



# Sree Gokulam Medical College & Research Foundation

(A Unit of Foundation of Non-Resident Indians)

Approved by National Medical Commission, Affiliated to Kerala University of Health Sciences

Accredited by NABH & NABL

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## Best Practice

### ADMINISTRATIVE AND MEDICAL COUNCIL MEETINGS - AN EPITOME OF PARTICIPATORY GOVERNANCE

#### OBJECTIVES

Council meetings are quintessential to 'outcome-oriented' work culture of Sree Gokulam Medical College and Research Foundation. They bridge the gap between the administrative and academic functions and promote a 'sense of unity' among its employees, to work towards the core organisational values with professionalism and integrity.

Academically, these meetings are aimed at identifying and promoting opportunities for trans-disciplinary collaborations, for a seamless delivery of curricular content.

Administratively, matters of human resources, operations and finance are discussed to standardise patient-care and enhance quality in our services.

#### CONTEXT

The weekly meetings help us to gather 'first-hand information' of the functioning of all the departments so that all the cogs in the wheel work in unison and build exemplary value systems for a robust organisation. They help to streamline 'standardised process' for both patient care and academics, identify the core departments involved in that process, delineate the functions, assess the impact in terms of patient satisfaction and/or course outcomes, ponder over the



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feedback analysis to make necessary modifications, after a mutual consensus by the functionaries. Our "Tuesday Meetings" (as called by all our employees in common parlance) play a pivotal role in acknowledging, addressing and documenting a problem; discussing and emerging with a solution; tracking, re-testing and evolving best practices. Such deliberations have opened up newer frontiers in pursuit of improving healthcare delivery systems and academic practices.

## **PARTICIPANTS**

Every meeting is attended by Vice-Chairman as management representative; Dean Emeritus, Principal, Medical Superintendent, and Deputy Medical Superintendent as administrators. 'Tuesday meetings' in pre-COVID period were attended by both faculty and administrative staff every week. In the post-COVID period the meetings continue to be conducted every Tuesday, but, faculty and administrative staff meet on alternative Tuesdays and these meetings are re-labelled as Medical Council Meets and Administrative Council Meets.

Medical Council meets are attended by the faculty above the grade of Associate Professor. When necessary, this meeting is held for the doctors of all cadre.

Administrative Council meetings are attended by the staff in managerial positions of Human Resources department, Finance, Operations, In-patient and Out-patient services, OT staff, Nursing services, Front Office, Electrical, Water, Maintenance and Purchase departments, College Administration Office, library and hostel representatives, Laboratory and Imaging service representatives, Pharmacy, billing, Insurance, MSW worker, dietician, medical record department, IT department, housekeeping, Principals of Paramedical and Nursing Colleges, etc.



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## **PRACTICE**

Meetings commence with invoking the blessings of the Almighty. Minutes of the previous meetings are reviewed, actions taken are reported and outcome are discussed. New matters are raised, solutions sought and documented for a review in the subsequent meetings. This seemingly “conventional” gathering, becomes unconventional due to the tête-à-tête occurring among all the managerial and academic staff under the able directions of our dean for drafting unanimous resolutions in a participatory ambience. Management sanctions the requests based on the merit, cutting down precious waiting time. Inputs collected from all the ranks provide multi-dimensional assessment of the problem and enables informed decision.

## **AGENDA FOR DISCUSSIONS**

Medical Council Meetings address National Medical Commission affiliation status, implementation of Aadhar Enabled Biometric Attendance System(AEBAS), Graduate Medical Education Regulations(GMER), curricular governance of undergraduate and postgraduate Competency Based Medical Education (CBME) curriculum, family adoption programs, Kerala University of Health Sciences(KUHS) guidelines, vertical and horizontal integration across all phases of MBBS, faculty training on newer medical education technologies, induction and training of house surgeons and post graduates, conduct of add-on and value-added courses, research, publication, collaborations, periodic conduct of Continuing Medical Education by various departments, review of mentorship programs, academic progression appraisals, parent-teacher-student meetings, honouring academic and professional milestones, preparations for NABH, NABL and NAAC accreditations, academic policies, need for additional infrastructure or learning resources, issues raised by departments or individuals, etc.



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Administrative Council Meetings deliberate on review of standards for continued accreditation of NABH & NABL, infrastructural modifications of college, hospital and hostel blocks, revisions of code of conduct for hospital employees, immunisation (prophylactic or contacts) of all cadres of health care workers, pre-employment health check of new staff, installations of alternate energy sources, green campus initiatives, upgradation of patient services and Divyangjan - friendly initiatives, annual department-wise resource and budgetary allocations, management etiquettes and continuous professional training schedules for staff, etc. These meetings emphasise on infrastructure development, budget allocation, human resource allocation, quality improvement in healthcare practices or ancillary services, etc.

The success of these meetings is due to a participatory governance practiced during these sessions where staff of all cadre, administration and management put their heads together for improving the practices at Sree Gokulam.



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## EVIDENCE OF SUCCESS

Since its conception in the year 2017, this novel participatory tradition is enabling time-bound infrastructure and curricular development because of the goal-driven implementation of the resolutions passed. Few of them are listed below:

<b>Administrative Council Meetings</b>	<b>Medical Council Meetings</b>
More CCTV cameras were installed and security personnel deployed to restrict trespassing in the campus.	Regular conduct of CME by all the department heads.
Timely construction of additional hostel block to accommodate the rising number of girl students.	Smooth implementation of digital plan of NMC (AEBAS, HMIS and CCTV cameras installation)
Admission and discharge policies of patients in the newly commenced Critical Care Unit were formulated.	Mentorship program was implemented even before the NMC mandated in its curriculum in 2023.
Hospital services were elevated to semi-corporate status by periodic training.	Student counselling services to aid better stress management.
State-of-the-art equipment were purchased for diagnostic accuracy and therapeutic efficacy.	Smooth implementation of new CBME curriculum, new T/L and assessment methods
Quicker discharge & billing for the patients was implemented owing to feedback analysis	Academic discussions led to increased number of students passing, ranks in University exams(UG, PG), gold medal in DNB exams, etc.
Acquiring better software for academic information system including LMS	Regular anti-ragging visits to the hostels.
NABH, NABL accreditation and preparation of SSR for NAAC accreditation was made possible due to regular updates and inputs from these meetings.	