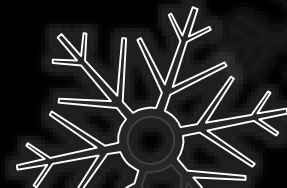
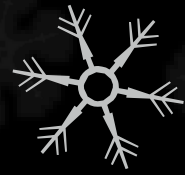


Clinical Supportive Service Department



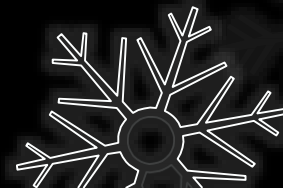
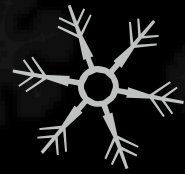
Contents:

- Laboratory Service Management
- Radio-Diagnosis Services
- Central Sterile Supply Department
- Hospital Pharmacy



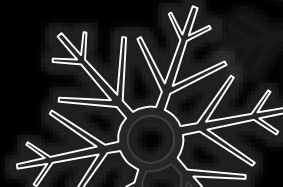
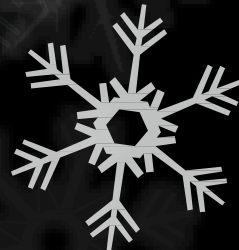
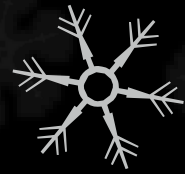
Other Supportive Service Departments

- Medical Records
- Housekeeping
- Dietary Service Department
- Hospital Waste Management
- Hospital Infection Control
- IT and Medical Equipment Management
- Medico Social Services



Laboratory Service

- Basic diagnostic service for ongoing and periodic treatment procedures.
- Clinical judgment and confirmation of diagnosis.
- Clinically and financially assisting department of any hospital.
- Based on investigation, research and education.



Types of Laboratory

➤ OPD Laboratory:

Central laboratory attached with OPD services that are catered to the need of OPD patients only.

➤ IPD Laboratory:

Ward service including laboratory service for ongoing investigation, diagnosis and treatment procedures.

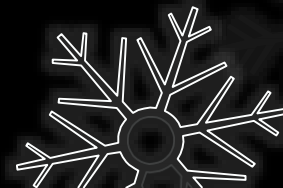
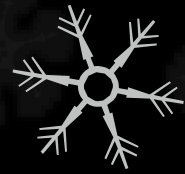
➤ Emergency Laboratory:

These are emergency support service providing

- round the clock laboratory services
- Restricted emergency laboratory services

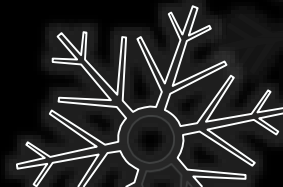
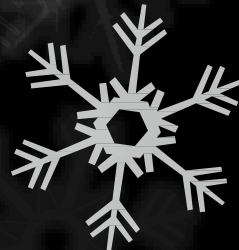
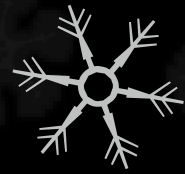
Radio-Diagnosis Services

- The practice of modern medicine and surgery has increased the use of such specialized services as Radiology.
- Diagnostic and therapeutic arms of the hospital.
- The radiology services may be organized as three separate departments, namely, diagnostic radiology, therapeutic radiology and nuclear medicine.



Functions of Radiology departments

- The main function of this department is to assist the physician in the diagnosis and treatment of a patient's disease through the use of radiography, fluoroscopy a radioisotopes and high voltage acceleration.
- The primary function is to provide reliable radiological services to the patients.
- Secondary function is to engage in essential research for medical advancement
- Participate in educational program for hospital resident and in service program for the medical staff.








Types of Equipment

- X-ray machine
- CT Scan machine
- MRI machine
- Echocardiogram
- Ultrasound-Color Doppler
- Developer
- Fixer etc.



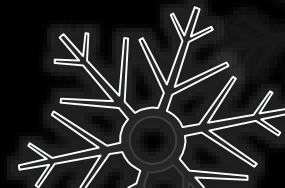
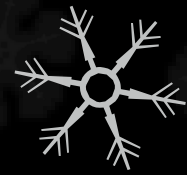
Central Sterile Supply Department (CSSD)



- CSSD refers to Central Sterile Supply Department. Usually at early days it was termed as SSD (Sterile Supply Department).
 - The main objectives of both SSD and CSSD are the same i.e. to supply sterilized and disinfected equipments, free of bacteria to the user department.
 - It is directly related to quality care provided by the hospitals; also related to positive impact of the society; and the cost and benefits to the organization it self.
 - It is the department responsible for processing, sterilizing and dispensing of almost all items for sterile equipment sets and dressings in the hospitals.
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WHO (1986) recommended that each hospital should follow:

- Aseptic Techniques
- Disinfection and sterilization techniques
- Antibiotic policies
- Surveillance of present routines
- Evaluation of prevention and control measures



Why Centralization?

For economic reason, efficiency of operations and maintenance of high standard, hospitals have found it preferable for all reusable supplies and equipment requiring special cleaning, disinfection or sterilization to be handled centrally whenever possible.

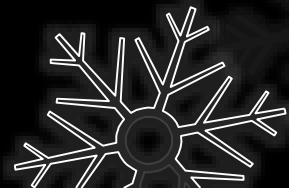
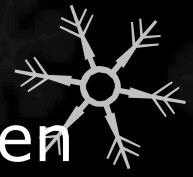
Advantages

- ❑ Need for fewer supervisory staff
- ❑ Greater care in overcoming staff deployment problems in case of absenteeism
- ❑ Optimum equipment utilization
- ❑ Smaller capital and power costs
- ❑ Greater flexibility in production planning
- ❑ Overall economy

Hospital Pharmacy

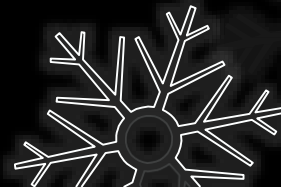
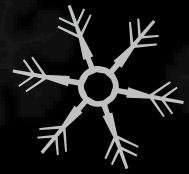
- Pharmacy is one of the most extensively used therapeutic facilities of the hospital.
- It is also one of the highest revenue generating centers.
- A good pharmacy is a blend of several things: qualified personnel, modern facilities, efficient organization and operations, sound budgeting and the support and cooperation of the medical, nursing and administrative staff of the hospital.

- The specialty of hospital pharmacy has been defined as the department or services in a hospital, which is under the direction of professionally competent, legally qualified pharmacist, and from which all medications are supplied to the nursing units and other services,
- Special prescriptions are filled for ambulatory patients and outpatients,
- Narcotic and other prescribed drugs are dispensed, where biological are stored and dispensed, injectable preparations should be prepared and sterilized, and where professional supplies are often stocked and dispensed.



Objectives

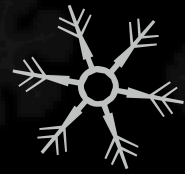
- ❑ Assure continuous availability of essential and life saving documents.
- ❑ To store and provide standard quality drugs/diagnostic agents and medical disposable for the patient.
- ❑ To provide unbiased information to all concerned.
- ❑ To maintain good relation with hospital and its departments.
- ❑ To help hospital in providing continuing education and training to medical staff and intern.



Functions

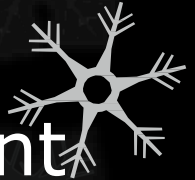
- ❑ To purchase, receive, store, compound package, label and dispose pharmaceutical items.
- ❑ Plan and organize pharmacy department, establish policies and procedures and implement them in accordance with the policies of the hospital.
- ❑ Participate in performing therapeutic assessment of drugs and in a preparation of a hospital formulary so that equally effective but less expensive drugs may be put on the formulary.
- ❑ Keeping the 'WHO' recommended drugs as 'essential drugs' and assure their continuous availability.
- ❑ Comply with statutory regulations, initiating license to be obtained and maintained records as legally required.

Other Supportive Services



Medical Records

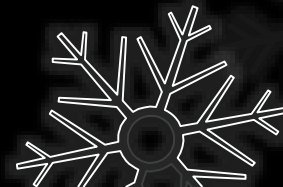
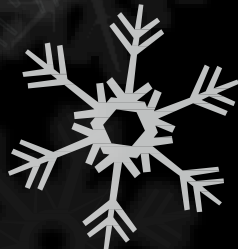
Medical record is the assembly of notes, forms, reports and summaries of the patient during the treatment of illness.



It includes written notations, clinical analysis, consultation summaries and so on.



It is document of facts, which contain statement by trained observer of the conditions found and of the application and result of examinations and therapy.



Characteristics of good medical record:

- ❑ **Accurate:** Medical record should be accurate. Otherwise, there is no meaning of keeping medical records. To justify the purpose medical record should be accurate.
- ❑ **Complete:** It must contain sufficient data written in sequential order of events to justify the diagnosis and warrant the treatment.
- ❑ **Adequate:** Medical records should contain all the necessary information and complete progress not written by the attending doctor.
- ❑ **Comprehensive:** Medical records should contain comprehensive and adequate information to point and easily understood.
- ❑ **Economical:** Medical records should be economical. It should not be over burden economically on administration to maintain.
- ❑ **Properly planned:** Medical records should be kept according to scientific methods such as arrangements of shelves, filing, indexing, coding etc. should be on proper sequence and easy to understand.
- ❑ **Timely:** It should be time saving rather than time consuming to maintain, retrieve and enter the data and so on.

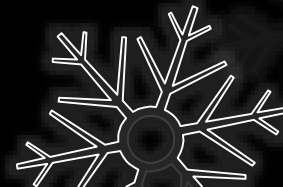
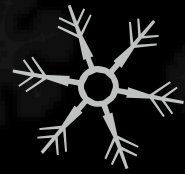
Components of medical record:

Medical records comprise various forms, notes, data and sheets. Components of medical records can be categorized into main three components:

- **Social data:** It consists of general information regarding patient's identification such as his name, age, sex, community, religion, residential address, marital status, occupation, address and so on. Most of this information should furnish during the admission at the admission counter or during the registration of the patient.
- **Administrative data:** It consists of patient's OPD registration number, name of the OPD, name of the unit head, X-ray registration number and other investigation, reference number. This information is helpful for coding, indexing and filing of the patient record and to maintain and retrieve the files systematically.
- **Clinical data:** Clinical data could be collected at two levels - OPD and Ward. It consists of past history (family history and past illness), physical examination, provisional diagnosis, advice, follow-up at the OPD level. In the ward level, it consists of admission record, progress note, summary sheet, discharge summary, doctor's note, operation note, nurses bedside record, investigation report, graphic charts, recommendations and so on.

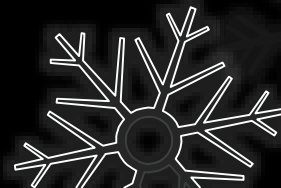
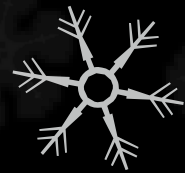
Housekeeping

- ❑ Housekeeping may be defined as the provision of a clean, comfortable and safe environment.
- ❑ Hospital housekeeping is an essential public service agency.
- ❑ Good housekeeping has direct effect on the health, comfort and morale of patients, doctors, visitors and hospital personnel.
- ❑ It is not confined to the housekeeping department, as every member of staff in the establishment should be concerned with the provision of these facilities in their own department.



Dietary Service Department

- ❑ Good food is important in the treatment of the patients and a part of total care.
- ❑ Procurement, storage and accounting of food materials in all forms.
- ❑ Menu Planning, recipe standardization, preparation, distribution of modified diet.
- ❑ Education of patients both indoor and out patients through nutrition and dietician clinics.
- ❑ Assisting in research projects on metabolic diseases.

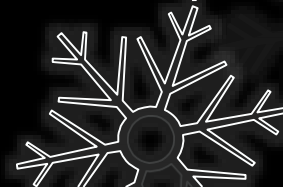
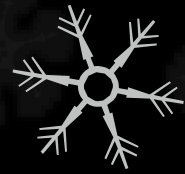


Hospital Waste Management

- Health care waste is defined as the waste resulting from patient's diagnosis, prevention, research and treatment procedures as well as waste generated from all other health care establishments, research facilities and laboratories.
- It includes waste like sharps, solid, waste , body fluid, cultures, medicines, chemical reagents, tissues, infected dressing materials human excreta, placenta, paper, plastic etc.

Hospital Infection Control

- ❑ Hospital infection is called “nosocomial infection”
- ❑ It affects both patient and hospital
- ❑ Nosocomial infection is acquired while in hospital or health agency is providing health services to patient.
- ❑ It is the infection that develops in patients after more than 48 hours of hospitalization.
- ❑ Causes of Infections in Hospital are Urinary tract, Surgical or traumatic wound, respiratory tract, blood stream, etc.



IT and Medical Equipment Management

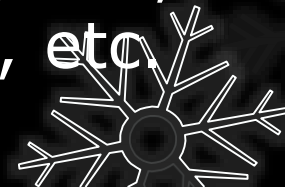
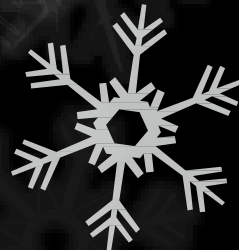
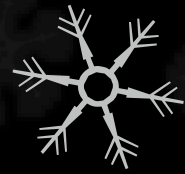
- The goal of health care system is to provide high quality diagnostic, therapeutic and rehabilitative services with the aid of sophisticated machine, equipment and devices.
- Medical practitioners are equipment oriented.
- So the basics for all these requirements needed well trained and qualified manpower.
- IT and Medical Equipment play vital role for cost minimization, automation, easy access, prompt service delivery, data analysis and interpretation, etc.

Medico Social Services

- Social work's involvement in health care is as old as the profession itself.
- Health care delivering system is a social practice.
- These may cast local, regional, national or international concept for understanding the health status of the boundary less people.
- Social services integrates
 - Hospital owners and social work
 - Hospital Administration and social workers
 - Establishing the healthy relationship with surroundings.

Security System

- ❑ Security System is important for both quality healthcare and public safety.
- ❑ It is known to be safe heaven for physical and emotional need.
- ❑ It plays essential role to be implemented in large scale emergencies such as natural disasters or terrorist attacks.
- ❑ Hospital must provide system for security on employees, patients and visitors.
- ❑ It has a priorities in the field of Cash and accounting counters, Infant units, ICU, Emergency unit, Psychiatric units, etc.



Chain of Hospital Security System

- Administrator
- Assistant Administrator
 - Security Commander
 - Surveillance Reporters
- Security Guards

Special recommendation for policemen or traffic police can be arranged for special conditions or events.

Any Questions?





Thank You

