

MANUAL 1

1	Aims and objectives of the organization	To provide the best possible management to acute Trauma patients (<48 hrs.) with the available resources.
2	Mission/vision	Specialized and timely intervention to acutely injured <u>Poly trauma patients under one roof.</u>
3	Brief history and background for its establishment	<p>Sushruta Trauma centre was established in 1998 for providing critical care management to all acute poly-trauma trauma victims including head injury and excluding Burn, as an annexe of Lok nayak Hospital under overall Administrative and Financial control of medical superintendent Lok nayak Hospital. Subsequently Sushruta Trauma centre was declared an Independent Institution and Medical Superintendent Sushruta Trauma centre as HOD having all administrative and financial control By Hon'ble L.G. of Delhi vide an office order dated 23/02/07</p> <p>S.T.C located on ring road at 9, Metcalf Road Delhi, is the first trauma centre under H&FW Department of Delhi Government.</p>

4	Organization Charts	There is multidisciplinary approach and well coordinated team work between different specialities' including, neurosurgery, surgery, orthopaedics, radiology, anaesthesia, medicine, ENT, pathology, and Physiotherapy . It is centre of academic activities.

5	Allocation of business	management of polytrauma patients of 48hrs duration old admitted in S.T.C
6	Duties to be performed to achieve the mission	Duties to be performed Department wise.
7	Details of services rendered	Investigative, therapeutic services and curative services.
8	Citizens interaction	At three levels i.e, Emergency, Inpatient & follow up clinics.
9	Postal address of the main office, attached/subordinate office/field units etc.	Sushruta Trauma Centre 9, Metcalf Road Delhi-110054.
10	Map of office location	Available in the Office.
11	Working hours both for office and public	9.00am-4.00pm:Monday to Friday 9.00am-1.00pm:Saturday.& 24 X7 hours emergency services available
12	Grievances redress mechanism	All the complaints are directed to HOD or MS for redressal mechanism