



MAHATMA GANDHI MISSION'S DENTAL COLLEGE & HOSPITAL

Accredited by NAAC with "A" Grade
Plot No. 1 & 2 Sector-01 (Old 18 & 19),
Kamothe, Navi Mumbai- 410209
E-Mail ID: mgmdch@mgmmumbai.ac.in



PATIENT CARE POLICY

1. INTRODUCTION:

The MGM dental college and hospital has made every effort to ensure this policy does not have the effect of discrimination on the grounds of the protected characteristics of age, disability, gender reassignment, race, religion/belief, gender, sexual orientation etc. Strengthening the patient feedback measures will reduce the incidence of patient complaints through rigid implementation of patient care policies.

2. WHO WILL BE AFFECTED:

The Patient Care policy affects the overall college and hospital, staff, patients, their relatives, other healthcare professionals. The policy also affects the Patient Care Cell Committee who co-ordinate all the feedbacks.

3. OBJECTIVES:

- 1) To set out to the college and hospital rules and arrangements for the management of obtaining feedback from patients
- 2) To have a trust wide standard for patient experience activity
- 3) To ensure patient confidentiality is maintained.
- 4) To help ensure that patient care feedback activity is carried out in a competent manner
- 5) To help ensure that results from patient care feedback activity is used to make improvements in practice where necessary.
- 6) Patient care feedback reports of sufficient quality will be available, and patient's positive experience is maintained and improved.

4 PATIENT CARE CELL COMMITTEE

The Patient Care Cell Committee is comprised of following members:

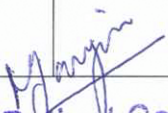
Dean [Chairman]
Lecturer in Department of Oral Medicine and Radiology [Member Secretary]

Members

One member from each department representing their department.

The committee will meet once in three months in addition to emergency meetings as and when required. Meeting will be conducted when seventy five percent quorums is present for the meeting.

1	PURPOSE	To carry out Root Cause Analysis (RCA) and carry out Corrective and Preventive Action (CAPA)
2	SCOPE	MGM College and Hospital
3	RESPONSIBILITIES	All the faculty and non- teaching staffs of MGM College and Hospital
4	POLICY	4.1 The Patient Care Cell Committee members are responsible for obtain the feedback from the patients visiting the MGM Dental College and Hospital 4.2 Appropriate methods and resources to obtain the feedback from the patients will be identified and provided. 4.3 The intern will be educated and trained in carrying out the filling of the patient feedback form. 4.4 The status of patient feedback will be reviewed periodically and Root Cause Analysis (RCA) will be done by the departments and Corrective and Preventive action (CAPA) will be taken after the report submission from each and every departments.


Patient Care Cell
Member Secretary

S. S. Vally