

<b>KULLOLLI INSTITUTE OF HEALTH SERVICES</b>			
 <b>KIHS</b> <small>KULLOLLI INSTITUTE OF HEALTH SERVICES</small>	<b>HOSPITAL POLICIES</b>	<b>Doc. No.</b>	<b>KIHS/POLICY/ROM 105</b>
	<b>Service Standards</b>	<b>Date</b> <b>Rev. No.</b>	<b>10.10.2024</b> <b>2</b>

## SERVICE STANDARDS

KIHS is an unique health care destination in the region keeping humanitarian values as its biggest stake holder. Directors of the institute have clearly defined its Vision, Mission & Values which helps the organisation to sustain itself to the changing demands of the community it serves.

KIHS has established few Standards of Conduct for employees that are designed to articulate the ethical standards that serve as the cornerstone for the organization's activities – its principles, philosophies, mission and vision describe how they affect everyday behaviours and actions of its employees.

### 1. PROFESSIONALISM

Employees of KIHS are expected to maintain and exhibit the highest standards of professional conduct in their dealings with each other, which include patients, visitors, physicians, volunteers and any other person with whom employees come in contact during the course of their employment.

- Maintain a professional appearance with proper uniform and dress code.
- To wear their ID badges which can be easily visible at all times.
- Maintain a professional appearance and demonstrate pride in our work and our jobs.
- To develop empathetic approach to patients needs .
- Provide explanations to customers of the services/treatments they are going to receive.
- Take ownership of complaints or requests and follow through to resolution
- Maintain competency and strive to learn and develop new skills.
- To maintain their working premises clean and hygienic and coordinate regularly with house keeping department.
- Return all equipments to its proper place before the end of each shift .
- Use Personal Protective equipment/Safety devices to prevent injury.
- Report any potential safety issues to patients, relatives or staff.
- Refrain from eating food, chit chatting or talking on phone in patient care areas.

### 2. COMMUNICATION

Employees are expected to :

1. Answer the phone promptly (within 3 rings) and politely offer name, department and assistance.
2. Ask permission and wait for a response before placing a caller on hold.
3. Provide the caller with the extension number, prior to transferring a call.
4. Ask, "Is there anything else I can do for you?" prior to ending a phone call with a customer.
5. Return calls and respond to e-mails in a timely manner.

<b>Prepared By</b>	<b>Approved By</b>	<b>Issued By</b>	<b>Issue Date</b>
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<b>Med Superintendent</b>	<b>Managing Director</b>	<b>Chief Administrative Officer</b>	

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6. Limit personal use of cell phones, texting, and internet to mealtime or breaks in non-public areas.
7. Refrain from using of personal camera phone at all times while at work.

### 3. GENERAL COMMUNICATION

- Acknowledge patients and families by smiling, making eye contact and offering assistance.
- Introduce ourselves and address families with a formal greeting (Mr./Ms.) unless asked to do otherwise.
- Ask patients and families for permission by saying, “Are you ready?” or, “Shall we go ahead...?”
- Use language and terms the customer can understand and offer an interpreter when needed.
- Listen attentively to the customer and check for understanding. We ask, “Have I answered your questions?”
- Communicate in a manner that is positive and builds trust and confidence in the organization.
- Offer a sincere apology for problems and in conveniences without blaming others.
- Thank patients for choosing our hospital.
- Use 'please' & “thank you' often in conversations.
- Reduce noise in every activity, especially at night.
- Discuss personal and work-related issues away from patients and visitors, always using a low voice.
- Introduce self to patients stating name, department, explain length of procedure/process and what to expect, and thank the patient.
- Reinforce information provided to patients by physicians and other healthcare professionals.
- Explain things in a way that can be easily understood.
- Listen carefully when engaged in conversation with others.

### 4. CUSTOMER SERVICE

1. Promptly respond to patients' requests or seek assistance from another employee.
2. Answer the call lights by the 3<sup>rd</sup> ring.
3. Respond to patient requests within 4 minutes or explain to the patient that there will be a delay.
4. Address patients by their preferred name of their requirements.

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5. Round hourly on patients and include the 3 P's (pain, position and bathroom privileges).
6. State "Is there anything else that I can do for you?" prior to leaving a patient room.
7. Check on patients within one hour of shift change and breaks.
8. Provide timely updates to patients and family members on delays.
9. Offer hospitality to waiting visitors.
10. Assist co workers with their assigned duties.
11. Provide a courteous and appropriate report to co workers before leaving the unit.
12. Arrive at meetings and trainings on time
13. Return from breaks and lunch within the allotted time
14. Explain the purpose of medication before giving it to the patient.
15. Ask patients if their pain is under control.
16. Prepare patients for discharge by explaining what they should do during their recovery at home and ensuring the patient or a family member understands the instructions

## 5. COMPASSIONATE CARE

Because we know we make a difference in the lives we touch, we deliver service in a manner that reflects compassion, empathy and caring. Compassion is demonstrated by listening to, accepting and responding to the distinct needs of each person in each interaction.

1. Exercise care when discussing patient information. We never discuss information about a patient in public areas of the hospital (elevators, stairwells, hallways and cafeterias).
2. Demonstrate empathy by showing sensitivity to our patients' and families' needs — including those of an emotional and spiritual nature. We ask, "Would you like to talk to someone from spiritual care?" and/or, "Would you like privacy now or any other assistance?"
3. Include customers in discussions and decisions about their treatment and plan of care.

## 6. COMMON COURTESY

By anticipating the needs of others and responding in a prompt manner, we consistently provide a high level of service, increasing the trust and confidence others have in us.

1. Smile at and greet individuals they encounter.
2. Treat others with courtesy and respect.
3. Allow individuals with disabilities primary access in corridors/waiting areas.
4. Keep corridors/waiting areas free of clutter so they are easily accessible.
5. Hold the door and allow the individual to enter first, when escorting inpatients or

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visitors.

6. Offer assistance to individuals who need help finding their destination and escort them if possible.
7. Confirm that customer needs are met by asking, “Is there anything else I can do?”
8. Respond to customers in a timely manner, informing them of any delays or changes that may affect them.

## **7. PATIENT PRIVACY**

1. Knock before entering a room.
2. Close doors or draw curtains to ensure privacy.
3. Inform patients that they are taking steps to ensure patient privacy.
4. Politely ask visitors to step out of patient rooms when necessary to assure patient privacy.
5. Assure a patient is adequately covered when transporting.
6. Avoid discussing patient matters in locations where conversation could be overheard.
7. Refrain from discussing any patient-related matter to anyone outside or inside of Hospital unless there is a work-related reason for the discussion.

## **8. TEAMWORK**

We work collaboratively, valuing the specific and necessary contributions of each member of the team. We work together with a shared goal of achieving excellence in addressing patient needs, one patient at a time by.

1. Encouraging participation from all team members (the team consists of all patients, families, physicians and co-workers).
2. Offering to help co-workers before being asked and asking for support when we need it.
3. Working with others collaboratively in problem solving and decision making.
4. Giving positive feedback publicly; give constructive criticism thoughtfully and in private.

Initiating, promoting and adapting to change and the process of continuous improvement.

## **9. RESPECT**

We value the unique qualities and needs of individuals and are committed to understanding and appreciating the diversity of cultures, opinions and experiences that patients, families and hospital staff bring to our environment.

- Respect the customer’s knowledge of their medical condition. We ask, “Is there anything I need to know about your relative’s/your medical condition?”

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- Show concern for the customer’s privacy by closing the door before asking personal questions.
- Demonstrate awareness of cultural differences and respect for other people’s opinions and experiences.
- Keep our voices down and refrain from personal conversations in patient areas.
- Do not ignore patients or speak about them as if they were not there.

## 10. QUALITY STANDARDS AND MANAGEMENT FACILITIES

- The quality standards and management facilities at KIHS makes it a truly State of Art Hospital.
- Providing high quality medical care through cutting edge technology and highly skilled manpower.
- **24- hour** emergency care unit with dedicated 5 Bed fully equipped Casualty Department.
- 05 ICU beds are supported by high end equipment with central Gas lines system
- There is a highly dedicated isolation rooms for patients who are highly infection prone
- Paperlite hospital with Electronic Medical record system.

### Highly Sophisticated Modular OTs with Advanced Technologies

- KIHS has 4 integrated advanced Lead lined Modular Operation theatres with cutting edge, state- of- the-art technological solution that features video input recording, saving and displaying from range of sources.
- The OT complex consists of dedicated Pre op patient holding areas, post-op Recovery Ward, CSSD complex, besides a waiting area for the relatives of patients and a counselling room

## 11. Quality Team

- KIHS provides Multi Speciality and Multi Super Speciality Services which demands very complex and organised efforts from various clinicians, surgeons and paramedical staff calling for a systematic approach with **zero tolerance towards errors**.
- Quality is covered through various key indicators. Thus, here we get the comprehensive quality care encompassing quality checks with respect to various aspects of hospital functioning .
- Prompt emergency care is delivered with zero tolerance. **Rapid response team** is a designated group of healthcare clinicians who can be assembled quickly to deliver critical care expertise in response to grave clinical deterioration of a patient located outside a critical care unit.

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- Similarly the waiting time for consultation in OPD is kept to a minimum, so also is turnaround time for investigations, admission and discharge process.
- Primarily health outcomes are measured and evaluated on the regular basis and are borne out by inner departmental teams through Clinical Audit for identifying new ways to improve treatment.
- This system is made fool proof by monitoring daily activities including care coordination among the doctors, nurses and paramedical staff.
- This system ensures the patient is provided with the utmost care and right medication/treatment at the right time by the person responsible for the patient care.
- Every nursing station captures Hand Hygiene, Fall risk, DVT prone and bed sore rate and immediate measures are taken for prevention of sores and DVT and ensure an ultra clean hospital.

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