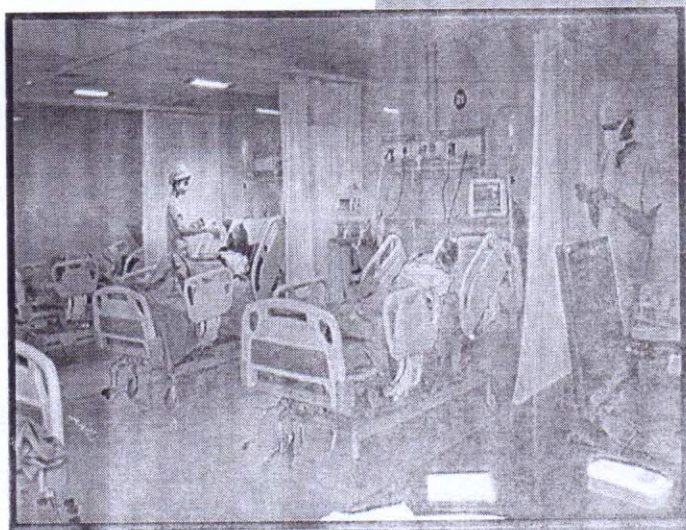




Standard Operating Procedures for District Hospital- Uttar Pradesh

SOP: Intensive Care Unit



Quality Assurance Division
SPMU, NHM, Uttar Pradesh

Objectives of Intensive Care Unit

1. To provide skilled, efficient & appropriate care to the patients admitted with human touch and personalized attention
2. Training & documentation of all Doctors, Intensivists & ICU Sisters.
3. Safe & effective Sterilization & Fumigation Procedure.
4. Improving coordination among the Doctors, nurses and the Intensivists.
5. Having control on the stock available in the ICU, by assigning the work to different people & verifying them at regular intervals.
6. Streamlining of various processes related to Consumable Procurement & Billing.
7. To reduce the rate of infection to the minimum possible.
8. To promote rational usage of drugs by following the antibiotic policy of the hospital.

SOP: Intensive Care Unit

1. Purpose:

- To establish, implement & maintain a system for patient admission in order to provide Intensive care services in the hospital.
- To provide guidelines / instructions for General Nursing care with the aim that needs and expectations of patients are honoured.
- To develop an ICU, which can address all the requirements of a standardized ICU.
- To enhance patient satisfaction on a continual basis. Also, the behaviour of the staff should be empathetic and courteous.

2. Scope:

It covers all Intensive Care Patients admitted and receiving treatment in the Hospital.

3. Responsibility:

- ICU In charge / Doctor (Physician / Anaesthetist).
- Matron / Sister In-charge
- Housekeeping supervisor.

4. Infrastructure

- The facility displays the services and entitlements available in its departments.
- Important numbers including ambulance, blood bank and referral centres are displayed.
- User charges are displayed and communicated to patients effectively.
- Information is available in local language which is easy to understand.
- Availability of Wheel chair or stretcher for easy access to the ICU.
- Services to be provided in manners that are sensitive to gender.
- The unit is fully air-conditioned, although windows are openable when the system is non-operational.
- Security- The facility ensures safety of the seismic, fire, electrical establishment and physical condition of the infrastructure.
- The facility has adequate number of trained personnel, drugs, consumables and equipment.
- The facility provides safe, secure and comfortable environment to staff, patients and visitors. The facility ensures 24X7 water and power backup as per requirement of service delivery, and support service norms.
- Dietary services are available as per service provision and nutritional requirement of the patients.
- The facility ensures clean linen to the patients

