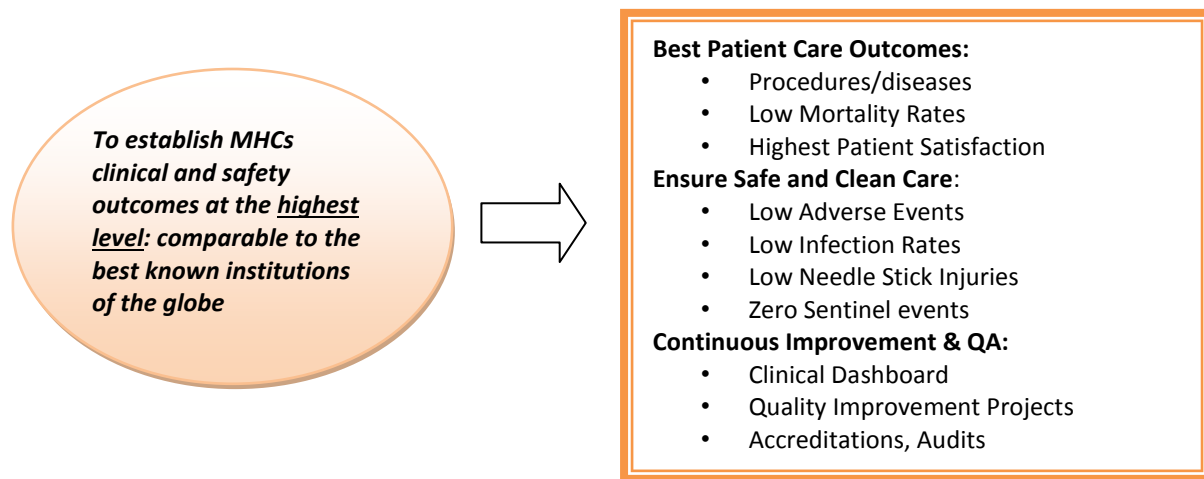


## Medical Excellence

Medical Excellence is the strength of our brand, and a driver of internal performance, in line with Max Healthcare's vision and mission. Our unrelenting focus is to aspire for the highest level of service experience and clinical outcomes for the patients and families we serve. Catering to the incremental volume of patients, a strong set of evidence based protocols are uniformly and consistently deployed by our clinical teams, supported by the framework of clinical governance, credentialing, training and continuous professional development. In addition, Max Healthcare has several Clinical centers of excellence with the highest caliber of Clinical Leaders, who are at the cutting edge of their specialties. Patient Safety, Infection Control and Clinical Audit are high priority areas for minimizing clinical risk.

The Medical Quality function works with the clinical teams at the hospitals to ensure the highest possible clinical and safety outcomes for our patients. The Medical Quality function provides direction for strategic planning, action plans and key performance targets, to achieve the vision of Medical Excellence. The aspirations are as below:



## NABH (National Accreditation Board for Hospitals and Healthcare Organizations) Accreditation



MSSH Saket was the first hospital in North India to receive NABH Accreditation

MHC has committed to uniformly, comprehensively and effectively deploy the National standards of NABH Accreditation across our network. The standards ensure a patient centric approach to quality and safety, with emphasis on standardized implementation of all patient care processes and safety. Some of the elements are as follows:

- **Patient related:** Monitoring safety, treatment standards and quality of care. This includes effectively meeting the expectation of patients, their families and associates.
- **Employee related:** Monitoring competence, on-going training, awareness of patient requirements and monitoring employee satisfaction.
- **Regulatory related:** Identifying, complying with and monitoring the effective implementation of legal, statutory and regulatory requirements.
- **Organization policies related:** Defining, promoting awareness and ensuring implementation of the policies and procedures laid down by the organization, amongst staffs, patients and interested parties including visiting medical consultants.

The 4<sup>th</sup> edition of NABH accreditation standards is divided into 10 chapters, which have been further divided into 106 standards and 683 objective elements. Objective elements are required to be complied with in order to meet the requirement of a particular Standard. Similarly, standards are required to be complied with, in order to meet the requirement of a particular Chapter.

**We are proud to state that 11 hospitals (both secondary and tertiary care centres) are successfully NABH accredited.** They are:

1. Max Super Specialty Hospital, Saket (East & South), Delhi
2. Max Super Specialty Hospital, Saket (West), Delhi
3. Max Super Specialty Hospital, Gurgaon, Haryana
4. Max Multi Specialty Centre, Panchsheel, Delhi
5. Max Super Specialty Hospital, Shalimar Bagh, Delhi
6. Max Super Specialty Hospital, Mohali, Punjab
7. Max Super Specialty Hospital, Dehradun, Uttrakhand
8. Max Super Specialty Hospital, Bhatinda, Punjab
9. Max Multi Specialty Hospital, Noida, Uttar Pradesh
10. Max Super Specialty Hospital, Vaishali, Uttar Pradesh
11. Max Super Specialty Hospital, Patparganj, Delhi

The **award of NABH accreditation** means that the organization ensures:

- Commitment to create a culture of quality, patient safety, efficiency and accountability towards patient care.
- Establishment of protocols and policies as per National/ International standards for patient care, medication management, consent process, patient safety, clinical outcomes, medical records, infection control and staffing.
- Patients are treated with respect, dignity and courtesy at all times.
- Patients are involved in care planning and decision making.
- Patients are treated by qualified and trained staff.
- Feedback from patients is sought and complaints (if any) are addressed.
- Transparency in billing and availability of tariff list.
- Continuous monitoring of its services for improvement.

- Commitment to reduce the risk of adverse events.

### Joint Commission International (JCI) Accreditation

#### JCI Journey:

Max has started its journey towards achieving International Accreditation via Joint commission International. The first three hospitals preparing for accreditation are – MSSH Saket East & West Wing & Max Smart City Hospital. Our plan is to get the first round of assessments completed in the coming year.

The standards under JCI accreditation are a set of best practices which are globally accepted. JCI will give the organization the ability to benchmark at international levels. It will also provide global solutions at a local level which are readily accessible and implementable.

### NABL (National Accreditation Board for Testing & Calibration Laboratories) Accreditation

**National Accreditation Board for Testing and Calibration Laboratories (NABL)** is an autonomous body under the aegis of Department of Science & Technology, Government of India. Its objective is to provide Government, Regulators and Industry with a scheme of laboratory accreditation through third-party assessment for formally recognizing the technical competence of laboratories. The accreditation services are provided for testing, calibration and medical laboratories in accordance with International Organization for Standardization (ISO) Standards.

Currently, in the MHC network, 9 laboratories of the below listed Max hospitals are NABL accredited.

1. Max Super Specialty Hospital, Saket (West), Delhi
2. Max Super Specialty Hospital, Gurgaon, Haryana
3. Max Super Specialty Hospital, Shalimar Bagh, Delhi
4. Max Super Specialty Hospital, Pitampura, Delhi
5. Max Super Specialty Hospital, Mohali, Punjab
6. Max Super Specialty Hospital, Dehradun, Uttarakhand
7. Max Super Specialty Hospital, Bhatinda, Punjab
8. Max Super Specialty Hospital, Vaishali, Uttar Pradesh
9. Max Super Specialty Hospital, Patparganj, Delhi

#### Pathology Team – With the NABL Assessors



**NABH Blood Bank Accreditation**



In India, Health System currently operates within an environment of rapid social, economical and technical changes. Such changes raise the concern for the quality of health care. Blood banks/ blood centre's are an integral part of the health care system. Accreditation is the single most important approach for improving the quality of blood banks. Accreditation of blood banks/ blood centre's and blood transfusion services strives to improve the quality and safety of collecting, processing, testing, transfusion and distribution of blood and blood products.

NABH Blood bank accreditation programme assesses the quality and operational systems in place within the facility. The accreditation includes compliance with the NABH standards, applicable laws and regulations including guidelines set by National AIDS Control organisation (NACO).

Currently, in MHC network, **3 Max hospitals Blood banks** are **NABH accredited**. They are located as below:

1. Max Super Specialty Hospital, Saket (West), Delhi
2. Max Super Specialty Hospital, Shalimar Bagh, Delhi
3. Max Super Specialty Hospital, Patparganj, Delhi

**Green OT Certification**

Green OT certification was undertaken with an object to promote sustainable healthcare delivery using green & safe practices in Operation Theatres.

Green OT protocol focuses on the below mentioned factors which influence the activities in the Operation Theater:

- Types of Anesthetic agents used
- QA safety norms followed by Operation Theater
- Scavenging systems used
- Ventilation systems
- Anesthesia filling system
- And other relevant factors.

MSSH Saket was the first hospital in the world to receive Green OT Certification

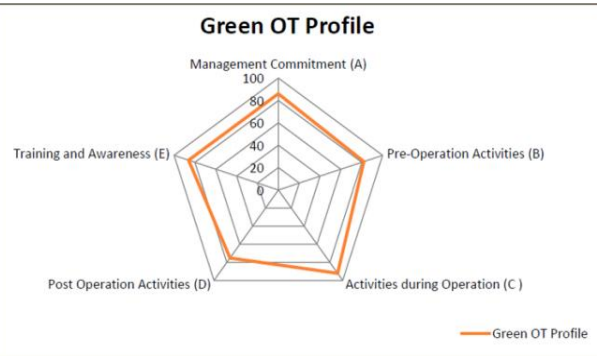
**The benefits of having "Green OT Certification" are:**

- Promotion of green & safe working practices by the Hospital Management to the stakeholders
- Increase in the overall utilization & optimization of the OT activities
- Improvement of OT processes
- Evaluation of regulatory compliance can be monitored.

- Enhance the reputation & commitment towards environment and safe practices related to anesthetic agents use among the patients, staff & investor communities.

Currently, in MHC network, 2 Max hospitals are **Green OT Certified**. They are:

1. Max Super Specialty Hospital, Saket
2. Max Super Specialty Hospital, Shalimar Bagh



## Nursing Excellence





Nursing services are an integral part of the clinical services of any health care organization. The aim of nursing services is to provide comprehensive nursing care in terms of health promotion, prevention of diseases and therapeutic nursing care to the patients. The objective of the nursing professional is to provide safe, competent and ethical nursing care with compassion, comfort and collaboration with the patients, the family, the community and the clinical care team. Nursing professionals are the cornerstone of any quality related programme in a health care organization since most of the delivery and monitoring of health care is carried out by them. Their knowledge, clinical judgment, skills, attitude, communication and other soft skills make all the difference in the ultimate delivery of health care to the patients. Nursing excellence standards have been framed by NABH with a view to provide a platform for continual improvement. The standards help in regulating, guiding and promoting professional nursing practice. They serve as guidelines to nurse administrators and supervisors for supporting and facilitating safe, competent and ethical nursing practices within their Health Care Organizations.

Nursing Excellence Standards focus on:

- Nursing Resource Management
- Nursing Care of Patient
- Management of Medication
- Education, Communication and Guidance
- Infection Control Practices
- Empowerment and Governance
- Nursing Quality Indicators

Currently, in the MHC network, **Max Super Specialty Hospital, Saket** has been awarded and certified for “**Nursing Excellence**”.



## Patient Centered Care

At Max Healthcare, we are committed to patient centered care. We involve our patients and their families in clinical decision making, strive for coordinated and integrated care, take care of their of physical comfort and most of all, respect their values and needs. Communicating and listening to them is core to our patient centered model.

We have a robust feedback collection system through an independent market research agency. This has been done to ensure that the respondent gives a candid feedback on the processes his/her overall experience at the Hospital. The details of the process are shared below:

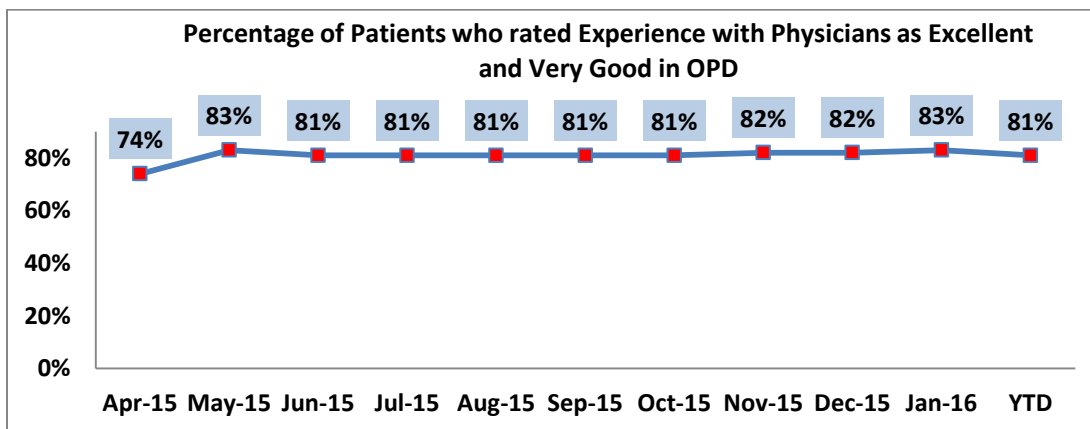
### Program Objectives:

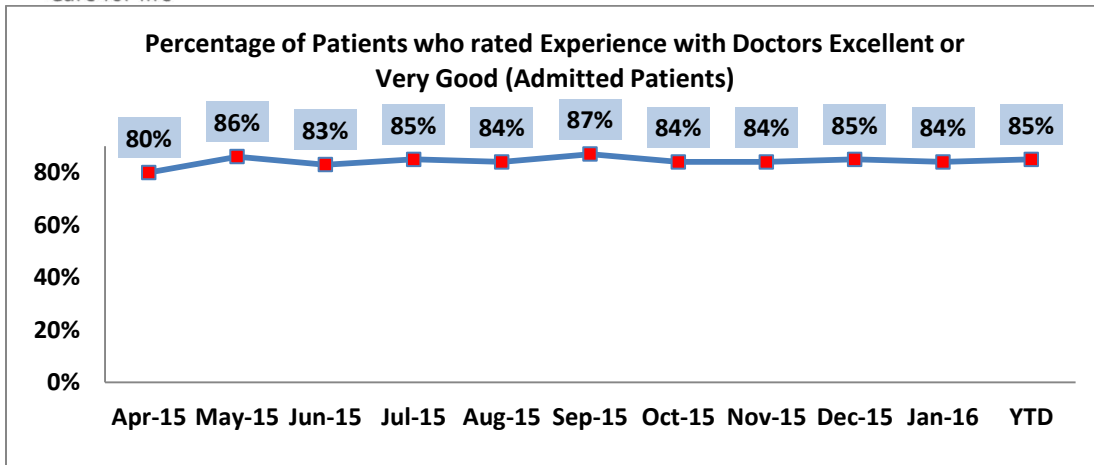
- Assesses the **quality of the experience** that a patient goes through while visiting the Max Hospitals
- Identify and **improve the critical areas** which impact the patient’s perception of quality
- **Detailed, actionable information** that can be linked directly back to operational process and practices
- **Helps detect systematic problems** so that preventions can be designed before they become problems – process gaps
- Can **validate internal process metrics** in terms of relevance to patient’s satisfaction – alignment to patient expectations.

### Rating Scale:

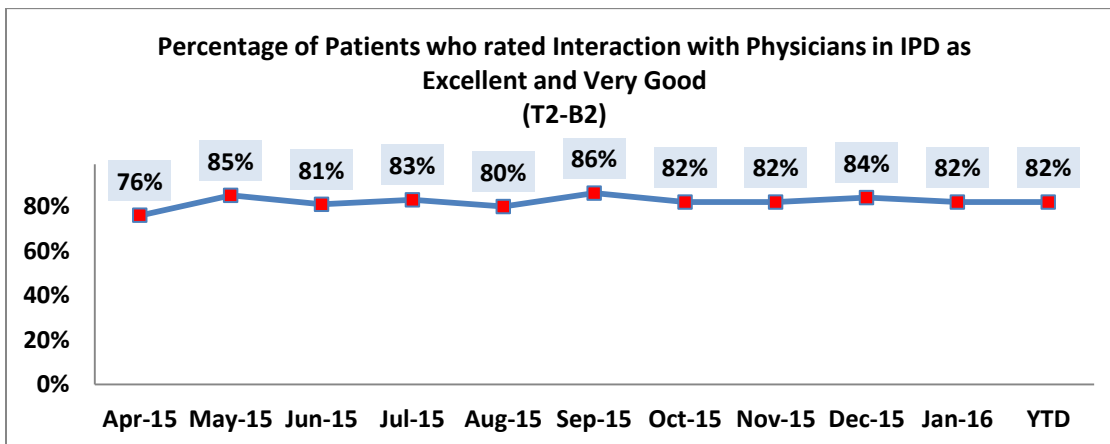
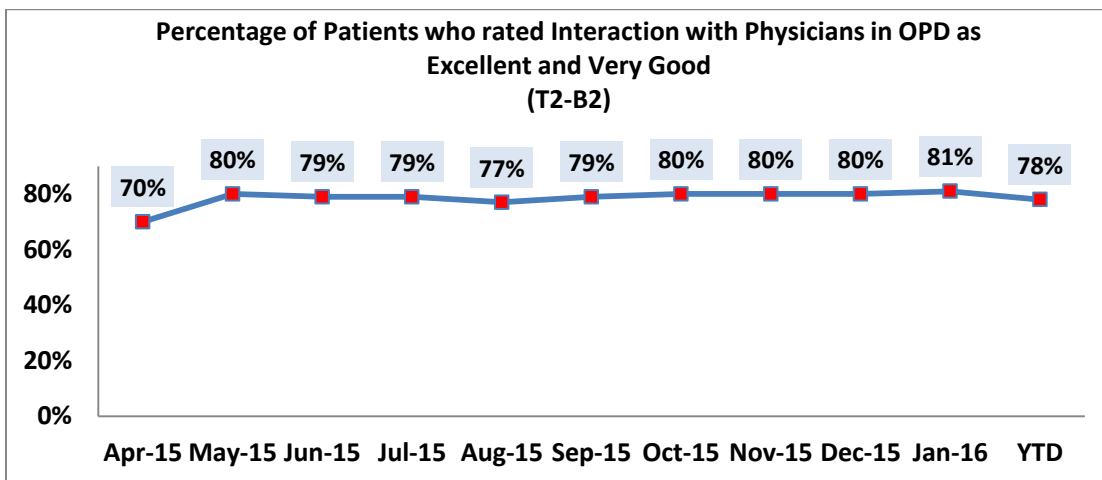
- Excellent
- Very Good
- Good
- Fair
- Poor

MHC healthcare scores are at a very high level.





In the graph below, summation of excellent & very good is taken as the Top 2 box while summation of fair & poor is taken as the Bot2 Box. The graphs depicts Top 2 – Bot 2 i.e percentage of costumers who are deleted – parprcentage of costumers who are dissatisfied







The data is collated and shared with the internal teams on a monthly basis. Any opportunities for improvement are acted upon with sincerity and commitment.

### Clinical Outcome Measures

Max Healthcare has adapted International and National evidence based protocols for several areas of clinical care. We periodically measure the care against key process and outcome measures, to evaluate the extent to which the evidence based standards are met.

Globally, hospitals are using clinical indicators or measures as a method of evaluating clinical care. Several disease specific measures are available. The advantage of this is that we can identify trends, compare our performance against established evidence based standards and continuously raise the bar. Some of these are reflected below.

Mean Time - Door to Ballon (in Mins)

