

Dissertation at
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BY
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ORGANIZATION PROFILE

INTRODUCTION

BACKGROUND

In Sri Ganganagar-rajasthan, Periwal Nursing Home is a recognized name in patient care. It was incepted in the year 1990. They are one of the well-known Hospitals in Sriganganagar. Backed with a vision to offer the best in patient care and equipped with technologically advanced healthcare facilities, they are one of the upcoming names in the healthcare industry. Located in , this hospital is easily accessible by various means of transport. A team of well-trained medical staff, non-medical staff and experienced clinical technicians work round-the-clock to offer various services . Their professional services make them a sought after Hospitals in Sri Ganganagar-rajasthan. A team of doctors on board, including specialists are equipped with the knowledge and expertise for handling various types of medical cases.

At Periwal Nursing Home in Sriganganagar, the various modes of payment accepted are Cash, Cheques. This establishment has been rated a 4.0 from a total of 0+ ratings. This listing is also listed in Hospitals, Dermatologists, General Physician Doctors. Periwal Nursing Home provide services to insured patients (who have health insurance) as well as those patients who are paying for their own treatment. The Hospital provides their 100% efforts to treat patients. They also monitor consumer satisfaction with regard to clinical care such as the approach of the doctor, examination, education on taking medication, availability of services, waiting time, and cost provided in the outpatient department. Periwal Nursing Home is a multispeciality hospital comprising of departments of general surgery, oncology, medicine, skin and cosmetology.

VISION- By putting quality, care, professionalism, teamwork and partnerships at the heart of everything, Periwal Nursing Home strive to be the most highly regarded nursing home and care provider.

MISSION- To provide ultramodern medical care to all kinds of patients at affordable cost.

Core Values(Source: Hospital Manual)

❖ Ownership

"We believe in doing whatever it takes for winning. Do it the best we can; do it the best it can be done. That is how we succeed at Periwal Nursing Home"

❖ Teamwork

Best "Outcomes" come from working together cohesively with our customers (both internal & external)

❖ Integrity

"Integrity for us means being ethically unyielding, fiercely honest and inspiring trust by saying what we mean, matching our behaviors to our words and taking responsibility for our actions."

❖ Service Excellence

"We keep the customer (internal and/or external) as the focal point of all our activities. We help customers (and business partners) achieve their needs and goals through intelligent application of our own skills, behaviors and knowledge. We deliver what we promise-and add value that goes beyond what is expected."

Hospital Profile-

LOCATION- It is located in Heart of the city, easily accessible to people from outreach areas.

AREA OF PREMISES- 40*90 sqft

AVERAGE BED OCCUPANCY- 60%

AVERAGE LENGTH OF STAY- 7 Days

REFFERAL MODE OF PATIENTS-

- Direct patients
- Consultants own patients
- Reffered by Consultant (other than the treating consultant)

Its famous because its Promoters run this hospital strictly on the lines of service industry.

Annual no. of inpatients- 6000 (2016-2017)

Daily inflow of patients- 15

No. of OT- 2

Average no. of surgeries- 4

No. of staff-

Visiting consultants	6
Total doctors in ward duties	17
Other supportive staff (clinical)	40
Other supportive staff (Non clinical)	30
Total staff- All (Inclusive of Clinical and Non clinical)	93

FACILITIES AVAILABLE AT HOSPITAL AT PRESENT ARE

- 24 Hours emergency and Casualty Department.
- Intensive care unit- with round the clock cardiac monitoring facilities connected to central nursing facility.
- Critical care unit- with facilities for Acute Respiratory care with ventilators and multi parameters monitoring connected to central nursing station with services to critical care specialty (Intensivists) round the clock.
- Dialysis Unit- For treatment of patients with chronic and acute renal failure.
- Operation Theatre- A set of two modern well equipped operation theatres with facilities for Laparoscopic surgery, Arthroscopic Surgery and image intensifier along with recovery room, Labor Room as well as well-equipped anesthesiology.
- Outpatient department- Specialized treatment in General Medicine, Diabetic Clinic, General Surgery, Obstetrics and Gynecology, Orthopedics, Cardiology, Nephrology, Surgical, Oncology etc. other super specialized services are being provided in the course.
- Nursing Unit- Qualified Professional Nurses take care of all kind of patients in General, Semi private, Private wards.
- Centralized piped gas supply for Oxygen, Compressed air and suction etc.
- Facilities of canteen, lift, ramp, Modernized communication system and medicine shop are provided in the hospital premises.

Investigation facilities-

- Radiology
- Ultrasound with colour Doppler and Echocardiography
- Pathology laboratory consisting of Clinical Pathology, Cytology, Microbiology, Biochemistry.

Periwal provides comprehensive services under one roof:

General

- ICU
- Hair Treatment
- Cosmetic Treatments
- Hair Transplant Surgery
- Laser Hair Removal=Face
- Laser Resurfacing
- Skin Disease Treatment
- Grommet Insertion
- Allergy Treatment
- Dengue Fever Treatment
- Specialty Diagnostics in Tuberculosis
- Viral Fever Treatment
- Breast Examination
- Diseases in Pregnancy
- Gall Bladder (Biliary) Stone Treatment
- Laparoscopic Surgery
- Liver Transplant
- Piles Surgery
- Piles Treatment (Non Surgical)
- Andrology

- Paediatric& Female Urology
- Uro=Oncology
- Dandruff Treatment
- Erectile Dysfunction Treatment
- Female Sexual Problems
- Hair Loss Treatment
- Diabetes Management
- Uncontrolled Diabetes
- Breast Cancer Treatment
- Cancer Screening (Preventive)
- Oncosurgeon
- Oral Cancer
- Throat Cancer
- Cardiac Sciences (Interventional Cardiology & Cardiac Surgery)
- Orthopedics (Joints Replacement, Spine & Trauma)
- Aesthetic & Reconstruction Surgery
- Gastroenterology
- Minimal Access Surgery & Bariatric Surgery
- General Surgery
- Nephrology with Dialysis
- Kidney Transplant

❖ *Other Specialties:*

- ENT & Cochlear Implant
- Obstetrics & Gynecology

- Internal Medicine
- Pain Management
- Audiology
- Dermatology
- Dental & Maxillo Facial Surgery
- Ophthalmology
- Psychiatry
- Preventive Health Checks

OBSERVATIONAL LEARNING-

- Clinical Services

✓ OPD Department

Periwal has one centralized OPD.

Functions-

Offers a complete facility of healthcare to the individual of all ages

Quality Indicators

- Patient's seen within scheduled appointment time
- Turnover time between two patients
- Patient's Satisfaction

Shortcomings Observed

- Poor maintenance of Flow of Patients
- High Waiting Time

✓ **OT DEPARTMENT**

Periwal hospital has two OT's namely OT complex one and OT complex two on the First floor of the Hospital.

Functions

OT is committed to provide the highest standards of surgical care to the patients

Scope and Complexity of Services

- Cardiac
- Neurology
- Ophthalmology
- ENT
- Gynecology
- Plastic surgery
- Orthopedics
- Micro disc
- Laproscopies
- Transplant
- Oncological and other general surgeries

Days and hours of operations:

The OT department is functional from 8:00 am to 5:00 pm, six days a week.

Quality Indicators

- Percentage modification of anesthesia plan
- Percentage of unplanned ventilation following anesthesia
- Percentage of unplanned returns to OT
- Percentage of rescheduling of surgeries
- Anesthesia related mortality rate

✓ **INTENSIVE CARE UNIT**

An intensive care unit is a specialty staffed, separately equipped and self-contained action of the hospital for the management of patients with life threatening or potentially life threatening clinical conditions.

Quality Indicators

- Return to ICU within 48 hrs.
- Re-intubation rate
- ICU utilization

✓ **RADIOLOGY DEPARTMENT**

Functions:

- Provides complete diagnostic and imaging services of high quality and minimum error.
- Has developed standard operating procedures(SOP)
- Has established goals, objectives and standards of performance that are consistent with both the hospital's philosophy of patient care and practice of professional service delivery and match international standards.

✓ **Services provided:**

1. Common X-rays
2. Fluoroscopy
3. Ultrasound
4. Colour Doppler
5. CT Unit
6. Ultrasound and CT guided invasive procedures
7. ECHO Cardiography