	Inodaya Hospitals - Kakinada	**Documentation code:** INH/ROM.Doc.No:8
	Policy On Reporting System Process Failure	**Prepared date:** 05/09/2023
	Reference: ROM.5.d.NABH Standards – 5th Edition	Issue Date:05/09/2023
	Issue no: 02 Review No: 1	**Review date:** 04/09/2024

1. **PURPOSE**

   To define the process to report both internally and externally the system / process failures to ensure continuity of patient care.

2. **SCOPE**

   This Standard Operating Procedure applies to process failures which affect patient care at Inodaya Hospitals.

3. **DEFINITION**

   PROCESS: A set of interrelated or interacting activities which transforms inputs into outputs

4. **RESPONSIBILITY:**

   a. Administration is responsible for decision making in handling emergency situations due to system / process failure.

   b. Medical Administration, Nursing Administration and Management-Administration responsible to collect information on system / process failures and inform to Administration, take necessary corrective action to address such failures.

   c. All HODs / In-charges and staff are responsible to monitor, identify and inform to Medical Administration or Nursing Administration or Administrator - Administration regarding system / process failure.

5. **PROCEDURE:**

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5.1 INTERNAL:

5.1.1 Incident Report: Incident reporting form is used to report system / process failure. The form to be filled by the concerned staff who is involved / identified the incident and submit to concerned HOD for further action.

Medical Administration or Nursing Superintendent or Administrator - Administration are responsible to analysis the details given in Incident Report form and direct for further necessary action.

5.1.2 EQUIPMENT BREAKDOWN

a) In case of any major equipment breakdown in Laboratory, Radiology, OT etc, the concerned technician and HOD / Incharge of the department to inform

   i) In-house Bio Medical Engineering department and or the concerned company person and

   ii) Medical Administration or Nursing Administrator or Adminstrator - Administration.

b) Medical Administration or Nursing Administrator or Administrator- Administration to take necessary action immediately and inform **patient, patient family, consultant and** concerned departments **of the**

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hospital either directly or through their subordinates depending on the nature of system failure in order to ensure continuity of patient care.

Eg: Breakdown of ct - to inform patient, patient family, consultant (CT Surgeon/Neuro Surgeon / Othropedician), In-Patient Services, OP, Billing, Radiologist, Causality, CCUs etc., that they will be prepared to receive cases from Inodaya Hospital.

Medical Administration or Nursing Administrator or Administrator - Administration to call concerned department and to send SMS to ensure faster communication

5.2 EXTERNAL

Administrator & Medical Administration - Administration are responsible to intimate concerned regulatory / statutory authorities in case of any system / process failure. Example:

- In case of radiation   source, external agency reporting is to AERB.
- Bio Medical Waste not carried from Hospital beyond 48 hours by authorized company (to inform APPCB).
- Incidence of fire (fire station).
- Any Contamination identified in drugs (Drug Control General of India)

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6. RECORDS

Incident Reporting form

6. REFERENCE:

ROM - 6, NABH Standards, 5TH Edition, 2020

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