



Quality Journey of Aga Khan University Hospital, Karachi



Dr. Syed Mairajuddin Shah
Medical Director, Outreach Services, AKUH, Karachi

The Aga Khan University



School of
Nursing



The Aga Khan
University Hospital



Medical College



Faculty of Arts and
Sciences



Institute for Educational
Development



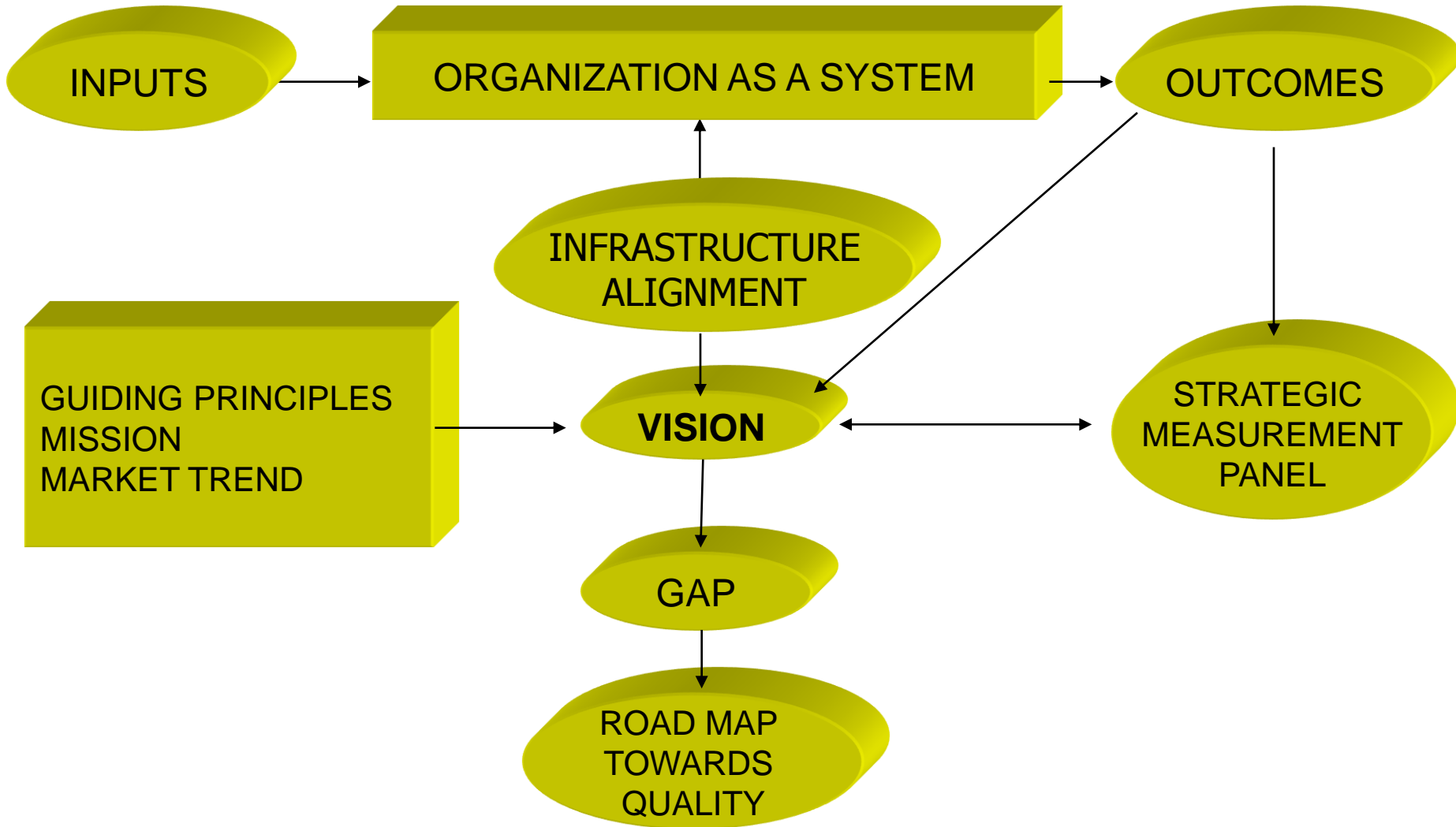
The Aga Khan University
Examination Board



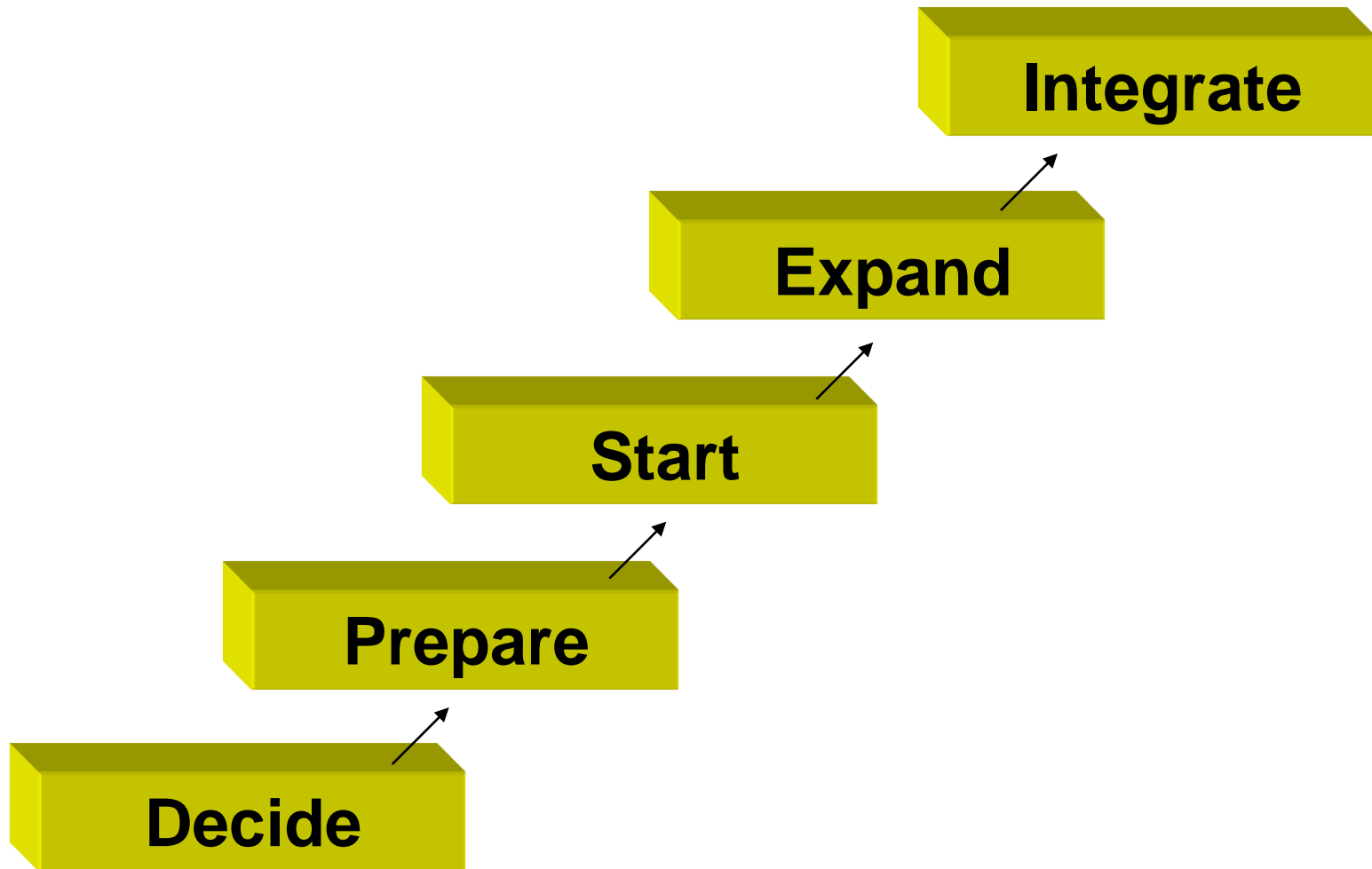
Institute for the Study of
Muslim Civilisations, UK



AKUH MODEL FOR CHANGE



ROAD MAP OF QUALITY



Decide

- AKUH, Karachi started its operations in October 1985
- The decision to implement Quality was made and in November the Joint Staff Committee along with one of its sub-committee titled Quality Assurance Coordinators Committee (QACC) was formed.

Prepare

- 1985 onwards basic Quality Assurance methodologies were introduced in different departments with reporting mechanisms to QACC, JSC and the Board.
- April 1993, TQM workshop in Nairobi conducted by Dr. Don Berwick.
- March 1994, training of 21 key staff members as facilitators by Juran Institute/Qimpro associates.

Start

- May 1994 hospital's Joint Staff Committee becomes quality council to oversee CQI implementation at AKUH.
- July 1994 - Dec 1995, first 18 months action plan was initiated for implementing CQI at AKUH.

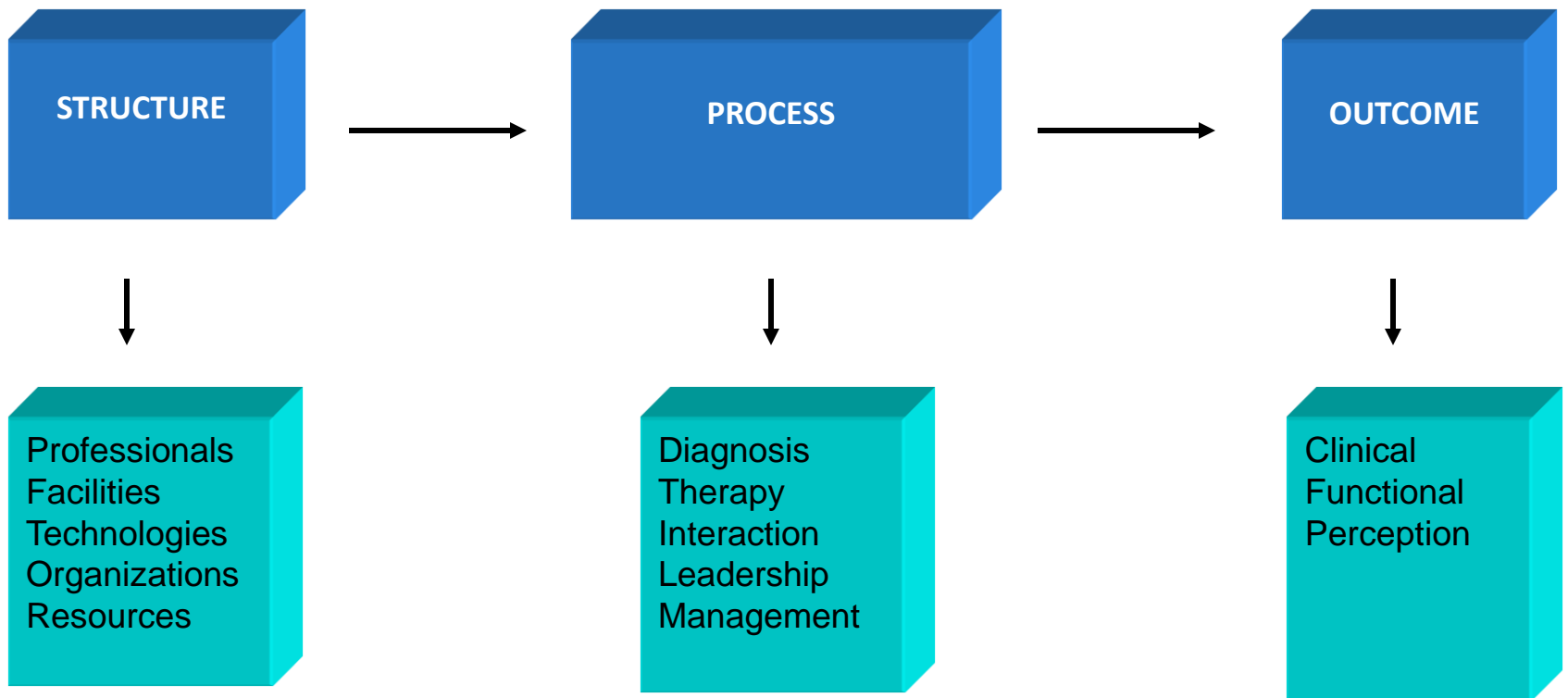
Expand

- January 1996 - December 1997, 2-year CQI plan implemented (expand phase).
- This was followed by 2-years CQI expansion plans on a regular basis

Integrate

- Presently we are in our integration phase aligning our business, goals, people and processes.

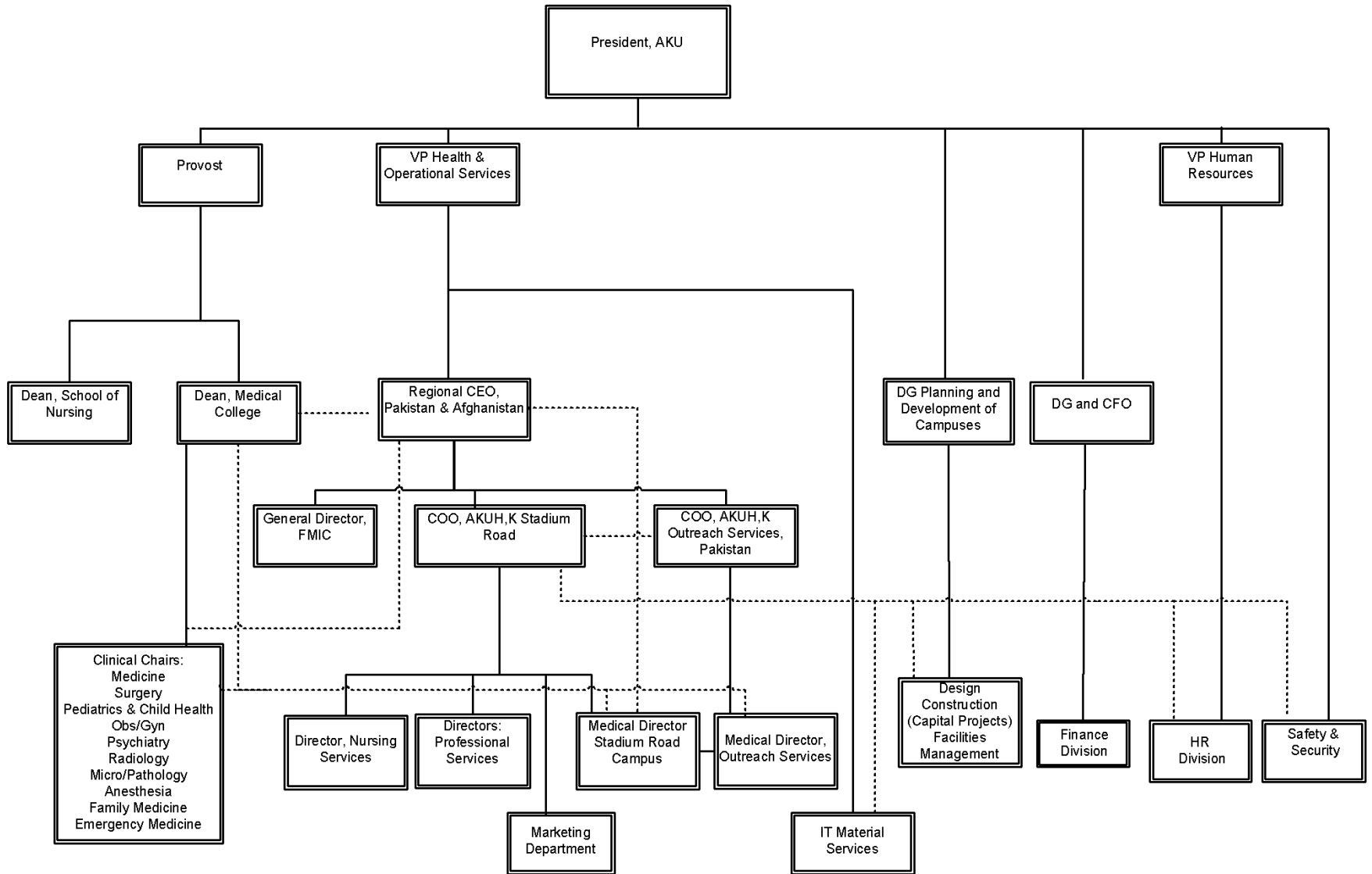
Structure, Process and Outcome



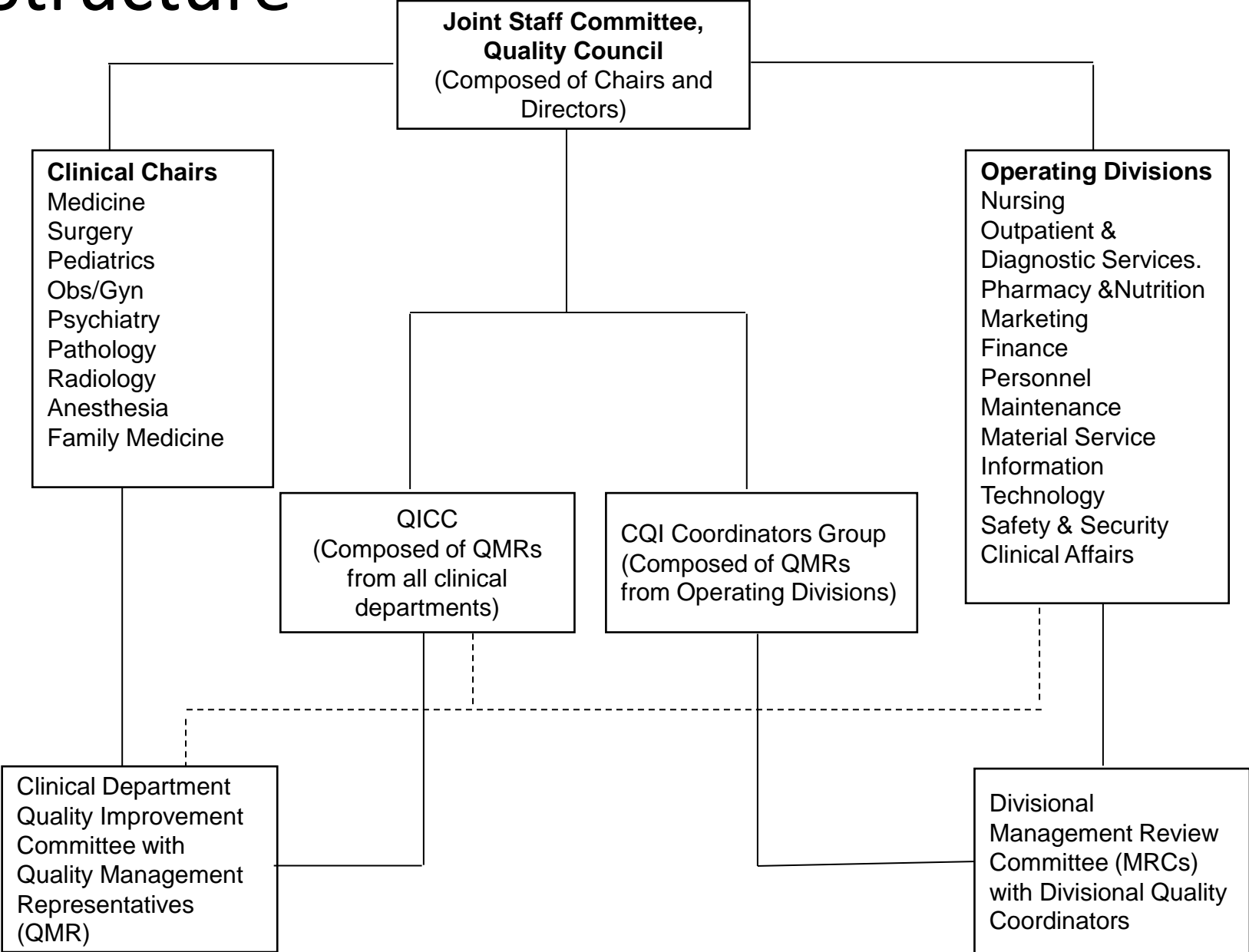
STRUCTURES

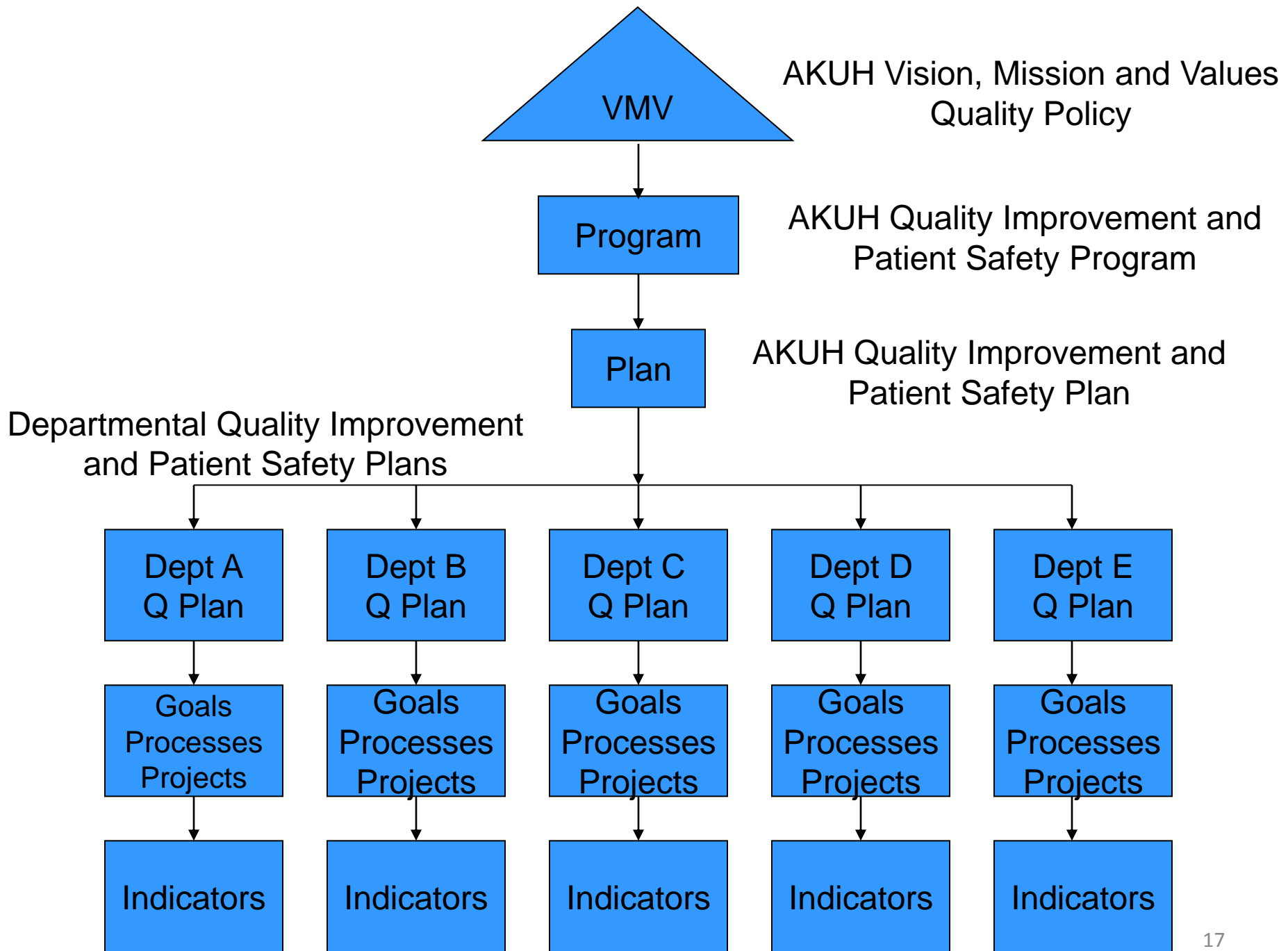


ORGANIZATION CHART HOSPITAL ON-SITE OPERATIONS

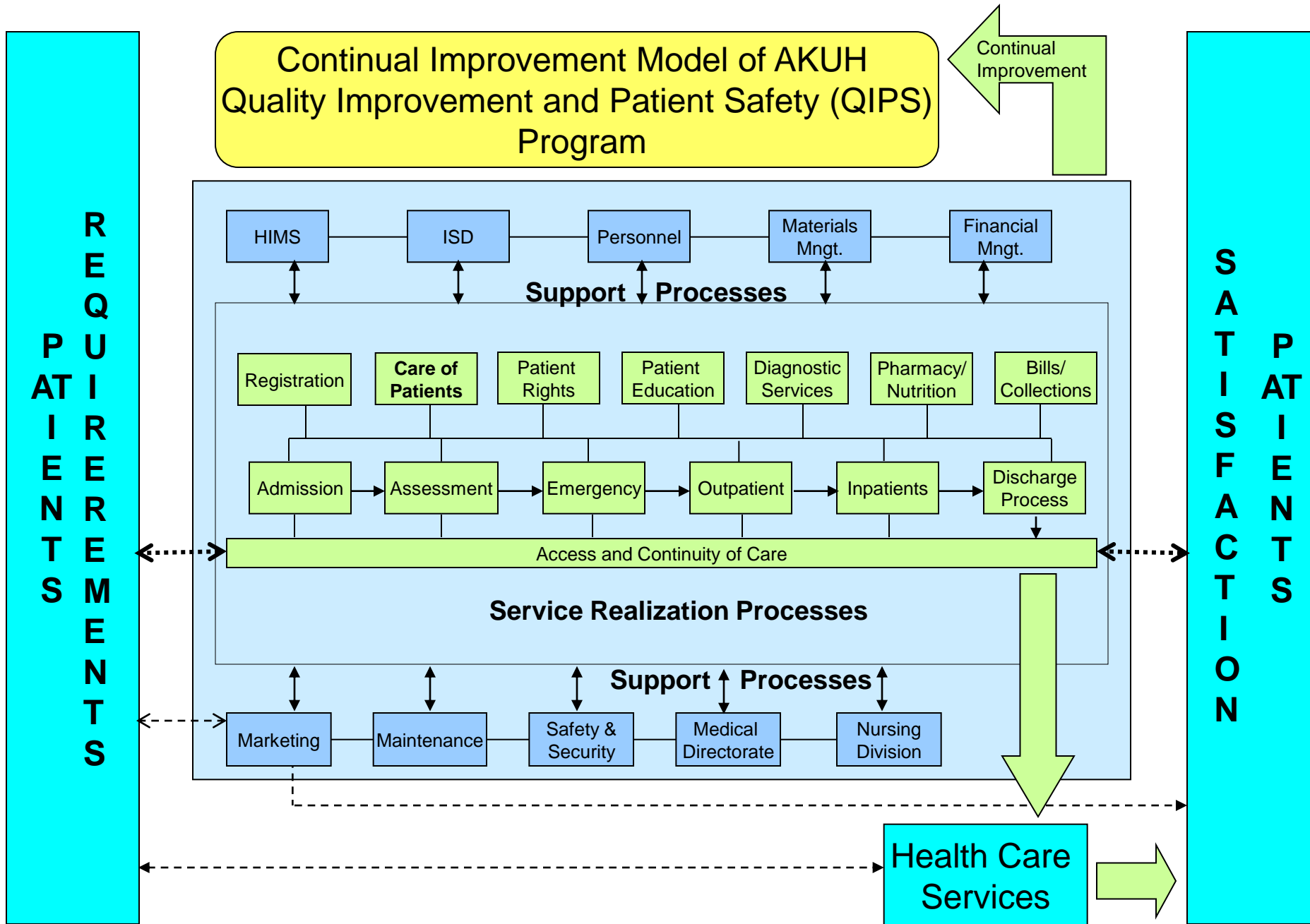


Structure





PROCESSES



Internal Review Processes

- Departmental Quality Improvement Committees
- Joint Staff and its Sub-committees Reviews
- Patient Satisfaction
- Medical, Nursing and Others Health Professional Credentialing Programs
- Performance Appraisal Systems

Internal Review Processes

Quality Audits

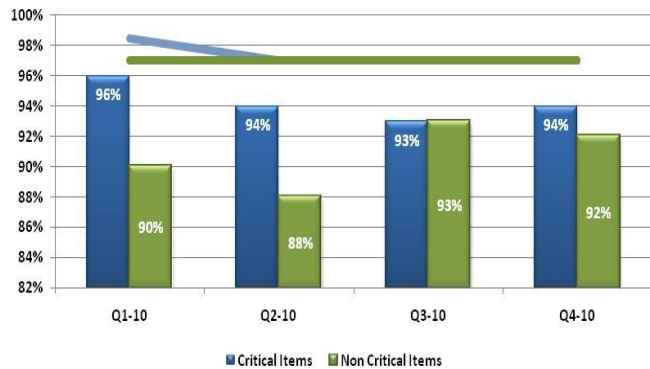
- ISO 9001:2008 Internal Audits
- JCIA Mock Surveys
- Closed and Open Medical Record Audits
- Clinical Audits
- Nursing Quality Improvement Audits
- Infection Control Audits
- Environment Safety Audits
- Risk Management

External Review Processes

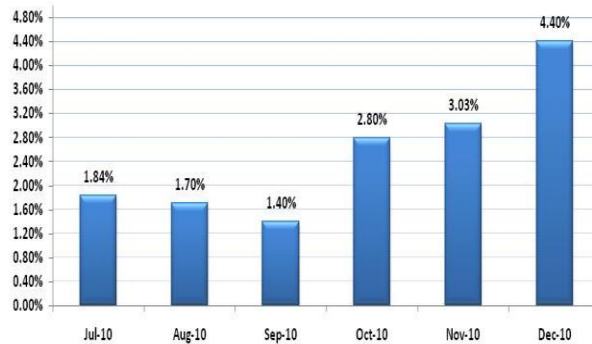
- ISO 9001:2008
- ISO 22000:2005
- Joint Commission International Accreditation
- Others

OUTCOMES

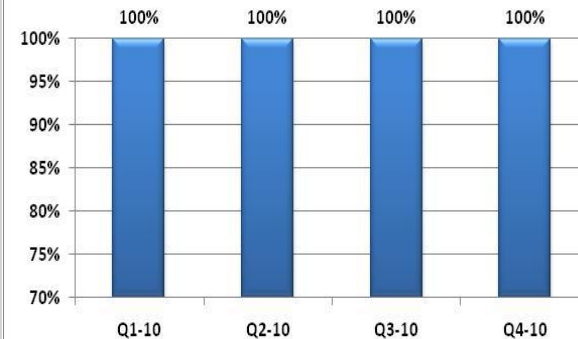
Ware House Fill Rate



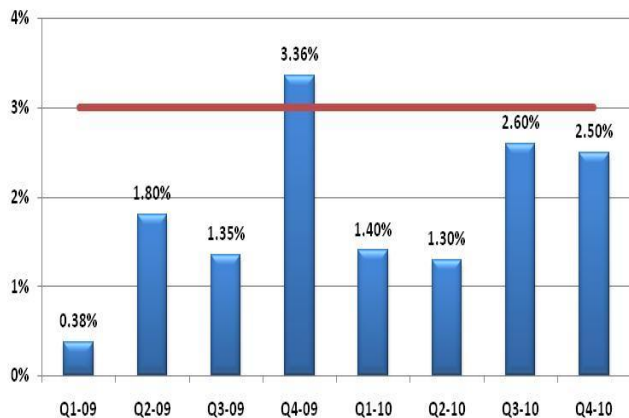
ZERO Balance Against Formulary



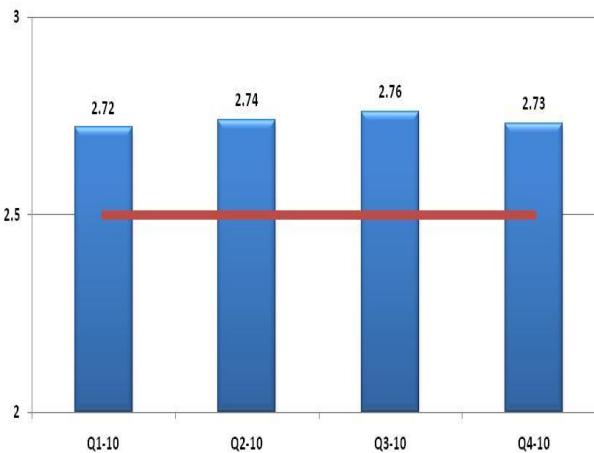
Timely reporting of activities as required by Government and regulatory authorities.



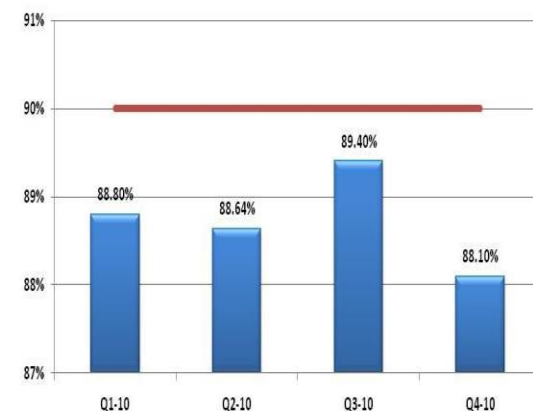
Rate of Sensitive Complaints



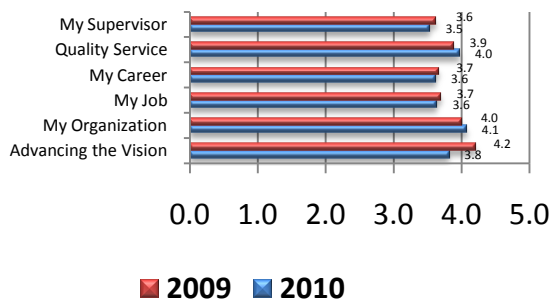
Cross Match & Transfusion Ratio



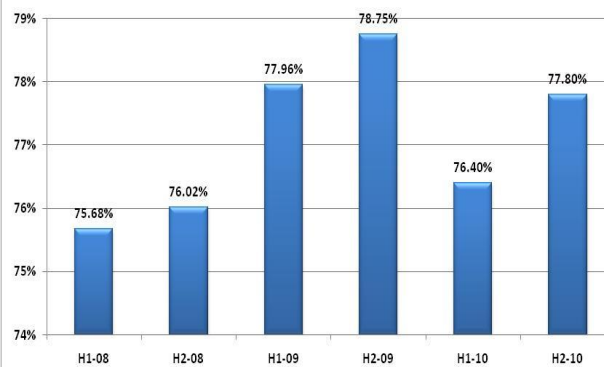
Percentage of Overall Satisfied Patients



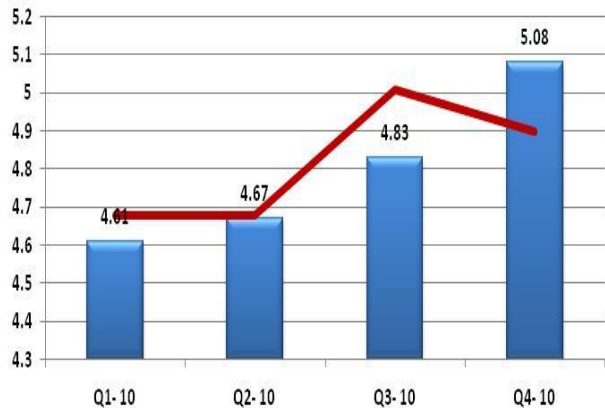
Staff Satisfaction Index 2009 vs. 2010



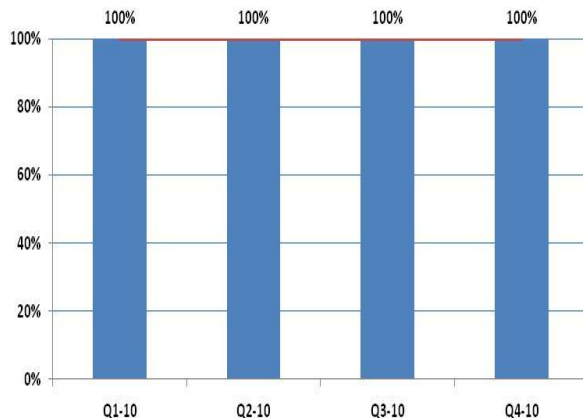
Users of Low-Middle Socioeconomic Groups %



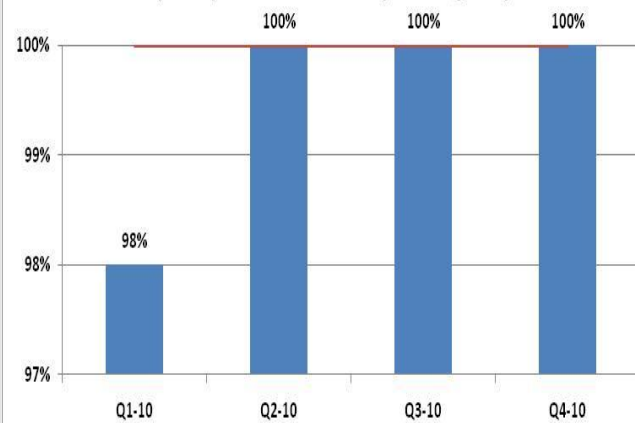
FTE's per adjusted Occupied Bed



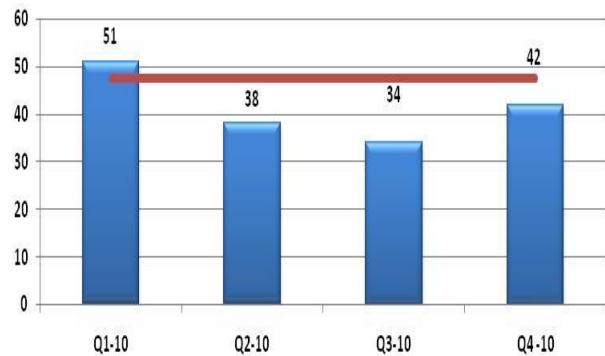
Timely Response to Fire Emergency Calls



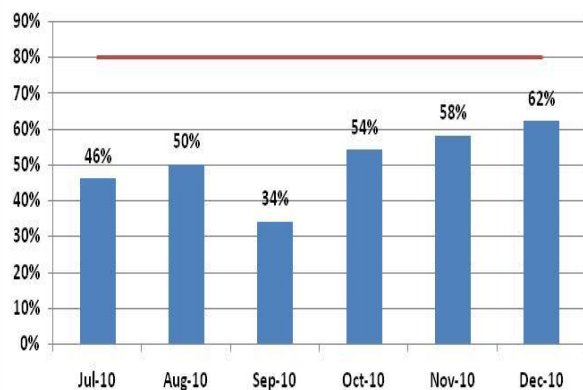
Timely Response to Security Emergency Calls



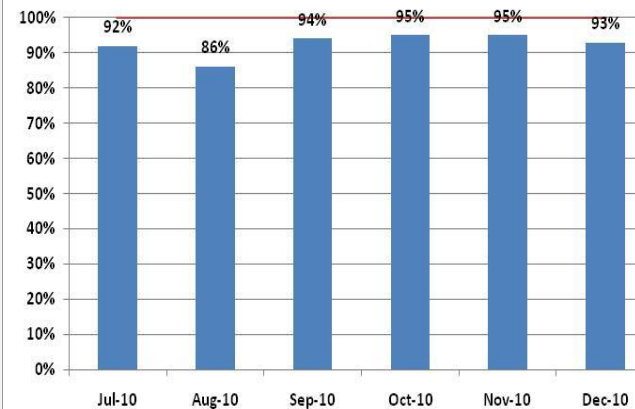
Needle Stick Injuries



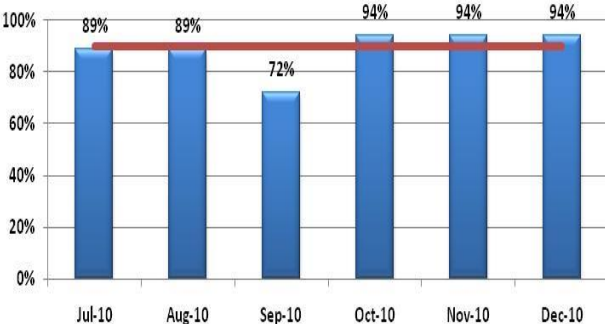
Staff Awareness on Relevant FMS Issues



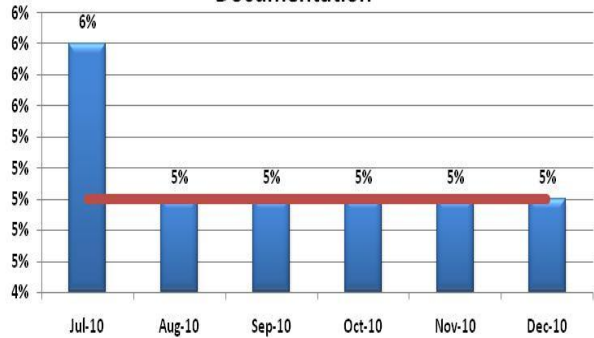
Emergency Exit Safety Compliance



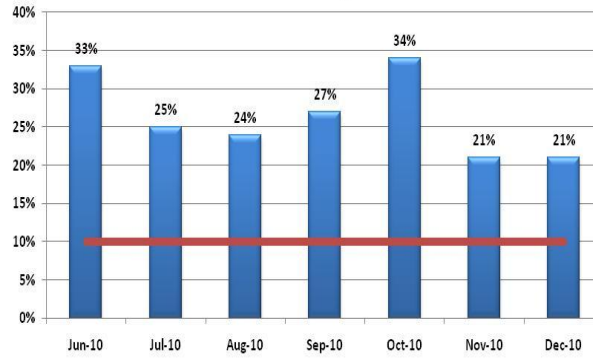
Maintaining Safe Environment in Psychiatry



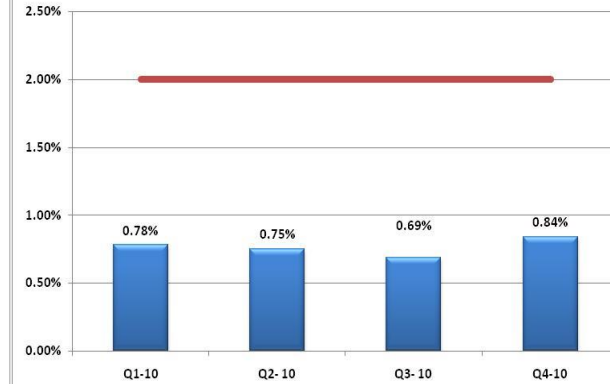
Overall Non Compliance in Medical Record Documentation



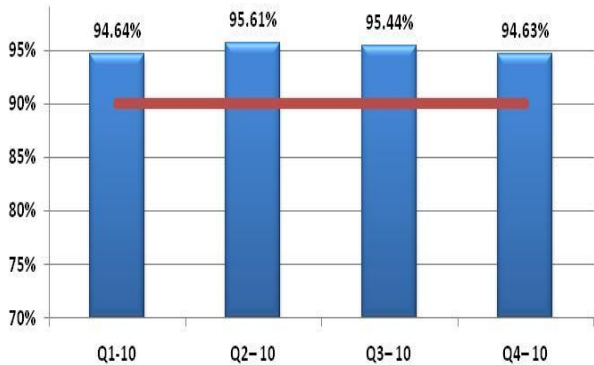
Reassessment of Patient at Regular Intervals Documentation of Progress Notes



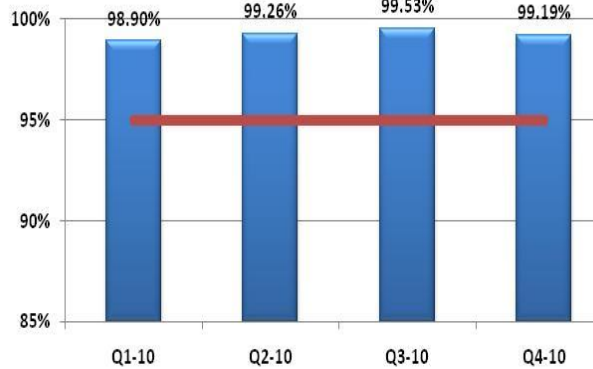
Laboratory STAT Delay Indicator



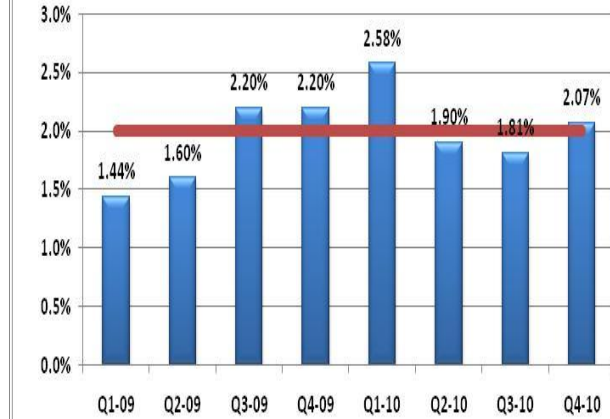
Lab Quality Control



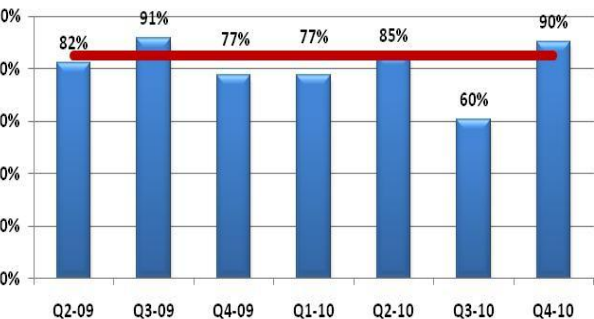
Report turn around time in Radiology



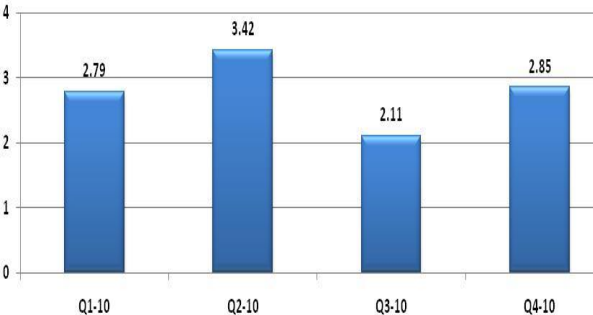
Unplanned Overstay after Day Care Surgery



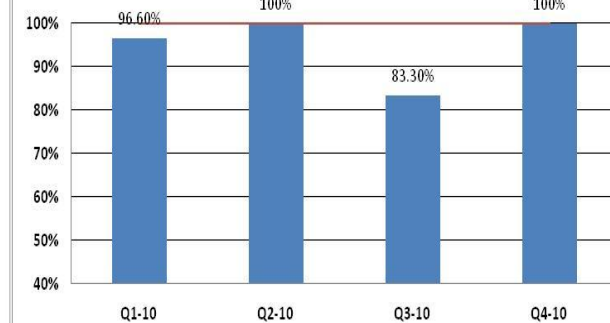
Average Compliance of Rationale Usage of Antibiotics



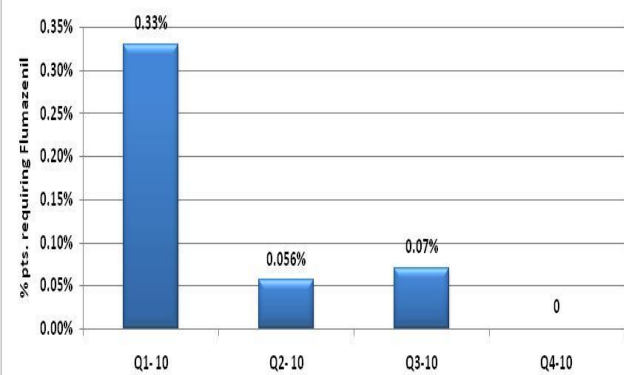
Medication Error per including Near Mis Errors/100 Patient Days



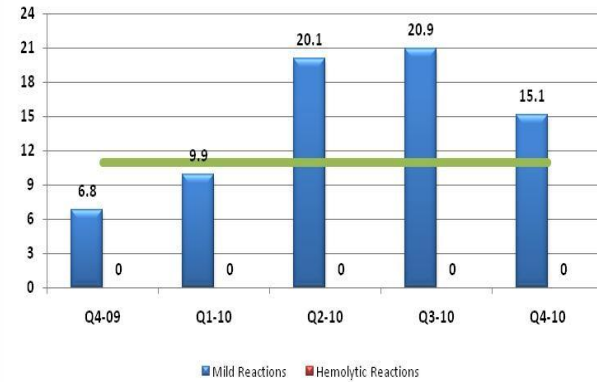
Compliance in Pre-Induction Anesthesia Assessment's Documentation



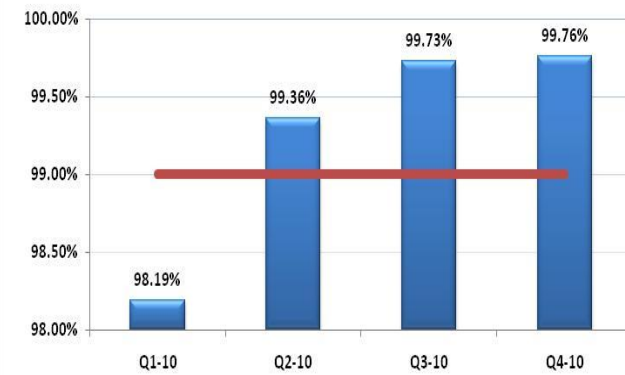
Midazolam Reversal



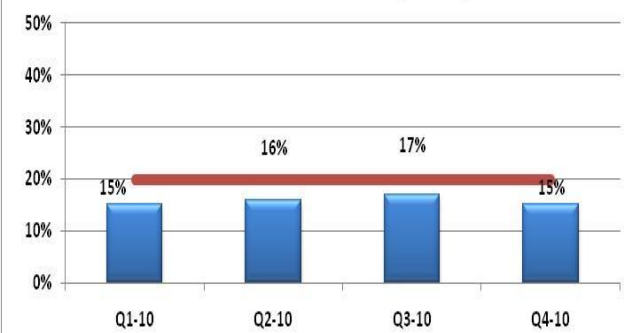
Incidence of Blood Transfusion Reactions



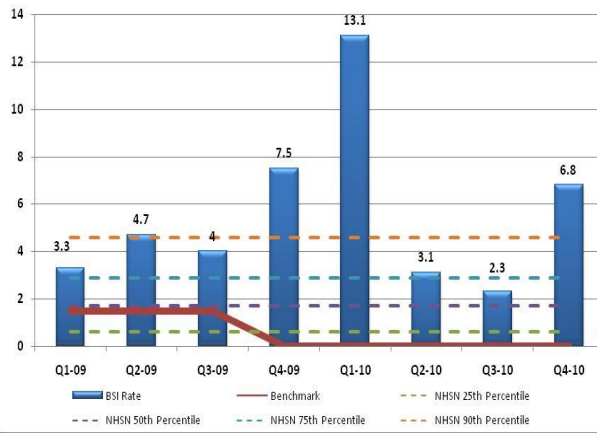
Availability of Medical Record for Booked Patients



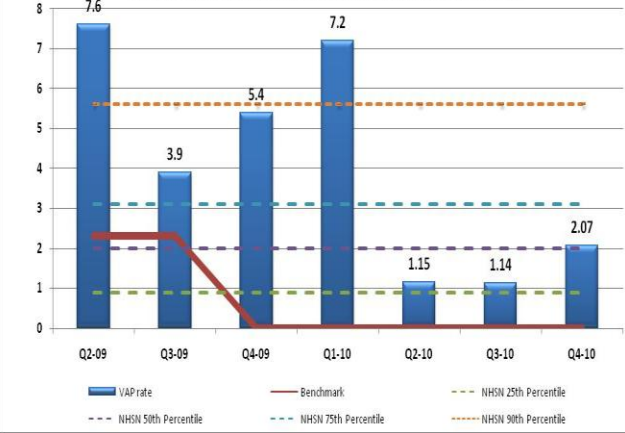
Medical Record Delinquency Rate



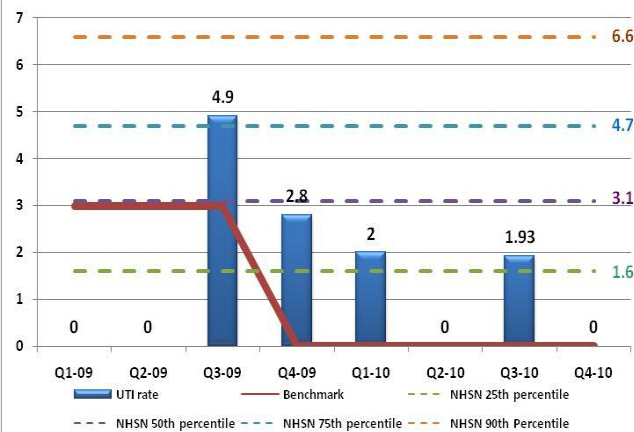
Health Care Associated Surveillance for BSI



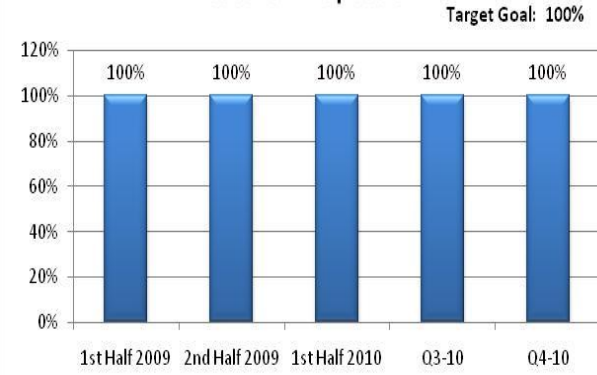
Health Care Associated Surveillance for VAP in ICU



Health Care Associated Surveillance for UTI in ICU



Intervention Rate by ERC on Submitted Research Proposals



Stadium Road, Karachi – 1970's



Ground breaking of Aga Khan Hospital and Medical College - 1980



Ground breaking of Aga Khan Hospital and Medical College by His Highness the Aga Khan who is assisted by Shams Kassim-Lakha, the then Chairman of the Owner's Representative Board of Aga Khan Hospital and Medical College.

Charter of AKU - 1983



President of Pakistan and Patron of Aga Khan University, General Zia-ul-Haq granted the Charter of Aga Khan University to the Chancellor, His Highness the Aga Khan. This marked the birth of Pakistan's the first private international university.

Inauguration of AKUH - 1985



1985 - General Zia-ul-Haq, President of Pakistan and Chancellor of Aga Khan University unveil the inauguration plaque of Aga Khan Hospital in Karachi.

Construction of AKUH – Early 1980's



Construction of AKUH – Early 1980's



Construction of AKUH – Early 1980's



Construction of AKUH – Early 1980's



AKUH Starts its Operations – Oct 1985



Quality Circles – 1990 - 2000

Effective Utilization of Oxygen Cylinders



Quality Circle in C1 Ward saved Rs. 16,128/ year by minimizing the wastage of Oxygen. The same strategy was successfully replicated by the B1 & C2 Wards. ■

Improvement in Documentation Process



Pharmacy Quality Circle developed a methodology to ensure 100% completion of documentation of all activities performed in the Main Pharmacy. ■

MEDICAL/SURGICAL & PHARMACY SUPPLIES COST FOR CARDIAC SURGERY REDUCED



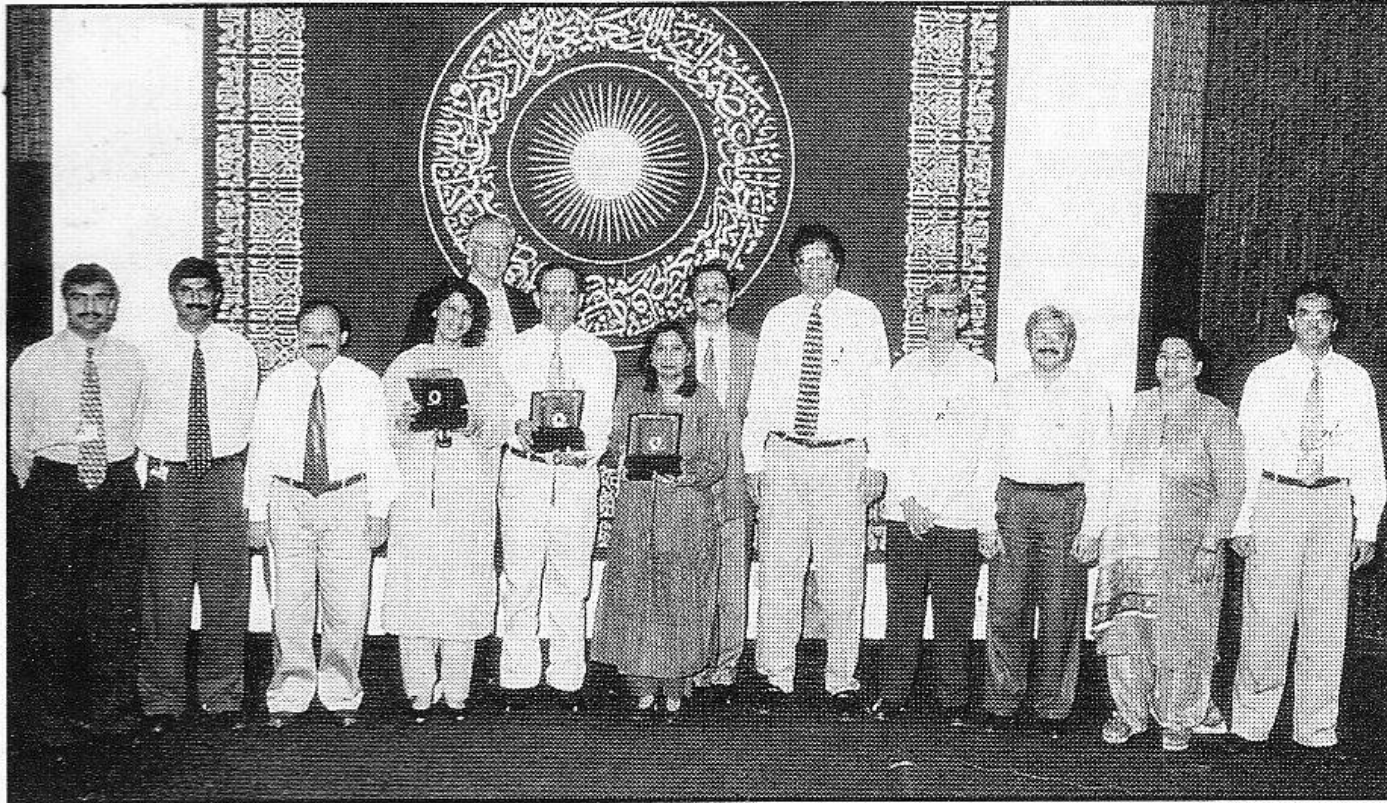
'Cardiac Friends' continue efforts in Cardiac Surgery to reduce cost of uncomplicated CABG procedures by 18%, resulting in annual savings of Rs. 3 million. ■

Visit of Prof. Kondo to AKUH, Karachi 1997



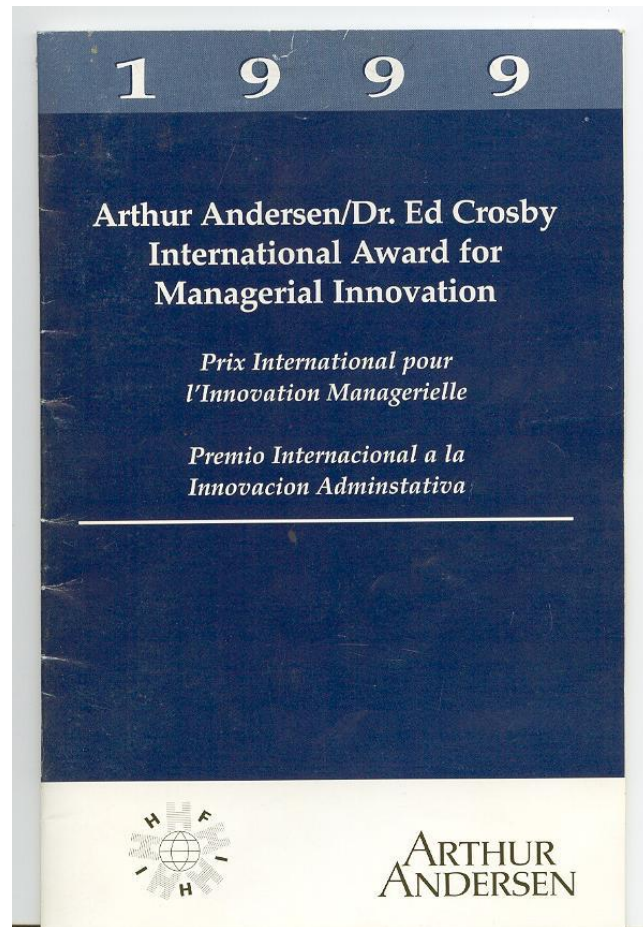
Prof. Kondo, Mr. Shamsh Kassim-Lakha, and Dr. Camer Vellani with recipients of the awards.

Quality Convention - 1999



*Quality Convention 1999 -
applauding the winning teams*

Arthur Andersen Quality Award



ISO 9002:1994 Certification - 1999



ISO 9002:1994 Certification - 1999



ISO 9002:1994 Certification - 2000



ISO 9001:2000 Re-certification - 2003



CQI & Facilitation Tools Training 2005



JCIA Accreditation – July 2006



Quality Improvement Colloquium - 2008



ISO 22000: 2005 Certification

May 20, 2009



ISO 9001:2008 Recertification - June 2009



JCIA Reaccreditation – August 2009



Quality Improvement Colloquium 2010



World Quality Day 2010

Thursday, November 11, 2010



AKUH Quality Improvement Projects Competition 2010

1st

Improve Priority Setting for Emergency and Add-on Cases by Introducing Color Code System in Main Operating Room

Division: Nursing Services

Project Team: Munira Amin, Tehmina Tariq, Shazia Tabassum, Dr. Masood Umer, Rahim Noorullah, Parveen Amir Ali



2nd

Improved Turn Around Timings for Completion of Material Stock Request (MSR)

Division: Materials Management

Project Team: Farhan Bhayani, Khaliq Pesnani, Azad Sajwani, Kamal Shahbuddin, Khairunissa Sahfiq, Ali Gulamani



3rd

ER Diversion Revisited

Department: Emergency Medicine

Project Team: Dr. Munawar Khursheed, Dr. Ahsan Jamil, Mehrin Aman Ali, Philip Travas



World Quality Day 2010



الحمد لله الذي هدانا لهذا
الذي كنا لنهتدي لولا أن هدانا الله