

M-118, First Floor, Shastri Nagar, Delhi 110052

CGHS EMPANELLED PANCHKARMA CENTER

☎ 8005633391

To Whom So Ever It May Concern

In reply to NC no.5 it is hereby stated that to improve quality standards and with reference to CQI-1b clinic on 6/8/2021 clinical audit committee unanimously decided a topic for clinical audit or quality improvement program with every month review & audit report attached and will be renewed in august 2022 . So kindly find documents concerned attached with this.

Jeena Sikho
Dr. Ravinder Kaur
17/7/22
02:00 PM
M-118, First Floor, Shastri Nagar, Delhi 110052

Dr. Ravinder Kaur

Clinical audit committee

- Members :- 1) Chairman – Dr. Ravinder Kaur
2) Senior therapist – Sanjay
3) Pharmacist – Nisha
4) Infection control nurse - Rupali

Agenda:- To select and approve clinical audit topic and methodology.

Discussion/ Minutes :- 1) Topic for clinical audit will be "Aamavata" management

Through vaitaran basti per rectal route

2) Indicators for the audit would be

- A) Pain Reduce
- B) Pain Increase
- C) Stiffness Reduce & Increase
- D) Heaviness Reduce & Increase
- E) Swelling Reduce & Increase

3) Frequency of Audit – 3 months/ Every month as per

Connivance

4) Next topic for clinical audit to be renewal in August 2022

Decision:- 1) Agenda and minutes 1 to 4 approved.

2) To follow clinical audit process from October 2021

Ravinder Kaur
17/7/22
Shastri Nagar, Delhi-110052

Clinical Audit

To improve the quality standards

Policy – The Policy provides a standard operating Protocol for performing clinical audit for continuous quality improvement of health care services at Shuddhi Ayurveda Panchkarma Clinic.

Shuddhi Ayurveda Panchkarma Clinichas constituted Clinical Audit Committee for monitoring quality improvement in patient assessment, care plan and patient safety in therapy department and medicinal treatment section.

- **Purpose –**

1. To identify specific areas of patient care for clinical audit.
2. To identify appropriate remedial measures for continual improvement.
3. To analyze the scope of improvement in Panchkarma therapy.
4. To provide better quality care to all patient of Shuddhi Ayurveda Panchkarma Clinic.
5. To analysis the data and implementation of correction of remedial measure to improve quality standards.

- **Scope –** Care Providers at Shuddhi Ayurveda Panchkarma Clinic

Policy for Clinical Audit –

1. Clinical Audits may be retrospective, concurrent or prospective in nature and conducted based on predefined parameters to avoid bias.
2. Audits will be carried out by fair and impartial professionals.
3. Clinical Audit committees will meet on 3 monthly basis with a specific, predeclared agenda for defining and conducting clinical audits.
4. Clinical audit training will be conducted on 3 monthly basis to implement audit.

Parameters of Clinical Audit – Clinical Audit Committees will identify performance-based parameters to improve quality health services given to patient throughout the Hospital.

A target describing the level of care to be achieved will be baseline for conducting the audit. A specific checklist will be designed to conduct the audit based on the topic of selection.

Data collection process to be predefined.

Frequency of Audit – 3 Month.

- Audit Committee Members- Dr Ravinder Kaur
- Senior Therapist: -Sanjay
- Pharmacist: -Nisha
- Infection Control Nurse: -Rupali

Jeena Sikho Lifecare Pvt. Ltd.
17/2/22
02/01/22

Methodology

- Topic – Amvata
- Identify Panchkarma therapy (Basti) / Medicine (Vaitaranbasti)
- Methodology of administration (per rectal route)

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	March-22
Total No. Cases	10	12	11	09	10	11
Basti Vaitaran	Yes, given days-15	Yes, given days-15	Yes, given days-15	Yes, given days-15	Yes, given days-15	Yes, given days-15
Pain Reduce	73%	74%	80%	79%	89%	90%
Pain Increases	5%	4%	3%	4%	2%	2%
Stiffness Reduce	82%	80%	81%	82%	80%	80%
Stiffness Increases	4%	3%	2%	4%	3%	2%
Heaviness Reduce	62%	60%	61%	62%	61%	60%
Heaviness Increases	4%	5%	3%	2%	4%	2%
Swelling Reduce	80%	79%	81%	82%	81%	80%
Swelling Increases	4%	3%	3%	2%	3%	2%

- Conclusion

We have done clinical audit and after detail Assessment we have concluded that VaitaranBasti per rectal route gives better result to patient. we have found reduction of pain, stiffness, heaviness swelling in good outcome.

Jeena Singh
M-11B, Panchkarma
Shastri Nagar, Delhi-110052
17/7/22
17/7/22

Shuddhi

SHUDDHI AYURVEDA PANCHKARMA CLINIC

(A Unit of JeenaSikho Lifecare Pvt.Ltd)
M-118, 1st Floor, Shastri Nagar, Delhi - 110031

RECEPTION

Date: 9/6/22

Name of Auditor: Dr. Ravinder Kaur

Department: Reception

In-charge of Department: Mamta

Staff: Simran

Sl. No.	Topic	Quality	Lacking	Strength
1.	Records Maintenance	Good	NIL	Regular
2.	Complain Register	Not Maintained	Yes	Poor
3.	Policy and Procedure	Not Aware	Yes	Poor
4.	Referral and Transfer	Forms Available	NIL	Regular
5.	Feedback Form	Not Good Documents	Yes	Poor
6.	Code and Awareness	Aware	NIL	Regular
7.	Awareness of Scope & non scope	Aware	NIL	Regular
8.	Forms and Format	Not Proper	Yes	Poor

We have internal audit and found that reception staff is not working properly. She needs more training.

Ravinder Kaur
9/6/22 4pm
Shuddhi Ayurveda Panchkarma Clinic
(A unit of Jeena Sikho Life Care Pvt Ltd.)
M-118, 1st Floor, Shastri Nagar,
Delhi-110052



Dr. Ravinder Kaur

(BAMS) Ayurvedacharya

(9313666680

Venue : Reception

Dated : 9/6/22.

Time : 5:15pm.

Team Members

(a) Dr. Ravinder Kaur - Senior Consultant
(b) Nisha - Pharmacist
(c) Sanjay - Therapist

Internal Audit Report

- 1) Staff is well dressed, uniformed.
- 2) Staff is maintaining focus on guest and is not distracted.
- 3) Staff is soft spoken, greeted the guests with a smile and welcomed everyone.
- 4) Staff has verified guests name and registered as per requirements.
- 5) Details were verified including Date of visit, UHID no. generated, Age, Sex, Address; Billing methods were explained.
- 6) Patient is sent to the doctor as per disease preference and assistance required is given.
- 7) After patient consultation and billing formalities patient was asked for satisfactory visit and any lacking services or improvisation.

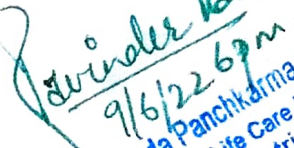
- 8) Complaint Register was not maintained properly.
- 9) She was not aware of Policy and Procedure properly.
- 10) Forms and Format were not properly maintained.

Conclusion:

We Audited the reception, and found that Reception staff is not working properly. She needs more training.

NISM
9/6/22 6 PM


9/6/22


9/6/22 6 PM
Shuddhi Ayurveda Panchkarma Clinic
(A unit of Jeena Sikho Life Care Pvt Ltd.)
M-118, 1st Floor, Shastri Nagar,
Delhi-110052

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Internal Audit Reception

Venue – Reception
Shuddhi Ayurveda & Panchkarma
Clinic Shastri Nagar Branch

- Lacking Point – Not Found Consent Form in Reception area (incomplete forms)
- Findings- Not found Panchkarma Consent form
- Advised – All formats of forms are available in Reception with complete file forms.
- Internal Audit observation – Now all files forms are available in Reception area. We are guide to Receptionist (timely checked forms) to keep stock of OPD and daycare files forms in Reception.

[Handwritten Signature]
Jeena Sikho Lifecare
M-118, First Floor
Shastri Nagar, Delhi 110052
11/7/2018

M-118, First Floor, Shastri Nagar, Delhi 110052

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Internal Audit Observation

Venue Pharmacy
Shuddhi Ayurveda and
Panchkarma clinic Shastri Nagar

- Lacking Point – Locks are not in Pharmacy in internal Audit (As Per Accessor sir finding this Lacking point)
- Findings – Not found Locks.
- Advised – for lock in Vish ND Upvish and high alert medicine – emergency medicine
- Final Observation – We are done by Locks in pharmacy – Attached Photographs Report

Jeena Sikho Lifecare Ltd
M-118, First Floor,
Shastri Nagar, Delhi-110052
22.01.2022

PHARMACY

Date: 07/06/2022

Head of Department: Dr Ravinder Kaur

Department: Pharmacy

Name of Auditor: Dr Ravinder Kaur

Staff: Nisha

SNo.	Topic	Quality	Lacking	Remarks
1.	Labelling	Proper	Nil	Very Good
2.	Pre requirement	Yes	Nil	Good
3.	Look alike & Sound alike	Yes	Nil	Good
4.	Expiry Maintain	Maintained	Nil	Good.
5.	Storage	Not Proper	Yes	Poor
6.	Dispensing	Not Good	Yes	Not Good
7.	ADR	No	Nil	Good
8.	Vish & Upvish	Proper.	Nil	Good
We have found in our internal audit that staff is oriented & working good but we are lacking in Storage & Dispensing.				

Ravinder Kaur
 7/6/22 2:32pm
 Shuddhi Ayurveda Panchkarma Clinic
 (A unit of Jeena Sikho Life Care Pvt. Ltd.)
 M-118, 1st Floor, Shastri Nagar, Delhi-110052

Dr. Ravinder Kaur

(BAMS) Ayurvedacharya

(9313666680

Venue: Pharmacy

Dated: 07-06-22.

Time: 5:30 pm

Auditor: Dr. Ravinder Kaur - Senior Consultant.
- Therapist

Team: Sanjay

Internal Audit Report

<u>S.No.</u>	<u>check list</u>	<u>Y/N</u>	<u>Response</u>
1.	Pharmacy clean	Y	Good.
2.	Medicine room locked	Y	Good.
3.	Only Medicinal Staff has Key.	Y	Good.
4.	Medicine Locked	Y	Good.
	(a) Visha - Upavisha	N	Suggested to maintain locks for all cabinets
	(b) Other Medicines	N	
5.	Expired Medicine	Y	Good.
6.	Opening Date	N	Suggested to write opening date on all the medicines.

Jeena Sikho Lifecare Ltd.
M-118, First Floor,
Shastri Nagar, Delhi-110052

Dr. Ravinder Kaur
(BAMS) Ayurvedacharya

(9313666680

- | | | |
|------------------------------|----|---|
| 7. Expiry Date | Y | Good |
| 8. Refilling Date | N. | No medicines are in refilling containers |
| 9. LASA | Y | Separated, Notified by Symbolic presentation. |
| 10. FIFO | N. | Not enlisted suggested to enlist them and improve it. |
| 11. High Alert Drugs | N | Not mentioned. Keep a separation & maintenance required. |
| 12. Expired Medicine Logbook | N. | Needed to maintain a logbook for separation and disposal. |

Conclusion
We audited pharmacy, it needed some improvement those are told and suggested for better and smooth running of the pharmacy.

Dr. Ravinder Kaur
7/6/22 6:28 PM

Shuddhi Ayurveda Panchkarma Clinic
(A unit of Jeena Sikho Life Care Pvt Ltd)
M-118, 1st Floor, Shastri Nagar,
Delhi-110052