

Internal Audit Report:

1. To focus on Quality of patient care.
2. To improve the performance of all professionals & protect patients
3. To monitor, measure, assess and improve performance and to enhance patient satisfaction.
4. To guard, measure and improve patient safety.
5. To inculcate an excellent hygienic treatment process
6. To involve all employees to participate in improving Quality
7. To search for pattern of non-compliance with goals, objectives & standards through:
 - Problem **identification**
 - Problem **assessment**
 - Finding the **root cause**
 - **Solution** Generation
 - **Plan for the solution implementation**
 - **Implementation** of corrective action Monitoring

A. ROLES AND RESPONSIBILITIES

1. To review the medical records for adequacy and completeness
2. To determine whether the records meet the required standards for promptness, completeness, and Hospital pertinence
3. To recommend policies regarding content and completion of medical records
4. To decide and develop suitable medical record forms.

Internal Audit for the hospital is done on these parameters:

1. Reception department Internal Audit

- Complaint register
- Feedback form
- Policy and procedure
- Code awareness
- Maintenance of records
- Non-availability of bad
- Admission and discharge
- Aware off scope and non-scope
- Referral and transfer policy

2. Store keeping department Internal Audit

- Well-maintained boxes
- Anti-rodent activity
- Rodent
- Expiry disposable
- Proper inventory
- Proper maintained
- Checking of proper expiry

3. Pharmacy department Internal Audit

- ADR
- Dispensing
- Vish and Upvish
- Storage
- Pre-requirement
- Labelling
- Expiry maintains
- Look alike sound alike
- High alert drug
- Emergency drug

4. Panchkarma department Internal Audit

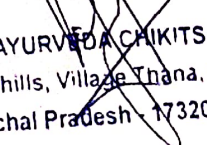
- Cleaning of Panchkarma area
- Consent form
- Concern form
- Feedback form
- Procedure as per protocol
- Pre and post procedure
- Post procedure Internal Audit

5. Infection control housekeeping department Internal Audit

- Hand hygiene
- Antibacterial cleaning
- Vulnerable patient care
- Training of fire
- Training of CPR
- Personal protection equipment training
- Regular sampling for swap culture

6. Medical record and nursing department Internal Audit

- Medication error
- Discharge summary
- Vulnerable patient care
- Medication chart
- Patient rights and responsibility
- Medical record readable, clean and with proper initial, name, date, time.
- ADR


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7. Maintenance department Internal Audit

- Emergency light and alarm
- Electric appliances
- Generator
- Telephone
- MCB
- Sign board
- Door knob lock
- Table and chair
- Trolleys
- Window knobs
- Fire execution

8. Medicine preparation room department Internal Audit

- Sewage
- Bottles and boxes
- Used Utensils
- Labelling
- Gas stove induction
- Panchkarma equipment
- Medicine containers
- Medicine quality
- Room cleaning
- Inventory

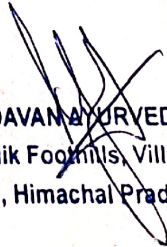
9. Kitchen department Internal Audit

- Food quality
- Bottles and boxes
- Used utensils
- Kitchen cleaning
- Washing area
- Sewage
- Labelling
- Patient menu
- Inventory
- Disposable
- Hygiene

Analysis of Data: All the data will be assessed in the form of Structure, process and the outcome.

Process: Strict adherence of developed procedures in the daily work routine. In case of deviations same will be documented in the quality indicator reporting form with proper reasoning.

Out Come: Based on the reports received trend analysis will be done and the same will be reported to NABH coordinator and


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