

CHANDIGARH ADMINISTRATION

CHANDIGARH HOUSING BOARD
8, Jan Marg, Sector 9-D, Chandigarh

No. CEO-CHB/2021/PA/122

Dated: 01.06.2021

Subject: Inquiry against M/s Eden Critical Care Hospital, Chandigarh about abnormal consumption pattern of medical oxygen cylinders

The Chandigarh Administration, vide order no. EO-61871/F-4369/FII-(6)/2021/4640 dated 27.04.2021, appointed the undersigned as the Nodal Officer for managing medical oxygen supply in UT, Chandigarh. **(Annexure-1)**

2. Further the Chandigarh Administration vide order no. PS/AA/562 dated 06.05.2021 had assigned the charge to Shri Jagjit Singh, PCS for coordinating with all private hospitals located in Chandigarh regarding their availability of beds and supply of medical oxygen. **(Annexure-2)**

3. Considering acute shortage of medical oxygen, it was decided to rationalize the distribution of oxygen and fix a daily quota for each of the Private Hospital. During the process, it was observed that one of the Private Hospital 'M/s Eden Critical Care Hospital' was consuming abnormal quantity of about 350 cylinders per day while another hospital of almost same capacity was consuming about 90 cylinders only. In fact, Dr. Sanjay Bansal appeared before the undersigned on 07.05.2021, during discussion for finalizing quota of Private Hospitals, and requested for daily quota of more than 400 D-Type Cylinders.

4. Vide order No. CEO-CHB/2021/PA/90 dated 09.05.2021, it was decided that a Committee chaired by Shri Jagjit Singh, PCS would conduct an inquiry about the abnormal consumption pattern of medical oxygen cylinders by 'M/s Eden Critical Care Hospital' for the period from 01.04.2021 onwards. Dr. Manjit Singh, GMSH-16 and Dr. Manpreet Singh, GMCH-32 were other members of the Committee. **(Annexure-3)**

5. The Committee had completed the inquiry and submitted its report on 31.05.2021 **(Annexure-4)**. The findings of the Committee are summarized as under:

- i. Eden Hospital used Medical Oxygen at a very high flow rates against the guidelines issued by the Government of India. Hospital records regarding consumption of oxygen cylinders were not produced by the Hospital Authorities. **Even if all the beds were occupied and all the patients were at high flows of oxygen then also consumption of D-Type cylinders could not have been more 150 or 160 cylinder.**
- ii. **The Eden Hospital has accepted about not keeping proper opening and closing balance of oxygen cylinders on daily basis.** By their own admission, not keeping proper record of a lifesaving resource of Medical Oxygen, which was in short supply during the upsurge of pandemic, shows irresponsible behavior on the part of hospital authorities.
- iii. Even the stated leakages in the pipeline do not justify the exceptionally high consumption of Oxygen Cylinders on certain dates.
- iv. There is no explanation as to how the abnormal consumption of the Oxygen Cylinders, before fixation of quota on 07.05.2021, got reduced immediately after fixation of daily quota.

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v. After the sensitization programme for rational usage of oxygen done by a team from Chandigarh Administration in Eden Hospital, the usage of Oxygen Cylinders has decreased and the usage pattern of Oxygen Cylinders has been, more or less, uniform.

vi. On detailed study of data from other private hospitals in Chandigarh, **Eden Hospital consumed much higher number of cylinders for almost similar number of patients.**

6. The comparison of daily consumption of medical oxygen by M/s Eden Critical Care Hospital may be seen in following table. Period-I indicate prior to start of quota system while the Period-II indicate subsequent to abolition of quota system. During both the periods of 10 days each, the Hospital was free to procure any number of medical oxygen cylinders but the consumption pattern was entirely different.

Period-I			Period-II		
Date	No. of Bed Occupied	Oxygen Cylinders Consumed	Date	No. of Bed Occupied	Oxygen Cylinders Consumed
26.04.2021	53	210	23.05.2021	47	130
27.04.2021	52	193	24.05.2021	46	148
28.04.2021	56	232	25.05.2021	47	145
29.04.2021	59	315	26.05.2021	43	136
30.04.2021	60	341	27.05.2021	42	126
01.05.2021	57	288	28.05.2021	41	120
02.05.2021	55	345	29.05.2021	43	132
03.05.2021	60	338	30.05.2021	39	114
04.05.2021	56	310	31.05.2021	37	94
05.05.2021	57	363	01.06.2021	35	75
Total	565	2935	Total	420	1220

7. From the above table, it is clear that the number of patients have gone down by 25% only but the consumption of medical oxygen cylinders has gone down by 58%. In other words, with the present consumption pattern, the EDEN Hospital should have consumed only 1641 cylinders for 565 patients during the Period-I but it consumed of 2935 cylinders. Hence there is no explanation for about 1300 oxygen cylinders during the period of 10 days. Here this comparison is for 10 days only and if we take higher period for comparison then the unexplained consumption may be much more.

8. Despite repeated request by the Inquiry Committee, the EDEN Hospital did not provide the daily list of patients alongwith purpose of admission/treatment being given from 01.04.2021 onwards. Further the hospital did not produce the record of consumption of oxygen cylinders before the Committee.

9. The undersigned has gone through the enquiry report and other relevant facts. When the city was facing acute shortage of medical oxygen, this hospital procured abnormal high quantity for which there is no explanation/justification and it has even failed to produce proper record of patients and Oxygen consumption. It is clear that:

- i. M/s Eden Critical Care Hospital has procured abnormal quantity of medical oxygen cylinders. Even with the high flow to all of the patients admitted in the Hospital, the daily consumption cannot be more than 150 to 160 cylinders.
- ii. There cannot be any justification for consumption of about 200 to 350 cylinders. Since the Hospital has not produced the daily list of patients along with purpose of admission/treatment and proper record of oxygen


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consumption, the possibility of hoarding/black-marketing/ illegal diversion of medical oxygen cylinders cannot be ruled out.

- iii. Use of high flow of oxygen against the prescribed guideline might have negative effects on the patients. Further the patients might have been compelled to pay for that quantity of oxygen which was actually not required.

10. In view of above, it is requested that such acts on the part of M/s Eden Critical Care Hospital need to be dealt with strict exemplary action. The Health Department may initiate strict actions against M/s Eden Critical Care Hospital under the Disaster Management Act, 2005 or under the Chandigarh Epidemic Disease, COVID-19 Regulations or under any other applicable Act/Codes/Rules/ Regulations/Instructions.

Enclose: As above



(Yashpal Garg, IAS)

CEO, Chandigarh Housing Board

**Nodal Officer for Oxygen Supplies in UT
Chandigarh**

To,

Pr. Secretary (Health), Chandigarh Administration

Copy to:

1. Shri Jagjit Singh, PCS, Nodal Officer for Oxygen Supply to Private Hospitals, UT Chandigarh
2. PS to Adviser to Administrator for kind information of worthy Adviser

Amneet Singh

Subject: Inquiry against M/s Eden Critical Care Hospital, Plot No.115, Industrial Area Phase-1, Chandigarh about abnormal consumption pattern of medical oxygen cylinders by the hospital from 01.04.2021 onwards.

The brief of the case is that by orders of CEO/CHB-cum-Nodal Officer for Oxygen Supplies in UT Chandigarh issued vide No.CEO-CHB-/2021/PA/90, dated 09.05.2021 (F/A), an inquiry committee was constituted to inquire into the abnormal consumption pattern of medical oxygen cylinders by M/s Eden Critical Care Hospital for the period from 01.04.2021 onwards. As per these orders, the Committee comprised of the following :

1. Sh. Jagjit Singh, PCS, Controller (P&S)-cum-Nodal Officer Oxygen Supply (Private Hospitals)
2. Dr. Manpreet Singh, Professor, Anaesthesia, GMCH Sector-32
3. Dr. Manjeet Singh Medical Officer GMCH Sector-16

In compliance of these orders, Dr. Sanjay Bansal, M/s Eden Critical Care Hospital vide Memo No. Controller (P&S)/2021/13, dated 11.05.2021 (F/B) was directed to send the following information:-

1. Information regarding occupancy of beds, no. of patients, daily oxygen being used etc. for the period from 01.04.2021 onwards to till date as per enclosed format 'A'.
2. Stock registers maintained by the hospital regarding the receipt and consumption of medical oxygen cylinders from 01.04.2021 to till date in the enclosed format 'B'.
3. Daily list of patients along with purpose of admission/treatment being given from 01.04.2021 to till date.

In response to this, M/s Eden Critical Care Hospital vide F/C supplied the data as per F/D&E. The daily list of patients along with purpose of admission/treatment being given was not supplied by the hospital despite repeated reminders.

The Committee examined the information so supplied by M/s Eden Critical Care Hospital and the hospital was further directed vide office Memo. No. Controller (P&S)/2021/36, dated 21.05.2021

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(F/J) to give full justification for unusually high consumption of medical oxygen cylinders on the following dates:-

1. 04.04.2021 to 06.04.2021
2. 09.04.2021
3. 12.04.2021
4. 14.04.2021 to 15.04.2021
5. 24.04.2021 to 05.05.2021
6. 15.05.2021.

The reply of the said hospital with reference to the said memo dated 21.05.2021 is at F/K and the same is re-produced as under:-

"As we are all aware of the surge in Covid-19 cases from ending March, 2021 in our country, our City itself witnessed more than 10 folds increase¹ in active cases from 1st April. And ours being the only critical care hospital in the city with all the beds with oxygen support and capable of providing level 3 care to covid patients. It is stated that our hospital treated majority of level 3 covid patients which required very high flow of oxygen support, thus increasing the consumption of Oxygen.

We would like to mention that, in latest meeting held on 19th May, 2021, of all the private hospitals with DHS, Chandigarh UT it was shared by all the hospitals that on an average, a single level 3 covid patients consumes around 6-7 D type cylinders per day². And patient on high flow oxygen is provided with 30 to 60 Lpm or more of oxygen. It is stated that on the dates mentioned in your memo. our covid bed occupancy remained at 45 beds or more and majority of admitted covid patients were severely ill and required very high flow of oxygen to maintain the oxygen saturation. And on other dates where less oxygen is consumed, number of severely ill patients was suitably low in comparison. During this catastrophic second wave of covid-19, a hospital of big repute in Haryana was on the verge of consuming all the oxygen they had³ on 22nd of April, 2021, considering this our hospital which is fully dependent on D-Type of cylinders for hospital wide oxygen supply, always maintained a bare minimum safe buffer stock to minimize endangerment of precious lives we tend to save.

Also, we would like to highlight that many times during this ongoing second wave of Covid-19, covid patients reached us in an emergency from nearby states as well, but due to unavailability of covid beds with us, they had to arrange the beds in different hospitals. And while in this process, patients were administered with suitable oxygen support at emergency ward all the time. On humanitarian grounds no charges were taken from them. We like to

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mention that our emergency area is very big and has a capacity to accommodate 10 critical patients at a time and they can be put on high flow oxygen/ventilator support in emergency area itself.

This is to bring to your kind notice, that during this second wave of covid, an extra encumbrance was there not only on paramedical staff but on support system as well and we witnessed some leakages in oxygen outlet points for which concerned service provider was informed promptly and same was repaired as early as possible. And in between these dates, another automatic oxygen panel was being installed at our manifold. Records of the same have been attached for your kind reference.

It is prayed that you will understand the severity of situation few weeks back when covid surge was at its peak and our main priority was to save the life of the patients."

Further, the Committee visited M/s Eden Critical Care Hospital on 28.05.2021 at 10:30 AM to examine the following record by informing the said hospital vide Memo. No. CP+S/NO/ Covid-19/21/4 dated 27.05.2021 (F/L):-


1. Record of patients on NIV or HFNO.
2. Record of patients transferred to other hospitals on oxygen cylinders.
3. Number of patients in ICU/HDU with file details.
4. Bills related to repair of leakages etc.

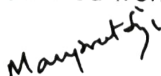
The team visited the site on the scheduled dated & time and asked Dr. Sanjay Bansal and other staff available there about abnormal pattern of use of oxygen cylinders on the following dates:-

1. 04.04.2021 to 06.04.2021
2. 09.04.2021
3. 12.04.2021
4. 14.04.2021 to 15.04.2021
5. 24.04.2021 to 05.05.2021
6. 15.05.2021

Dr. Sanjay Bansal was directed to submit full justification with regard to abnormal pattern of use of oxygen cylinders. Accordingly, Dr. Sanjay Bansal of M/s Eden Critical Care Hospital has submitted his justification vide his letter dated 28.5.2021 followed by supporting documents at F/M, which is reproduced below:-

"With reference to the subject cited above, it is stated that data is on the basis of bills received from vendors on the


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specific date and on many occasions, bills were submitted on later dates for clearing. Thus showing the abnormal pattern as cylinders were received on other day and its bill is received on some other day. One of the bills is attached for your kind reference, where cylinders were delivered on different days and its bill is received after a few days.


Although the date is showing abnormal consumption, but on internal inquiry of oxygen control committee, it's analyzed that our actual oxygen consumption was around 150-200 cylinders per day. Due to mismatch of the challan and bill dates, the document might be showing abnormal consumption pattern. And the consumption increased for few days only during extreme surge of covid-19 cases that is in last week of April and 1st week of May only. And we were not keeping proper opening & closing balance daily. Total cylinders consumed from 1st April to 15th May 2021 are around 7461 and on average around 165 cylinders per day. Abnormal consumption pattern is due to error in billing dates and challans.

Also, it was witnessed many a times that oxygen pressure in cylinders received was at less than 60%-70% (80-90kg/cm²) of a full cylinder (130-140kg/cm²) which further resulted in abnormal consumption pattern compared to other days.

It is noted that, though occupancy is comparable on most of the days but the number of the patients requiring high flow oxygen or NIV on 80-100% FiO₂ was high while sometimes relatively stable patients were there and needed very little or no oxygen support. So oxygen consumption can vary depending upon condition/diagnosis of the patient. It is very difficult to analyze the exact oxygen consumption on any given day as oxygen consumption varies day to day.

Also, as per maintenance records it is evident that there were some leakages, which was attached timely and rectified as early as possible in current lockdown conditions and another automatic oxygen panel was being installed which may have further contributed to abnormal pattern of consumption. Records of the same have been attached for your kind reference.

After an internal enquiry by oxygen control committee of our hospital for abnormal consumption pattern, we have started maintaining actual data and are following guidelines for rational use of oxygen by Chandigarh Administration and we have been our cylinder consumption has decreased and consumption pattern is uniform. Also, Regular training of the staff is being carried out to sensitize about conservation of oxygen, proper administration and monitoring. A dedicated oxygen nurse is appointed to monitor hospital wide


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oxygen usage. Any other guideline we can follow for scope of improvement will be highly welcomed."

Findings/Observations : After taking into consideration the record of the hospital which was examined by the Committee and the reply/justification given by Dr Sanjay Bansal M/s Eden Critical Care Hospital vide his letters dated 24.05.2021 and 28.05.2021, the findings/observations of Inquiry Committee are as under :

1. Eden Hospital used Medical Oxygen at very high flow rates and most often through High flow oxygen masks, Non rebreathing masks or Non invasive ventilation mode ventilation. This was against Govt of India guidelines and such high flows i.e @ 12-15 litres per minute has contributed a lot in the high consumption of Oxygen during pandemic surge time. Keeping in view that all beds were fully occupied and all patients at high flows , maximum 150-160 D type cylinders should be used. But the records show very differently with 40 oxygen cylinders on 11.04.2021, Fifty O₂ cylinders on 20.04.2021 and more than 300 cylinders from 29.04.2021 to 05.05.21, although the variation in number of patients is very less. Hospital record regarding consumption of oxygen cylinders was not produced by Hospital Authorities. There is discrepancy in this issue which has not been satisfactorily explained by the Eden hospital authorities.
2. The Eden hospital authorities have already admitted in the reply letter vide no. CIN No. U85110CH2011PLCO33098 dated 28th May,2021 , that their actual oxygen consumption and the challans with bill dates show mismatching and the documents submitted by them might be showing abnormal consumption pattern. Also, they have admitted that they were not keeping proper opening and closing balance of oxygen cylinders on daily basis. They have further admitted that abnormal consumption pattern was due to error in billing dates and challan.

By their own admission, not keeping proper record of a life saving resource of Medical Oxygen which was in short supply during the upsurge of pandemic ,shows irresponsible behavior on the part of hospital authorities . Further, in the absence of maintenance of proper record in hospital, the daily reports regarding stock position/procurement/consumption of Medical Oxygen Cylinders submitted by hospital to Chandigarh Administration become questionable and may not be reflecting the actual position.


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3. The reply dated 28th May, 2021 , has also mentioned about the some leakages in the pipeline and that was timely attended and rectified as early as possible and another automatic oxygen panel was being installed that might have contributed to abnormal pattern of consumption. Some bills regarding repairs of leakages were also presented by the hospital authorities before the Committee. But still small amount of leakages, even if they were actually there, do not explain the exceptionally high consumption of Oxygen cylinders on certain dates.
4. There was abnormal consumption of the Oxygen cylinders before the fixed quota per hospital was assigned from 07.05.2021 onwards. The decrease in usage of Oxygen cylinders has been observed after fixation of quota by Administration as per daily consumption reports submitted by hospital . This again remains unexplained.
5. After the sensitization programme for rational usage of oxygen done by a team from Chandigarh administration in Eden hospital , the usage of Oxygen cylinders has decreased and the usage pattern of Oxygen cylinders has been , more or less, uniform .
6. No doubt during Pandemic surge, the hospital catered many patients from different states but on detailed study of data from other private hospitals in Chandigarh, Eden hospital consumed much higher number of cylinders keeping in view of similar number of patients.

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Dr. Manjeet Singh,
(Member)


31/05/2021
Dr. Manpreet Singh
(Member)


31.5.2021
(Jagjit Singh) PCS
(Chairman)

W/CEO, CHB-cum-
Nodal Officer for Oxygen Supplies in
U.T. Chandigarh.