

- 2. Title of the Project:** Transformational Impact of Lift Installation at Sadar Hospital, Bokaro - Enhancing Patient Care, Staff Efficiency, and Operational Effectiveness

Total Lift Installed: 3

Target Group: All group

Need of the Project:

Sadar Hospital of Bokaro district serves a crucial role in providing healthcare services to a vast and diverse population, especially the most vulnerable and underserved communities of total 9 blocks. However, one significant challenge that Sadar Hospital faced was the absence of a lift. This issue was particularly acute in multi-story buildings, where the numerous problems affecting patients, healthcare staff, and visitors alike.

Patients who used wheelchairs, walkers, or other assistive devices, as well as those who were elderly or suffering from severe physical ailments, found it incredibly challenging to navigate between floors. Without lifts, these patients often had no choice but to rely on staircases, which were unsafe for them. This barrier to accessibility meant that many patients could not easily reach essential medical departments, such as diagnostic labs, operating theaters, and specialized treatment units. The overall patient experience was severely compromised, leading to dissatisfaction and a sense of neglect, which was particularly disheartening for those already battling serious health conditions.

The elderly visitors were often under considerable emotional stress, concerned about the health and well-being of their loved ones. The absence of lifts exacerbated this stress, making it difficult for them to reach the patient wards, especially those located on higher floors, leading to frustration and anxiety. In emergencies, transferring a patient from the emergency department to the intensive care unit (ICU) or an operating room located on a different floor was severely hindered without lifts. This delay could compromise patient outcomes and, in extreme cases, could be life-threatening.

In Sadar hospital, it presented a significant and multifaceted problem that affected patients, medical staff, visitors, and the overall functionality of the facility. It led to delayed care, compromised patient, and staff safety, reduced operational efficiency, and a negative overall experience for everyone involved. Addressing this issue through the installation of modern lift systems was crucial for enhancing patient mobility, improving staff efficiency, reducing visitor stress, ensuring compliance with accessibility standards, and optimizing resource utilization.

Synopsis:

The hospital administration realized that there were big problems especially those in wheelchairs and with serious mobility issues, these patients had a hard time, felt uncomfortable, and got delayed care. By adding lifts, the hospital made sure all patients could quickly and comfortably reach any department. This made the patients happier and improved the quality of care they received. The medical staff to move swiftly between floors can greatly influence response times during emergencies and daily operations. This enhancement in operational efficiency is expected to lead to better patient outcomes and more effective use of hospital resources.

In Sadar hospital visitors, often under significant emotional stress, come to see their loved ones. Navigating a multi-story building without lifts can add to their frustration and anxiety, making their visits more cumbersome. By providing modern lift systems, the hospital authority ensured that visitors could move easily between floors, making their experience more comfortable and less

stressful. This improvement in visitor experience also contributed to the overall positive atmosphere within the hospital, fostering a more welcoming environment for everyone.

The decision to install modern lift systems in the hospital was driven by a clear recognition of the challenges and a commitment to improving the overall patient and visitor experience. By focusing on improved patient mobility, enhanced efficiency, visitor convenience, and compliance with accessibility standards, the hospital administration took a significant step towards creating a more functional, inclusive, and compassionate healthcare environment. This initiative laid the foundation for a more efficient and patient-centered facility, ensuring that the hospital could continue to deliver high-quality care to all who walked through its doors. The completion of the lift installation, bringing about significant improvements in patient care, staff efficiency, and operational effectiveness.

Expected Impact:

Enhanced Patient Care:

One of the most significant improvements is the quicker emergency response. The lift drastically reduced the time required to transport patients to emergency and surgical units, a change particularly crucial for trauma patients and those requiring urgent surgical interventions. This improvement in response time has directly contributed to better survival rates and outcomes, underscoring the lift's vital role in critical care scenarios. This ease of movement has reduced patient stress and anxiety, contributing to better overall health outcomes

Increased Staff Efficiency and Morale:

Previously, staff had to manually transport patients between floors, a task that was both time-consuming and physically demanding. The lift has alleviated this burden, allowing healthcare workers to focus more on patient care rather than manual transport. This shift has led to a noticeable increase in staff productivity, job satisfaction, increased staff efficiency and morale.

Better Patient and Family Experience:

The lift has also contributed to a better experience for patients and their families. Improved accessibility means that family members, especially those with mobility challenges, can more easily visit their loved ones. This ease of access has enhanced patient support and morale, as family visits play a crucial role in the emotional and psychological well-being of patients. Previously, patients had to endure the discomfort and indignity of being transported on stretchers through staircases. The lift has eliminated this issue, offering a more respectful and comfortable transport option. This improvement has significantly enhanced the overall patient experience, making hospital stays less stressful and more humane.

Operational Efficiency:

The time saved in transporting patients and supplies has translated into more time available for patient care, administrative tasks, and medical procedures. This increase in efficiency has allowed Sadar hospital to operate more smoothly and effectively, benefiting both staff and patients.

