

**1. Title:** “Excellence in Medical Education through Total Quality Management”

**2. Objectives:**

- To develop Physical, Psychological, Academic, Professional, Social & Spiritual dimensions of the students.
- To develop a method so that the institution contributes towards attainable, affordable and accessible Medical education.
- To effectively apply principles of total quality management (TQM) in Medical Education.

**Underlying Principles:**

1. To develop a methodology to produce quality education first time itself.
2. All the employees to develop a focus on students.
3. To develop a strategic approach for improvement.
4. To make improvement as a continuous process.
5. To encourage all employees including students to develop mutual respect and team work.

**3. The Context**

India is facing many problems like

1. Population explosion, rising poverty, scarcity of water
2. Global warming, pollution.
3. Severe accidents, lifestyle diseases, emerging and reemerging diseases, Covid - 19 pandemic.
4. Biodiversity, Terrorism.
5. Communal riots, corruption, poor employability, rural to urban migration, increased density in cities.

These problems are affecting everyone and have become a part of everyone's lives.

**Intended Outcomes:**

1. To make Students understand concepts in learning.
2. To inculcate the habit of Creative & critical thinking for patient care particularly on human values along with evidence based medicine.
3. To make students realize that Medical Education is a Public service.

Medical profession is dealing with the lives of the people. Even the slightest error or act of omission or commission is not acceptable. So students shall be trained to avoid minimal error.

Presently world is seeing many materialistic things, the younger generation is attracted towards materialism hence there is a necessary to teach spiritual dimension.

All over world several psychological issues and other problems have created severe stress amongst the students so there is a requirement to teach & train the students in distressing.

There is therefore a necessity that medical education should be based on TQM that focuses on transformation of the attitude. It is wise to quote from Zig Zagler, “Ones attitude, not ones aptitude will determine ones altitude.”

#### **4. The Practice**

System in Dr. Vikhe Patil institute of Medical Sciences has been designed to evolve a complete personality not focusing alone on professional development but also on physical, spiritual, psychological and social dimensions.

During the course of MBBS, depending on the interest of the students in any particular specialty, they are made to work in those respective departments. This will improve their vocational skills. This is implemented by a comprehensive framework of integrated learning, evidence based learning, experimental learning and patient centric learning.

Various value based courses are being implemented in the institution. Students are trained in research methodology, scientific based evidence medicine.

Responsibility towards the rural development, cultural and social habits of the dependent population, environmental studies, recent advances in medicine and allied subjects and latest technological knowhow.

Accountability: The accountability of the student and monitoring are ensured at various levels. Basically following commitments are established to monitor the students at highest levels:

1. IQAC.
2. Academic Audit Committee.
3. Advisory committee of Medical Education.

### TQM Framework:

1. Innovation.
2. Creativity.
3. Initiative.
4. Excellence.

Feedback mechanism: Our institute has different feedback mechanisms to ensure maintenance of quality, informal and formal feedbacks.

Informal feedback is observed in the form of

1. Discipline in students.
2. Dress code.
3. Behavior of students in college.

Formal feedback is observed by

1. Academic performance.
2. Yearly Feedback of students, faculty, alumni & employer.

### **Total Quality Management includes**

1. Administrative management.
2. Financial Management.
3. Human resource management.
4. Material Management.
5. Teachers training.
6. Students training.

1. Administrative management

Includes overall management of constructions maintains environmental hygiene landscaping, roads, electrifications and hygienic water supply.

2. Financial Management

Utilization of funds for education purposes, training purposes, Professional development, maintenance of various services. Regular financial audit so that they are utilizes to correct purpose.

### 3. Human resource management

The systems have been adopted in this institution so that teaching staff with good experience and research exposure and appropriate qualification are selected. They are simultaneously encouraged to publish research, present papers in various national and international conferences, publish papers in various accepted indexed journals

### 4. Material Management

System is so devised that major equipment and minor equipment including consumables, spares, and comical are provided for biomedical engineering department its maintains all the essential equipment in working condition so that the students do not suffer for want of any training. Civil engineers are responsible to maintain all the classrooms, labs, seminar rooms so that the classes go unhindered. Electrical engineers are responsible to see that all electrical equipment's are in order at all times and there is no break at any time. The computer mechanic is responsible to maintain all ICT enabled equipment in perfect conditions and to see that internet and Wi-Fi are functional at all times.

### 5. Teachers training

In training of teachers, how to take classes, how to frame questions, MCQs and to understand the behavior of the students and system of evaluation of the papers they are trained regularly in medical education, technology. Teachers are encouraged to undergo basic and advanced courses in medical education technology.

### 6. Students training

Students training includes both didactic and practical training related to professional subject in addition they are taught human approach courses, to juniors seniors teaching staff patients, relatives and friends. As human behavioral skill and personality help a lot in deciding the success of the individual more over when students become a doctor.

In this way quality management of the whole campus in every field will help the students develop interest in studying enthusiastically.

## 5. Evidence of Success

It is observed that success in this TQM is confirmed by

1. Students actively take part in curricular activities.
2. The stress which has been shown in 1<sup>st</sup> year has completely diminished progressively by the time they reach final year.
3. During internship period on completing MBBS, their roles as explained by MCI are evaluated & the following points are confirmed.
  - a) They developed attributes as a clinician to understand and provide preventive, promotive, curative, palliative & holistic care with compassion.
  - b) They have been able to demonstrate normal & abnormal human structure, function & development.
  - c) They are able to demonstrate knowledge of national & regional health care policies.
  - d) The students were able to elicit & record from the patient's history clearly & also to do the physical examination, maintain accurate record & diagnose the patient, further management.
4. As a leader & member of health care team, students are able to
  - a) Work effectively with colleague respecting their roles & responsibilities.
  - b) They have been able to recognize & function as a Health care team leader.
  - c) The students are able to recognize & advocate health promotion.
5. As a communicator
  - a) They are able to communicate adequately & effectively with patients & families.
  - b) They are able to understand patient's preferences, values and believe.
6. It can be seen that students are committed to continuous development of skills and knowledge as a lifelong leader. This is confirmed by various alumni visiting the hospital, attending various seminars, CMEs, Conferences to understand the recent advancements and the techniques.
  - a) Students are able to develop research question.
  - b) Students are able to clinically evaluate the various medical literatures through journals, text books & electronic means.
  - c) Students are able to identify appropriate career pathway.

7. The students have proven to be efficient professional who are committed to excellence & have developed ethical attitude & understand responsibility & accountability.

- a) Student is able to demonstrate selflessness.
- b) Able to respect professional boundaries.
- c) Able to manage professional conflicts.
- d) Abides by prescribed ethical & legal code of conducts.
- e) Demonstrate a commitment to the growth of medical profession.

## **6. Problems Encountered**

1. Teaching faculty should take more interest in publication of new original articles in prestigious journals indexed in Scopus or PubMed.
2. It appears more students are not coming forward in carrying out various projects. Faculty should therefore motivate the students of various semesters to take up more ICMR & university projects.
3. Now a day's public in rural areas & urban slums irrespective of the socioeconomic status are expecting to be examined by the doctors who are specialized in that subject. This has almost become a part of life.
4. Now all teaching faculty should put efforts to train various students at various levels to appear in post graduate examinations to acquire MD /MS /DNB/Diploma /DM /MCH /Fellowships in specialties related to medicine, surgery & allied subjects including Pre & Para clinical subjects as they desire.
5. It is observed most of the students are not taking interest in games to be physically fit & they are likely to increase their weight & develop lifestyle related diseases in future. In order to Control this trend, students should be encouraged to participate in various outdoor games & take part in aerobic & strengthening exercises. This will help them to keep fit & healthy.