

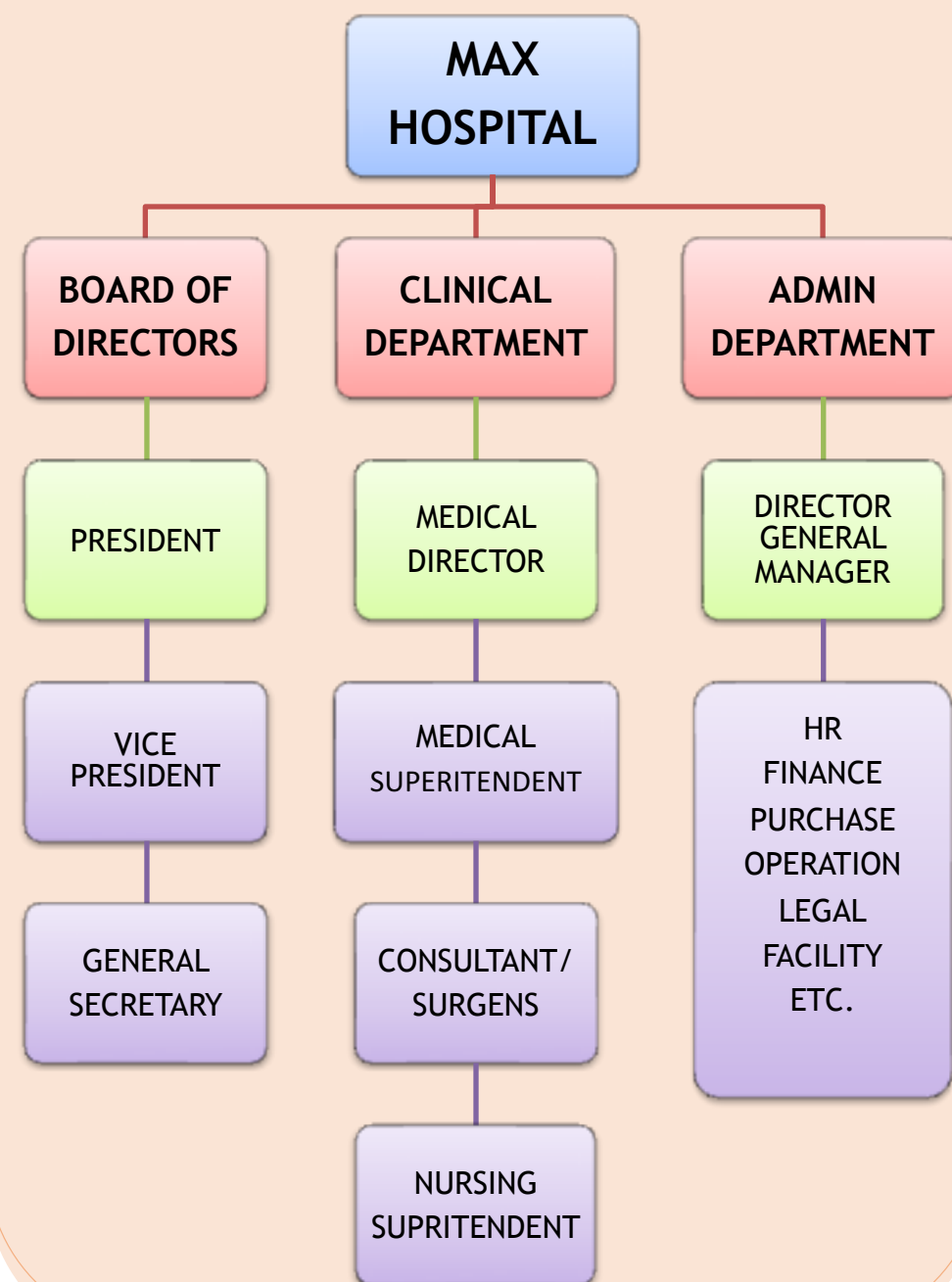
ABOUT MAX

Max Healthcare opened its first medical center in South Delhi's Panchsheel Park in 2000. The organization opened two other secondary care centers in Pitampura in North West Delhi and eastern Delhi suburb of Noida in 2002. In 2004, the company commissioned the East Block of its flagship tertiary care Hospitals called Max Hospital, Saket in South Delhi. Max Healthcare ventured into Gurgaon, the South Western suburb of Delhi with a secondary care hospital in 2007.

VISSION AND MISSION

- To be the most well regarded healthcare provider in India committed the highest standards of clinical excellence & patient care, supported by latest technology and cutting edge research.
- To achieve professional excellence in delivering quality care.
- To ensure care with integrity and ethics.
- To provide healthcare to all sections of society.

ORGANIZATION'S STURCTURE

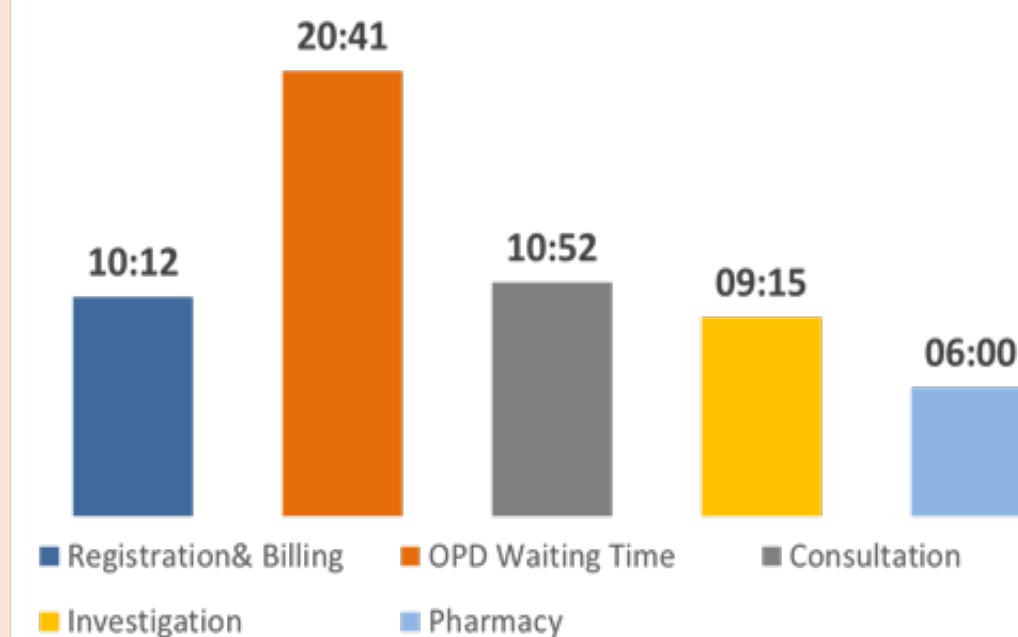


PRACTICAL KNOWLEDGE

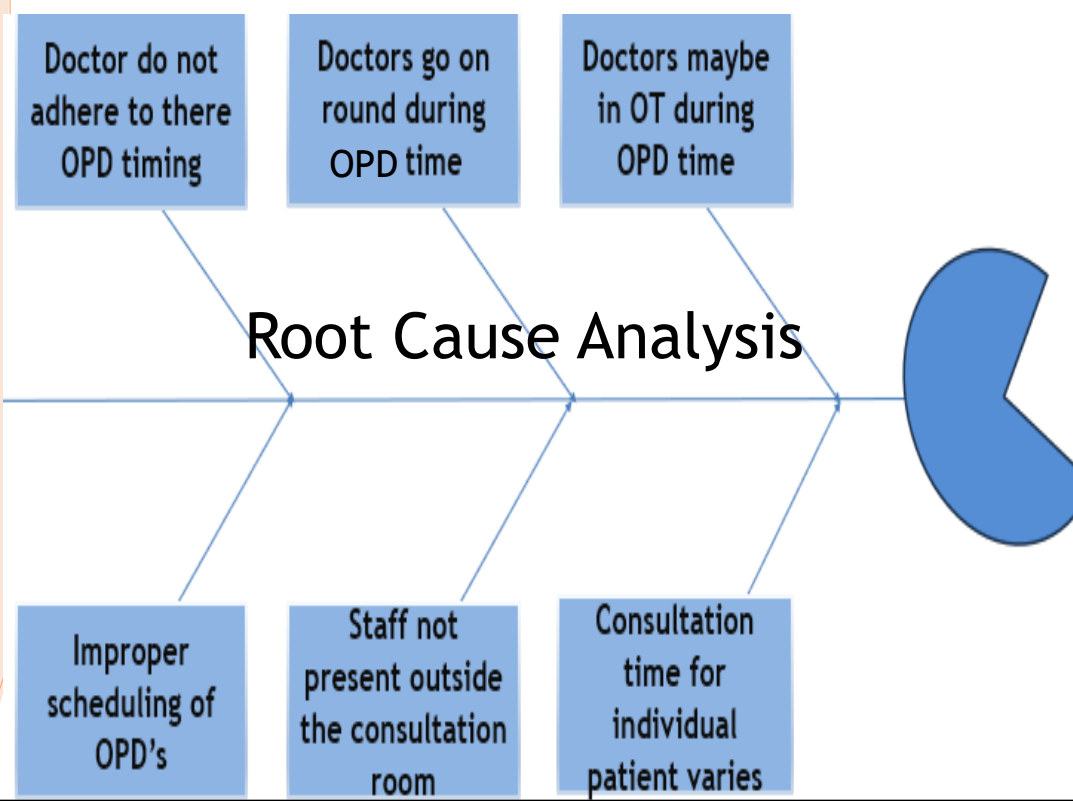
- Communication with peers and patients
- On field work experience
- Working within the framework of law and abiding the same
- Facilitating free movement of patients in different departments



Average Waiting Time



Root Cause Analysis



SWOT ANALYSIS



- Strengths**
- Experienced and skilled workforce.
 - NABH and JCI Accreditation
 - Modern infrastructure



- Weakness**
- Less sitting capacity in waiting areas.
 - Work load among employees due to inadequate staff.

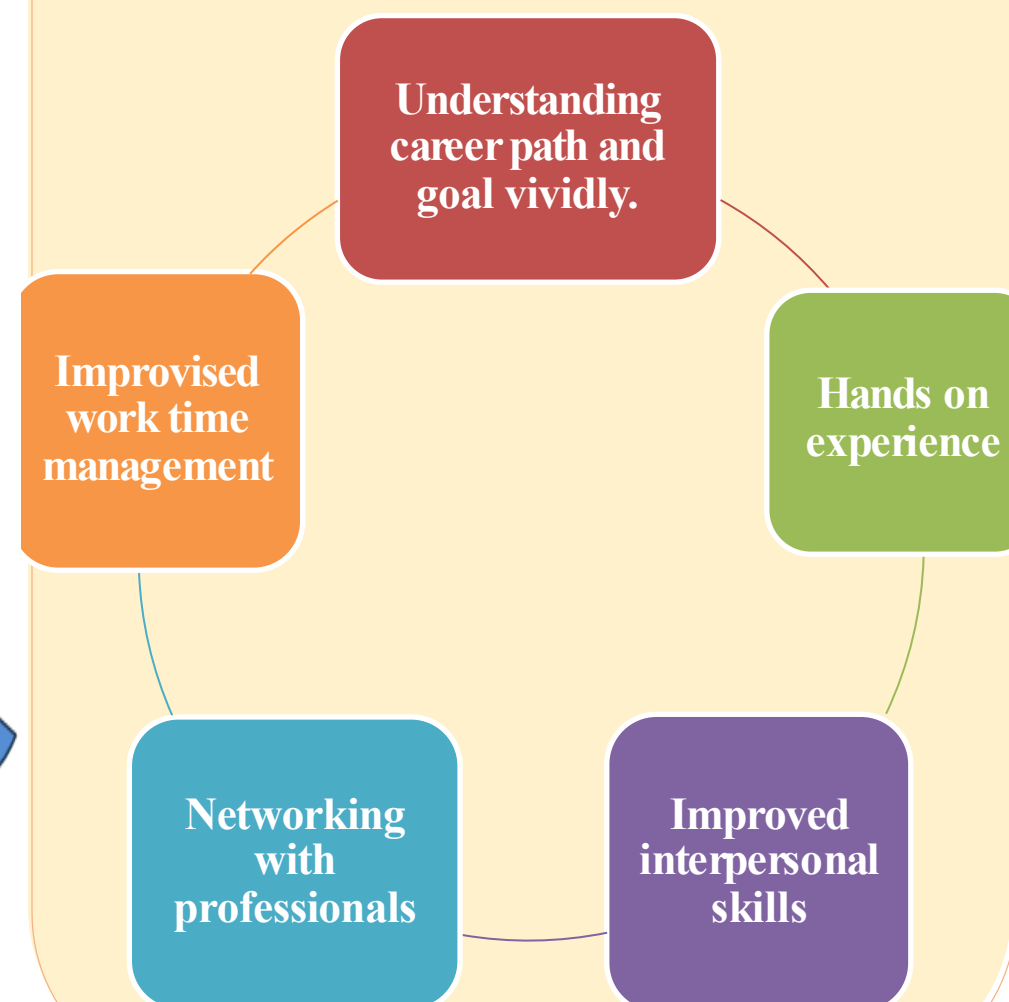


- Opportunities**
- Increasing adequate professional staff
 - Increasing the number of care units within the city.
 - Training & education to new staff.



- Threats**
- High Price .
 - Competition by other corporate hospitals like Apollo, Fortis, Manipal, Medanta.

USEFULNESS OF INTERNSHIP



LEARNINGS & VALUE ADDITION

Learning the workflow from skill employees

Interaction with experts in the field of healthcare

Understanding challenges and finding solution

Networking opportunities

Learn to handle difficult situation with sole responsibility

CHALLENGES FACED DURING INTERNSHIP

Time management -Managing time for various activities was a challenge.

Being a non medico while working in medical quality dept. As, interaction with the nurses and doctors (beside patients) and understanding their terms was a pre requisite.

SUGGESTIONS

