

# **CITIZEN'S CHARTER**

## **About JSS Medical College, Mysore**

**JSS Medical College**, is located in a sprawling 43 acre campus in **Sri Shivarathreeshwara Nagara, Mysore City**, which is about 140 Km from Bangalore. The city is famed for its educational institutions, salubrious climate and beautiful gardens. The college which was started in 1984 has been designed and equipped for dispensation of quality medical education. The institution is backed by highly qualified and experienced staff, well equipped laboratories, library, and modern teaching aids.

The graduate and post-graduate programs of the college are recognized by the Medical Council of India. The courses offered are also recognized by General Medical Council (UK), Sri Lanka Medical Council and WHO. The college has been recognized by the Royal College of Obstetrics and Gynaecology, UK, for the award of MRCOG.

The college is affiliated to Rajiv Gandhi University of Health Sciences, Karnataka during 1995-1996.

After the formation of JSS University (Established under Section-3 of UGC Act) JSS Medical College has become a constituent college of the JSS University from the Academic year 2008-2009.

JSS Medical College, Mysore, was started in 1984-85 and is imparting education in medical sciences (MBBS) course. It is recognized by the Medical Council of India and was affiliated to the Rajiv Gandhi University of Health Sciences, Karnataka, Bangalore from 1995-1996. It has now become a constituent college of JSS University established under Section-3 of UGC Act from 28-05-2008. The students of this college are from all corners of India as well from abroad. The college is also recognized by The General Medical Council, Sri Lanka Medical Council and WHO. Post-graduate courses in various faculties, Ph.D. and Para Medical Courses have also been started.

The JSS Medical College since its inception in 1984 – is dedicated to serving society as a center of excellence with emphasis on socially meaningful medical education, research and health care. The college has emerged as a pioneer in the state of Karnataka by providing medical and health care programs through internationalization, innovation in academic and research studies. The college offers undergraduate course in medicine (M.B.B.S) and postgraduate degree (M.D/M.S) and diploma programmes in 20 medical disciplines. The sanctioned annual intake to the M.B.B.S programme is 200. The college is offering Mch Urology, DM Gastroenterology, DM Neurology. The college is also conducting course for B.Sc., in Respiratory Care Technology and M.Sc., (Psycho Social Rehabilitation) The courses offered are a perfect blend of community oriented, problem based learning with high quality clinical reasoning. The college provides M.Sc./ Ph.D., and M.D./ Ph.D., programmes in some subjects such as Physiology, Anatomy, etc., to encourage research in these basic subjects.

**JSS MEDICAL COLLEGE AND HOSPITAL** continues to provide dedicated Patient care and endeavours to improve its services on a constant ongoing basis.

We strive to provide:

- Total dedication to understanding and fulfilling patient's need;
- Total devotion to providing efficient and reliable patient care services;
- Efficient prompt and courteous service with dedication to integrity and fairness;
- Motivating the patient for helping themselves as well as the Institute to serve them better;
- Total commitment to providing challenging and rewarding career for every employee;
- Transparency of functioning;
- Periodic & regular monitoring of functioning.

### **Vision**

To provide leadership in medical education, research and contribute to humane and cost effective health care.

### **Mission**

To produce a breed of globally competent medical professional with strong urge to serve the humanity with the core values of sincerity, passion towards life-long learning, meaningful research and patient care guided by ethics.

### **Objective**

This Citizen's Charter is an expression of our commitment towards improving our services offered to make them more efficient and responsive and at the same time making our working more transparent to our valued patients. This Citizen's Charter is an attempt to bring the institute closer to its patients in the society. This Charter is made to provide a framework, which enables our users to know:

- What services are available in this institute?
- The quality of services they are entitled to.
- The means through which complaints regarding denial or poor quality of service will be redressed.

## **MANTRA - 2020**

### **Strategic Directions**

- Medical care with compassion
- Academic excellence
- Nurturing student quality
- Technology driven education and care
- Research and innovations
- Achieve continuous and life-long learning

### **Strategic Direction 1: MEDICAL CARE WITH COMPASSION**

#### **Objectives**

- To develop a culture of practicing Evidence based medicine
- To achieve excellence in quality health care - Accreditation (NABH, NABL, JCI)

- To provide State of the art infrastructure facilities that supports advanced care
- To support the medical care with quality professionals and competent paramedical staff
- To establish advanced primary health care facilities at rural areas, that exemplify the institution to be a leader in health care delivery
- To partner with patients and care takers for Informed decision making
- To provide affordable health care through social (health) welfare schemes focused with Health economics
- To provide rural and community health services which translate into social transformation

### **Key performance indicators**

1. Incorporating 100% Standard Operating Procedures (SOPs) and Standard Treatment guidelines in patient care
2. Seeking NABH accreditation by 2017 and NABL accreditation by 2018
3. Incremental annual up gradation of medical equipments and devices at least 10% for optimized utilization of advancing technology (Hospital budget provision)
4. Recruit and retain the quality paramedical staff and reduce the attrition rate to less than 20%
5. Practicing 100% of patient care decisions in consultation with their primary care takers (Diplomatic counselling and education)
6. Achieving annual enhancement by 10% in number of patients seeking medical attention across the board.
7. Implementing SMARAN project in at least five villages in North Karnataka in a year
8. Covering 85% of children in school health appraisal program and achieving 25% referral to JSS Hospital
9. Annual 5% increase in outreach cataract camps and achieving 75% surgeries for detected patients
10. Conducting minimum one tribal outreach camp and observe five national days of public importance by NSS Unit

## **Strategic Direction 2: ACADEMIC EXCELLENCE**

### **Objectives**

- To attract and retain faculty who are distinguished by providing conducive academic environment and support
- To enhance the competencies of existing faculty by supporting continuous learning opportunities by FDPs.
- To provide state of the art infrastructure that supports and nurtures innovations in teaching- learning- assessment processes.
- To recognize and reward excellence in academic- teaching and training that stimulates competitiveness among faculty
- To offer innovative programs that establish the institution as a leader in health professions education
- To provide opportunity for national and international collaborations for faculty and student exchange, knowledge creation and research.

### **Key performance indicators**

1. Recruit new faculty with meritorious background and having minimum of two publications in peer reviewed national or international journals.
2. To minimise faculty attrition by at least 10% of the current status annually

3. To expose at least 50% of faculty to career advancement courses like fellowships, PhD, certificate courses from recognized national and international organizations
4. At least 75% of the Departments should have organized integrated teaching sessions
5. 50% of Departments introduce OSPE, OSCE and MCQs in their internal assessment examinations
6. At least six curriculum committee meetings conducted per year
7. 100% lecture galleries are converted to E classrooms
8. Institute awards for excellence in teaching and training (Obtained through 360<sup>0</sup> assessment)
9. Give 10% weightage for excellence in teaching for academic advancements
10. Striving for recognition of at least one additional speciality department per year by MCI and starting one innovative training program/ fellowship every year
11. Provide support for at least 10% of faculty at national/international academic events

### **Strategic Direction 3: NURTURING STUDENT QUALITY**

#### **Objectives**

- To attract meritorious students for admissions to undergraduate, post graduate and other courses
- To strengthen mentorship program to provide personalized learning environment.
- To strengthen experiential training among students and improve their skills levels by establishing skill and simulation labs.
- To provide student support services that bring out inherent leadership qualities and talent.
- To develop graduates who evolve as responsible citizens conscious of their commitment to protect and preserve the environment.

#### **Key performance indicators**

1. To fix the minimum standard for incumbent UG students with minimum of 80% aggregate marks.
2. Achieving minimum 90% pass percentage in university exams and increasing it up to 95% by 2020 without compromising quality of training and assessment
3. At least 75% of mentors interact with their mentees once a month.
4. Minimum 90% of faculty regularly update the mentorship diary.
5. At least 75% of mentees express satisfaction on mentor's guidance at the end of their programme (feedback).
6. Achieving 85% students using skills and simulation labs
7. Attaining at least 20% increment in the devices and equipments in skills lab.
8. Achieving at least 5% student representation in different institution level committees
9. Arranging at least one humanity workshop in a year to inculcate culture of ethics and humanity among students
10. Provide support for at least 10 students for overseas exposure and electives or national institutions of repute through MOU and collaborations.
11. Organize at least two environmental awareness activities involving UG and PG students

## **Strategic Direction 4: TECHNOLOGY DRIVEN EDUCATION AND CARE**

### **Objectives**

- To develop IT enabled learning environment
- To establish telemedicine facility to nurture learning and patient care at primary health care facilities
- To incorporate platforms that support digital learning, teaching and evaluation
- To use advance technologies that support highest level of patient care
- To use bioinformatics, health informatics and genomics as tools in education, research and patient care.

### **Key performance indicators**

1. 25% Departments contribute to E learning portal by 2017, 50% by 2018, 100% by 2020
2. Minimum 50% of topics in the curriculum of each subject covered in E learning portal
3. Minimum 50% of faculty by 2018 and 100% by 2020 should use E classrooms
4. At least 50% of students downloading the materials from E portal
5. 100% use of simulation software by Department of Physiology and Pharmacology
6. 10% Incremental use of telemedicine in patient care annually
7. Digitalizing 50% of the faculty related documents and correspondence by 2017 and achieve 100% by 2018
8. Conducting at least one webinar in PG teaching a month across all the departments
9. 10% annual up gradation of the equipments and devices to assist patient care and education
10. Achieving 50% use of health informatics in patient care by 2018 and 100% by 2020.

## **Strategic Direction 5: RESEARCH AND INNOVATION**

### **Objectives**

- To nurture research by providing infrastructure and leadership that stimulates scientific temper among faculty and students.
- To attract research grants nationally and internationally through strategic collaborations and partnerships.
- To encourage faculty in scientific writing leading to quality publications.
- To be recognized as centers of excellence in emerging areas like Pharmacogenomics, molecular biology and regenerative medicine
- To use health informatics as a tool for optimizing health care research that leads to the development of health policies

### **Key performance indicators**

1. Ratio of completed : Ongoing: Submitted research projects to be 1:1:1 per Department
2. At least 50% of faculty should have minimum one externally funded project.
3. Minimum of two national and one international meaningful and viable collaborations per year.
4. Minimum 10 PG/PhD dissertation protocols to be submitted to funding agencies
5. Minimum one patent application per year.
6. Minimum 50% of faculty are exposed to scientific writing programs by rotation every six months.
7. At least one publication per faculty per year
8. At least 75% publications in journals with SCOPUS and PUBMED indexing
9. Minimum 50% of PG dissertation works are converted to publications per year
10. At least 10% of manuscripts published in journals with IF more than ONE

11. Generating at least two policy recommendations through scientific publications/reports from the health informatics data base from hospital
12. Striving towards recognition as centre for excellence in Pharmacogenomics, molecular biology and regenerative medicine

### **Strategic Direction 6: ACHIEVING LIFE LONG LEARNING**

#### **Objectives**

- To promote life long learning amongst faculty and students and serve as a resource to medical professionals for continued learning.
- To strengthen medical education unit to evolve as Centre for Continuous and Life long Learning for Professional Excellence (CCLPE)
- To develop resources (online and offline) and provide access to health care professionals.
- To help transition from student to faculty role by conducting faculty development programmes

#### **Key performance indicators**

1. Minimum 50% of faculty attending at least one CME/Workshops /Conferences a year
2. Organizing minimum one faculty development programme from Medical Education Unit per year to train 30 medical teachers
3. Organize at least one CME per each department and four CMEs through academic society per year
4. Developing at least five online and offline learning modules pertaining to specific health problems per year per Department
5. Organizing at least one alumni meet a year with special focus on life long learning

### **JSS Hospital**

### **CONTACT US**

#### **JSS MEDICAL COLLEGE**

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