



# Pinnacle – The Quality Improvement Project Rajagiri Hospital, Kochi



## About the Organization

- Rajagiri Hospital
- 570 Bedded Tertiary Care Hospital
- Aluva, Ernakulum, KERALA 683112
- NABH, JCI Accredited
- www.rajaragirihospital.com

## Problem Statement / Digital Challenge

- Key operational or clinical challenge - Inefficient Manual Process, Expired Certification, Lack of visibility of Mix skill, Infrequent Assessments, Limited capability insight, Gaps in Privileges.

## Digital solution Advantage

- Streamline Nursing Competency - Automate assessments, certification tracking, and utilize real-time data for shift planning, training, and recruitment to enhance patient safety and ensure competent nursing care.

## Key NABH quality indicators / aspects impacted

- Patient Safety, Quality of Care, Workforce Efficiency and Compliance

## Digital Tool / Solution Implemented

- Backend: Laravel; Frontend: Vue.js
- Developed by TrioTree Technologies Pvt. Ltd. In collaboration with Rajagiri Hospital Nursing Department.

## Key features :

- Unit-wise visibility of skill gaps: Based on Nurse allocations ward wise, at a glance, one can come to know deficiency of particular competency level nurses therein.
- Performance tracking: Based on proficiency level data (expertise level for cannulation, infusion pump, cardiac monitor etc.) recorded through routine evaluation. System also generates “Experience Certificates” based on the processed data as per individual nurse competency.
- Alerts : Alert for certification expiry including advance intimation as per defined settings.
- Customized Dashboards

## Digital Implementation Highlight

- Successfully rolled out in approximately 9-10 months with regular inputs from Nursing team.

## Digital Impact

- Reduction in Competency Documentation Time
- Digitalised Documentation
- Digital Privileging Matrix
- Certification Compliance Boost
- Real Time Dashboards & Alerts.

## Key Enablers

- Rajagiri Nursing Department and Technology Partner TrioTree Technologies Pvt. Ltd.

## Lessons Learned / Replicability

- The solution is designed to be sustainable and scalable, ensuring long-term benefits for any organization and this has been a great tool for nursing department who otherwise had to maintain all the details on paper and resort to cumbersome manual analysis, be it for recruitment, allocation of nurses especially special skillset nurses

Customized Dashboard – Overview of Nursing Competency & Privileging Process

