



SUMMER INTERNSHIP PROGRAMME APEX HOSPITAL, MALVIYA NAGAR JAIPUR, RAJASTHAN PHARMACY AND RADIOLOGY TAT

HISTORY

Apex Hospitals was conceived in the year 1986 as S.S. Diagnostic Centre by Dr.S.B JHAWAR. It is fully commissioned 200 bedded hospital facility. Apex Hospitals is a chain of multi-specialty hospitals in Rajasthan with facilities in Jaipur-Malviya Nagar, Mansarovar, Sawai Madhopur and Jhunjhunu at present In 2020, Apex Hospitals has started E-ICU & Hybrid Cath Lab.

VISION



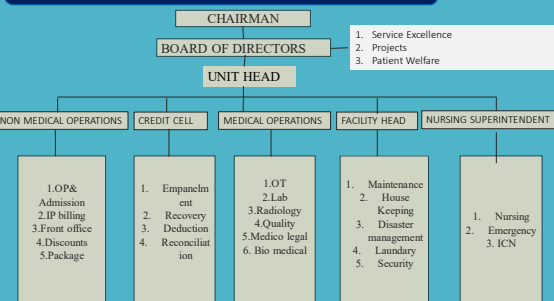
To deliver quality conscious and technology driven contemporary healthcare across segments, in an environment that is oriented towards patients and staff needs with all endeavours to ensure continuous education and training for a multi-faceted personal and linear organizational growth.

MISSION



To provide holistic quality care at a minimal cost in a hygienic environment with perseverance, dedication and compassion.

ORGANIZATION STRUCTURE



Theoretical and Practical Education

THEORETICAL EDUCATION

It is classroom-based knowledge, it focuses on concepts and knowledge.

A foundation for further learning and it may lack immediate real-world relevance.

PRACTICAL EDUCATION

Hands-on experience and it emphasizes applications and skills.

Bridges the gap between theory and practice and practical education directly addresses practical challenges.

CHALLENGES FACED

- Lack of instant Communication with Doctors and Healthcare teams
- Not receiving clear instructions on expectations
- Patient asked many queries but we didn't have much information to address them.

STRENGTH

- Well established with a legacy
- Situated in center of the city
- Renowned and retained expert doctors
- Dedicated emergency care and trauma services 24hrs.
- Wide range of services

WEAKNESS

- Online healthcare facilities and hospital app
- No evening OPDs
- Limited availability of advanced imaging technology and equipment.
- Insufficient infrastructure, this led to overcrowding , inadequate patient care

SWOT ANALYSIS

OPPORTUNITY

- Expansion of existing branch
- Academia and certification courses for nursing staff and doctors
- Increase health check-ups through tie-ups e.g. Vardhman, synergy.

THREAT

- More multispecialty hospitals coming up e.g. Medanta ,Max, Apollo
- Competitors providing more affordable healthcare facilities
- Loss of staff due to better opportunities in other hospitals

LEARNINGS

- Learned how to calculate TAT for the department and why it is necessary.
- Analyzed the waiting time and learned the causes delay in processes.
- Came up with recommendations and strategies that could solve the issues for better and smooth functioning of the department
- Interacted with the patients to find out how their overall experience was in the organization
- Observed whether the patients were happy with the services or not

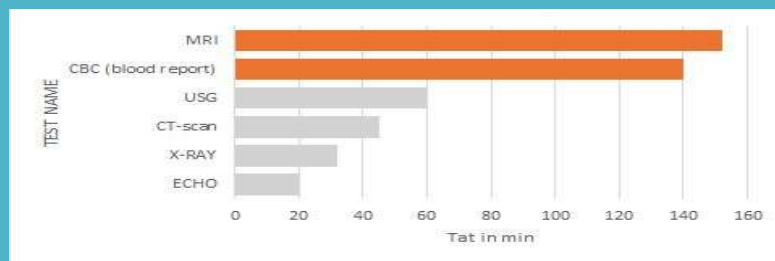
ASSIGNMENT -2 TAT OF PHARMACY DEPARTMENT

TYPE	TAT (from arrive to pharmacy to medicine dispatch time)	TAT (from arrive to pharmacy to medicine dispatch time)
RGHS	68min. (when 1 counter)	37min.(when 2 counter)
CASH	22min. (When 1 counter)	13min.(when 2 counter)

table:1 Turn Around Time (in min.) of RGHS and CASH counter

ASSIGNMENT - 1 TAT OF RADIOLOGY DEPARTMENT

After conducting a comprehensive study of the pharmacy department is analysed the turn around time of radiology department. The results indicate a remarkable reduction in the overall duration required for processing and delivering Radiology reports.



● Fig:1 TAT (in min.) of MRI, CBC, USG,CT-scan, X-RAY, ECHO

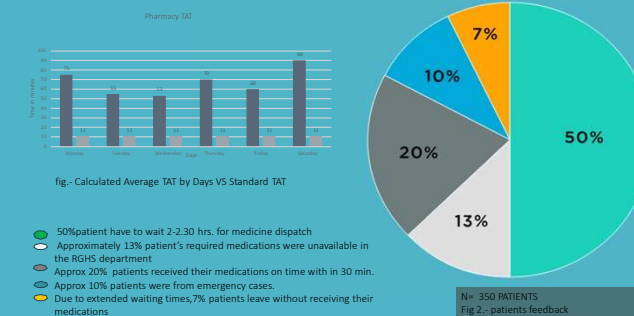
USEFULNESS OF INTERNSHIP

- Learning of practical work approach
- Creating contacts and meeting new people
- Sense of belief and belongingness in the field
- It boosts motivation , morale and confidence .

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APEX HOSPITAL MALVIYA NAGAR, JAIPUR, RAJASTHAN

Analysis data on Turn Around Time for medicine dispatch at RGHS'S pharmacy billing counter and CASH counter was collected. The analysis revealed acceptable waiting times for most customer, but identified a high percentage facing delays.



SUGGESTIONS

- Weekly meeting regarding internal feedback of pharmacy staff and supervising authority by operational heads.
- timely staff presence is essential to minimize patient wait time, 7-8 patients come before 10am specially in peak days (Monday & Saturday).
- As per the revenue targets there should be total 4 counters running while peak hours.
- Doctor and Pharmacy interaction program to be implemented as soon as possible to avoid conflicts regarding medicine availability.
- it is imperative to have a highly knowledgeable individual stationed at the first counter of RGHS Pharmacy.
- 1. A strong suggestion for online dispatch of reports to the respective patients in order to avoid chaos and overcrowding.
- 2. Every USG patient should be informed in advance about the importance of bladder filling & approx. time taken for the same.
- 3. Pictorial information bulletins should be put up in the waiting area having complete info about bladder filling, radioactive hazards and items prohibited in the procedural room.