shifts by
  - Medical Superintendent
  - RMO
  - Hospital Administrator /Nursing Superintendent /Head Nurse.
- Scores will be reflected only after a minimum of 2 Assessments of each service
- Scores entered by Facilities will be reflected on the CM COREDASH BOARD along with the facility photographs.

Measuring Metrics:

- Monitoring items identified for the three different services as follows:

Sanitation			Security			Pest & Rodent Control		
S.No	Monitoring Item	Weightage	S.No	Monitoring Item	Weightage	S.No	Monitoring Item	Weightage
1	Cleanliness of Toilets / Urinals / Wash basins	10	1	Attendance of the Staff	25	1	Attendance & Uniform of the Staff	10
2	Cleanliness of Wards	10	2	Uniform of the Staff	10	2	Control of Pest & Rodents	30
3	Cleanliness of Labour Room / OT / Emergency / OP/ Lab	10	3	Control of Stray Animals	20	3	Dis-infestation Treatment as per periodicity	10
4	Cleanliness of Other Areas	10				4	Recommended Preventive measure for re-infestation	10
5	Cleanliness of Drainage and Sewerage	10	4	Crowd Control and Systematic Parking of Vehicles	20	5	Usage of Reputed Chemical/ Pesticides Reports	10
6	Garbage Disposal	10	5	Complaints from Public	10	6	Evidence of any pest and knowledge of infestation associated with the neighboring premises which may affect the hospital.(complaints from public)	20
7	Cleanliness of open areas	10	6	Regular Trainings to Staff	15	7	Regular Trainings to Staff	10
8	Attendance and Uniform	20						
9	Consumables	10						
Grand Total		100	Grand Total		100	Grand Total		100

- Data is collected on a daily basis on the assessment scorecard for the above-mentioned monitoring items through the web-based application.

Results of the practice

- Public Perception and Patient satisfaction towards Hospital sanitation, security services have increased. (as per Patient satisfaction Survey in Likert Scale).

65 Hospitals	23400 Patients Feed Back	2% Poor	4% Fair	18% Good	68% Very Good	8% Excellent

- Reduced hospital acquired infection rate.
- Increased footfalls (Increased No. of public utilising Public Health Services).
- Hospital scores are kept in the public domain in order to maintain transparency accountability and to maintain the integrity of the program.

Lesson Learnt:

Healthcare workers adapting to this new monitoring application was the major hurdle in this

project. The resistance to adapt to technology was reduced through training programs for healthcare workers.

Conclusion:

HSMS is implemented in 33 District Medical Education (DME), 11 Teaching Hospitals, 11 Specialty Hospitals, 11 Medical Colleges & Hostels, 7 DH (District Hospital), 33 AH (Area Hospital), 3MCH (Mother & Child Hospital) and 2CHCs (Community Health Centres) to improve the hospital sanitation and reduce hospital acquired infection rate.

Further reading

http://www.nhmmp.gov.in/WebContent/IndoreSummit/Day%203/11%20Core%20dashBoard%20Integrated%20Hospital%20%20sanitation%20Monitoring%20System%20in%20Andhra%20Pradesh%20Final.pptx