

FAQ FOR NABH

1. What is the long form of NABH?

- National Accreditation board for hospital and healthcare providers.

2. Name 2 different patient identifiers.

- Id band
- Patient's details

3. What is MSDS?

- Material safety data sheet

4. What is hospital policy over smoking & alcohol consumption within premises?

- No smoking and alcohol consumption policy

5. Who are vulnerable patients?

- A patient who is or may be for any reason unable to protect and take care of him or herself, against significant harm or exploitation.(eg. Unconscious pt, psychiatric pt, critical pt etc.)
- Children below 16 years of age
- Geriatric patient above 65 years of age.

6. What is ADR?

- Adverse drug reaction
- An ADR is any noxious, unintended, undesirable or unexpected response to drug that occurs at doses used in humans for prophylaxis, diagnosis or therapy, excluding therapeutic failure.

7. What is a restraint? What are its types?

- A measure or condition that keeps someone or something under control or within limits.

Types:

- Physical restraint
- Chemical Restraint
- Psychological Restraint

8. What is a medication error?

- Is any preventable event, that may cause or lead to inappropriate medication use or patient harm, while the medication is in the control of the healthcare professional, patient or consumer.

9. What is DNR? What is hospital policy about DNR?

- **Do not resuscitate**

- **Policy:** Saideep Hospital recognises only a legally valid Advanced Directive by the patient for a DNR decision. No other form of unofficial DNR request is recognised in Saideep Hospital.

10. What is PPE? When do you use N95?

- Personal protective Equipment.

Use of N95 mask:

- In Airborne & Droplet modes of transmission of the infections
- At the time of aerosol generating procedures
- Close examination of oral cavity including Dental procedures using pneumatic instruments
- During ET/ Tracheal suction
- During NIV – (Positive Pressure)
- At the time of collecting respiratory samples

11. What is PEP?

- Post exposure prophylaxis (Especially for NSI with HIV, HCV and HBV cases)

12. What is hospital policy for multi-dose vials? How long are they retained?

- To keep or store medicine in clean area or refrigerator.
- 28 days or 4 weeks.
- As per the recommendations for the maximum withdrawals

13. What are 5 moments of hand hygiene?

- Before touching a patient
- After touching a patient
- Before clean/ aseptic procedure
- After body fluid exposure risk
- After touching patient's surroundings

14. What are the steps of hand wash/rub?

- Rub palm to palm
- Right palm over left dorsum and vice versa
- Palm to palm with finger interlaced
- Back of fingers with finger interlocked
- Rotational rubbing of left thumb and with right hand fingers & vice versa
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.

15. What is NSI? What is management of NSI?

- Needle stick injury

Management:

- Do not panic
- Do not squeeze the wound
- Allow the wound to bleed freely
- Wash the hand under running water
- Check the status of the patient (Lab report for HIV, HBV & HCV)
- Meet the CMO for further treatment,
- Report to ICN/ Nurse incharge
- Fill the incident report form.

16. What is BBF (Blood & Body Fluid) Exposure? What is the management?

- Wash the exposed parts with under running water.
- If mucosa are exposed, treat as per NSI protocol.

17. What are modes of transmission of contagious diseases?

- Droplet, Airborne and contact transmission.
- BBF exposure

18. What is a sentinel event? Give an example.

- A relatively infrequent and unexpected incident related to system or process deficiencies which results in the permanent damage or even may lead to the death.
- **Examples:**
- Wrong surgery at the wrong site/wrong side on the wrong patient
- Unanticipated Patient death
- Major loss of functions

19. What is RCA?

- Root Cause analysis

20. What is the quality policy of your organisation?

Build a mutually beneficial relationship with our patients, ensuring their long-term health, through the understanding of their needs and of their families as well

- Achieve a balance between quality and cost
- Enhance the systematic research and use of best preventive healthcare practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient processes, well-defined criteria, best practices, and surveys

- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment
- Saideep Healthcare & Research PVT. LTD. strives to be the best provider of services in the healthcare industry. Through the use of these guiding principles, everyone in Saideep Healthcare & Research PVT. LTD. is accountable for fully satisfying our patients by meeting or exceeding their needs and expectations with best-in-class solutions and services.
- Our goal is maximum patient satisfaction, always.

21. What are different emergency codes in your hospital?

- Code blue- Medical emergency
- Code Red – Fire
- Code Violet – violence by the patients/ relatives
- Code Yellow- Mass Casualty
- Code Pink- (Suspected) Child abduction

22. In fire safety what is RACE & PASS?

R - Rescue

A - Alarm

C - Contain

E - Extinguish

Pass

P - Pull the pin

A- Aim at the base of fire

S - Squeeze

S- Sweep

23. What is a SOP?

- Standard Operating Procedure

24. Steps of spill management. What is a minor & major spill?

- Minor spill: Up to 30ml
- Major spill: more than 30ml

Steps:

- Apply Caution board
- Take out the Spill kit or Hazmat Kit
- Wear appropriate protective clothing and gloves.
- 1st cover the surrounding area with yellow colour tape.
- Cover the spill completely with the help of tissue paper and apply hypochlorite solution (0.5 to 1%) on the spill & wait 10 to 15 min.

- Remove the absorbent material and discard it in yellow color bag & label the date, time & spill.
- Use warm water and detergent to mop the area.
- Wash hands
- Fill up incidence report form.

25. Long forms of

- a. **CLABSI:** Central line associated blood stream infection
- b. **CAUTI:** Catheter associated urinary tract infection
- c. **VAP:** Ventilator associated pneumonia
- d. **SSI:** Surgical site infection
- e. **DVT :** Deep vein thrombosis
- f. **MRSA:** Methicillin Resistance Staphylococcus Aureus
- g. **VAE:** Ventilator Associated Events

26. What is Saline-Antibiotic-Saline (SAS) protocol?

- The saline lock requires flushing every eight hours. When antibiotic administration is interrupted/not given, flush IV with 0.5 ml sterile normal saline, without preservative, every 8 hours.
- Watch for signs of an interstitial saline lock: blood in tubing, redness at insertion site, resistance when administering saline flush.

27. When do you perform pain assessment? How frequently pain scoring is done?

- At the time of admission in painful conditions and reassessment is done after pain medication/mitigation is given.
- In all post-op patients 4 hourly on the day of the surgery and 6 hourly from the next day.

28. What is a blood transfusion? What is the monitoring policy during blood transfusion?

- Blood transfusion is the process of transferring blood products into a person's circulation intravenously.

- Monitoring Policy:

- First 15 mins are very critical as most life threatening haemolytic transfusion reactions are likely to occur during this period (entry of first 5-10 ml of blood).
- Every 15 minutes for 1st hour, then every 30 minutes till completion.
- Closely monitor the patient.
- Check for-General appearance, temp, pulse, RR, BP.

29. What are the steps in case of a blood transfusion reaction?

- Immediately stop the BT.
- Keep IV line open with NS.
- Notify the physician.
- Intervene for signs and symptoms as appropriate.
- Monitor the vital parameters.
- Send the BT set & the remaining blood/product bag to the blood bank with the filled Transfusion Reaction Form
- Collect patient's blood sample and first urine sample and send to the blood bank

30. How do you dispose blood bag & BT set?

- After transfusion blood bag & BT set are sent to central laboratory for disposal after autoclaving.

31. What is the grievance policy in your hospital?

- An employee grievance is a concern, problem, or complaint that an employee has about their work, the workplace, or someone they work with—this includes the management. Something has made him/her feel dissatisfied, and he/she believes it is unfair and/or unjust on him/her.
- **Policy:**
- Step 1 : Present the grievance to the Incharge
- Step 2 : Present the grievance to the HOD
- Step 3 : Present the grievance to the HR Head
- Step 4 : Present the grievance to Committee
- Incase if the grievance is about incharge / HOD it should be given in written directly to HR head.

32. Where do you lodge complaint for work place harassment?

- Internal complaint committee.

33. Who is the owner of your hospital?

- Saideep Healthcare & Research Pvt. Ltd. is own by board of directors

34. What is the vision & mission of your organisation?

- **Vision:** Saideep Healthcare will be an innovative, leading regional hospital dedicated to advancing the health and transforming the lives of the people through excellent clinical quality, accessible, patient-centered, caring service and unmatched physician and employee commitment.
- **Mission:** To provide compassionate, accessible, high quality, cost effective healthcare to community.
- To promote Health.

- To educate healthcare professionals and to participate in appropriate clinical research.

35.What is your designation? Whom do you report to?

- Individual (e.g.staff nurse/RMO/pharmacist/paramedical staff etc.)
- **Report to**-Departmental in-charge/HODs.

36.What is the appraisal policy?

- To set a process wherein employee's immediate superior and head of the department will review the performance of each staff on a yearly basis using the performance review/ appraisal form, and thus evaluate and improve the employee's knowledge, skills and attitude and to facilitate their overall individual development.
- Performance appraisal is a way to give feedback to staff regarding their performance.

37.What are the benefits offered to you by the organisation?

- Free Annual Health checkup.
- Med-claim Policy
- Hepatitis b vaccination.
- Canteen facility.
- PF
- Yearly Bonus
- Gratuity
- 07 paid holidays:
- 26th January (Republic Day)
- 1st May (Maharashtra Day)
- 15th August (Independence Day)
- 02nd October (Gandhi Jayanti)
- Optional Holidays
- LaxmiPujan + Bhaubij + Dasara
- RamzanEid + BakriEid + Moharram
- Christmas + Good Friday + Easter Day

38.What is BLS?

- Basic Life support
- Immediate recognition of cardiac arrest
- Call for help and activation of code blue (call 1199)
- Check response of victim
- Call his name, tap on shoulders
- Check pulse for maximum 5 to 10 sec& Respiration

- Start Early CPR if there is no pulse
- Push hard and fast
- Allow complete chest recoil
- Minimum Interruption
- 30:2 ratio(Compressions:breaths)
- Follow CAB
- C-Compression
- A-Airway
- B-Breathing

39.What is radiation safety?

- Always wear radiation safety devices while in radiation zone
- Lead apron, Thyroid collar, Gonadal sheath etc.
- Use TLD badges to know about the exposure level
- Always ask menstrual history to female patients of child bearing age before exposure
- Don't allow patient's relative to enter radiation zone without radiation safety devices
- Observe ALARA principle