



Giffard Memorial Hospital, Nuzvid Dr. Edwin Raj – Chief Medical Officer



Quality Improvement Project on Managing High Workload among the Healthcare Workers

PROBLEM STATEMENT

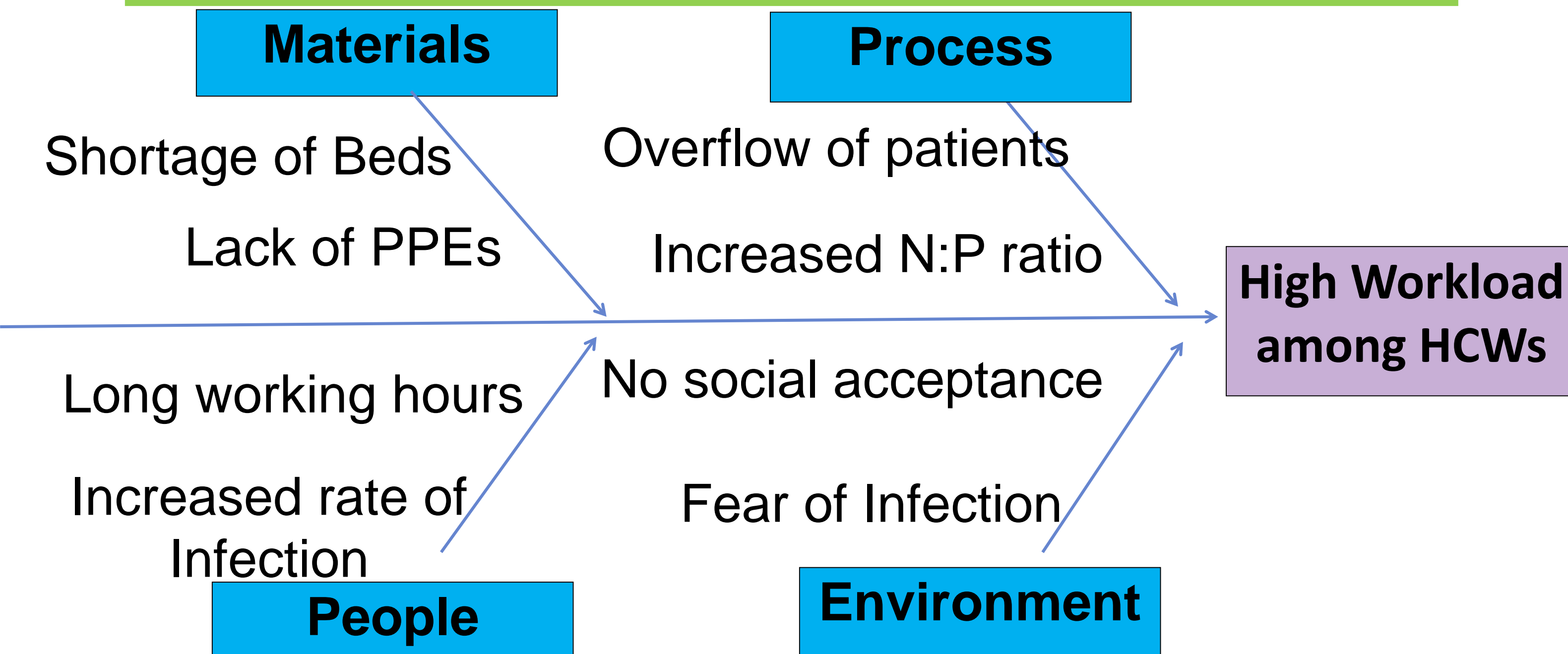
- The health care workers experienced tremendous physical pressure, excessive workload leading to increased mental stress
- Hospitals have few nurses, did double or triple shifts, which was frustrating
- A higher work assignment led to frustration among health professionals
- Experienced physical and emotional exhaustion related to a sense of helplessness, increased patient workload, and lack of personal protective equipment



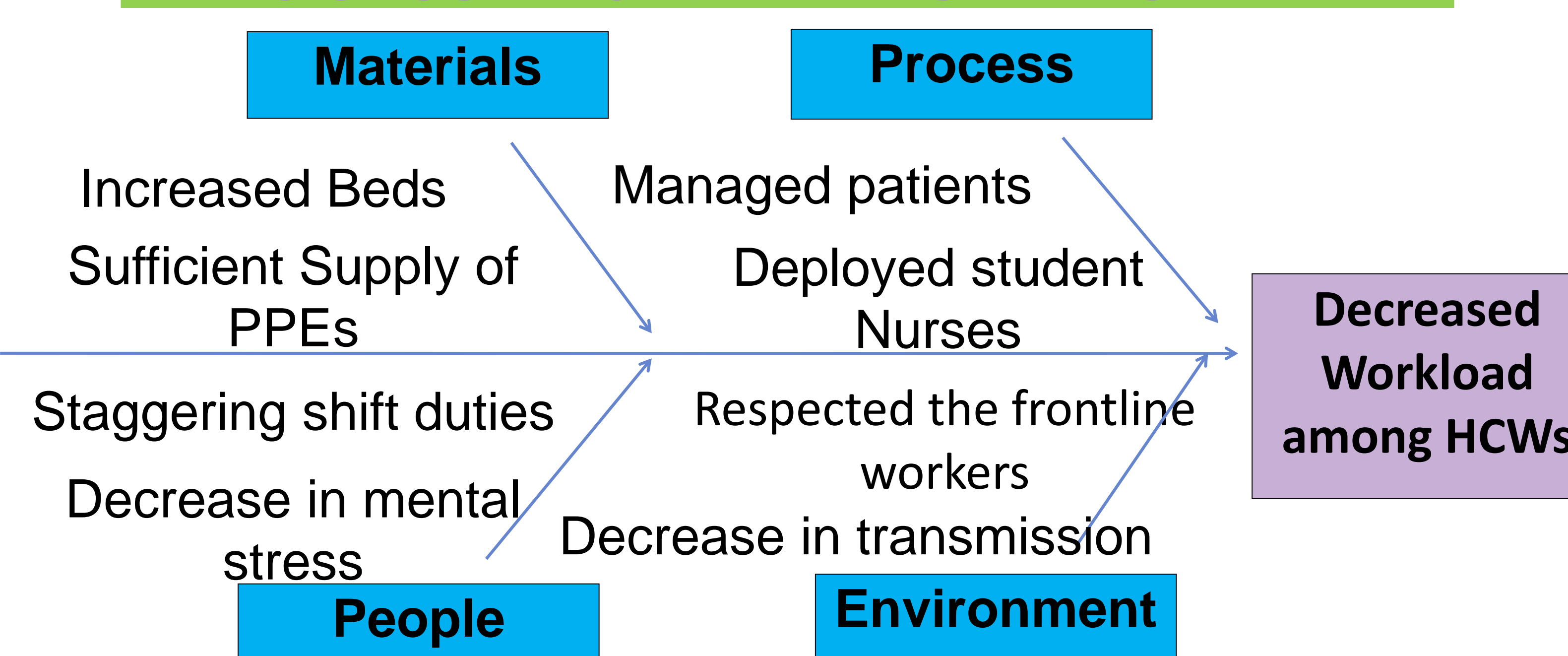
AIM

- To identify the different challenges faced by healthcare personnel during pandemic COVID-19
- To explore perceptions of the sources of stress in the early stages of the corona virus pandemic

PROCESS FLOW – PAST STATE



PROCESS FLOW – PRESENT STATE



PDSA CYCLE

PLAN:
To conduct a survey to evaluate the high workload among the health professionals

Act:
• Continuity of practices
• Keep employee motivated
• Review employee satisfaction

Do:
• Apply relaxation techniques to relieve stress
• Motivate staff with Incentives and reward system

Study:
The data collected to be evaluated & monitored at frequency of every two weeks

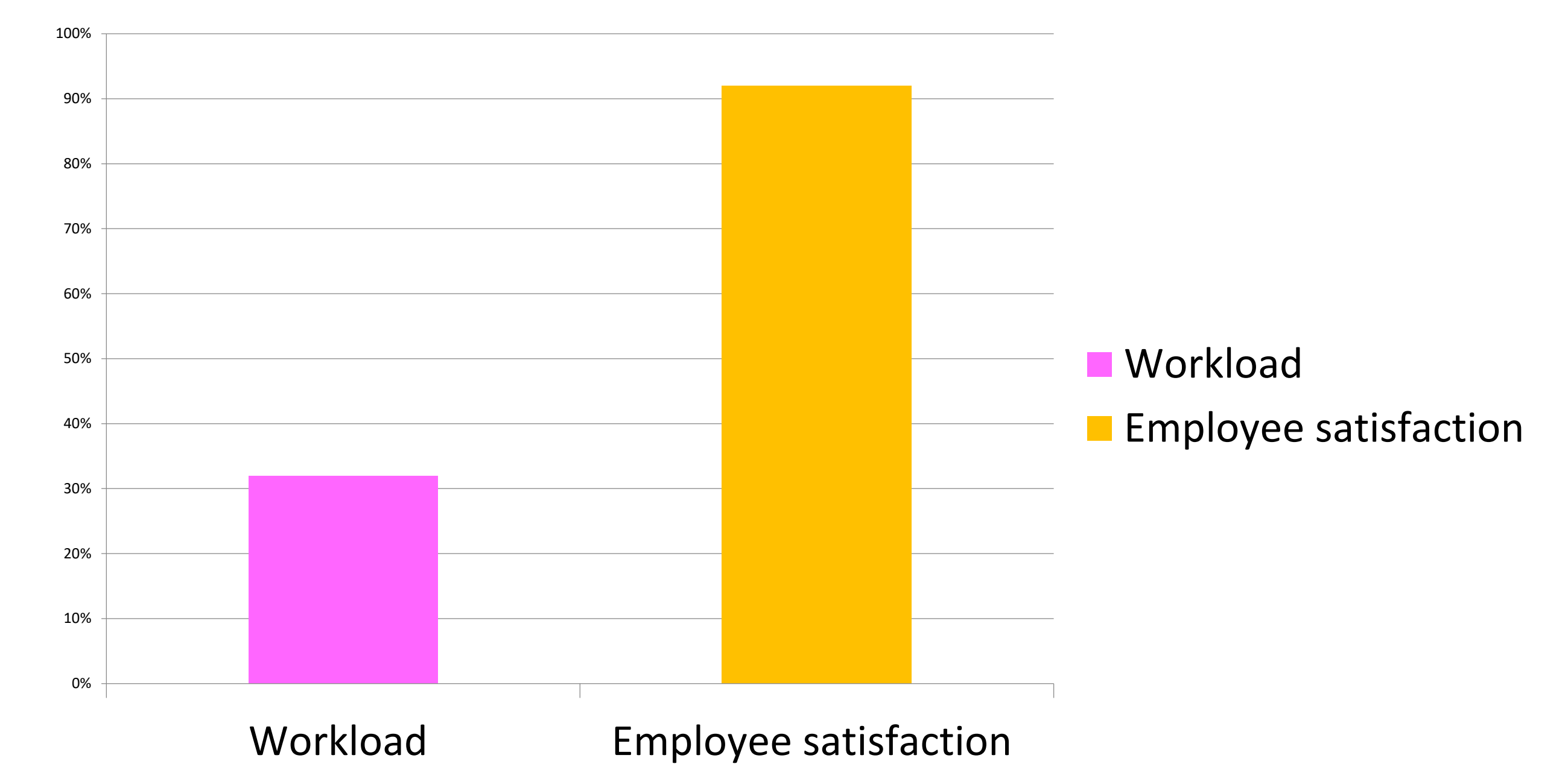
RESULTS

- According to the survey, 50% of respondents experienced severe depression and faced issues of social acceptance. Employee infection rate increased and shortage of manpower arised. As result , there was long working hours leading frustration and lack of appreciation.

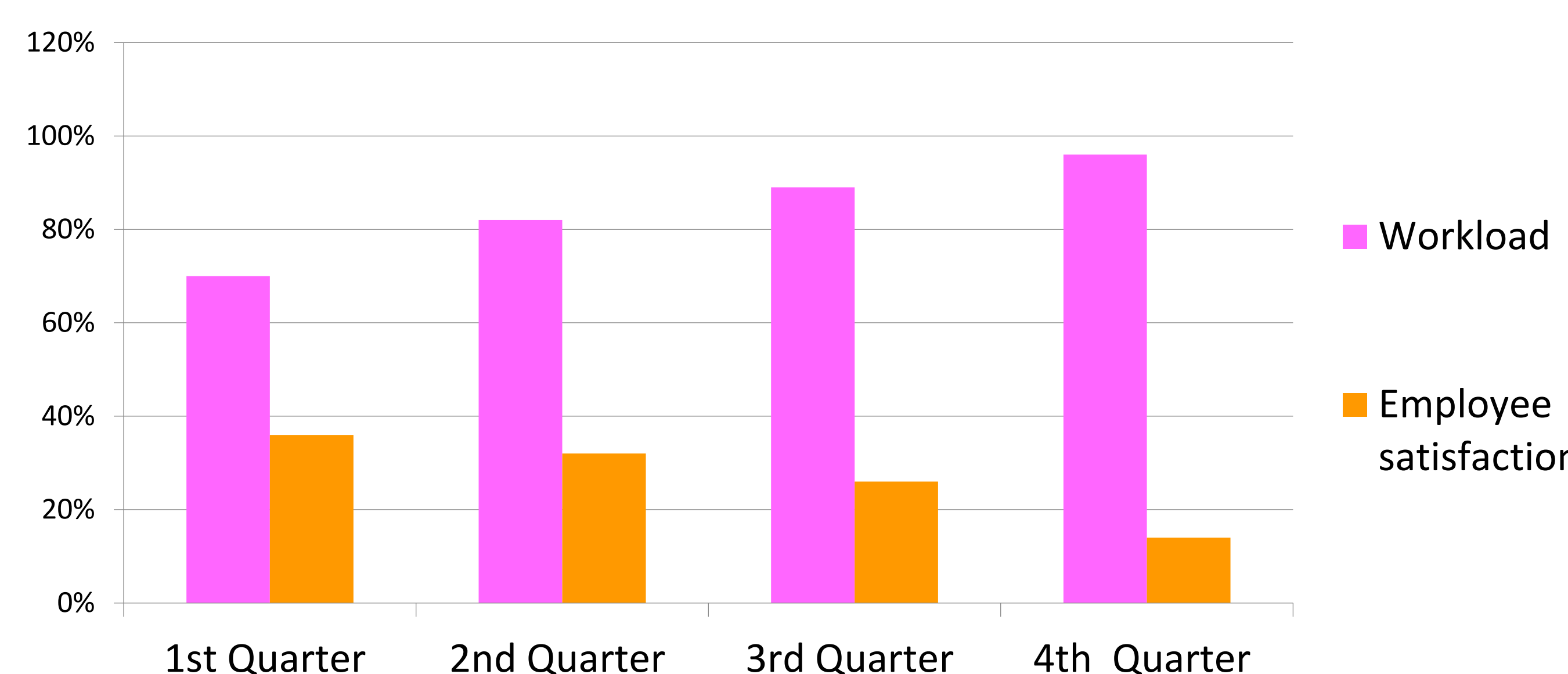
SUMMARY

- At the end of the study , the employees decreased the workload by staggering duties ,deployed student nurses to assist in nursing care and medical interns in medical care.
- Created awareness of the valuable contribution of health professionals which led to decreased mental stress and improved productivity of work

GRAPHICAL PRESENTATION OF EMPLOYEE SATISFACTION & HIGH WORKLOAD AFTER THE STUDY



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TRACKED A QUALITY PARAMETER

QI Indicator	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Workload	70%	82%	89%	96%
Employee satisfaction	36%	32%	26%	14%

FUTURE PLAN

- Continuous motivation and support for health Professionals
- Recognize , reward and appreciate the employees
- Evaluate the percentage of workload with Periodic PDSA cycles
- Provide incentives based on the management of workload