

GOVERNMENT OF INDIA/भारत सरकार
MINISTRY OF RAILWAYS/रेल मंत्रालय
(RAILWAY BOARD/रेलवे बोर्ड)

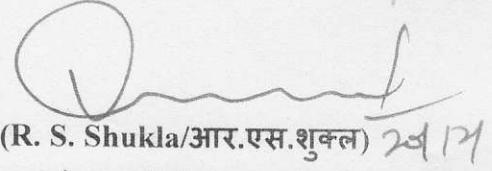
No. 2015/DDH/Misc/Conference

New Delhi, Dated 20.12.2017

Principal Chief Medical Directors,
All Indian Railways.

Sub:- Minutes of meeting of Pr. CMDs held in Rail Bhawan on 05.12.2017 – reg.

Please find enclosed herewith a copy of minutes of meeting of Pr. CMDs held in Rail Bhawan for your kind information and necessary action.



(R. S. Shukla/आर.एस.शुक्ल) 20/12

Joint Director (Health)/संयुक्त निदेशक (स्वास्थ्य)

Railway Board/रेलवे बोर्ड

CMD Meeting held in Conference Room on 5/12/17

Agenda: How to Improve Railway Medical Health Care

Attended by:

From Railway Board

- DGRHS
- PED / health
- ED / health
- Dir /IH
- JD/Health
- DD/Health &FW

All PCMD's & CMD's

- CMD / ECR & CMD NWR
Represented by CHD/ECR & CHD/NWR

1. ED / Health – welcomed all the CMD's and informed them about the immediate need of how to improve Railway Medical Health Care. The same has been also raised by Honourable MR in his meeting with DGRHS.
2. DGRHS - Addressed the meeting. He stressed on the need for the health administration to accept the challenges of corporate sector hospitals and work in line of improving the Indian Railway Health Care Services as a whole. He asked them to take up criteria laid down in working of any top level hospital and then do a gap analysis with the facility available in their hospital and then work on covering up of this deficit.

Simple methods were suggested by DGRHS to make the services user (patient) friendly such as -

- Uniform Signage / Colour strips / Layout maps of each floor
- Keeping all activities related to any service nearby so that patient does not have to retrace his steps back. That is all facility pertaining to OPD at OPD block

- LED screens in waiting area where current waiting number of patient in is also displayed along with health education films / immunization / Diet especially in today's world knowledge about life style disease is necessary
- Maintaining Standard Operating Procedures for all speciality
- Senior hospital administrators are being sensitized about NABH accreditation at NAIR, Vadoara, they must be ask to apply the same in their hospital
- He also stressed that patients are our customer. He also stressed on the importance of feedback forms from patient both for our Railway hospital and empanelled hospital

3. CMD / SR

- Informed that they have already got NABL accreditation for their Laboratory and have SOP's in place and will do same for other departments
- He also explained the difficulty in getting the correct manpower posted in critical areas like ICU, number of nurses to beds are no match when compared to any corporate hospital

4. CMD/CR & ER

- They highlighted the need of soft skill training of the paramedical, frontline staff in hospital and also doctors in how to communicate with patient attendants
- CMD /CR informed that they send a e mail about all the important activity of medical department to all PHOD in Central Railway
- CMD / ER highlighted the difficulties in maintaining infrastructure and equipments – he were asked by DGRHS to take help of PPP scheme for starting any secondary and tertiary care especially where heavy capital and super specialist is required

5. CMD / NER

- He said that he is enforcing proper attendance of doctors in the OPD
- Ensures that all patients are provided with medical care immediately

6. CMD /SER

- Has ensured that even if patient are referred to empanelled hospital still railway doctors goes to attend them in frequent interval
- Patient with long sickness are evaluated frequently and his / her concerned medical officer keeps the list of patient in long sickness seperately

7. Others

- All CMDs were unanimous in improving our hospitals and services to be more patient friendly
- Honing of soft skills , communication skills and others
- Use of PPP for Radiological / Laboratory services / Dialysis units / Cath Labs & Cardiac units
- Monetization of spare assets
- Stressing on Primary and Prevention care
- Complete digitalization of medical care – common HMIS software pan Indian Railway for better management and cost effective services
- Starting of DNB / CPS and other academic exercise in hospital to hone the technical skills of our doctors

8. Conclusion

- a. All zones will formulate their SOPs immediately within 31st December 2017.

- b. Bilingual or Trilingual Uniform Signage / Colour strips / Layout maps at each floor with identifications of rooms with proper numbering for guiding patients to different departments. LED token system for OPD's / Pharmacy / Blood collection centre / Investigation counters. Comfortable sitting arrangement for patient and their attendants
- c. Keeping all activities related to any service nearby so that patient does not have to retrace his steps back. That is all facility pertaining to OPD at OPD block
- d. LED screens in waiting area where current waiting number of patient in is also displayed along with health education films / immunization / Diet especially in today's world knowledge about life style disease is necessary.

- **Target date for item no (b) to (d) by 31st March 2018.**

- e. Feedback forms from patients both admitted in our Railway hospital and empanelled hospital and routine evaluation of same and take decision on same.

- **Target date for above item 30th January 2018.**

- f. Will install Radiological services – CT/MRI etc in all central hospitals in the first phase, where **Target date for NRly & SERly by 31st March 2018. And for others by December 2018.**
- g. PCMD/CR & PCMD /WR are advised to immediately make necessary arrangement for commencing Diploma Courses conducted by College of Physician & Surgeons by **31st March 2018** at hospitals which are fulfilling the criteria of opening of same
- h. All PCMDs are advised to immediately review arrangements for commencement of study of DNB courses by 31st March 2018 at hospitals under their jurisdiction which fulfils the laid down criteria.

[Handwritten Signature]
20/1/12
