

7.2 Best Practices

Best Practices- 1

1. Title of the Practice: Telephonic Medical and Psychiatric Examination(T2) Module

2. Objectives of the Practice

- a) To evaluate the physical and mental fitness of the staff.
- b) To ensure good health and keep the staff safe against the physical and mental stress caused due to Covid-19.

3. The Context: During the difficult times of Covid-19 pandemic, it becomes important to maintain good physical health and mental health as well in times of lockdown and isolation. At Swargiya Dadasaheb Kalmegh Smruti Dental College and Hospital, we are particular about maintaining both during these tough times and hence, a module namely Tele - Medical as well as Tele - Psychiatric check-up for the Teaching and Non-Teaching staff was formulated to disseminate knowledge on health issues.

4. The Practice: a. The Tele-Medical check-up was conducted by very experienced medical officers of the Institutional Hospital and included doctors were MD Medicine, Gynaecologist and a General surgeon. b. The Teaching, Non-teaching and the Contractual staff were allocated a particular time, Department wise for medical and psychiatric examination. c. Several relevant questions related to medical health were asked by the Doctors to find out whether the concerned staff was physically fit, or else some intervention would be required. d. For Psychiatric evaluation, we outsourced and hired a well-known Psychiatrist of repute, who did the Tele-Psychiatric evaluation, and also by video conferencing. Very systematic and intelligently framed questions were asked to get an insight on the mental wellbeing of the staff. e. A recording of the consultation was also done for future reference. f. A designated fund to the tune of 1 lakh was set aside for the said purpose.

5. Evidence of Success: a. In this time of the Covid Pandemic where it is seen creating lot of stress and uncertainty in the world, the staff at our Institute were found to have a high morale, which was further boosted by the knowledge that the Institute cares for their wellbeing. b. Apart from the Medical care, it was a great opportunity for the staff to open up and overcome with any kind of psychological stress that they were going through with full confidentiality and also the knowledge that they were in very safe hands. c. The medical and psychiatric evaluation gave the staff an assurance about their physical and mental wellbeing and they did not feel the stress while attending their routine duties and also performed to the optimum level. d. Very few cases of Covid- 19 positive were reported and as per the protocol, they were quarantined and precautions were taken to prevent and restrict further spread of the infection. 5. Thus, overall number of infected cases were restricted effectively.

6. Problems Encountered and Resources Required a. In spite of regular awareness campaigns from college regarding screening of Covid-19 some Non- Teaching Staff did not come forward to report or to get diagnosed for Covid-19, may be due to fear of getting isolated or the spread of said disease. b. Human, infrastructure and financial resources have taken a first step in successful implementation of the module c. As the recording of the sessions were done, it has been made possible to keep these records for future reference, thus enabling accountability.

Best Practices- 2

1. Title of the Practice: Structured Module of Contact Cell

2. Objectives of the Practice

a) To increase OPD patients. b) To evaluate proper treatment availed by the patient. c) To assess patient satisfaction regarding oral health care.

3. The Context: The contact cell module basically works on the patient dentist relationship. This helps us to build good rapport with patients and at the same time helpful in solving grievances, if any. In contact cell module patients are contacted for their treatment, follow up and review. This helps in successful completion and follow up of the treatment rendered. In case of scheduling and rescheduling of appointments, it is proved to be beneficial. It is also helpful in resolving queries of the patients, if any. All the departments are maintaining the updated data in contact cell register. This has to be done periodically. There is quarterly, half yearly and yearly review of records in each department by respective in charges.

4. The Practice: The contact cell has been developed to maintain data of all patients reported to the institute. This data is being utilized by the department for follow up wellbeing of patient and good patient rapport. After resolving the chief complaint, patients neglect their remaining treatment which is also of vital importance. To overcome this, reminding the patient has benefitted by virtue of the contact cell. a. The Cell has been constituted with active participation of all the Staff members from all the departments. b. Individual patients are contacted and are asked to visit the institute for the treatment and follow up. c. Contact cell register is maintained in the respective department. d. Regular follow up and feedback is taken from the patients regarding patients' satisfaction. A positive association has been established between patient's satisfaction and the care they receive. This lead to the willingness to communicate and empathize with patients. Open dialogue with patients resulted in better patient retention and a reduction in complaints. Contact cell is very helpful in maintaining patient's appointments. It has been observed that at times patients miss their appointments due to certain reasons, therefore to send them reminder and to complete their remaining treatment, this contact cell module is proving very helpful.

5. Evidence of Success The contact cell module has helped us to keep periodic communication with the patients, during and even after the completion of treatment. More than 12000 patients were telephonically contacted in this year. With this means patients are called for follow up which helps in increase in OPD patients. It also helps in providing quality and complete treatment to the patients. The record of patient's data is maintained in every department.

6. Problems Encountered and Resources Required There are limitations in follow up of the patients. However, the percentage of responded persons is reasonable. Eventual dropout rate is around 10 percent, due to circumstantial reasons including migration on account of jobs, education, livelihoods etc. This module has been copyrighted as the part of IPR in the current year.