



SARASWATI DENTAL COLLEGE

(Affiliated to Dr. Ram ManoharLohia Avadh University, Ayodhya)

WEBLINK ANNUAL QUALITY ASSURANCE REPORT (AQAR) (2019-20)

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 for maintaining and utilizing physical, academic and support facilities 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 (IHC)
- 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_ad77f4629abc4a56a9cb6b27edf69312.pdf
- IQAC Days observed Calendar: https://240568b6-75a2-4614-85b6-1cf682a6b43d.filesusr.com/ugd/717443_61052d911a0647a89028ba235e4177d5.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-steps 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 oral 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 promote quality of patient welfare measures and ensure high satisfaction rate among patients from all strata of society.
- To practice ethical, evidence-based treatment protocols utilizing modern healthcare infrastructure facilities and skilled professionals.
- To treat all patients with compassion, care and understanding while catering to all welfare measures.
- To develop a team effort in ensuring good quality patient welfare services at par with global standards.
- Constant upgradation of technology, equipment, instruments and materials for facilitating prompt quality patient care and treatment.
- To enhance patient welfare measures based on feedback, experience and innovations.

The Context

An essential and crucial aspect concerning popularity and sustained growth of any health care institution is its ability to reliably and consistently provide professional, ethical and high-quality treatment to its patients. In order to establish an ideal and progressive healthcare institute one has to adapt to current challenging scenarios in the health sector by incorporating novel methodologies. One such step is setting up of specialty clinics dealing in the areas of concern for masses at large viz Tobacco addiction and implant placement in edentulous cases. In today's highly competitive world of health care delivery, good awareness of patients from all sections of society and possibility of critics through various media platforms motivate all healthcare institutions on their toes to excel. Therefore, achieving highest patient satisfaction levels, continuous positive feedback and transforming the image of the institution into a specialty healthcare provider in the society becomes paramount.

The Practice

- State-of-the-art infrastructure facilities are provided for healthcare management.
- Presence of highly experienced, well qualified and professionally competent staff.
- Strict adherence to ethical medical protocols, standard operating procedures and compliance to laid down systematic code of healthcare administration.
- Practicing evidence-based clinical procedures, controlled monitoring and regular follow-up system for high patient satisfaction.
- Inculcating a culture of compassion and care for one-and-all.
- Utilization 'e-SDC software' for management of dental patients and their records and 'HIS-SHRC application' for management of hospital patients and their medical records.
- Patients payment receipt is generated, and is sent through SMS by e-SDC.
- Setup of speciality clinics like Tobacco Cessation Centre (TCC), Oral Cancer Detection Centre, Integrated Department of Advanced Implantology, Geriatric Clinic and Sleep Apnea Clinic to provide efficient and advanced treatment services.

- In order 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)
- Signages are placed all over the campus and in strategic locations to facilitate support/information (Citizen Charter) and directions.
- Facilities for Divyangjans/ differently-abled personnel:
 - Patients requiring special care including Divyangjans, are provided necessary help viz wheelchairs, stretchers, ramps, lift and physical assistance.
 - Special clinic
 - Special care and prompt treatment
 - Special exit and entrance
- Feedback System
 - E-SDC feedback provides data on patient satisfaction levels which is analyzed and considered for further improvements.
 - Patients can also register their suggestion/complaint 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.
 - Feedback is also taken from patients in hard copy.
 - All feedback suggestions/complaints are analyzed, and corrective actions are taken for overall improvements.
- Adequate seating for patients and their attendants, streamlined entry/exit for patients are in place for quality management of health services.
- Free bus service is provided for pick and drop from different specified points, for easy commuting of patients.
- 24x7 ambulance services
- 24x7 pharmacy services
- Institute actively promotes large number of extension activities viz. camps (awareness, diagnostic, treatment and educative), celebration of various days (No Tobacco Day, Oral Hygiene Day, World Cancer Day etc.) of national and international importance to generate awareness in masses about various health issues
- 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.
- Consultancy and outreach programmes are conducted regularly to extend healthcare services in and around the institution.

Evidence of Success

- High level of patient satisfaction is observed during feedback process
- Exponential increase in patients visiting the hospital is observed.
- By delivering highly subsidized advanced treatment to needy patients, monetary relief is provided which is reflected as gratitude expressed by the patients, village Surpanches and Gram Pradhans during various interactive sessions. Requests from various sections of society to extend the dental healthcare facility is received regularly.
- The TCC has recorded an exponential growth over year after its establishment with being able to counsel over 8000 patients in the span of 2yrs. Out of these more than 3000 patients have been successfully quit the habit/reduced the usage of tobacco till date.
- Outreach activities had resulted in an increased oral health care awareness among the people living in villages around the institute.
- High percentage of patients seeking dental healthcare services after attending dental camps organized by the Institution.

Problems encountered and Resources required

- Large base of uneducated and illiterate population coupled with meagre awareness, lower socio-economic status along-with restricted accessibility are hindrances to providing quality healthcare services.
- High maintenance cost of equipment devices and materials.
- Constant pressure to increase infrastructure and hence impact on financial outlays.
- Constant monitoring of resources.
- Despite these constraints, constant efforts have been made to upgrade the infrastructure and administrative resources, continuously educate the population through awareness campaigns and achieve the desired results.

7.3 Institutional Distinctiveness

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

NEW WORK SCHEDULE

In order to realize the vision of transforming SDC into a center of excellence of International acclaim in the field of dental education, healthcare and research, Internal Quality Assurance Committee (IQAC) was formulated in March 2016.

The IQAC, being a statutory administrative body is responsible for developing a system of conscious, consistent and catalytic improvement in the overall performance of the institute by setting quality bench marks. IQAC systematically initiates, plans and monitors activities necessary to improve the quality of education, healthcare, research and administration.

Keeping in mind the vision and mission of the institution, based on the recommendations of IQAC, various innovative measures have been conceived and incorporated from time to time. One such distinct decision, is successful implementation of the “New Work Schedule” (NWS), with an aim to augment operational, administrative, academic and healthcare efficiency through innovative governance and management strategy.

Need

In order to enhance departmental efficiency in academic, administrative, research, healthcare activities and to ensure greater accountability of faculty members, detailed work schedule was drafted by the IQAC with inputs from the Head of various departments which was subsequently approved by the Principal & the Management Committee. Under this NWS, all the faculty members have been allocated specific duties and responsibilities to facilitate smooth functioning of the departmental work (lab activities, teaching & learning, research, NAAC work, record keeping and documentations etc).

Objective

- To empower faculty in active decision making, strategic thinking and implementing procedures for quality education and healthcare within areas of responsibility.
- To enhance department governance, managerial acumen and leadership qualities in faculty through active decision making and role play.
- To enhance imparting of academic knowledge and clinical skills to students.
- To optimally utilize available resources for effective outcomes.
- To improvise upkeep and record maintenance through closer monitoring, supervision and active control.

Implementation & Practice

The NWS, after numerous deliberations and interactions, was implemented in April 2019. After the initial dry run for the first few months, a feedback was sought to ascertain its effectiveness, and based on feedback the amended NWS was finally implemented in November 2019.

Under the NWS guidelines, each faculty has been entrusted with specific duties and responsibilities. The Head of the departments ensure its due compliance. It was proposed NWS will be reviewed every two years by IQAC, and necessary amendments will be incorporated in the best interest of the institution.

Evidence of Success

The NWS has enhanced the style of governance, managerial acumen and leadership qualities of the faculty and empowered them in active decision making, strategic thinking for enhancing quality culture in teaching-learning-evaluation, research and in providing oral healthcare services. The NWS also aids in active participation of all faculty and optimal utilization of available resources for achieving time-based target oriented goals in accordance with the vision and mission of the institute.



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