



Vol:2 Issue 3 ( Jan—May 2015)



## AIIMS Computerisation Newsletter



### Prof. MC Misra, Director & CEO ,AIIMS

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The only thing “constant” in our lives and around the world is “change”(श्री मद भगवत गीता). We have entered “Digital Age”. Digitization has revolutionised, the way we communicate, express, manage our daily routine, teaching, education, research, social life. Everyday chores of our life today use information technology (IT) in some way or the other. Be it banking transactions, paying our bills, booking rail and/or train tickets, communication (E-mail), teaching, education, professional and social organisation. E-mail has become the best way of keeping in touch, communicating with each other in most efficient and environment friendly manner.

Today digitization/Computerisation is affecting each one of us in big and/or small way, one way or the other and compelling us to move out of our comfort zones, at the end making life comfortable. Knowing that it would be good for us and our patients; we need to build the system to embrace this change. Status quo needs to change whether we like it or we do not like it.

For me, it has been a very exciting and rewarding 20 months since I took over as Director, AIIMS. I am delighted to see the changes on the ground in patient care, research and training in this short period. This has only been possible because the vast majority amongst us have agreed to look beyond individual interests and work towards a common goal of improving AIIMS to maintain its leadership position across India and the World.

The greatest change has obviously occurred in the IT landscape of AIIMS and it is indeed a proud moment for all of us when our IT model was selected for nationwide replication by the PMO & Ministry of IT. With TCS (Tata Consultancy Services) helping us improving OPD workflows (Patient friendly), maintaining EMR and implementing ERP across AIIMS under their CSR (corporate social responsibility) mandate. I envision that the pace of digitization/ computerisation of AIIMS should further speed up in coming weeks and months.

The Computer Facility and Nursing Informatics Specialists (NIS) staff along with NIC & TCS have been spearheading this change with remarkable success. I am confident that they would continue to innovate and improve the services at AIIMS.

I thank each one of you for helping us realise this shared vision. I would also request you all to go through the revamped AIIMS website and give your valuable feedback from the perspective of a healthcare professional as well as a patient so that we can incorporate your suggestions and make it better.

Long Live AIIMS Family.  
MC Misra

### Revamped Website

The newly revamped website of AIIMS (<http://www.aiims.edu>) was inaugurated by Prof. M.K. Bhan (Member, Institute Body) & Prof. M.C. Misra (Director, AIIMS) in presence of Sh. V. Srinivas (DDA, AIIMS) on 27/01/2015 at V. Ramalingaswamy Board Room, AIIMS.

#### Key features of website are:

- Library link for VPN access for staff
- Research output of AIIMS showcased
- Faculty dashboard
- Patient Portal to book and cancel appointment online, fill in the pre registration form and view lab reports
- Live patient appointment waiting dashboard



The only thing that stands between you and your dream is the will to try and the belief that it is actually possible.- Joel Brown

## Second Shift at CCF ( Central Collection Facility)

(Programmer I/C-Amit, NIS I/C-AngeenaSingh,/Naveen)

Second shift has been started for blood sample collection in central collection facility (CCF) from 1<sup>st</sup> February 2015 for current appointment and sampling. Earlier the CCF of Lab Medicine and Biochemistry departments was running in morning from 8am to 10.30am for OPD patients.

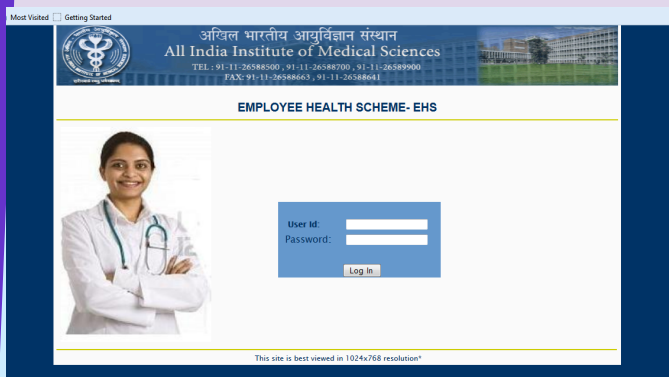
It is mandatory to take an appointment for lab tests, and confirm the appointment on the day of sample collection. For Lab Medicine and Biochemistry, appointment is available for the next day.

Patients who have been advised blood investigations in the morning OPD, and who are not required to be in a fasting state, can come to the second shift for blood sample collection at CCF. Patient can directly reach central collection facility at 1.30pm for current appointment and sampling .



## Online EHS Pharmacy for AIIMS Faculties

(Programmer I/C-Tripta NIS I/C-Mohd Jesal)



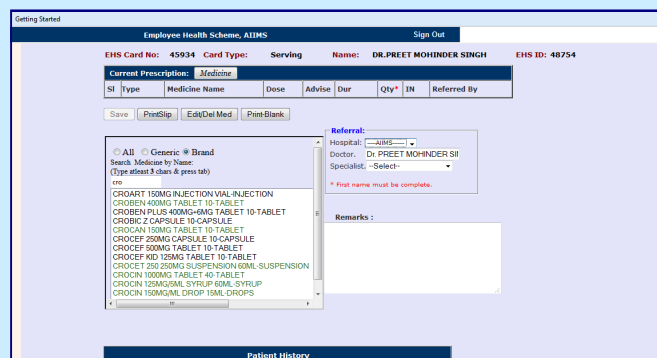
Online EHS Pharmacy has been introduced for the faculty, accessible from anywhere in AIIMS, and also from home via the hospital website, www.aiims.edu. Doctors can prescribe medicine online and can view the list of medicines and their available stock in EHS Pharmacy in real time. Medicines which are not available in EHS Pharmacy can be indented for local purchase (LP) directly. If user requires some other brand of the generic available in EHS pharmacy, justification will need to be provided. If medicines are repeated, the prescription can be copied by selecting it in one click.

This will go a long way in streamlining LP processes at EHS pharmacy. LP indent will be automatically made online and can be sent to the LP chemist. In future, SMS and email alerts can be sent back for LP medicines notification and remarks.

### Role of NIS -

- Maintain the records of all faculty doctors and help them get the EHS user name and password.
- Provide training to AIIMS Faculty regarding online indent.
- Help to implement changes required by user to make the software user-friendly.
- Provide assistance in using software as needed.

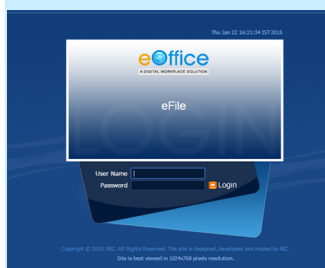
### Compliance :



Online EHS software is used by almost all of the Faculty in AIIMS for indenting medicines.

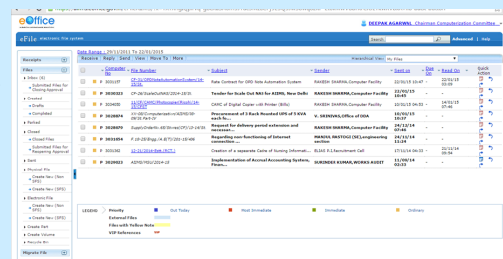
## eOffice - File tracking System

(Programmer I/C-Satish Prasad, NIS I/C-Neetu Verma)



E-Office was introduced for tracking of official files. It has been implemented at Establishment, Accounts, Stores sections of AIIMS and all the centers. This is also used in Director's Office, Office of different Center Chiefs (some through Establishments), Dean, MS, DD(A), Addl MS (CNC), Sr. FA, FA, DS, CAO, Faculty Cell, Hindi Section, Exam Section and Research Section. Some departments have also started using it for letter/ requests tracking. .

Continuous training is given by Computer Facility and Nurse Informatics (NIS) .



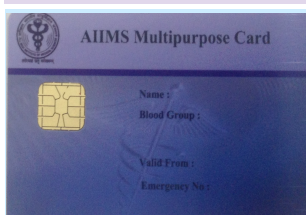
### Role of NIS

- Assist clinical department office staff in getting eOffice user name and password
- Provide training with the help of IT programmers
- Act as a coordinator between IT engineers and hospital office staff
- Help the office staff in whole AIIMS to generate eoffice number and use file tracking system (FTS) number for transferring the file from one office to another office.

**Compliance:** Approx. 70% of concerned office staff is using eOffice in movement of files in AIIMS.

## Cash Card - An end to the queue system

(Programmer I/C-Shyamal ,NIS I/C- Arun Bhadran)



Cash card is a smartcard that provides identification, authentication, data storage and convenience in billing process. AIIMS has introduced the cash card as one of the payment modes in our billing module from November 2014. The first phase of its implementation is in main AIIMS and RPC, with plans to make it live at IRCH and CN Centre subsequently.

It is envisioned that all inpatients (except unattended and BPL patients) will have cash card. All the transaction for various services (specially Histopathology, Cytopathology and X-Ray in initial phase ) will be debited through the Cash Card at all wards of the main hospital. Counter no-3 of Billing counter near railway reservation centre is dedicated to issuing/ accepting the surrendered cash card through cash card software. There will be a refundable fee of Rs. 50 for the card.

**Advantages:** escape from queues, cashless transactions, accountability, transparency, fast and reliable

### Role Of NIS

- Provide training to all nursing staff to use the cash card in wards
- Coordinate with Sister-in-charge to get indent of cash card
- Provide user name and password to each nursing staff in wards
- Act as a mediator between health care professionals and software engineers

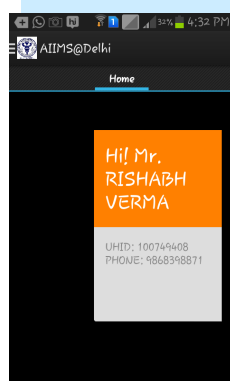
### Compliance

Cash card is available for all patients admitted in Main AIIMS

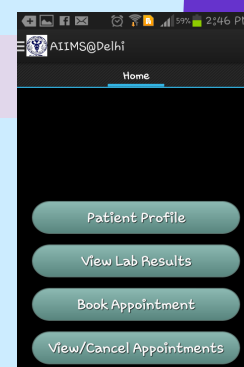
- Main AIIMS - 15% of all transactions done with cash card
- RPC- 80% of all transactions carried out through cash card
- IRCH & CNC - Implementation of cash card system is in progress.

## Mobile APP for AIIMS

(Programmer I/C-Tripta ,NIS I/C- Arun Bhadran)



AIIMS mobile app is a patient centric application designed to run on Android smart phones. Patients have to enter their registered phone number and UHID number to login. The app binds user's phone number with user name. The UHID number acts as the password associated with the mobile device ID, preventing multiple login from a single mobile phone. Patients can see their profile, lab reports and manage their appointments.



In order to succeed , your desire for success should be greater than your fear of failure.- Bill Cosby



## Quality assurance module( QAM)

(Programmer I/C-Vishal Sharma ,NIS I/C– Anita Lalwani)

Quality Assurance Module (QAM) is a powerful and user friendly software developed by AIIMS to ensure best possible learning experience for the students through close monitoring, effective feedback system, regular reviewing and grading of their practices. It aims to improve the quality, consistency, and accuracy of the academic grading system, as well as the communication between the faculty and the student doctors bringing forth a better teaching and learning process. It also gives a constant updated performance report and alert to the

EVENT TYPE	TOPIC	SPEAKER	EVENT DATE	IN TIME	OUT TIME	ATTENDANCE
MORTALITY	GIANT ANEURYSM: CURRENT CONCEPTS AND MANAGEMENT	DR. ANSHU PRASAD SINGH	17/01/2015	NO PUNCH	NO PUNCH	Absent
SEMINAR	NEUROSURGICAL TREATMENT OF THORACIC OUTLET SYNDROME	DR. ANSHU PRASAD SINGH	07/01/2015	2015-01-07 08:30:32	2015-01-07 17:00:00	Present
CASE STUDY		DR. SHOBHA KUMAR KESHAVANATH RAU	03/01/2015	2015-01-03 08:18:24	2015-01-03 13:30:00	Present

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teaching staff who evaluates their performance or activities in a real time scenario and enter comments, marks, suggestions and log potential concerns making recommendations for how to improve academic standards and quality. With QAM an auto generation of SMS alert or email with auto login facility is being sent to the concerned

faculty notifying them of the upcoming scheduled event which is due for him. It also gives a detailed quality report along with its proper grading system reflected by different colour coding. Apart from that, an integrated biometric attendance makes it a key tool to get an auto and easy update of the attendance list in an instant and transparent way.

The Quality Assurance Module is a high success in AIIMS for its following features:

- Integration of biometric attendance with in time and out time highlighted with different color coding
- Auto generation of OT reports
- Easy scheduling and online dissemination of event schedule for Seminar, Workshop, Case Presentation, Tutorial, Case Study, Journal and Mor-

tality presentation.

- Online academic and OT grading system with different color coding
- Online round assessment with a log maintenance of any incidences comprising of Administrative lapse, Patient care lapse (like medication error, wrong dose etc), Documentation lapse and behaviour lapse.
- Hassel free auto login for the faculties with auto generated email or sms link
- Serves as a database for the diagnosis and intra operative findings of a particular operated patient.
- Student doctor submits the summarized configuration log book with grades for academic events and surgeries performed, at the end of the course.

NIS plays a vital role in introducing, upgrading, maintenance and smooth functioning of this module in the department hence building in best sharing practice for academic progression.

## RTI Online Application

(Programmer I/C-Tripta Sharma,NIS I/C- Metilda Robin)

The Right to Information Act (RTI) is an Act of the Parliament of India "to provide for setting out the practical regime of right to information for citizens "and replaces the erstwhile Freedom of information Act, 2002. The Act also requires every public authority to computerise their records for wide dissemination and to proactively certain categories of information so that the citizens need minimum recourse to request for information formally.

In the view of AIIMS Digitalization, eRTI software is developed under the leadership of Chairman, Computerization Committee, AIIMS in order to facilitate uploading of RTI applications/appeals received and their responses on the website. This would provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority.

Earlier all the RTI related work was carried out manually in the Institute. In AIIMS, it may be submission of written request for RTI or disclosure of the information. New RTI web portal made an easy access for citizens to submit application for RTI and they can view the status of appli-

cation and they can also retrieve the information through this software.

Work flow of RTI in department:

- Each department will be assigned user id and password to login into the application
- Once logged into the system, department can:
  - File an RTI Application received to their department .
  - Assign the RTI to other departments.
- Final reply will be consolidated and submitted by the department, to whom the application was received.
  - A hardcopy of the filed RTI and the response by the concerned department will be sent to RTI Cell to scan and upload on the system. .
  - Above information fed into the system will be automatically disseminated to Citizen's portal of AIIMS Website





## Live Patient appointment waiting Dashboard (Programmer I/C-Tripta ,NIS I/C- Reny/Mohd.Jesal)

Gone is the time when a patient was clueless about what is the status of appointment slots available at a given point of time, hence with this in mind, Appointment Waiting Dashboard was introduced. Live Patient appointment waiting dashboard was started live from 1st February 2015 on AIIMS website i.e.

www.aiims.edu. This Appointment waiting dashboard shows the slots available for any doctor in real time. It is a colour coded chart, Green indicating the slots available, Red indicating slots exhausted & Yellow indicating less than 10% slots available.

st Visited  Getting Started

अखिल भारतीय आयुर्विज्ञान संस्थान  
All India Institute of Medical Sciences  
TEL : 91-11-26588500 , 91-11-26588700 , 91-11-26589900  
FAX: 91-11-26588663 , 91-11-26588641

Welcome to Patient Portal, Saturday, February 14, 2015

Availability of Appointments (For New Patients) [Click Here To View Availability of Appointments For Follow-Up](#)

NB. 1) Tatkal stands for slots available for walk in patients. 2) Walk in patients can visit AIIMS on any day under tatkal slots available. 3) Data x/y should be interpreted as: x stand for available appointment slots and y stands for total appointment slots.

Department Name	Slots	14-Feb-2015	16-Feb-2015	17-Feb-2015	18-Feb-2015	19-Feb-2015	20-Feb-2015	< 1 Month	Next Available Date
Cardiology	Tatkal	1/1	7/7	1/1	8/8	1/1	6/6	173/173	14-02-2015
	Appointment	18/29	125/143	29/29	162/162	29/29	124/124	3524/3527	14-02-2015
Central Collection Facility	Tatkal	No OPD	No OPD	No OPD	No OPD	No OPD	No OPD	1300/1300	14-02-2015
	Appointment	231/350	84/500	437/500	447/500	474/500	418/500	15722/16150	14-02-2015
Clinical Microbiology (Room No.28)	Tatkal	No OPD	No OPD	No OPD	No OPD	No OPD	No OPD	No OPD	14-02-2015
	Appointment	1/90	0/250	158/250	187/250	236/250	211/250	5458/5700	14-02-2015
Conservative Dentistry and Endodontics	Tatkal	No OPD	No OPD	No OPD	No OPD	No OPD	4/4	488/490	14-02-2015
	Appointment	No OPD	No OPD	No OPD	No OPD	No OPD	8/8	1089/1358	14-02-2015
Endocrinology	Tatkal	No OPD	14/14	12/12	14/14	12/12	14/14	278/278	19-02-2015
	Appointment	No OPD	0/36	0/28	0/36	14/28	30/36	677/692	19-02-2015
ENT	Tatkal	0/26	24/26	21/25	23/26	24/26	21/25	604/668	23-06-2015
	Appointment	0/74	0/74	0/70	0/74	0/74	0/70	70/1892	23-06-2015

## eBirth Certificate (192.168.15.22/ebirth) (Programmer I/C-Vishal Sharma,NIS I/C-Sangeeta G)

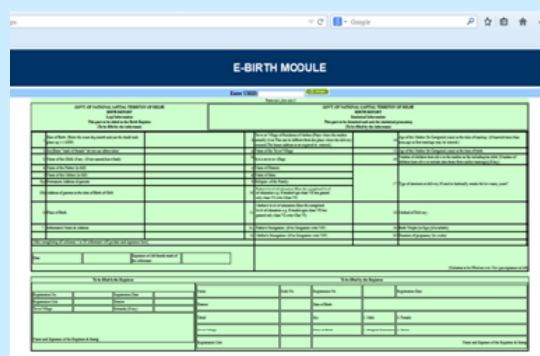
Birth certificate is a vital record that documents the birth of a child. The term "birth certificate" can refer to either the original document certifying the circumstances of the birth or certified copy or representation of the ensuing registration of that birth.

On December 1st 2014, a web based application called Electronic Birth Certificate was implemented. This application includes valuable features to simplify the collection of birth information and store it in a centralized database.

Just a single entry into the homepage is now required. Once the UHID No. is entered, child details are updated automatically. Only one single form on the home page needs to be filled which automatically feeds the data into a centralized system from which all the other forms that is birth certificate and birth report can be obtained

### Benefits:-

- Created automated system to register birth with minimal paper work
- Reduces burden of keeping records in registers.



- Provides online records of all births at one place
- Easy birth entry
  - Data is permanently saved & easily available
  - Efforts of filling multiple forms are reduced
  - Accurate information by avoiding clerical error which can help in achieving the millennium goals of development.

### Role of NIS

- Provide training to all obs & gyna residents for smooth functioning of the software (Birth certificate)
- Help them to prevent errors and provide assistance when errors occur.
- Act as a coordinator between the health professionals and software engineers
- Provide assistance 24x7

### Compliance-

e-Birth Certificate is used for every new born baby who is born in the Labor room of AIIMS. 100% e-Birth certificate are issued Labor room

## Leukemia Registry

(Programmer I/C-Atasi,NIS I/C–Naina ,Harpreet

Leukemia Registry software developed for the IRCH department to register all AML cases by Senior residents doctors of Oncology department of IRCH . All the details of the patient regarding diagnosis , treatment are saved in registry and this detail is vary useful for future references. This data can be retrieved at any point of time , all the data are safe and secure.  
**Advantages:** All the data related to AML cases are available at a single click

-Data can be used for research purpose. Easy to retrieve data.

### Role of NIS

- Nis gives training to all the resident doctors to operate the software. Smoothly and purposefully.
- Act as a coordinator with doctors and software engineers to get the changes or rectification according to users desire.

## Token Stop !!! at RAK OPD Counters

In RAK OPD previously four counters were used to distribute tokens to all patients standing in Queue for hours . After getting the token, again patients to stand in another queue to get New cards of different departments. It creates too much inconvenience in RAK OPD, to avoid this scenario , a trial run was started in RAK OPD Existing Four counters ie (Counter No –17-18-19-20) which were functional in RAK OPD for distributing tokens



in patients will now function as add on counters for patients appointment confirmation and booking Lab Appointment.

Counter No –3-4 is used for over booking slot and Counter No 5-15 is used for current registration for walk in patients and after that these counters will be used for booking appointments for follow up patients and Lab tests.

## eMLC (192.168.15.22)

(Programmer I/C-Tripta ,NIS I/C– Preethy/Raghunathan )

AIIMS implemented an electronic medical record system in emergency department since October 1st 2014 with the objective of creating a tamper-proof eMLC that could be printed in a format mandated by law thereby satisfying all legal requirements.

A simple IT implementation with potential to bring much needed transparency in medico legal system which in India is known to be highly vulnerable. Manual entry in this form of judicial importance is both time consuming , prone to tampering, and often not legible, thereby becoming a hindrance in resolving cases.

To resolve this dilemma, AIIMS implemented an electronic medical record system with the

**Recently an unknown patient was brought to Emergency Dept who was declared brought dead. The body was handed over to mortuary and remained unknown. As per e-mlc procedure the patients photograph and finger impressions were captured. As the patients photo was circulating in the social media we could match it with the emlc ,which finally helped the family to recognise the patient.**

objective of creating a tamper-proof eMLC that could be printed in a format mandated by Law thereby satisfying all legal requirements.



**Role of NIS:** Provide continuous training and assistance to all Doctors 24x7

Uploading images of the patients in eMLC.

Providing unique user name and password to Doctors who are posted in Emergency Department.

**Benefits** Simplified the work of Doctors, Police and the Judiciary.

Prevents duplication of works.

### Compliance

The system is used for every MLC cases in Emergency Department ,AIIMS

100% eMLC in Pediatrics Emergency, New emergency and Main Emergency.



**HelpAge SINGLE WINDOW COUNTER FOR SENIOR CITIZENS**

HelpAge India, a leading NGO, in collaboration with AIIMS came forward to help senior citizens at the AIIMS OPD. A single window started for senior citizens at RAK OPD (Counter 16) with facilities of registration, appointments for all clinical departments and lab test services. In addition to this, a special helpdesk to help senior citizens is also started at fourth Floor (Geriatric OPD). Both these counters/ helpdesk are managed by staff of HelpAge India known as 'Elder Assistants', who are available in a uniform along with their name badges. These Elder Assistants also extend help to the needy senior citizens with information, guidance and navigation (with the help of assistive devices on need basis) within the AIIMS premises.



**Role of NIS**

- Familiarizes them with the hospital system and assist them in easy adoption
- Coordinating with HelpAge team for providing username and password for generating New OPD cards , registration and appointments.
- Providing assistance for training
- Helping them in resolving software issues
- Act as a mediator between HelpAge team and software team

**Live surgery**

(Programmer I/C-Rajiv Dubey,NIS I/C- Arun Bhadran)

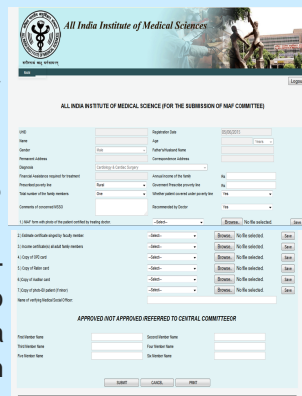
Live streaming or webcasting is a media presentation distributed or transmitted over the internet using streaming media technology to distribute content from a single source to many simultaneous listeners or viewers, making it available by computers or through streaming devices or cell phones. Users typically must have the appropriate multimedia application in order to view the online event. It offers live training classes and new surgical techniques to the participants and listeners across the world giving live announcements and hosting online meetings. It also spreads better and broader awareness about any new devices or implants along with its live demonstration in the operation room. The total process of web casting include designing a presentation or event website, sending pre registration and reminder emails to participants, developing and executing targeted communication campaign etc. Recently some workshops included the live telecast to Nepal which helps with to have expert opinion in microsurgeries which are of good academic value.

**BENEFITS:** Good quality audio and video broad cast. Virtual teaching and learning experience. Cost effective, Transparency and accountability, Wide broadcasting range, Better outreach session and exchange of knowledge expertise and experience

**MSSO Software**

(Programmer I/C-Archana/Ritu, NIS I/C- Renu/Mohd.Jesal)

**MSSO software** developed by the In-House Team of Computer Facility Department is basically introduced to generate online *Railway Concession Certificate and Handicapped Certificate* for the patients who have undergone treatment in AIIMS. It also gives a provision to fill Rashtriya Arogya Nidhi application Form (RAN), NIAF Committee Form (Submission for RAN committee) and Concession Form for BPL patients for their treatment packages through online. Usually when a financial assistance is availed by a patient, it is documented and filed up manually, as a result after a period of time, when patient comes to avail the financial assistance for the second time for the same reason, it becomes difficult to retrieve and verify the existing account of that patient leading to the second time issuing of financial help incurring monetary loss. Therefore, now the online module has solved this problem by making it possible not only to generate these Certificates online but also by making an easy access and retrieval of this account by giving a real-time reports anytime at a single click . Since MSSO plays an important role in the process of verify-

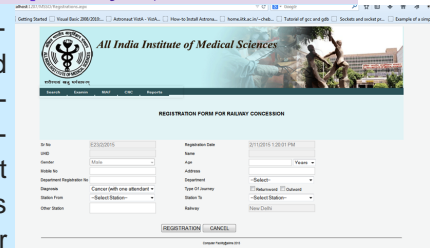


ing and getting concession for the poor and needy patients, this software has been introduced to help them to put in information as well as to retrieve it anytime for any future references and hence in making the whole system more transparent and corruption free.

**Role of NIS:** 1)Implementation of this module became possible through NIS identifying the need and bringing in computer system with its LAN connections at the user end 2)Introducing, coordinating and training this module to the concerned MSSO for its smooth implementation 3)Assistance and guidance any time whenever needed.

**Plan for Future:**To launch online Exemption Form for procedures and specific Lab tests. To integrate Adhar Card with this module for better identity authentication and better functioning. To link it with the e-hospital billing module so that alert and auto bill clearance can be generated.

**Compliance:**100% training to all the MSSO by our software team.100% MSSO software runs in RAK, CNC and Paediatric department.



## eBlood Requisition (192.168.15.22/eblood bank) (Programmer I/C-Shyamal, NIS I/C- Geeta/Preethy )

Computerization of Blood bank is one more step ahead in the digitalization of AIIMS. First CNC Blood bank requisition form is Live From (27/1/15).then later on will start Main AIIMS Blood Bank. Through Computerization our aim is to bring transparency, prompt response in Blood bank workflow and

furthermore smoothing the blood donation process. Aim to do this Transition in a phased manner.1st phase of this process is already completed in which computerized the donation process. Now 2nd phase is live and in which eBlood Requisition and eblood grouping is going online. In 3rd phase we will go live with the online cross matching and Blood -issuing. Future plan to run the Blood bank whole process paperless. So, Now sending a blood requisition is just a click away.

### ADVANTAGES OF COMPUTERIZATION OF BLOOD BANK :-

For patients: -

- Reduced waiting time for getting the services
- Improved care due to:
  - Prompt and accurate records
  - Fast and easy retrieval of records
  - Better forecast of services and planning
  - Zero error in terms of eliminating the illegibility of the handwriting

For Hospitals: -

- Better networking and communication of patient orders.
- Paperless EMR system can be focused
- Improved medical audits
- Better retrieval and record maintenance
- Assistance in teaching and research.

### Role of NIS

Coordinating with blood bank team for smooth functioning of eBlood bank software  
provide round the clock assistance for training  
Providing user name and password for CNC doctors

Complacence:

100% online in CNC

## CNE (Computerization) Program for Nurses (An Initiative by NIS) {Metilda Robin, NIS I/C}

The goal of AIIMS to have a complete digitalization and paperless system can only be accomplished, when implementation is done in a real term in real setting with the education impartation focused on the user end. It is of beyond doubt that the number of nurses and their roles towards patient care are optimum, so that their contribution and cooperation in bringing the digitalization a success. However, having limited number of NIS (as a trainer) catering to a large number of clinical nurses becomes time consuming and unattainable without the support of administrative support. Therefore, the CNE on Computerization concept has come up, where, with the guidance of Faculty In charge, Computer Facility, Nursing Informatics Specialists of AIIMS, take opportunity to motivate, work out to plan and execute updated and advance learning of e-hospital with hands on demonstration and its related modules. This not only generates an enthusiasm but infuse

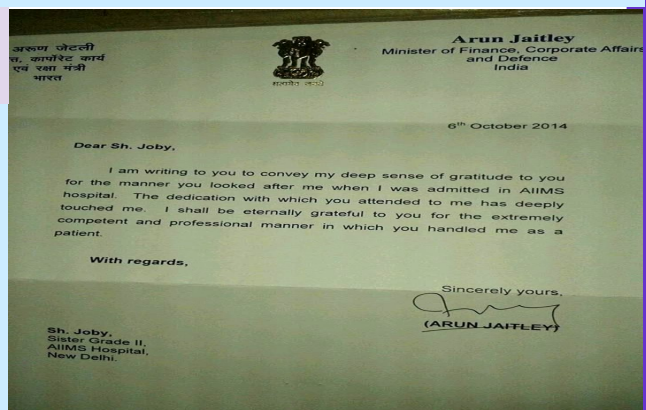
confidence and competency in developing the skills towards e-hospital system. This concept was appreciated by our administrator and with his support; implementation was effected from January 2015. Every month, we have a CNE on computerization initiated and conducted by NIS in each concerned department. So far 6 sessions of CNE were organized for nursing personnel at various centers of AIIMS with average attendance of 25-45 candidates per seating. Feedbacks were being received at the end of every session. On analysis of those feedbacks we were able to determine the efficiency and increased zeal of the nursing personnel.



Computerization program for Nurses

## AIIMS nurses appreciated again

Nursing as a profession is a remarkable job, concerned and caring on one hand, scientific on the other. Best nursing practices followed by AIIMS nurses created a wave when Hon. Finance Minister Mr. Arun Jaitley, provided appreciation certificates to nurses treating him. During the course of his treatment at AIIMS. Mr Jaitley was impressed with the efficiency of his nursing team.







## Inauguration of newly renovated Reading Hall in First Floor at Dr. B.B. Dikshit Library on 25.05.2015



Prof. M.C. Misra, Director, inaugurated the reading hall in the presence of Dr. Rajeshwari, Professor In-charge/Library, Mr. V. Srinivas, Dy. Director (Admin), IAS, Dr. D. K. Sharma, Medical Superintendent, Prof. S.K. Acharya, Dean (Research) and eminent faculty members. While inspecting the reading hall, Prof. Misra browsed the e-resources through the newly installed Discovery services. Dr. S. Siva Chidambaram, Chief Librarian demonstrated the utility of the Discovery service as a single point search engine of all subscribed e-resources of the library.

Prof. S. Rajeshwari welcomed the Director and other faculty members and invited the Chief Librarian to take the audience through the developments in the library over the past year. Dr. Chidambaram spoke about the numerous stages in library development starting with the process of weeding out of obsolete and unused abstracting and indexing journals (e.g. Index Medicus). Nearly 7,000 of these volumes were shifted to an offsite storage centre at Gurgaon, resulting in creation of much-needed space in the library to house journals lying on the floor. Installation



of the first of a set of compactors resulted in shifting of 4 shelves of journals prior to 1980 into these, creating yet more space. Removal of unused and/or broken furniture and other equipment occupying much of the then reading room, emptying out of the four 'Faculty rooms', sorting out old books, theses and obsolete computers, was carried out prior to the renovation process. As a parallel procedure, all the journal subscriptions were being changed to online versions. DDA also promised to share his experience and the preservation literature from National Archives of India.



Prof. Rajeshwari thanked the Director for being given the responsibility of managing BB Dikshit library. She also thanked the library committee members, the engineering division, and the chairman of Hospital Computerization, Dr. Deepak Agrawal for thin client installation. She acknowledged the tremendous contribution of Dr. Maneesh Singhal, Member Secretary/Library also. The Engineering Department was duly thanked for its expeditious completion of all tasks.

The Director and DDA were then taken on a round of the Library, and they displayed keen interest in the arrangement and condition of books, and future development. Both Director and DDA were appreciative of the compactors and the idea of shelving back volume collection of old journals, and out-of-print precious manuscripts and books. At the end of the library tour, it was unanimously accepted by all that renovation and development of the library is a continuous process, to be pursued and completed keeping readers' needs in mind.



## PATIENT PERSPECTIVE

Pallav Kumar Chittej Administrative Officer (General)

One fine morning of 13<sup>th</sup> September 2010, while going to office to attend an important meeting I met with a serious accident. After initial care at a local hospital, I was admitted to ICU of AIIMS Trauma Centre. I had lost my consciousness due to brain injury. When my colleagues came to know about my accident, they rushed to Trauma Center along with my wife. They met Dr Deepak Agrawal, Neurosurgeon of Trauma center .. he said my condition required me to be under observation for next 48 Hrs. After 30 hrs of my accident, my condition was critical and Neurosurgeons advised my family members to arrange blood as they were ready for brain surgery.. The decision of Brain Surgery tensed my family members (consisted of five doctors) as the success rate of Neurosurgery was not encouraging .Then it was a miracle when after 36 hrs, great team of Trauma Center consisting of Dr Deepak Agrawal and Dr Sumit Sinha (Neurosurgeon) realized that my internal brain bleeding has stopped and they decided not to go for surgery....There was a great sigh of relief from all my near n dear.... ..As per latest CT scan report Doctors declared that I would not be able to even speak upto six months....my family members accepted this .... . After getting relieved from AIIMS my father took me to Hazaribagh...where I took much needed rest...Then I started doing all yogasan and Omkar to improve my health At AIIMS ..After checkup doctor advised me to go for psychotherapy and speech therapy ... but my JDC advised me to resume my duty and promised that he would not assign any duty to me...but it would be a means of improving my speech with help our 250 strong office staff. So I resumed my office on 1<sup>st</sup> November 2010..and then I never looked back.

...Finally on 25<sup>th</sup> November 2014 my dream came true as after selection I joined AIIMS as Administrative Officer.. My everyday is a bonus for me. I will love to serve the organization which has saved my life...Though my right hand is still numb I am happy today, posting this blog... for everyone to read and believe .... Miracles do happen even today.....I trust all will bless me for my successful and fruitful tenure in AIIMS.

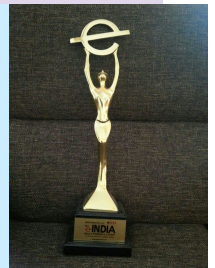
**Mr Pallav Kumar was admitted with moderate Head Injury at JPNATC on 13/9/2010 and was discharged after a total hospital stay of around 20days. He has made a remarkable recovery, so much so that he has been deputed to AIIMS as Administrative Officer in the General Section of AIIMS**

## ACCOLADES

**AIIMS awarded Times of India Health Care Achievers Awards 2014 for Best Multi-specialty Hospital in Delhi** (Survey based category) by the Times of India (TOI). Once more AIIMS is the number one in patient care in all the specialties.



AIIMS is the proud recipient of **eIndia** awards yet again. The award was conferred for the Innovative Use of Technology by the Hospital for the project '*Cost effective and innovative use of ICT by hospitals for improving patient care, transparency and accountability*' in the e-INDIA health awards category. The award ceremony was held at Trivandrum on 14 th November 2014 and Ms Metilda Robin (Incharge Nurse Informatics) received the award on behalf of AIIMS.



**AIIMS was declared the "Winner of Healthcare Leaders Forum Awards 2015"** for the project '*Emergency Display Information System*'. The award ceremony was held at Hotel Royal Plaza ,New Delhi on 12<sup>th</sup> March 2015 Ms Neetu Verma and Ms Preethy Rajesh (NIS) received the Award on behalf of AIIMS.



Certificate of appreciation for Dr Deepak Agrawal & AIIMS IT Team for sharing the customised version of **ÄIIMS PATIENT DISPLAY SYSTEM** to Jubilee Mission Medical College & Research Institute.

