



INODAYA Hospitals - Kakinada

Documentation code:

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Policy – Vision, Mission & Values

Prepared date: 05/09/2023

Reference: ROM.1.b.NABH Standards – 5th Edition

Issue Date:05/09/2023

Issue no: 02

Review No: 1

Review date: 04/09/2024

Vision

"INODAYA have been stated with a quality vision to promote quality health care facility".

Mission

“The team at INODAYA hospitals strives with a mission to provide an essential, accessible and affordable health service for all individual and communities to promote quality health care”

Quality Policy of INODAYA Hospitals – Kakinada

INODAYA hospitals to provide the highest quality patient care to anyone that walks through our doors. We have special measures in place to guarantee the best quality and outcomes for your health care and continually look at ways to improve.

Quality Objectives

As part of this ongoing commitment to provide quality healthcare, we have identified some key Quality Objectives, these are as follows:

- Effective utilization of infrastructure facilities including manpower.
- Ensure high level of staff satisfaction and motivation
- Meeting and exceeding the expectations of our patients
- Maintaining a team of competent and professional staff
- Maintaining and upgrading of equipments and facility
- Monitor and measure the performance of each department for continual improvement of the system.
- Maintaining a quality training program for all staff.

Prepared by:

Verified by:

Approved by:

Dr.D.N.S.Prakash

Mrs.G.Lakshmi Lavanya

Dr.G.Rammohan

Medical Director

Chief Executive Officer

Managing Director



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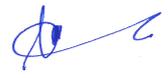
VALUE SYSTEM OF OUR HOSPITAL:

Patient Expectations are those aspects of care most appropriately identified by the patient. We believe that the patient and secondly their families take the leadership role in defining Patient Expectations. These include consideration for a patient's rights, comfort, culture, dignity, privacy, security, and individuality. Collectively, how these patients' interests are allowed to affect patient treatment show our respect and care for the individual.

Patient Needs are the clinical aspects of care best identified by healthcare professionals. Attending physicians take a leadership role in defining needs. All other physicians, nurses, technicians, allied health professionals, and others involved in helping those who deliver care have the expertise to contribute towards identifying and meeting the needs of the patient. We believe that the patient has the right to expect that these needs be coordinated in an atmosphere which supports quality, interdisciplinary respect and professionalism.

The available resources are the facilities, equipment, supplies and people brought together to improve quality of healthcare services offered to the patient. We believe in - use of resources must respect the long-term viability and prioritize goals of the organization. The end use of all resources should support our mission.

The challenge to the physicians and the employees of the hospital is to balance Patient Expectations, Patient Needs and Available Resources to achieve Patient Satisfaction and Quality Care. We believe this can best be accomplished within a culture of mutual trust, mutual respect and appropriate empowerment of patients, physicians, and hospital employees.

Prepared by: 	Verified by: 	Approved by: 
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