

## Chapter –VIII

### Conclusion

Operation theatre is one of the very important area of the hospital .It is a highly sterile area where highly skilled workforce perform surgery and provide surgical care to the patients. It is very necessary to establish a quality management system in such an environment.

Current study shows the improvement in the practices of the healthcare professionals across the three stage of QMS and sustainability of the some QM protocols were seen more in the late stages. Intervention of multifaceted quality management activities eg, new format of consent forms and various types of checklists, training program, evaluations played very important role in sustaining the system in the OT complex. It is already proven that the meticulous use of WHO checklist improves the patient safety by reducing the chances of error and maintain quality of surgical care by increasing the compliance rate.(Brigid M. Gillespie et al,2016,Askarian M, Kouchak et al,2011, Haynes A et al,2009,).This study demonstrates that these interventions will be effective and will help in sustaining the system unless these should be followed as they are intended to be followed. It is very common among healthcare professional that they fill up formats and checklists mechanically without thinking the applicability of a particular parameters. This ticking and flicking had been seen in some cases. These results are similar to the study done by Brigid M. Gillespie et al (2016) in a large size Australian tertiary care centre and study conducted by Tanzanian hospital by Goetz Boss(2015).

Quality management system is an integration of quality planning, policy and practices. When we discuss the system theory where inputs give output after process intervention and according to Donabedian structure,

process and outcome are the measure of the quality. If we combine these three concepts then a conclusion can be derived for the sustainability of a quality management system. Sustainability depends on the commitment of the top management because the planning and allocation of resources is the responsibility of the top management. Practice of the protocols is influenced by the process redesigning and training. A performance based reward system motivates the nursing staff and MPWs. It is to be noted that the study was conducted in a teaching hospital where resident doctors are one of the essential element of the system and they are directly involved in the patient care so they should be considered as a part of the system and motivated to follow the standard protocols in the operation theatre. Leadership of top management and head of the departments play a vital role.

It was found and reported by majority of the surgeon and nurses that unavailability or malfunctioning of the instrument or equipments causes delay in the workflow and can deteriorate the cohesiveness among the surgical team members. This cohesiveness is required to sustain a system to provide quality care to the patients. A study conducted by Vats (2013) in the NHS hospitals also supports these findings. It is very frustrating for the multi functional healthcare professional especially for surgeons to perform surgery with malfunctioned instruments. Because of this reason sometimes they have to adjust with their operative techniques. Similar results were reported by the Christin, Gustafson et al(2006)