

	<b>INODAYA Hospitals - Kakinada</b>		Documentation code: INH/COP .Doc.No:05
	<b>Policy on Quality Assurance program of emergency department</b>		Prepared Date: 11/11/2025
	Reference: COP.2.h.NABH Standards – 6 <sup>th</sup> Edition		Issue date: 11/11/2025
	Issue no:1	Review NO:0	Review Date: 10/11/2026

**PURPOSE:**

To provide guidelines to improve quality of patient care practices within Emergency department

**SCOPE:**

Emergency department

**RESPONSIBILITY:**

Emergency department incharge

**POLICY:**

- Quality Assurance programme of Emergency department is focused on certain key characteristics.
- These key characteristics shall meet the specified acceptance criteria / norms.
- These key characteristics are monitored on weekly basis to ensure that they meet the acceptance criteria.
- A data for this is maintained in quality matrix of the department.
- Departmental co-ordinator shall be vigilant about these key characteristics.
- Based on the observation, every week departmental co-ordinator shall record his / her remark against the key characteristics as to whether the key characteristics meet the acceptance norms or not.
- Specific comments for the key characteristics may also be written.

Prepared by: 	Verified by: 	Approved by: 
Dr.Gowtham Krishna	Mrs. Lakshmi Lavanya	Dr.G.Rammohan
Medical Director	Chief Executive officer	Managing Director



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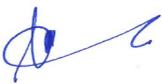
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- This quality matrix shall be reviewed by Quality Assurance committee every week.

#### **MONITORING OF KEY CHARACTERISTICS:**

- Initial assessment of emergency patients
- Return to emergency within 72 hours with similar complaints
- Time taken for antibiotic in sepsis cases
- Medication errors
- Fall and near misses
- Needle stick injury
- Infection control practices
- Biomedical equipment
- Nurse patient ratio
- Training

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