

**Internship
at
Wockhardt Hospitals Pvt. Ltd.,
Nagpur**

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The logo for IIHMR University, featuring the letters 'i' and 'H' in a stylized font, followed by 'IIHMR' in a large, bold, serif font, and 'UNIVERSITY' in a smaller, bold, sans-serif font to the right.
**The IIHMR University, Jaipur
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1.1.1 About the Hospital:

Wockhardt hospital, Nagpur is a 118 bedded super speciality hospital with a modern cath-lab, 4 operation theatres, 50 beds of ICCU and SICU and with In-house diagnostic facilities like CT scan, MRI, EEG and EMG. It is the first NABH accredited hospital in Central India. It provides medical care in the areas of Cardiac and Cardiac Surgery, Interventional Radiology, Orthopaedics and Joint replacement Surgeries, Minimal access Surgery and Critical care besides other specialities like Urology, Nephrology, Endocrinology, Gynaecology, Paediatrics, Emergency care, Preventive Healthcare and various high end surgeries like Kidney Transplant Surgery, Bariatric Surgery and Minimal Invasive Surgeries.

(1). Time constraints limit the ability of doctors to comply with preventive service recommendations. Nowadays, trend of preventive health check up is increasing but people get annoyed with unusual waiting time in health check ups. Long waiting hours and wastage of valuable time makes people reluctant in investing time for their health. Customer experience is more important than customer service. People coming to hospital for health check up should get the value for money and a good experience. If customer experience is good, there will be more footfalls in hospital for health check up thus increasing revenue. After the study, it was concluded that Average time taken in completing a basic health check up is 6 hours. 20 % of basic health check ups were completed within 4 hours. 70 % of basic health check ups were completed within 6 hours. 10 % of basic health check ups were completed within 8 hours. Main reason for delay was Physician Consultation. Other reasons were radiology reports, lab reports. Out of 100 health check up patients, 46 i.e. 46.00 % were advised additional OP diagnostics and 7 i.e. 7.00 % were converted into IPD admissions. Conversion of health check up patients into In-patients were real as well as planned. Few suggestions were: Doctor's on call for health check up should not be clubbed with emergency and ICU rounds. Appointment of a doctor exclusively for health check up. Patient should be told on a continuous basis to come to OPD desk after the completion of one process. In other words, proper tracking of patient. Health check up patients should be given some privilege in case of consultation. There should be a separate time for seeing health check up patients and OPD patients. Some rewards to employees if they are able to complete health check up within time limits. Portable x-ray machine for health check up.

Wockhardt Heart Hospital, Nagpur is a 48 bedded (12 ICU and 5 SICU) cardiac care unit which performs all kinds of critical cardiac surgeries. It has full time expert team of cardiologists and cardiac surgeons to drive its cardiac services. It is one of the pioneers of Angiography by the radial method. Apart from other procedures it does around 250 CABG procedures in a year.

(2).Before any surgery or clinical procedure, estimate is the primary mode to make patient understand that how much they need to spend on a particular procedure and if there is any fluctuation, it ultimately leads to patient dissatisfaction. After the study, it was concluded that, In case of analysis of cash bills, it was found that 26 % of the total bills were exceeding the estimate (if we take alos as 8-10 days). After this, we did critical analysis of these 26 % bills and the results were as follows: Maximum deviation was due to investigations done. In investigations done, blood gas analysis was most critical. Bed rentals was also one of the critical components. Average ICU stay was 3 days. In case of analysis of credit bills, it was found that 48 % of total bills were exceeding the estimate. In critical analysis of these 48 % bills, components which were responsible for deviation were as follows:

(i).Investigations done (blood gas analysis and blood transfusion).

(ii).Consumables.

In both the cases i.e. cash as well as credit, variation in twin sharing was more than multi bed and single bed.