



HEADQUARTERS' OFFICE

EMPLOYEES STATE INSURANCE CORPORATION

(ISO 9001-2008 Certified) website – www.esic.nic.in
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Press Release

Upgradation of Medical Services in ESIC Hospitals

Employees' State Insurance Corporation (ESIC) has decided to initiate upgrading the Medical Services and also launch a cleanliness drive in all its ESIC Hospitals, throughout the country. The Hospitals have been advised to complete the work of white-washing and minor repairing before the month of November, 2015 (Diwali). It has also been directed that the heads of ESIC Hospitals will check the cleanliness of all the toilets of Hospital. The outside lawn of the ESIC Hospital will also be maintained to give a pleasant look. It has also been instructed that all the areas of the ESIC Hospitals should be illuminated with bright lights. A common signage system is also being designed for all ESI Hospitals, so that the necessary information is available to the visitors. The ESIC Hospitals have also been asked to change the patient bed-sheet every day to upkeep of cleanliness. For ensuring the change, the bed sheets will be given a day-wise colour code. The Medical Superintendent of ESIC Hospitals have also been asked to install feedback system to get the suggestions/problems of patients heard by the authorities.

The Director General, ESIC, Shri Deepak Kumar, IAS, chaired a video conference with Medical Superintendent of all ESIC Hospitals. The Hospitals have been given the instructions to start a special cleanliness drive from 22.06.2015 as a part of Swachh Bharat Abhiyan.

The following action points are going to be followed by all ESIC Hospitals, in this regard:-

- **General Upkeep of the Hospitals:** Special drive has been launched for white-washing and painting with minor repairs of the Hospital building. Instructions have been issued for improving of horticulture, flower pots for proper ambience, cleanliness of toilets with daily monitoring and a uniform and attractive signage at appropriate places.
- **Linen/Bedsheets:** For upkeep of cleanliness, the patients' bedsheets are to be changed on daily basis in the OPD and Wards. To ensure the change of bedsheets, it has been decided that ESIC will use different colour-coded bedsheets for different days on VIBGYOR pattern.
- **Patient-Attendant Welfare:** For proper guidance to patients and their attendants, every Hospital will have upgraded **Reception/ 'May I Help You'** counter. Diet charts being served to patients will be displayed through signages. For registration and pharmacy, a proper Queue Management System on EOI model is being installed. Seating arrangements for patients/attendants with drinking water facility, LCD etc. are to be upgraded. Training will be provided to hospital staff for showing courtesy while dealing with public. Besides this, indoor patients will be given a feedback form (in local languages) for their views in

respect of services being provided by the hospital and drop in properly locked boxes. This feedback form will be reviewed by the Medical Supdts. on daily basis for taking appropriate action on them.

- **Improvement in Diagnostic Facilities:** All possible pathological test and radiological services like X-Ray, USG, CT Scan, MRI etc. will be carried out in hospitals by upgrading/outsourcing or if required on PPP Model.
- **Improvement and addition of new Services:** Facilities for dialysis, cancer detection/primary treatment, cardiology, ICU services are to be provided/created in all ESIC Model Hospitals by upgrading/outsourcing or if required on PPP Model.
- **Separate OPD for Senior Citizens & Physically Challenged/Disabled Persons:** Separate OPD for senior citizens and physically challenged persons is going to start in the afternoon alongwith pharmacy facility.
- **Public Grievance Handling and monitoring:** Landline telephone number of the hospital will be advertised among the public and Medical Superintendent will depute officials for attending it round the clock. Randon calls on this landline number from the ESIC Hqrs. will be made daily to, at least, 10 ESIC hospitals for ensuring availability of staff, OPD attendance, status of medicines and name of respondent attending the call. Regional Director, ESIC and SSMC/SMC will frequently visit hospitals in their jurisdiction for inspection and will rank the hospital in terms of achivements.
- **Adding one new service every month:** Each Medical Superintendent have been advised to try to add one new service every month for the patients/attendants in the hospital and adequately publicise it.

(R.K. Gautam)
Jt. Director (PR)