

## **ABSTRACT**

**Introduction:** Deregulation and global competition in a number of industries is forcing institutions to turn to quality in order to satisfy their customers. Like other industries hospitals across the globe are also striving for higher quality in their all operational areas. Establishment of quality in hospitals require a robust quality management system that has long term sustainability.

**Aim:** The aim of this study was to develop an approach for sustainability of a Quality Management System in the operation theatre complex of a teaching hospital in Pune city.

**Material &Methods:** This Study was conducted in the Operation Theatre Complex of a teaching hospital of Pune city. Case study was used to investigate the contemporary phenomenon of QMS in the OT complex. Data was collected through multiple sources. Activities of healthcare professionals during perioperative care of total ninety general surgery patients were recorded in the three stages of QMS implementation. Interview and survey data was captured to assess the perception of healthcare professionals related to general surgery OT, regarding the causes of gap in practices of perioperative care of patients and factors responsible for sustainable QMS implementation. Thematic analysis of interviews data was done to know the causes of gap in the peri-operative care practices. T-test was applied to compare the practices of various stages of QMS. MANOVA and factor analysis were applied for analysis of perception of healthcare professional.

**Result:** In all the three stages of QMS implementation almost in all the instances 100% compliance were found for the anaesthesia related parameters. Scarcity of manpower, unavailability of sterile supplies and equipment break down were the main causes of gaps in the perioperative care process. Commitment of top management, Willingness of healthcare professionals to participate in QMS and External forces (e.g. Accreditation bodies....) were the three highest scored factors responsible for sustainable QMS.

**Conclusion:** QMS implementation is a very complex process but equally important for the growth of the organization. No single factor is responsible for sustainability of the QMS although it is influenced by the combination of factors.