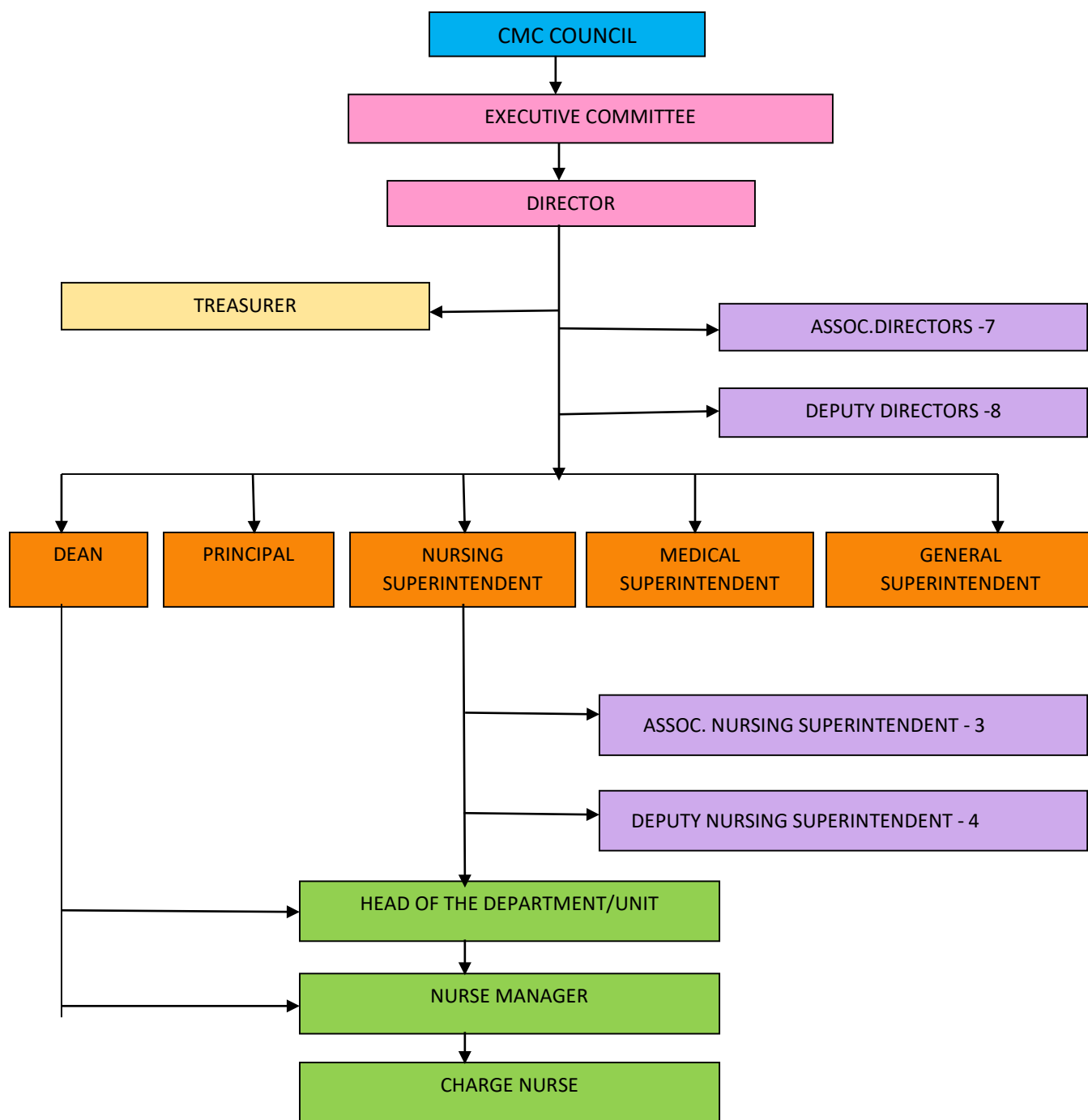


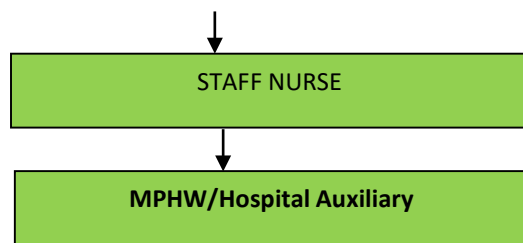


Vision Statement: The Christian Medical College, Vellore, seeks to be a witness to the healing ministry of Christ, through excellence in education, service and research

Vision Statement Of Nursing Services: The Nursing Service of the Christian Medical College, Vellore seeks to provide Christ centred, compassionate, holistic state of the art quality patient care through nurses excelling professionally in practice, education, management and research.

ORGANOGRAM





Department Profile:

The Office of the Nursing Superintendent, known as Nursing Service Office (NSO) is the central hub for all nursing care activities. The Nursing Superintendent is the head of Nursing Service and is assisted by 12 Heads of Department (HOD) / Heads of Unit (HOU) each responsible for one nursing department.

Each HOD is assisted by Nurse Managers (NM) who in turn are assisted by Charge Nurses (CN) who are immediate supervisors of Staff Nurses. Appropriate centralization and decentralization of managerial activities help in smooth functioning of the Department.

The Nursing Superintendent is also assisted by the following administrative members with specific responsibilities in the Office.

Associate Nursing Superintendent 1: Human Resource management and Ranipet campus management

Associate Nursing Superintendent 2: Human Resource Management, Main campus and Peripheral areas management

Associate Nursing Superintendent 3: Chittoor campus management

Deputy Nursing Superintendent 1: Quality management, Main campus

Deputy Nursing Superintendent 2: Material management, Main campus

Deputy Nursing Superintendent 3: In-service education, All campuses

Deputy Nursing Superintendent 4: Quality and Material management, Ranipet campus

The Office of the Nursing Superintendent in the hospital endeavored to provide quality nursing care, protect the health and safety of its members and ensure that nurses and their assistants in the hospital are compassionate, competent and ethically sound to practice. The office addresses key issues of practice, education, recruitment regulation and maintaining quality and Nursing Practice standards in patient care. The department maintains Standing Orders, which allow the nursing team members to exercise their judgment in times of emergency. The clinical procedure manual, which is made available in every unit, ensures uniformity in performing procedures, patient safety and the provision of efficient care.

The Department of Nursing Service, CMC Vellore, is one of the largest departments of the institution that employs over 4000 nursing personnel under the Nursing Superintendent with an inpatient occupancy of 75% on an average. The Nurses function in all the OP & IP units of the Hospital. There are designated Nursing personnel for patient education, high skilled areas of the hospital, in-service training and auditing.

Nursing Service is committed to care for patients and their families in the physical, psychological, social and spiritual dimensions maximizing the potential for health and productivity or maintaining the patient's comfort and dignity until death.

Strives to develop Nurses personally and professionally to be of sound faith, integrity, ethical conduct and responsible to our society

Advocates the mandate of Christ to excel by developing nurse leaders who will impact nursing practice through diligent management, education and research

Objectives of Nursing Service

- To practice the art and science of Nursing in the spirit of Christ
- To provide promotive, preventive and curative care to patients irrespective of their caste, creed and socioeconomic status with compassion
- To equip the practising Nurses with the knowledge, guidance and resources required to provide holistic, evidence based care

Core Values / Service Standards:

- Integrity
- Tolerance
- Team work
- Excellence
- Holistic healing
- Professionalism
- Mutual respect
- Compassion
- Stewardship
- Concern for the marginalized

Shared Governance

For efficient management and supervision at the hospital, the College of Nursing faculty offer headship and guidance throughout the year in various departments. Each Nursing department is headed by a Professor who is faculty of the College of Nursing. Every ward has a postgraduate level supervisor (M.Sc. Nursing) for clinical supervision, management and student education. This is very unique to our Nursing Service where integration of education and service are practiced. Graduate Nurses with two years of experience work as Charge Nurses following a competitive exam and rigorous appraisal. An Assistant Night Supervisor (ANS) assisted by three

Charge Nurses who are posted in rotation supervise the entire hospital at night and are also responsible for guidance as required. The senior Charge Nurses undertake the supervisory responsibilities on Saturday evenings and a faculty member from the College of Nursing does supervision of the entire hospital on Sundays in rotation.

S.NO	DEPARTMENT	HOD/HOU	WARDS
1.	Medical (Main Campus)	Mrs. Sophia Vijayananthan	C, E, Medical ICU, HDU, Isolation, H, S, O5East
2.	Surgical (Main Campus)	Dr. Sheela Durai	P1, P2, P3, Surgical ICU, HDU, Q2, Q3, B1, B2, B3, PBBOR, OR Day-care, S Extension
3.	Medical Surgical Nursing Speciality – I (Main Campus)	Mrs. Regina Xavier	B, K, Bronchoscopy suite, Allergic Skin lab/PF lab, R, MTS2, M2, I, Q1W
4.	Medical Surgical Nursing Speciality – II (Ranipet Campus)	Mrs. Rosaline Rhenius	B301, C301, C302, D301, D302, D303, D304, C201, Cath lab
5.	Medical Surgical Nursing Speciality – III (Main Campus)	Mrs. Anandha Ruby Jacob	Dialysis unit, O6 East, O6 West, O4 East, O4 West, O3 East, O3 West, O5 West
6.	Medical Surgical Nursing Speciality – IV (Ranipet Campus)	Mrs. Sheeba Nelson, (Acting)	Emergency Dept, All OPDs, Endoscopy Room, Injection Room, Radiology
7.	Medical Surgical Nursing Speciality – V (Main Campus)	Mrs. Priscilla Sam	Main OR, CB OR and Main Campus Day Care
8.	Medical Surgical Nursing Speciality – VI (Main Campus)	Mrs. Jeni Christal Vimala	A1, A2 , A3, A4 , A5, A6
9.	Medical Surgical Nursing Speciality – VII (Ranipet Campus)	Mrs. Rebecca Sumathi Bai	B 402 – NICU, NHDU, Neuro Trauma ICU, C401, C402, D401, D402, D403, D404,
10.	Medical Surgical Nursing Speciality – VIII (Ranipet Campus)	Mrs.Jeyalindha Christopher	D001, D002, B001, B003, C003, B501, OPDs (Except Haematology)
11.	Medical Surgical Nursing Speciality – IX (Ranipet Campus)	Mrs. Reena George	D101, D102, D103, D104, Dialysis Unit, C202, C502, Renal Transplant Unit & 2nd Floor Medical ICU
12.	Medical Surgical Nursing Speciality – X (Ranipet Campus)	Mrs. Sumathy J. (Acting)	Gastroscopy Rooms, D201, D202, D203, D204, C101, C102, C601, B601, HPB ICU +HDU

13.	Medical Surgical Nursing Speciality – XI (Ranipet Campus)	Mrs. Amalorpavamari Lucas	B0001, B0004, A0002, C501, D501, D502, D503, D504, D601, D602, D603, D604, C602 and Hematology OPD
14.	Medical Surgical Nursing Speciality – XII (Ranipet Campus)	Mrs. Sonia P. Abraham	Ranipet Campus OR
15.	OBG Nursing (Main Campus)	Mrs. Alice Sony	G3 South, G4 East, G4North, G4South, G4West, G7South, Labour Room, Nursery, RMU
16	Paediatric Nursing (Main Campus)	Dr. Mary Anbarasi Johnson	Q5 East, Q5 North, Q5 South, Q6 East, Q6 North, Q6 South, Q6 West, Child Helath OPD & KN Ward (Q1 East), Paediatric ICU, HDU, Paediatric Emergency Service
17	Psychiatric Nursing	Dr. Manoranjitham	Mental Health Centre
18	Rehabilitation Nursing	Mrs. Lillian Percy Kujur (Incharge)	Rehabilitation Centre
19	Ophthalmology Nursing	Mrs. Sasikala Umesh (Incharge)	Eye Hospital, ISW, Shalom Clinic
20	Chittoor Nsg	Mrs. Anbarasi Benjamin	CMC Vellore, Chittoor campus
21	CSSD (Main & Ranipet Campus)	Mrs. Florence Ponnice (Charge Nurse)	CSSD

Nursing Representation on Different Committees of the Institution

Mrs. Alice Sony

Nursing Superintendent

Committees

1. Council – Twice a Year
2. Executive Committee – 4 times a year
3. Administrative Committee – Once a week
4. CASBI – Committee to assess staff budget increase
5. Infrastructure Transition Committee

6. Planning cell meeting committee – New IP
7. Medical Board
8. Maintenance Budget – Equipment Material
9. Sentinel event committee
10. Quality Steering Committee
11. MOU Committee
12. Screening Committee – Promotion for council
13. Housing Committee
14. Sponsorship Process and Obligation Review Committee (SPORC)
15. M.S. Office Meeting on current and day to day issues
16. G.S office meeting on Dietary, CSSD and other patient care related issues
17. Theatre Committee
18. Hospital Infection Committee
19. Pharmacy Purchase Committee meeting
20. Safety Cell – Safety Core Committee Meeting

Mrs.Jayalinda Christopher
Associate Nursing Superintendent

1. Selection Committee
2. MOU Committee
3. Institutional Review Board

Mrs.Anne Jerone
Associate Nursing Superintendent

1. Quality Steering Committee
2. Institutional Review Board
3. Needle stick Injury Review Committee
4. Pharmacy Purchase Committee

Mrs.Sophia Vijayananthan
Dy. Nursing Superintendent

1. Quality Steering Committee
2. Safety Steering Committee
3. Risk Management committee
4. Occupational Hazard Management Committee

5. Chemical Safety Committee
6. Hospital forms Committee
7. CPR Audit Committee
8. Nursing Service Ethics Committee
9. Electronic Records Review Committee
10. Mob violence review Committee
11. Patient grievance Committee
12. Hospital Infection Control Committee
13. Needle stick Injury Review Committee
14. Sentinel events review committee

Mrs. Arockiaseeli Mabel Annarani
Dy. Nursing Superintendent

1. Purchase Committee
2. Condemnation Committee
3. Disposal Committee
4. Quality Steering Committee

Mrs. Shalini Chandran
Dy. Nursing Superintendent

1. CPR Audit Committee

Empowerment of Nursing Teams:

- Various nursing teams are empowered to function as inter disciplinary teams to offer better services. New members were inducted to each of these committees and protocols were revised for better direction.

No.	Committees
1.	Department Safety Advisors -DSA
2.	Cardiac Arrest Resuscitation Team - CART
3.	Department Quality Managers -DQM
4.	Audit Team
5.	HICC Team : HIC link nurses, Hand hygiene champions
6.	Advocacy Cell
7.	Grievance Cell
8.	Department Risk Managers

- Each year the Nursing Division proudly honors the various categories of nursing staff for nursing excellence. These are awarded on the Founder's day, which is celebrated on the

9th December each year. These are for nurses who demonstrate professionalism & dedication to the mission and journey of the Nursing service.

Quality Assurance:

The concept of Quality Assurance (QA) in nursing service has always been a priority in the care of our patients. This has been approached through a process of nurses assuming complete accountability for the quality of care they provide. Optimizing the performance by quality indicators for structure, outcome and process has helped nursing service work with definite objectives and goals.

A number of policies protocols & records were drawn to meet the needs of accrediting bodies and the various committees and audits co-ordinated by the Deputy Nursing Superintendent deputised for Quality care, which is mentioned below, have hastened the evolutionary process:

Performance Indicators & Audits

- Pressure sore assessment & progress following care
- Restraint related injuries
- Skin tear
- Cautery burn
- Incidence of falls
- Nursing process documentation
- Pain assessment
- Staff satisfaction
- Incidence of drug errors
- Basic Nursing care audit
- Drug storage in the wards
- CART trolley
- Hand Hygiene
- Waste disposal & general survey
- Survey on drug returned from in-patient area.
- Falls Audit
- Drug Error
- Intravenous infusion site care
- Extravasation and delining



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The advancement in health care sector, demands frequent updates of nurses on the changes in the standard of care to patients. Ongoing workshops on basic life support, advances life support, and intravenous therapy has led to training of nurses of the institution with updated knowledge and skill in the respective areas. Clinical workshops as per the need of the clinical area is also facilitated through the office of the Nursing Superintendent to ensure quality care to the patients. Nurses are also trained in specialized areas such as stoma care, dialysis therapy, head and neck nursing, critical care nursing and acute pain management to enhance competency of the nurses.

Health education and Patient rehabilitation

Patient education is another key factor of our patient care component. Patient education is important to enable individuals to better care for themselves and make informed decisions regarding medical care.

Nurse Led Clinics & Educators

Specialized nursing care is provided through specialist nurses and nurse educators. The following specialist roles exist in the institution currently

DEPARTMENT	SPECIALIST
A) Medical Nursing	1. Geriatric Nurse 2. Toxicology Nurse. 3. Life style Medicine Educator 4. Infection control Nurse
B) Surgical Nursing	1. Wound Management Nurse 2. Acute Pain Nurse 3. Vascular Nurse 4. Stoma & Ostomy Nurse 5. Upper Gastro-Intestinal Nurse 6. Family Nurse Educator 7. Head and Neck Nurse

	8. Hepato-Biliary Nurse
C) Maternity	<ol style="list-style-type: none"> 1. Lactation Educator 2. Nurse Led Clinic
D) Paediatric Nursing	<ol style="list-style-type: none"> 1. Febrile Neutropenia Nurse 2. Stoma Nurse 3. CART Nurse 4. Burn Nurse 5. Oncology Nurse 6. Nephrology Nurse Educator 7. Endocrinology Nurse 8. Acute Pain Nurse 9. POCSO
E) Medical Surgical Specialty – I	<ol style="list-style-type: none"> 1. Diabetic Nurse Educator 2. Laryngeal Nurse 3. Asthma Educator
F) Medical Surgical Specialty – II	<ol style="list-style-type: none"> 1. Palliative care Nurse 2. Cardio Educator 3. Heart Failure Nurse Educator 4. Life Style Educator 5. Liver Transplant co-ordinator 6. IBD Nurse 7. Cardio Thoracic Nurse Educator 8. Tavi Nurse 9. Cardio Electro Physiology Nurse
G) Medical Surgical Specialty – III	<ol style="list-style-type: none"> 1. Breast care Nurse
H) Medical Surgical Specialty – V	<ol style="list-style-type: none"> 1. OR pool co-cordinator
I) Medical Surgical Specialty – VII	<ol style="list-style-type: none"> 1. Stroke Educator 2. Epilepsy Educator
J) Medical Surgical Specialty – IX	<ol style="list-style-type: none"> 1. PD Nurse Educator 2. Nephro Nurse Educator 3. Renal Transplant co-ordinator 3. Hemodialysis Nurse Specialist

K) Medical Surgical Specialty – XI	<ol style="list-style-type: none"> 1. Apheresis Nurse co-ordinator 2. Hemophilia co-ordinator 3. Stem cell Nurse co-ordinator 4. Chemotherapy co-ordinator
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Training of government and private nurses

- International and National visitors from various institutions are provided observation in specific clinical areas to update knowledge in specialized care such as emergency management, stoma care, dialysis etc.
- Nurses from Government sectors were trained in the emergency and disaster preparedness.
- Online courses on “Stoma Care Nursing” and “Dialysis Care”, Chemotherapy is provided in collaboration with the CNE department of College of Nursing.



Staff Welfare Activities

- **CNE-** Continuing Nursing Education
- Annual Departmental Retreats
- **Counseling:** A full time counselor is available for the nursing staff who visits every department for counseling as required. Orients new nurses during the induction program.
- Deputed for Workshops/ Conferences conducted within the country and overseas.
- Encouraged to participate in TNAI/ NL programs
- Staff are encouraged to participate in the inter-disciplinary annual sport meet organized at the institutional level
- Rest rooms are provided for the nursing staff to rest after their second shift duties.
- Staff children are sponsored for education for various courses provided in our institution.
- Medical benefits for staff and their family members.

- Gym available for residential staff



The Department of Nursing Service has a rich heritage with integration of Nursing Education and Nursing Practice. The Department has grown from serving a one bedded hospital to a network of primary, secondary, tertiary and quaternary care hospitals, with around 3844 beds spread across six campuses in and around Vellore. The strength of the department has been its integration of nursing service and nursing education, commitment to maintaining standards and quality of patient care in addition to exploring new possibilities to keep pace with changing trends in health care. Nursing Service is the heart of the institution, which supports and provides comprehensive patient care at the primary, secondary, and tertiary care level within our institution.

NURSING SUPERINTENDENTS

		YEAR
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S.NO	NAME	From	To
1	MS.DELIA M. HOUGHTON	1909	1941
2	MS.VERA K. PITMAN	1941	1946
3	MS. JACOB	1949	1974
4	MS,VIOLET JAYACHANDRAN	1974	1975
5	MS.ALICE JANE DAVID	1976	1983
6	MS.ANN SUKUMAR	1983	1986
7	MS.A.J.CHACKO	1986	1990
8	MS.JABAMANI AUGUSTINE	1990	1998
9	MS.ALICE GNANAMUTHU	1998	2000
10	MS.SHIRLEY DAVID (Acting Nsg ., Suptd.)	2000	2001
11	MS.ALICE AUGUSTINE	2001	2006
12	MS.SUNDARI EDWIN	2006	2011
13	DR.JAYARANI PREKUMAR	2011	2015
14	DR.PREMILA LEE	2015	2020
15	DR.BALA SEETHARAMAN	2020	2023
16	MS.ALICE SONY	2023	

Contact:

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