



SARASWATI DENTAL COLLEGE

(Affiliated to Dr. Ram Manohar Lohia Avadh University, Ayodhya)

WEBLINK ANNUAL QUALITY ASSURANCE REPORT (AQAR) (2018-2019)

Prepared by Internal Quality Assurance Committee

Submitted to

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

P.O. Box No. 1075, Bengaluru, Karnataka-560072

India

4.4.2 Procedures and policies formaintainingandutilizingphysical, academic and supportfacilities laboratory,library,sports complex, computers, classrooms etc.

The institution practices a policy of decentralization of authority for efficient maintenance and optimum utilization of its available resources.

The institute believes in continuous up-gradation of its facilities in order to promote an enriching environment. As a policy the institute prepares an annual budget before the commencement of the financial year for all recurring and infrastructural requirements including enhancements. Feedback for the same is taken from all the Heads of Department, Administrative Officer and various In-charges. The SDC&H also prepares a future expansion programme in terms of physical infrastructure & learning resources required in every department based on the projected student enhancement, expected increase in patient inflow and for all administrative & operational purposes.

There is a systematic procedure for the purchase as well as maintenance of infrastructural facilities including all sorts of equipments. At the end of financial year stock verification is also done by the nominated audit team comprising of senior faculty members and staff from purchase department. The same process is done for repair, writing off or repurchases annually.

The various institutional committees are entrusted with powers regarding efficient utilization of physical, academic & support facilities such as library, sports, computers, canteen, mess, extracurricular, academic hostel etc. These committees work in sync with Principal office & Administrative office for works & decisions related to their respective domains. These committees are as follows:

- Institutional Finance Committee (IFC)
- Institutional Purchase & Maintenance Committee (IPMC)
- Institutional Examination & Academic Committee (IEAC)
- Institutional Library & Learning Resources Committee (ILLRC)
- Institutional Committee for Extra Curricular Activity (ICECA)
- Institutional Enhancement (Internal & External) Committee (IEC)
- Institutional Hostel & Hospitality Committee (IHHC)
- Institutional Research & Development Committee (IRDC)

7.2 Best Practices Describe at least two institutional best practices

Upload details of two best practices successfully implemented by the institution as per NAAC format

BEST PRACTICES

First Best Practice

Title of Practice: Inculcating Moral & Ethical Values in the students

Objectives

- To inculcate moral values like humility, empathy, honesty, integrity and patriotism etc. in our students for developing them into responsible citizens and professionals.
- To promote quality ethical dental practice.

The Context

Professional education in SDC aims to produce good dentists who are committed to the society for providing ethical, contemporary and comprehensive oral healthcare. In achieving this goal, dental educators in this Institution understand that the students should not only acquire complex knowledge base and related sophisticated perceptual motor skills but also inculcate high moral and ethical values so as to become responsible citizens and oral health care professionals. Therefore, a conscious effort is being made to sensitize students to learn social, moral and ethical values in order to lead a principled life.

The Practice

- The conduct of courses is designed in such a way that the students imbibe virtues of humility, empathy, honesty, integrity and patriotism etc.
- The Institute strictly follows the guidelines laid down in the “Code of Conduct Manual” and students are instructed to abide by its norms.
- Students learn how to treat their patients with empathy irrespective of their socio-ethnic and economic status.
- Institute regularly conducts various events/activities which lay stress on inculcating moral and ethical values.
- The Institute also celebrates Republic Day & Independence Day every year with fervor to promote nationalism and to inculcate a sense of patriotism.
- Institute observed various days of National, International and Institutional importance circulated annually by IQAC as a calendar to impart moral and ethical values amongst all the stakeholders.
- IQAC Calendar: https://240568b6-75a2-4614-85b6-1cf682a6b43d.filesusr.com/ugd/717443_14d10b56dc2a43a1b442da1409a2b2e8.pdf
- IQAC Days observed Calendar: https://240568b6-75a2-4614-85b6-1cf682a6b43d.filesusr.com/ugd/717443_e2f83fe8676a4f3dbabef46b8435d350.pdf
- Students are encouraged to attend various motivational talks, lectures and workshops etc. to emphasize on aspects concerning responsible and mature human behavioral traits.
- Students are motivated to provide free treatment for basic procedures and concession is given

on advanced and highly specialized treatment to poor and needy patients.

- Students participate whole heartedly in free dental checkup camps, dental treatment camps, dental education and awareness camps in the villages, schools and public places to motivate community.
- The Institute provides state-of-the-art oral health care facility at the patients door-step in remote areas using a Mobile Dental Van.
- Students participate in various public awareness programs like Health Mela, Tree Plantation Drive, SDC Swatch Bharat Abhiyaan, cloth donation camps etc. with Rotaract Club and ladies round table, Lucknow to develop community welfare attributes.

Evidence of Success

- It is seen that students of SDC are more positive, confident and aspiring professionals.
- Students are observed to be more humble, tolerant and passionate while interacting with patients.
- Students are fully aware about code of conduct and practice of ethical oral health care.
- Our alumni are seen to generate positivity about the institution in particular and oro-dental care in general, through their good conduct and continued ethical oral health care practices.
- High success rate of placement of our alumni in various fields.
- Improved quality of inter-personal relationship.

Problems Encountered and Resources Required

- Deep rooted Taboos and long practiced social differences in the society.
- Being the cosmopolitan city, the populations to which the institute provides its services are multi-ethnic and multi-religious.
- Fast lifestyle and compelling circumstances to survive, coupled with changing socio-economic values attract youngsters to undertake unethical short-cuts.
- Constant efforts are needed to motivate students towards participating in various events/activities and in imbibing moral and ethical values.
- Constant monitoring of resources.
- Efforts are required to identify quality resource personnel and organize events.

Second Best Practice

Title: Quality Patient Care and Welfare

Objectives

- To maintain constant focus on high quality patient services.
- To enhance patient welfare measures based on feedback, experience and innovations.
- To promote quality of patient welfare measures and ensure high satisfaction rate among patients from all strata of society.
- To develop a team effort in ensuring good quality patient welfare services at par with global standards.
- Constant upgradation of equipment and materials for facilitating prompt good quality patient welfare.

The Context

One of the key factors responsible for sustained growth and popularity of any health care Institution is its ability to provide high quality of patient care. Good strength of OPD and its steady rise indicates higher satisfaction levels among patients.

The Practice

- All faculty, students and non-teaching staff are regularly sensitized to focus on good & prompt patient care services.
- “Development of Soft skills and Analytical Ability” was the theme for the year (2018-19).
- Programs were conducted to enhance soft skills and analytical abilities among students, faculty and non-teaching staff of the institute and the hospital.
- During departmental clinical orientation, emphasis was given to develop soft and analytical skills viz. leadership skills, teamwork, communication skills, problem-solving skills, work ethics, flexibility/adaptability, interpersonal skills, critical thinking, creativity etc.
- Students are advised to adhere to ethical practices, code of conduct and various SOPs (Institutional & Departmental).
- To ensure that the patient care and welfare activities are practiced regularly and monitored efficiently, the following are in place:
 - Institutional Student & Patient Welfare Committee (ISPWC)
 - Special posts have been created as follows:
 - Patient Welfare Officer (PWO)
 - Patient Welfare and Hospitality Assistant (PWHA)
- The students, faculty and staff dealing with patients directly take care about specific requirements of patients and are advised to inform higher authorities in case of any difficulties experienced.
- Signages are placed all over the campus as well as in strategic locations to facilitate support/information (Citizen Charter) and directions.
- The Admin staff also takes care in ensuring prompt availability of items important to achieve the above stated goals i.e. wheel chair, stretcher, lift etc. for the needy.

- Ramps are also created for care of movement of patients with special needs.
- E-SDC feedback provides data on patient satisfaction levels which is analyzed and considered for further improvements.
- Patients payment receipt is sent through SMS by Hospital Information System(e-SDC)
- Patients can register their suggestions/complaints at:
 - SDC Main reception: Patient can contact a PWO/PWHA and get their complaint/suggestion registered through e-SDC feedback software or in the suggestion/complaint register.
 - All Departments: Similar register is also kept in all the departments where patients can contact the concerned departmental personnel whose name and contact details are prominently displayed outside each department.
- Patients can also register their suggestions/complaints through e-mails also.
- Feedback is also taken from patients in hard copy.
- All feedback suggestions/complaints are analyzed within a week, and corrective actions are taken for overall improvement.
- Adequate seating for patients and their attendants, streamlined entry/exit for patients are being for quality management of health services.
- Free bus service is provided for pick and drop from different specified points, for easy commuting of patients.
- Special care and prompt treatment is provided to differently-abled personnel.
- Special exit and entrance in the hospital for Divyangjans.
- 24 hr ambulance service is made available.
- The Institute has a mobile dental van fitted with state-of-the-art facilities for providing diagnostic and necessary treatment facilities at patient's door step.
- Institute actively promotes and conducts large number of extension/outreach activities (96 conducted) viz. camps (awareness, diagnostic, treatment and educative), celebration of various days of national and international importance (viz No Tobacco Day, Oral Hygiene Day, World Cancer Day etc.) to generate awareness in masses about various health issues https://240568b6-75a2-4614-85b6-1cf682a6b43d.filesusr.com/ugd/717443_e2f83fe8676a4f3dbabef46b8435d350.pdf
- Patient records are being aptly maintained and upgraded from time to time. So as to provide regular recalls of follow-up cases & for routine checkup.

Evidence of Success

- Creation of positive and vibrant environment for patientcare and welfare.
- Development of healthy doctor-patient bonding.
- Achieved higher confidence among faculty and students in communicating with patients and in healthcare delivery.
- High popularity of the Institution among patients.
- Good feedback rate indicates high satisfaction and positive results.
- Requests from patients, village Sarpanchs and Gram Pradhans and also from various sections of society to extend the dental healthcare facility to remote areas is received regularly.
- High percentage of patients seeking dental healthcare services after attending dental camps organized by the Institution. This helps in improving awareness for dental healthcare needs in local population.

Problems encountered and Resources required

- Socio-economic and cultural differences in our society. This requires catering to people from all strata and faiths.
- Low literacy levels.
- High maintenance cost of equipment devices and materials.
- Constant pressure to increase infrastructure and hence impact on financial outlays.
- Constant monitoring of resources.
- Poor understanding of e-SDC patient feedback software for low literacy/ illiterate patients.

7.3 Institutional Distinctiveness

Provide the details of the performance of the institution in one area distinctive to its vision, priority and thrust

PREPARATION AND IMPLEMENTATION OF IQAC CALENDAR

In order to realize the vision of developing Saraswati Dental College & Hospital into a center of excellence of International acclaim in the field of dental education and healthcare, the Institute established an Internal Quality Assurance Committee (IQAC) in March 2016 also involving external experts. Ever since, IQAC has endeavored to enhance, sustain & promote quality culture in all aspects of dental education, training, health care delivery and non-academic domains. As a result, quality consciousness as well as quality culture has improved tremendously in this institution. Various innovative steps have been proposed and implemented, and one of the distinctive aspects taken by IQAC is the 'IQAC Calendar'.

This Calendar incorporates various activities related to academic & non-academic domains that are to be executed by various authorities as per designated time schedules. The Calendar is published at the beginning of the year and some of the activities included are as follows:

- Inspection of Department Documentation
- Interaction with the Members of Institutional Committees and Inspection of their work
- Interaction of Institutional Committees with Faculty, Staff & Students
- Campus Rounds
- Organizing various College Events with the help of concerned committees
- Committee Oriented Programs/Activities
- Celebration of Days of National/International/Institutional Importance
- Orientation Program for Newly Inducted Students, Faculty and Staff
- Election of Student Council
- Regular Updation of Institutional Website
- Feedback from Students, Faculty and Patients by IE
- Publication of following:
 - Academic Calendar
 - Departmental Teaching Plan
 - List of Holidays
 - Annual Report
 - AJOHAS (Institutional Journal)
 - SDC Bulletin
 - Preliminary AQAR (Individual Departments)
 - Institutional AQAR Preparation & Submission to NAAC

The Calendar therefore clearly specifies the numerous tasks that fall within the gambit of IQAC, Institutional Committees, and Departments etc. Certain activities from alumni and patients are also outlined for generating a comprehensive feedback and implementation for value addition.

The Implement of IQAC Calendar has brought in the concept of pre-preparedness, enthusiastic readiness and thorough preparation for many small and big events. Through the IQAC Calendar the Institute has adopted and implemented PDCA mantra (Plan-Do-Check-Act) to ensure improvement, promotion and sustenance in Quality & its related processes.



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