



GOVERNMENT OF KERALA

Abstract

H&FWD-Medical Education Service – Improvement of Patient Care Services in government Medical College hospitals – Further measures specified-Orders Issued.

HEALTH & FAMILY WELFARE (S) DEPARTMENT

G.O.(MS)No.05/2010/H&FWD

Dated, Thiruvananthapuram, 07.01.2010

- Read: 1. G.O. (MS) No. 20/2009/H&FWD dated 13.01.2009
2. G.O.(MS)No. 62/09/H&FWD dated 03.03.2009
3. G.O. (MS) No.391/2009/H&FWD dated 14.11.2009
4. G.O.(P)No. 425/09/H&FWD dated 14.12.2009

ORDER

1. Government have implemented Residency Programme in state Government Medical Colleges and all Government Collegiate Hospitals are declared as Referral hospitals as per Government orders read as first and third papers above respectively. Several steps have been taken to revamp the causality medical services of the Government Collegiate hospitals. As per the Government order read as fourth paper above, pay and allowances of the faculties under Medical Education Services have also been revised. All these steps have been taken with an intention of making Government Collegiate Hospitals and the Government Medical Colleges as the centres of excellence. All Government Medical College hospitals are now well equipped to provide tertiary care treatment for the public. However it has come to the notice that streamlining of the Inpatient admission, Laboratory and other Auxiliary Services in the hospitals is required for smooth functioning of the system. In the circumstances following guidelines/instructions are issued to improve patient care services in the Government Collegiate Hospitals.

2. At present beds have been allotted in the collegiate hospitals on unit wise and department wise. In some departments patient intake is very high and in some other departments it is comparatively low. Similarly Patient admission in the units within a department also varies from day to day. Due to this over crowding occurs on admission day in a few departments like Medicine, Surgery, Obstetrics & Gynaecology, Paediatrics and Orthopaedics etc., though in some other departments

beds remain idle on the same day. So Government have felt it necessary to pool available beds in the hospitals to provide better service to the needy patients. Hence the Principals/Superintendents will take immediate steps to pool/share the beds in Surgical Departments as well as Medical Departments of all Hospitals in consultation with the Heads of these Departments. A common admission ward shall be maintained. Admission pertaining to all Departments/Units will be done in the common admission ward to accommodate excess patients of those departments where there are no adequate beds on the day of admission or in an emergency situation. On the following days these patients will be shifted to the regular wards/beds allotted to the concerned units/departments, as vacancies arise.

3. The doctors working in administrative posts such as Principal /Vice Principal/Superintendent /Additional Superintendent /Resident Medical Officers/Assistant Resident Medical Officer will have power to admit the patients in the collegiate hospitals in emergency situations. The patients thus admitted by these administrators also will be under the control of the concerned admitting unit on that day and it will be the responsibility of the Unit Chief/Medical Officer in charge to arrange treatment to these patients.

4. All doctors excluding Additional Professors and Professors in the Collegiate Hospitals shall perform casualty duty, Ward duty and Stay duty as required. The Postgraduate Residents shall have medico legal responsibilities equal to that of Assistant Professors.

5. As per the Government Order read as second paper above duty timings of staff in the collegiate hospitals have been redefined. But it is seen that these guidelines have not been fully implemented so far. Due to this, the Laboratory, Radiology and other auxiliary services in collegiate hospitals are not functional after 1 PM. This cannot be allowed since it is against the duty timings of the hospital. OP tickets are to be issued from 8AM to 1PM and the doctors on OP duty have to examine all those who have received the OP Tickets on the same day. The Laboratories, X-Ray unit and other auxiliary services have to work round the clock. The Laboratory services for the out patients have also got to be extended accordingly. Hence all Paramedical and Technical staff including Radiographers, X-Ray

Technicians, Lab Technicians, Blood Bank Technicians, ECG Technicians, Pharmacists and other supporting staff in these units/clinics shall perform duty on three shift basis. If any staff shortage is noticed after the implementation of the shift system, it shall be filled through Hospital Development Societies using HDS/RSBY funds for the time being. Director of Medical Education may take up with the Government for creation of additional posts as required.

6. It is seen that the labs have been compartmentalized in some collegiate hospitals at present. This shall be stopped with immediate effect and the labs will be centralized. There will be Central labs in each Collegiate Hospitals under the control of the Departments of Pathology, Microbiology and Biochemistry. A Senior Scientific Officer/Scientific Officer will supervise the functions of the Centralized lab. Other Scientific Officers, Scientific Assistants, and Technicians scattered in various peripheral labs will be pooled to run the Central Lab. All technical and allied staff in the central lab will be under the supervision of Senior Scientific Officer/Scientific Officer. Administrative control of the technical and other supporting staff in the labs shall be vested with the Principal/Superintendent of the Medical College concerned. The Principal can designate one Senior faculty from any of the three departments (Pathology, Microbiology, Biochemistry) for a period of three months on rotation basis as Chief administrator of the Central Lab. The Superintendent of the Collegiate Hospital shall have overall control of the lab functions being as the Chief Administrator of the hospital. All the technical and other auxiliary staff in the Central lab will be posted on shift basis. The shift duty of lab technicians and other auxiliary staff will be as per the pattern of the duty timings of the staff nurses. The deficiency in staff in central lab will be filled from lab personnel from Pre-clinical departments.

7. The duty timings in the X-Ray units will be also reorganized to ensure X-Ray service to the patients as required. Hospital Pharmacy will also function round the clock, with number of staff in each shift shall be regulated as per the need of the hospital.

8. There shall be uniforms for all staff in collegiate hospitals. Different colours shall be provided for each category of staff. Separate colour will be allotted to

the staff on contract basis and HDS appointed staff. Identity cards will be made compulsory. All staff should wear Identity Cards and uniforms during duty timings.

9. Regular clinical and academic timings shall be as follows as existing now.

For clinical departments: - 8AM to 3PM

For Non-Clinical departments: - 9AM to 4PM

The Principals, Head of Departments and the Superintendents will ensure that the above orders are being strictly implemented. A compliance report should be submitted to Government in due course

10. The Director of Medical Education is authorized to issue detailed guidelines if any required for the smooth functioning of the Government Collegiate hospitals. All the guidelines in this order will be treated as come into force from the date of this order and the necessary reorganization of units shall be completed by 1st February,2010.

By Order of the Governor
Dr.Usha Titus
Secretary to Government

To

The Director of Medical Education, Thiruvananthapuram
The Director of Health Services, Thiruvananthapuram
The Principal, Medical College, Thiruvananthapuram/ Alappuzha/
Kottayam /Thrissur/Kozhikode
The Superintendents, Medical College Hospitals,
Thiruvananthapuram /Alappuzha /Kottayam/ Thrissur/ Kozhikode
The Accountant General (A&E/Audit), Thiruvananthapuram
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PA to Secretary (H)
PA to Secretary (H&SW)

Forwarded/By Order

Section Officer