



Abstract of Functioning of the Quality Cell

The **Quality Cell** functions as the hospital's independent assurance and improvement mechanism — ensuring that care delivery is **effective, expedited, equitable, and empathetic**, while upholding patient safety, ethical standards, and regulatory compliance across all clinical and administrative domains.

The Quality Cell does not replace leadership or operations; rather, it measures, evaluates, guides, and strengthens them through objective oversight and continuous improvement. Before quality systems, indicators, audits, or accreditation frameworks are applied, *every individual associated with the hospital or institute*: faculty, residents, nurses, students, technical staff, administrative personnel, contractual staff, and support services must be grounded in ethical conduct, professional behaviour, and leadership values.

1. Medical Ethics – Foundational Virtues

All actions must adhere to the four cardinal principles of medical ethics:

- **Autonomy** – Respect for patient rights, choices, and informed decision-making
- **Beneficence** – Acting in the best interest of patients and the institution
- **Non-maleficence** – Avoidance of harm, errors, and preventable risks
- **Justice** – Fair, equitable, and unbiased care and resource utilization

2. Professionalism – Behavioural Virtues

Every hospital functionary must demonstrate professionalism through:

- **Availability** – Timely presence and responsiveness
- **Accountability** – Ownership of actions, decisions, and outcomes
- **Affability** – Respectful, courteous, and patient-centric excellence
- **Altruism** – Service beyond self-interest

3. Leadership – Functional Virtues

At every level, individuals must exhibit leadership through:

- **Commitment** – Alignment with institutional goals and patient welfare
- **Competency** – Knowledge, skills, and continual improvement
- **Communication** – Clear, transparent, and respectful exchange
- **Compassion** – Human-centred care for patients, families, and colleagues

Core roles & responsibilities of QC:

- Quality governance & assurance
- Patient safety & risk management
- Performance measurement & improvement
- Accreditation & regulatory compliance