

EFFICIENCY AND EFFECTIVENESS IN EMERGENCY ROOM SERVICES

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An efficient emergency department is a well planned and structured organization that provides seamless round the clock service to people at their most desperate situations. An effective emergency department is where this efficiency is made productive without the quality being compromised and patient safety being ensured.

It is my pleasure to represent the Emergency Department of Christian Medical College, Vellore and to share our department's journey over last 20 years to make it effective and efficient.

The metamorphosis of a chaotic casualty into a academic, largest private sector emergency department has happen because of visionary planning, synchronised team work and an edge for details.

The academic training, clinical research, public awareness programs, periodically revised SOP's and quality improvement initiatives are some of the initiatives which have led to to the progressive improvement of our department.

Innovation of user friendly cost effective equipments, development of locally relevant guidelines, and pioneering in indigenous diseases treatment have helped us in continuing to be effective over the years.

The need to provide seamless emergency care across boundaries like poverty, poor infrastructure, poor pre-hospital care, lack of awareness and poor political will is enormous, but there is hope improvement with commitment, attention to details and innovation.

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