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**NOVEMBER 2020**

THE HANS FOUNDATION EYE CARE 

# Highlights for the month of November

- 1** We did **204** Surgeries this month
- 2** **98%** PHACO surgeries this month and **2%** SICS – Painless surgery has considerably impacted the patient experience.
- 3** Stay time of surgery patients in the Hospital : **02 hrs 27 minutes**
- 4** Stay time of appointment patients in the Hospital : **20 minutes**
- 5** **100%** Day care surgeries  
*No night stay at hospital*
- 6** Same day advised and same day surgery numbers : **69 (34% of total surgeries)**.  
*Patient walked in for OPD Consultation and also got eye surgery on the same day.*
- 7** OPD numbers this month : **3462**
- 8** New Patients % this month : **44%**
- 9** Pharmacy dispensing this month : **2442**
- 10** Pharmacy conversion % this month : **96%**
- 11** Opticals dispensed this month : **720**
- 12** Optical conversion % this month : **88%**





## SECOND EYE CATARACT SURGERY

- New evidence suggests that rate of falling may increase after first-eye cataract surgery, and this is offset by operation on the second eye.
- Second eye cataract surgery improves vision beyond that achieved by first-eye surgery.
- Delay in operation for the second eye should be minimised, and falls risk assessment undertaken on those undergoing cataract surgery.

To further build on a superior patient experience we are focusing on “second eye cataract surgery” as a project. In the month of October and November - Team has successfully done 32 second eye cataract surgeries.



Hand hygiene is an important healthcare issue globally and is a single most cost-effective and practical measure to reduce the incidence of healthcare associated infection.

For the month of November – Our focus area under patient safety goal was **“HAND HYGIENE**. Total 7 Training & Practice session of hand hygiene were conducted.

Key components of the training were :



**1** Describe hand hygiene as a critical component of infection prevention and control.

**2** Identify the 5 Moments for Hand Hygiene.

**3** Glove use and hand hygiene during patient care activities.

**4** Demonstrate the correct way to wash hands with soap and water according to the WHO-recommended method.

**5** Demonstrate the correct way to perform hand hygiene with an alcohol-based hand rub according to the WHO-recommended method.

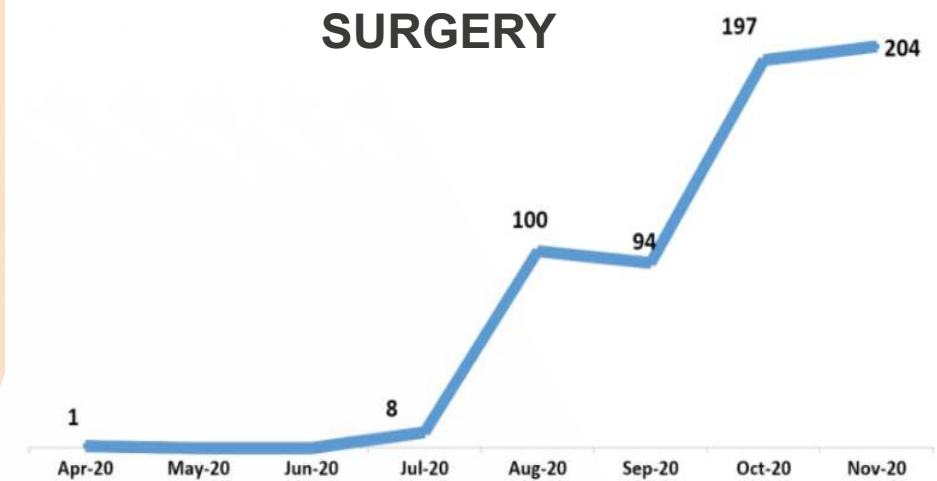
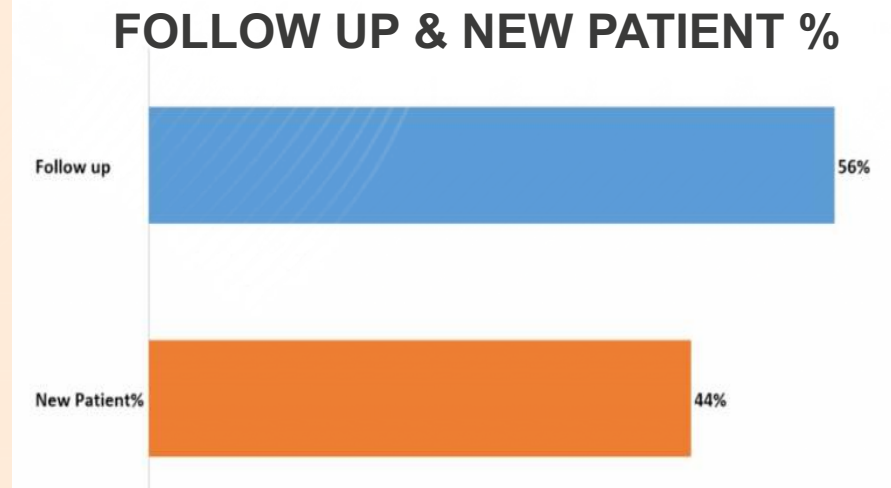
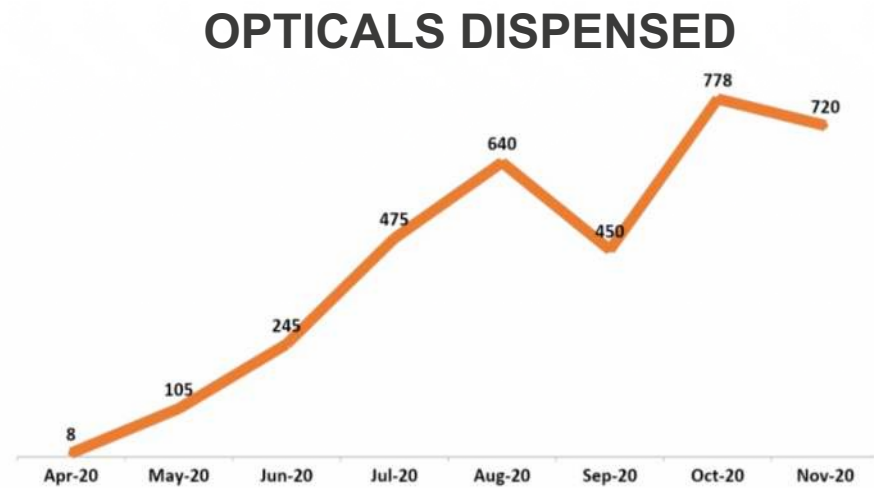
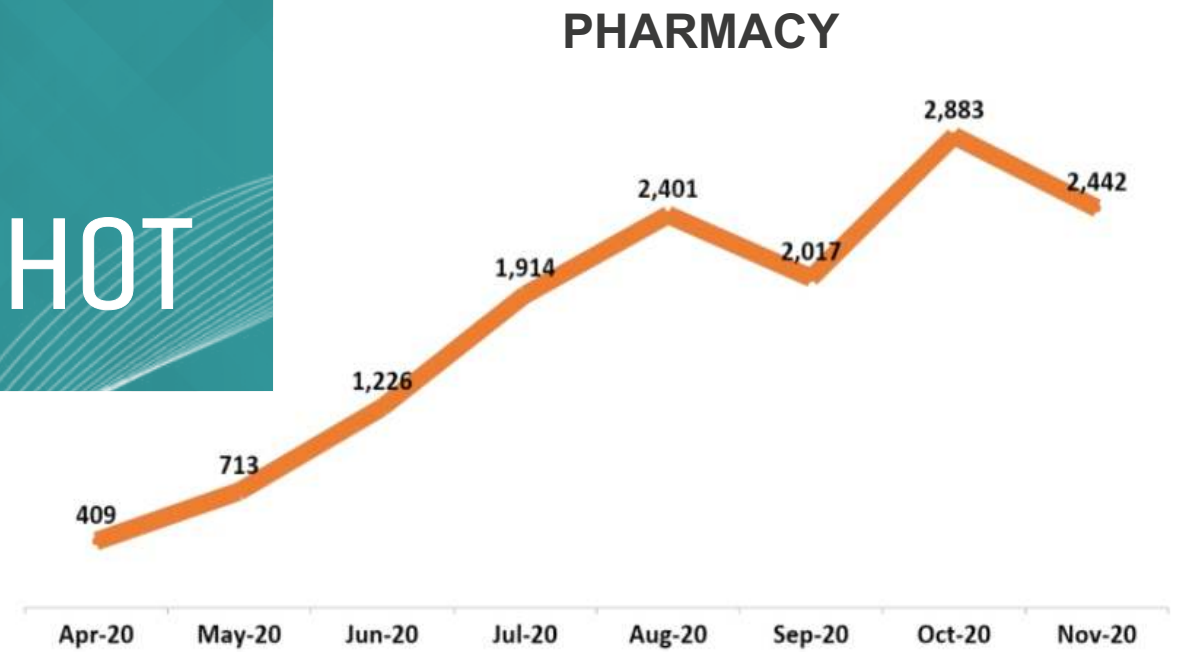
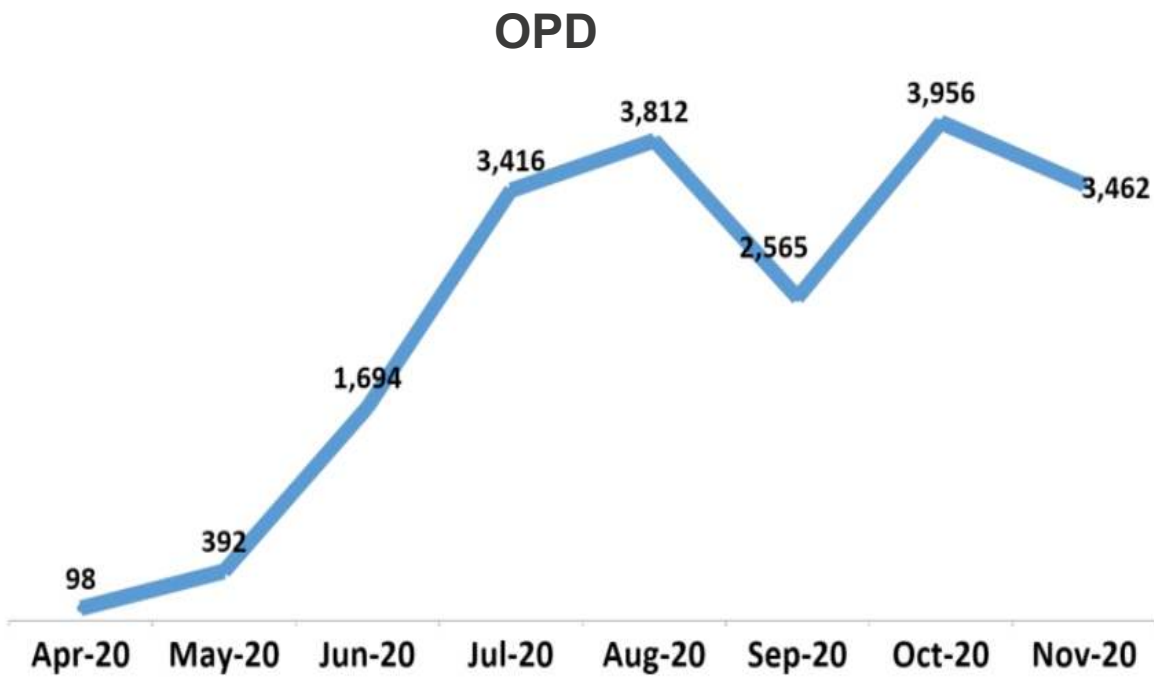
**6** Discuss key issues and considerations of hand hygiene in a health care facility.

# PATIENT SAFETY GOAL- HAND HYGIENE

DON'T PUT  
PATIENTS & YOURSELF **AT RISK**  
MAKE **HAND HYGIENE**  
YOUR PRIORITY



“  
**DATA  
SNAPSHOT**”





Diwali is the time when so many eye injuries happen because of fire crackers.

6 years old Mayank from Muzafarnagar was one of such cases treated at THF EC this month. He suffered a severe injury in his eye during bursting of crackers. An emergency surgery was performed. Mayank is now out of the danger of losing vision. In the 2 nd surgery lens will be implanted to restore the vision.



## OCULAR INJURY TREATMENT





# TRAINING & DEVELOPMENT

Training and Development sessions conducted for THF EC staff this month include, Training on Business Email etiquettes, Session on careful driving for all Drivers(Road safety ), Session on Grooming Standards & Hand Hygiene.







## TOP FIVE PATIENT COMPLAINTS

- 1** Staff could have been more polite.
- 2** I felt unattended. No one was communicating anything I had to run around to get answers.
- 3** Treatment was not explained properly.
- 4** I was waiting even after taking appointment.
- 5** Patients who came after us were operated before us .



## KNOW YOUR COLLEAGUE

### रैपिड फायर

जन्म तिथि : 31 फरवरी 1998

फिलोसोफी : कोई भी नहीं

पसंदीदा रंग : काला, गुलाबी

पसंदीदा खाना : साउथ इंडियन

पसंदीदा एक्टर : विद्युत जामवाल,  
टाइगर श्रॉफ

पसंदीदा मूवी : सुपर 30

पसंदीदा पुस्तक : कोई भी नहीं

पसंदीदा पर्यटन स्थल : केदारनाथ

आपका पूरा नाम : दमयंती चमोला

THF EC में कार्य करने के लिए आपको क्या प्रेरित करता है ?

मैं अभी THF EC में फ्रंट ऑफिस एग्जीक्यूटिव के पद पर कार्यरत हूँ। 2016 में MLOP की ट्रेनिंग के पश्चात मुझे विभिन्न विभागों जैसे OPD, OT, ऑप्टोमेट्री, फार्मसी आदि में काम सीखने और करने का अवसर मिला। THF EC मेरे लिए वो स्थान है जो नया सीखने और आगे बढ़ने के लिए तो प्रेरित करता ही है साथ ही मरीजों के प्रति सेवाभाव को भी उत्पन्न करता है।

कृपया हमें अपने परिवार के बारे में बताएं ?

मेरा एक छोटा सा परिवार है जिसमें हम 4 सदस्य हैं। मेरे पति जो दिल्ली में प्राइवेट कंपनी में एडमिन की पोस्ट पर कार्यरत हैं। एक प्यारी सी सासू माँ हैं और एक भाई जैसा देवर हैं।

आपकी प्रेरणा और आदर्श कौन हैं ?

मेरी माँ जिन्होंने हमेशा मेरा मार्ग दर्शन किया है। मेरी माँ मेरे लिए एक प्रेरणा हैं।

आप अपने खाली समय में क्या करना पसंद करते हैं ?

मुझे खाली समय में डायरी लिखना, गाना सुनना और गाना, डांस करना और मूवीज देखना पसंद हैं।

सहकर्मियों के लिए कोई संदेश ?

कोई भी लक्ष्य बड़ा नहीं, जीता वही जो डरा नहीं।



Success

NEXT EXIT

