

**GOVERNMENT OF WEST BENGAL
DEPARTMENT OF HEALTH & FAMILY WELFARE
OFFICE OF THE DIRECTORATE OF MEDICAL EDUCATION
SWASTHYA BHABAN, SALT LAKE, KOLKATA-700091**

Memo No. HPH/9M-21/2020/Part III/ 134

Date: Kolkata, 20.05.2021

ORDER

In view to improve the quality of care and outcome of Covid-19 patients admitted in different designated Covid hospitals/ Covid wards in other hospitals, emphasis is being given on continuity of care & monitoring of individual patients. Such continuity brings out ownership of cure of the patients and thus results in better outcome of management.

Keeping the above in consideration, all concerned are directed to take the following set of measures.

(A) All COVID facilities(dedicated hospitals/covid wards) are to be divided into small zones under self-sufficient units comprising of different tiers of doctors which would be fixed for those units.

- One unit will look after a maximum 30+/- 5 beds, as per the capacity of the Institution. The unit will be headed by one or two senior Faculty/ Physicians and will consist of reasonable number of other category of doctors to run 24X7 patient care service with due ownership. Preferably a team of Nursing Personnel will also be tagged with those units according to feasibility.
- They must use the ward round checklist (order issued earlier). It would be the main source from where data entry is to be done under guidance of CPMS Nurse-in-charge.
- The units will duly fill up the Top Sheets with the BHT-s in real time.
- Each unit will meet the patient parties on daily basis at a fixed time (Physical or virtual).

The units would function independently with their full authority and accountability regarding the treatment of the patients and their outcome. The Superintendent should monitor the outcome of different units and encourage a healthy competition for overall improvement of patient care by each unit.

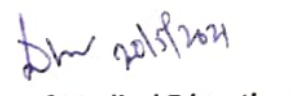
(B) A 'QRT' (Quick Response Team) comprising of Specialist MO, GDMO, staff nurse, MT (CCU) and other staff as deemed fit will be formed in all hospitals, who will take focused care of the critical cases round the clock. They should be selected from the most efficient, sincere and dedicated group of staffs.

(C) The hospital authority must ensure that all the essential protocols/ guidelines (e.g. Treatment protocol, Oxygen guideline, discharge criteria, post-covid protocol, home isolation protocol etc.) updated from time to time, are properly displayed in strategic locations and disseminated among all the staff of the hospitals.

This order is issued in the interest of the betterment of service of the COVID patients.

The Principals and MSVP-s of all the Medical Colleges will accordingly inform all concerned in their respective institutions. The Chief Medical Officers of Health will inform the Superintendents of all the Hospitals in their jurisdiction and ensure the compliance.

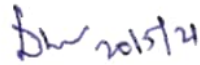

20/5/2021
**Director of Health Services
Government of West Bengal**


20/5/2021
**Director of Medical Education
Government of West Bengal**

Copy forwarded for information and necessary action to:

1. The Secretary (PHP) and Mission Director, NHM, Govt. of West Bengal.
2. The Special Secretary (MERT), Deptt of Health & F.W., Govt. of West Bengal.
3. The Principal,.....(All Medical Colleges).
4. The Medical Superintendents cum Vice Principal,.....(All MCHs)
5. The Jt. DHS, PH & CD Branch, Govt. of West Bengal.
6. The Dy. DME, Govt. of West Bengal.
7. The OSD (Admin), Dept. of Health & F.W., Govt. of West Bengal. He may please circulate the order among all the Decentralized hospitals.
8. The Dy. DHS (H.A.), Govt. of West Bengal. He may please circulate the order among all the Hospitals under Quality Assurance Programme.
9. The Chief Medical Officer of Health,..... 9All Districts). He/ She is requested to circulate the order among all concerned under his jurisdiction.


Director of Health Services
Government of West Bengal


Director of Medical Education
Government of West Bengal