Department of Physiotherapy and Rehabilitation:

The 10,000 sq. ft. area of the Rehab Department offers wide range of services which include Musculoskeletal, Neuro Rehabilitation Dept (Pediatrics and Adult), specially designed clubs for Shoulder, Knee and Spine, Shape Well (Obesity and Fitness) club Custom Splinting Workshop (for splints orthotics and prosthetics), and a Gait Laboratory for gait assessment.

The day-to-day operations conducted at the department are broadly split into clinical and administrative operations. Following is an overview of the clinical operations and administrativse duties performed at the department.

Clinical Operations

INTRODUCTION:

This department provides the necessary training to meet the complete spectrum of patient care responsibilities involved in preventing disabilities and promoting restoration of function to the physically impaired. This includes Musculoskeletal, and Neuromuscular disorders that interfere with the physical function. Our physiotherapy management includes prescription of Exercise therapy. This may include and is not limited to, continuous Passive movement device, Electronic Cervical and Lumbar Traction Unit, Moist Heat Therapy and Paraffin Wax Bath, Manual Therapy, Electrotherapy treatment - Short Wave Diathermy, Interferential Therapy, Infrared Radiation Therapy, Transcutaneous Electrical Nerve stimulation Therapy, Electrical Muscle Stimulation, Ultrasound and Laser Probe.

Organization:
The department of physiotherapy and rehabilitation handles the IPD as well as the OPD for all therapy related conditions. This dept employs more than two dozen therapists to provide super-specialized therapy. The therapists are assigned to each of the IPD units, and the PT OPD. An organizational flow chart is included below.
SERVICE STANDARDS

The Rehab department at Sancheti adheres to a very high level of self-imposed standards. A description of such standard measures is included as follows:

1. Each patient referred will be attended to within 30 mins after arrival.
2. Specialized treatment areas are assigned for patients with Musculoskeletal and Neuromuscular conditions.
3. Every patient will be assessed thoroughly on the first day of assessment.
4. The initial assessment done and treatment given will be documented electronically (where applicable) on the same day.
5. Plan of care of treatment for each patient will be designed taking into consideration patients’ current physical levels, prior levels, and their goals from physiotherapy.
6. Goals, short term and/or long term, will be set for each patient. These goals will be documented at the time of initial assessment. Thereafter, each patient will be reassessed every 30 days (or at the time of duration of goals set), to assess their achievement of goals.
7. For the patients assessed by our trainee MPT students, each initial assessment, and one treatment session each week, will be supervised by the respective therapist.
8. Strict HIC (Hospital Infection Control) guidelines will be followed in the Rehab OPD as well.
Non-clinical Operations

Administrative duties at the Department of Physiotherapy and Rehabilitation:

Introduction:
The department of Physiotherapy and Rehabilitation at the Sancheti Hospitals follows very tight Standard Operating Procedures (SOPs) in order to discharge the day-to-day operations in a very efficient manner. The IPD and OPD team leaders (TLs) are entrusted with a set of following responsibilities, some of which need to be discharged daily, and others periodically.

Patient satisfaction Surveys:
Patient satisfaction forms are administered to more than 90% of all the patients coming to the Rehab dept. These data are collected on a daily basis. These Rehab-specific forms are then scored, and the scores are maintained, and analyzed on a periodic basis, to assess the levels of patients’ satisfaction.

Consultant feedback forms:
These forms are meant for Doctors/Surgeons of each of the surgical units at Sancheti Hospitals. These forms too are scored, and the data analyzed monthly. These forms are one of the key features of the KRA (Key Result Areas) of the HOD (described below). Since this feedback is received by the HOD each month, any deficiency mentioned on these forms, by the respective surgeons, can be duly addressed by the HOD.

Performance Reviews:
Performance Reviews of each therapist are done on a quarterly basis, to assess their performance, on the basis of seven parameters. Each performance review is performed after capturing 360 degree feedback of each staff member. Each therapist is evaluated by four people: herself/himself (self review), two of her/his colleagues (peer review), and the respective TL. The scores of performance reviews are maintained in the HR files of each individual therapist for posterity. These scores are collated at the end of each financial year and the average of these scores is then used to determine the raise/hike that the respective therapist will be entitled to, for that financial year.
To ensure that even the HOD and the respective TLs are performing to their fullest, their performance is assessed on a slightly different format. Each of them is given goals at the
beginning of each month. These goals are mutually decided by the HOD/TL and the senior management. These goals are based on **Key Result Areas (KRAs)** that the senior management wants the HOD and the TLs to focus on. At the end of each month, the TLs and the HOD are assessed and their pay is determined based on the level of achievement of the goals (partially met, completely met, etc.). KRAs assist the senior management with dividing the long term goals, into short term goals for their middle management (HOD and the TLs) and therefore helping them achieve those goals.

**Employee Productivity:**
Since each therapist is expected to adhere to strict productivity requirements laid down by the HR department, the Department of Physiotherapy and Rehabilitation endeavours to assess the productivity of each employee strictly on a **daily** basis. The productivity is calculated as a percentage of the official work hours of each therapist. The percentage of productivity of each employee is noted in the system for later analysis. Employee productivity is one of the seven parameters of the performance reviews, mentioned above.

**Consumer Satisfaction Index (CSI):**
This is a quality assurance programme at Sancheti Hospital, which is held once a month. During this programme an analysis of hospital wide data accumulated from all the departments (such as Nursing, Rehab, IPD, Orthopedic OPDs, and patient care) is presented. These data are presented in an easily understandable format. During this presentation, HOD of the various departments, and the Executive Director are present. This programme assists Quality Dept at Sancheti Hospital to ensure that excellent quality patient care is delivered consistently, month after month.

**National Accreditation Board for Hospitals and Healthcare providers (NABH) accreditation:**
Sancheti hospital strives really hard to maintain the industry best practices. In order to consistently provide nationally recognized standardized patient care, the hospital recently applied for and received accreditation from the highest accrediting body in India, called the NABH. In compliance with the guidelines laid down by the NABH, Sancheti hospital maintains a variety of records/documents for NABH purposes. Such records/documents include, but are not limited to employee personnel file, Credentialing and Privileging files of employees (therapists.)