

Continuous Professional Development and Education

Driving Medical Excellence through People

The healthcare team is at the core of high quality patient care.

At MHC, we have addressed all aspects of the learning cycle for our clinical staff. It is our commitment to make MHC the best place to work and learn for our Physicians and other staff.

Guiding Principles

- High Quality education, skilling and training programs
- Open access to all Max Staff irrespective of geography / level
- Transferability of skills and learning.
- Provide flexible training opportunities to meet the needs of all staff irrespective of their working patterns.
- Include a variety of teaching methods and resources. Use of E Learning
- Evaluate learning to match competency
- Utilize our own talent: Encourage senior professionals to take on mentoring and teaching roles.
- Build partnerships with other educational organizations.

MedInduct: A Foundation course in Clinical Excellence:



A two day induction program exclusively designed for resident doctors was developed and launched. This program is held once every month. The main objective of this program is to build the confidence of our Resident Doctor(s) in behavioral and clinical skills, and align them with the MHC vision of delivering high quality and safe patient care with a humane touch. This program helped make them aware of best practices being used in the organization which not just enabled them to deliver their current roles effectively but also provide a good foundation for their future aspirations.

The topics of the program revolve around 3 domains – Organizational, Behavioral & Technical. A “Certificate of Participation” is provided to all participants at the end of the program.

A total of **15 programs** have been conducted so far (**Sept 2014 to Jan 2016**) and around **335 doctors** have been trained.

The modules covered in MedInduct include an introduction to the organization, behavioral life style modification training, nursing interaction, important technical topics on patient care practices, medical documentation standards, infection control, medication safety, emergency preparedness and patient safety policies.

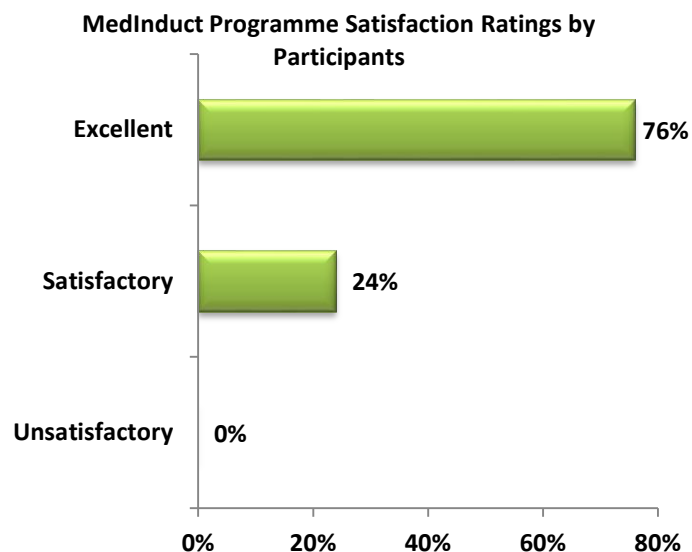


e - Learning:



As a continuation to the two day face to face program of MedInduct with the doctors, a Max Healthcare elearning portal was created. This portal is web enabled and integrated with the learning management system. This portal

can be accessed anywhere and does not necessarily need the organization network. It can be opened on smart phones, laptops, desktops, ipads etc. Every doctor is allocated a username and password and given access to the portal. Some of the modules incorporated are Blood & Blood Products Administration, Clinical Audit, Patient & Staff Safety, Patient Care Process, Informed Consents, and Medication Safety etc. the doctors are required to go through the modules and do a self assessment of the same.



Inspirational Leaders – MedInduct

Big thanks to our "Inspirational leaders" for taking out their valuable time and conducting sessions at the program

11 programs completed – Around 300 doctors trained



Regards
Team - Central Medical Quality

ACLS and BLS Training

It is well recognized that many of the complex and invasive techniques used in diagnosis and treatment are best learnt and practiced in a controlled simulated environment away from the clinical areas. Many of the clinical procedures can now be simulated to allow a high level of proficiency to be acquired before implementing in practice.

In line with MHC's focus on patient care and dedication to providing best training to its clinicians, Clinical Directorate has initiated AHA certified ACLS and BLS trainings for Max clinicians in 2015-16. The trainings have been made mandatory for all clinicians in order to ensure complete compliance to patient care.

In collaboration with MIME (Max Institute of Medical Excellence) a detailed AHA training calendar has been made. MIME has state of the art mannequins for simulation training, and trained faculty. Monthly courses are conducted across our various hospitals. The trainings will be conducted throughout the year across all Max units so that clinicians can attend training as per their time convenience. The plan is to cover all the clinicians and complete the trainings by the end of this year.



Scientific Research Academic Fund (SRA Fund)

In ever changing world of medicine, attending professional conferences, holding continuing medical education (CME) programmes etc. are almost an escapable necessity. It was imperative that MHC created a route that encouraged and facilitated the Continuous Professional Development for our clinicians.

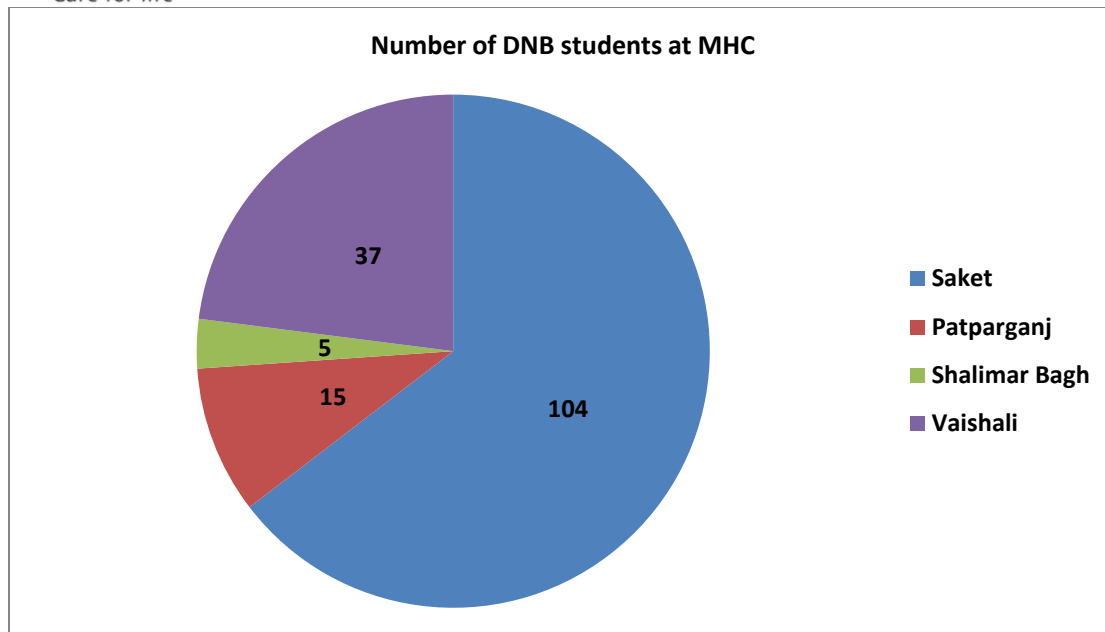
The SRA fund is utilized for the following purposes:

- Clinical Medical Education(CME)
- Clinical Research
- Medical Workshops
- Medical Research and seminars
- Buying / Subscription of Journals, Books, e Journals etc

DNB and Fellowships

MHCs tertiary care hospitals are recognized for post graduate training by the National Board of Examinations (NBE)

More than 160 doctors are in various stages of education leading up to the DNB degree for specialists and super specialists. The faculty for these programs is amongst our highly renowned and experienced senior Physician fraternity. Our hospitals are recognized for over 30 courses including both broad and super specialties. Examples of which include Cardiac Surgery, Neurosurgery, Radiology, Pathology, Internal Medicine, Pediatrics, and Anesthesia etc. An online access program for journals and a well equipped library is available. Joint classes of DNB are being conducted across.



Pan Max DNB Classes

From January 2016 onwards educational classes on generic medical topics for all DNB students across Max units have been initiated.

Three classes have already been conducted at Max Vaishali on topics – Management of Arrhythmia and Needle Stick Injury. Going forward we plan to make the classes available on AV facility which can be accessed by DNB students at various units.

Clinical Radiology Pathology (CRP) Meetings

CRP meetings are being conducted on a monthly basis as a special joint initiative by the **Clinical Directorate (CD)** and Max Institute of Medical Excellence MIME since March 2015 for DNB candidates at Max Saket. The objective is to update and impart appropriate knowledge to DNB candidates on unique clinical cases experienced by clinicians at Max Saket in various specialties such as Cardiology, CTVS, Cardiac anesthesia, Critical care, Orthopedics, Minimal Access Metabolic and Bariatric Surgery, Emergency Medicine, ENT, Internal & Family medicine, Pediatrics, Radiation oncology & surgical oncology. All the cases are presented by the DNB candidates of Clinical, Pathology & Radiology under the supervision of faculties of the respective Clinical & Non Clinical department. Till date **11** CRP sessions have been successfully conducted.

Medical Journals - Access to Elsevier Clinical Key

Max has subscribed to Elsevier's Clinical Key which has provided access to extensive list of publications and journals which can be used by DNB students and clinicians for evidence based medicine and clinical research. Some important features of Clinical Key are:

Resources:

- Clinical trials from the ClinicalTrials.gov database
- 300+ Procedures Consult videos and articles
- 17,000+ medical and surgical videos
- 850+ First Consult monographs
- 1,000+ reference books
- 600+ journals
- 2,200,000+ images
- 2,900+ drug monographs
- Fully indexed MEDLINE

Other Features of Elsevier Clinical Key:

- Access to the industry's most complete collection of medical and surgical content indexed daily.
- Optimized for mobile use
- Retained search history lets users view past sessions. Search results can be emailed.
- Presentation Maker eases the process of sharing, editing and storing content for later use
- Ability to tag content in Saved Items for future reading and reference.
- Clinical Key can accept queries from HL7 standard Info button managers thus providing easy access to relevant medical and surgical information when using your hospital's EHR system.

Max Higher Studies Sponsorship Program (MHSSP)

Clinical Directorate launched the MHSSP in the year 2015-2016. Under this policy MHC pledged to provide 10 scholarships each year Pan Max for higher studies through a transparent scoring system for Clinicians to undergo training to upgrade their skill sets. Scholarships can be availed for courses where clinician identifies the course to be pursued or where MHC has a structured relationship with a particular renowned institute of stature.

Objectives:

- To enable clinicians to pursue higher studies to enhance skills
- To facilitate and support needs of clinicians
- To encourage clinicians to work towards skill enhancement to build excellence
- To improve the quality of workforce in MHC
- To place MHC as a preferred employer for clinicians
- To improve retention
- To address clinical gaps within the system

MHSSP – funding guidelines

- MHC will pay a maximum of 5 Lacs per candidate
- Grant will cover the course fees, Transport, lodging & other day to day expenses in addition to course fees
- MHC will also grant paid leave to the clinician for a maximum of 8 weeks

CMEs:

- **Medicolegal issues** - Eight CMEs across our hospitals have been held with very good attendance by over 500 doctors. The faculty is of National repute. Topics covered include end of life care, consents, documentation etc.



- **Communication Skills in Healthcare**
The importance of proper communication in healthcare is undisputed.

Keeping the above in mind, Max Healthcare in partnership with Consortium of Accredited Healthcare Organizations (CAHO) conducted a “Train the Master Trainer Workshop on Healthcare Communication” on 26th & 27th February 2016 at New Delhi.

The workshop was acclaimed with great excitement and success with around 50 participants attending it at a Pan Max level. The participants were a mix of middle to senior level doctors, nursing staff & hospital managers. It was a complete 2 day program taken by expert faculty based on didactic sessions & role plays. This program proved to be sustainable, cost effective and impactful.

The objective of the workshop was to help share the importance of communication in healthcare settings and impart tools and techniques to develop additional layers of expertise and competence to current professional capabilities, namely excellent inter and intra communication skills with particular emphasis on patient care.

A **Full Training Pack** was provided to all participants containing a **CD** with all Presentations and Role-plays, a Handbook of presentations and one copy of the Book: **Communicate .Care. Cure**

A **Certificate** was provided to all participants on completion of the course, with an option to join the second course along with Correspondence course on communication skills (required for becoming National Faculty on rolls of CAHO).



Nursing Quality, Education and Training at Max Healthcare – An Overview 2015-16

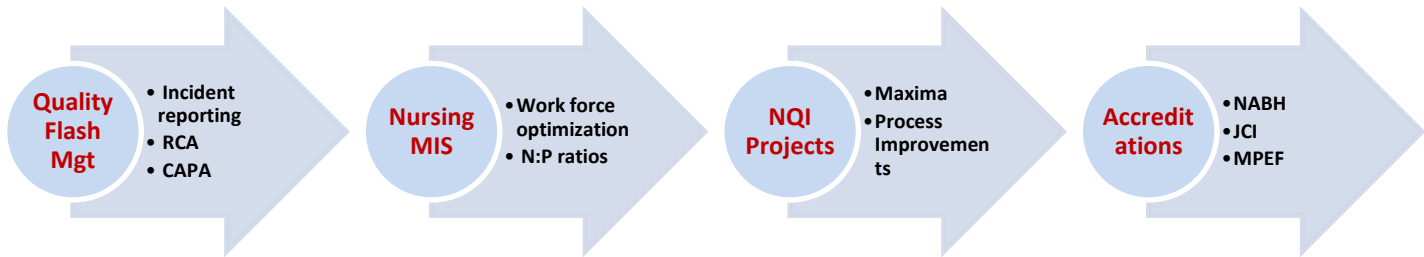
Nursing at MHC has come a long way growing manifold from where it started a decade back. The key enablers which sustained the momentum in this journey was the stable nursing leadership along with their immediate team members at most of the MHC units, who were not only motivated to bring in the changes but also integrate cross functionally with other disciplines.

For enhancing capability of nurses at different levels training programmes are conducted depending on the role and functions nurses perform.

Nursing Training and Development



Nursing Quality



Nursing Training and Development

LEVEL 1: Nurse Induction Training Program

Goal: 100% new nurses undergo induction before being exposed to patient care.

Objective:

- To sensitize new nurses on Max Standards of Nursing Excellence
- To ensure uniformity of nursing practice delivery

Process:

- All nurses joining MHC undergo **8 days** induction training on protocols & policies pertaining to nursing practice at MHC. Trainings are conducted through various methods – classroom training , demonstration, group discussion, hands on practice for desired skills like BLS, I/V canulation, fire safety. Behavioural sessions (one and half man days) are also part of this mandatory programme.
- This is followed by 22 days of hands on training in respective clinical areas as per the basic credential matrices
- Passing score – 70%.

Highlights:

- Batches conducted in last 12 months – 28 (Delhi / NCR), 10 (Dehradun, Mohali & Bathinda)
- Nurses enrolled across all units – 1753

LEVEL 2: Essential skill development

- Max Emergency Life Support Program attended by all new joiner nurses as a part of essential skill development programme 1753 (BLS) and 220 (ACLS) nurses trained in last 12 months.
- In house, department specific functional training and OJTs

LEVEL 3: Specialised Nursing Certifications (Duration – 1 to 5 days):

- Certification programme conducted on **diabetes management refresher programme**
- Certification programme on **pressure ulcer prevention and wound care**
- **Infection prevention** master trainer programme
- Certification programme on **care of new born and management of breast feeding**
- **Advanced wound management programme**

LEVEL 4: Speciality training (Duration – 7 days to 3 months)

- **Supervisory skill development programme - I**
- **Oncology certification programme**
- **Supervisory Skill development programme – II**
- **Neonatal Resuscitation Program** training (In-House) certification course