



9th NATIONAL SUMMIT ON GOOD, REPLICABLE PRACTICES AND INNOVATIONS IN PUBLIC HEALTHCARE SYSTEMS IN INDIA

UTTAR PRADESH

State of Uttar Pradesh

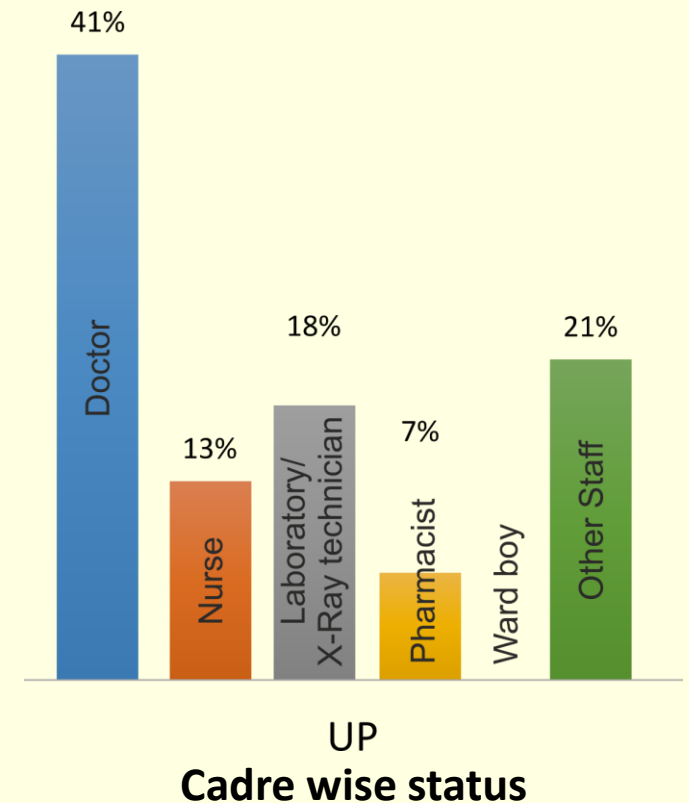
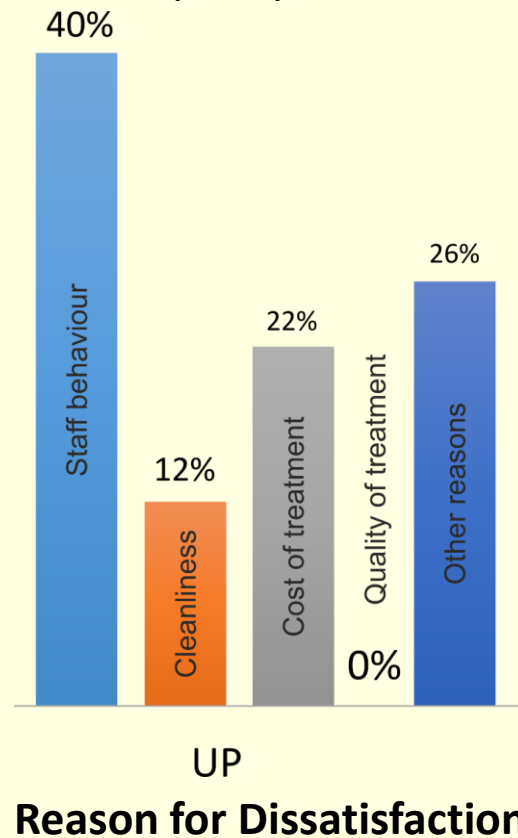
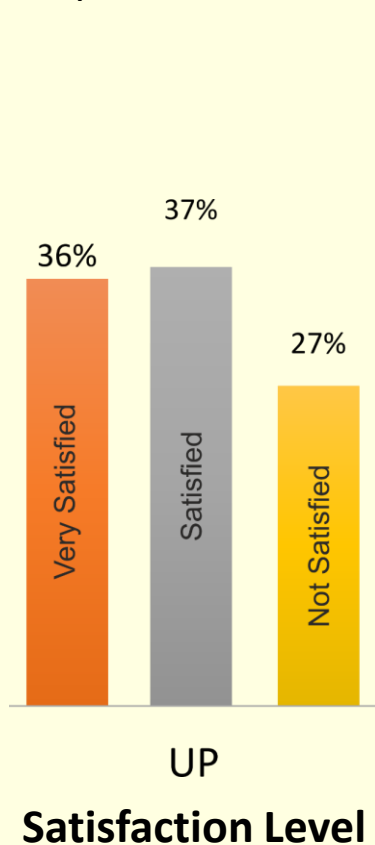
Theme : Behavioural Training For Hospital Staff



Background

Mera Aspataal, it's a GoI initiative to capture patient feedback for the services received at the hospital.

- Helps to take corrective actions to improve the quality of healthcare delivery and patient experience.



Data source: Mera Aspataal Performance Report 1 April 2023 to 30 June 2024

Strategic Approach



Patient's Journey

- Identifying critical touchpoints where behaviour plays a pivotal role



Entrance



Reception

Building Capacity and ownership

- Capacity building of facility staff
- Facility leaders as trainers and mentors for accountability



Pharmacy, Pathology,
Radiology



OPD/Emergency

Reward and recognition system

- To acknowledge and appreciate the contribution of Support staff at facility level.

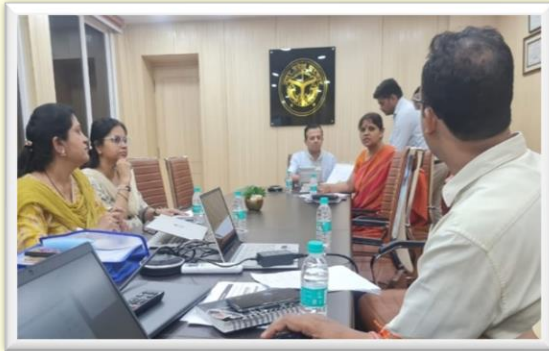


IPD/LR/OT



Discharge/Referral/
Mortuary

Interventions - Behavioural Training



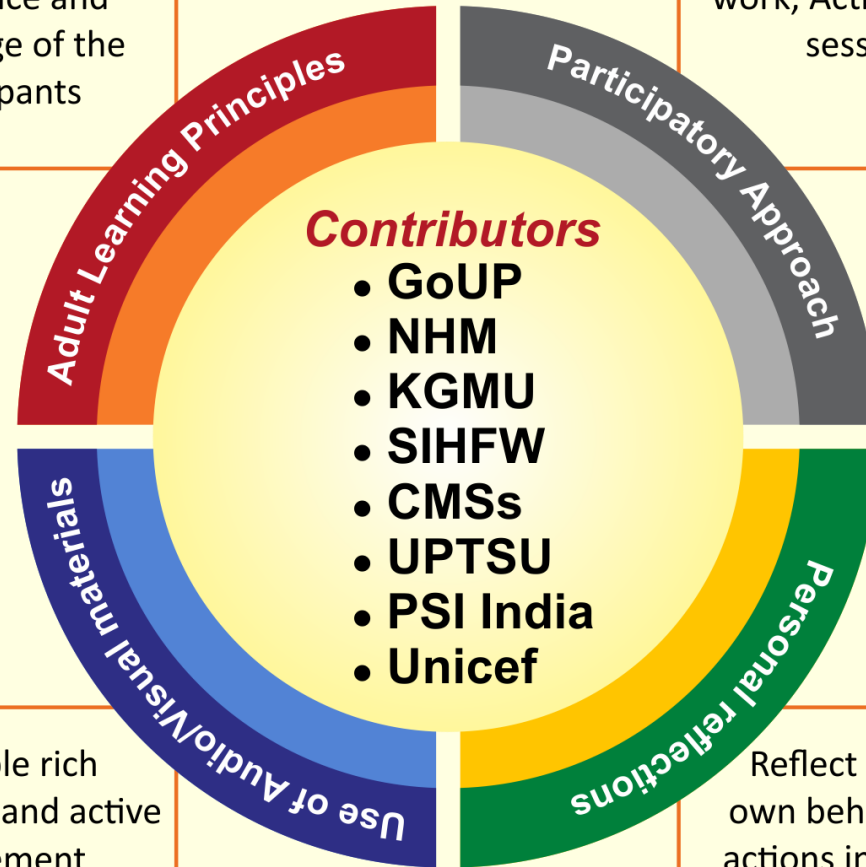
Respecting the live experience and knowledge of the participants

Case study, Group work, Activity based sessions



To enable rich discussions and active involvement

Reflect on their own behavior and actions in personal and professional life



Launch of Training Module and ToT

State Institute of Health & Family Welfare, Lucknow



Facility Level Trainings



AHM Hospital, Kanpur



DH, Agra



Dr. Shyama Prasad Mukherji Hospital, Lucknow



Dr. Shyama Prasad Mukherji Hospital, Lucknow



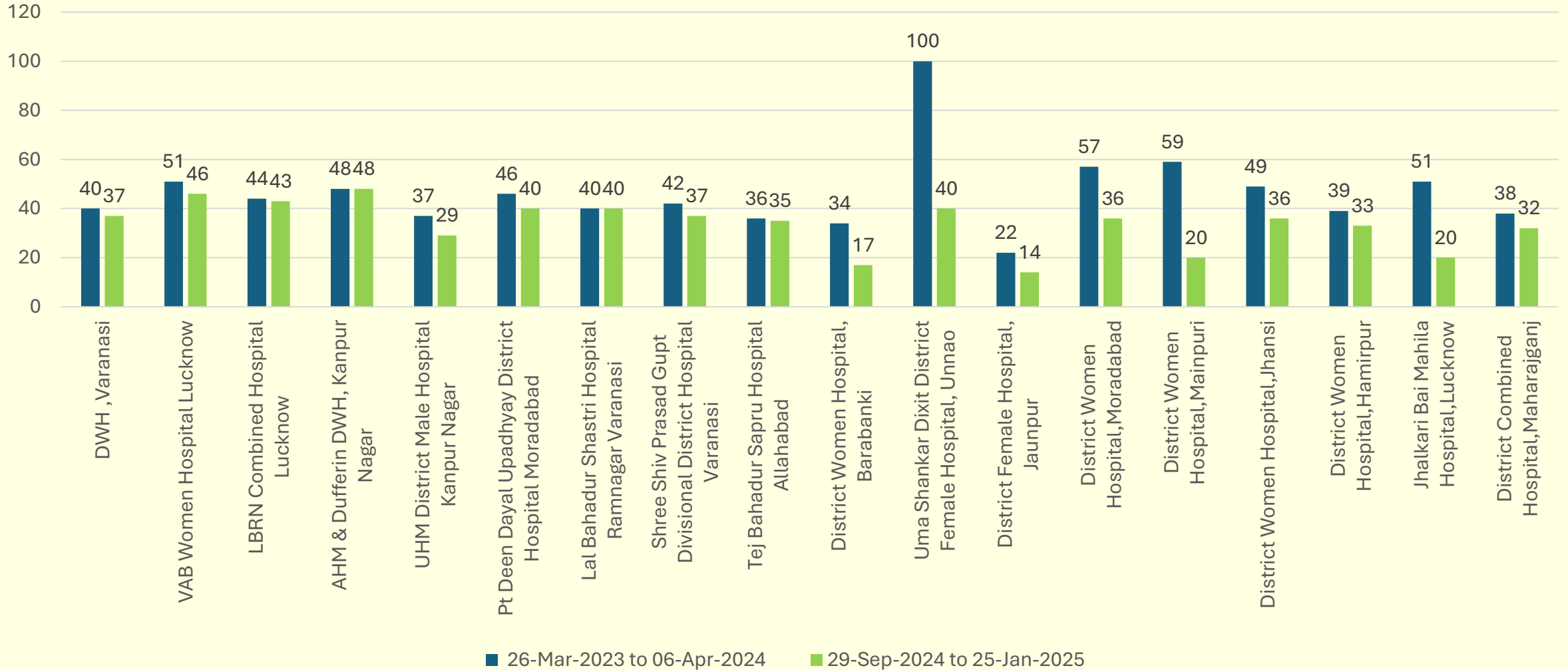
UHM Hospital, Lucknow



VAB Hospital, Lucknow

Outcome

Hospital where training completed





Tabbasum,
Ward Aya, CHC-
Gosaiganj,
Lucknow

Prior to this training, **I had no idea how crucial sensitive behaviour is** in providing healthcare services. Following this training, I realised that if I want to deliver better healthcare services to individuals, I must first create a positive relationship with them. **Good behaviour and a good environment must be fostered** at the health facility in which **all patients can put forwards their concerns openly and receive dignified & respectful healthcare services.**

मैं अन्नत कुमार शर्मा दिल्ली से बागपत दवा लेने आया था 6 महीने पहले और अब दोबारा आया हूँ तो व्यवस्था पहले बहुत अच्छी है। सभी डॉक्टर समय पर, सभी कर्मचारी समय पर दवायें व जांच समय पर मुस्कराहट के साथ उपलब्ध है। मुझे नहीं लगता कि इतना अच्छा व्यवहार किसी प्राइवेट हॉस्पिटल मैक्स, फॉर्टिस और अपोलो में भी उपलब्ध होगा। मैं सीएमएस साहब को, समस्त अधिकारियों जिन्होंने इतनी अच्छी व्यवस्था बनाई सबको धन्यवाद देता हूँ। मैं तो इनका फैन हो गया।



Anant Kumar Sharma,
Patient, DCH-Bagpat

Outcome: 'Satisfied client and satisfied service provider'

WAY FORWARD



- Execution of reward and recognition activity of all facilities
- Quarterly review of Mera Asptaal portal data to assess the facility performance
- Supportive supervision and handholding of CMSs for quality behavioural training
- Concurrent third party evaluation



Thank You

