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Industry Sector Profile

Narayana Health, Bengaluru, Karnataka

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MBA Hospital and Health Management



1. Brief history and description about organization

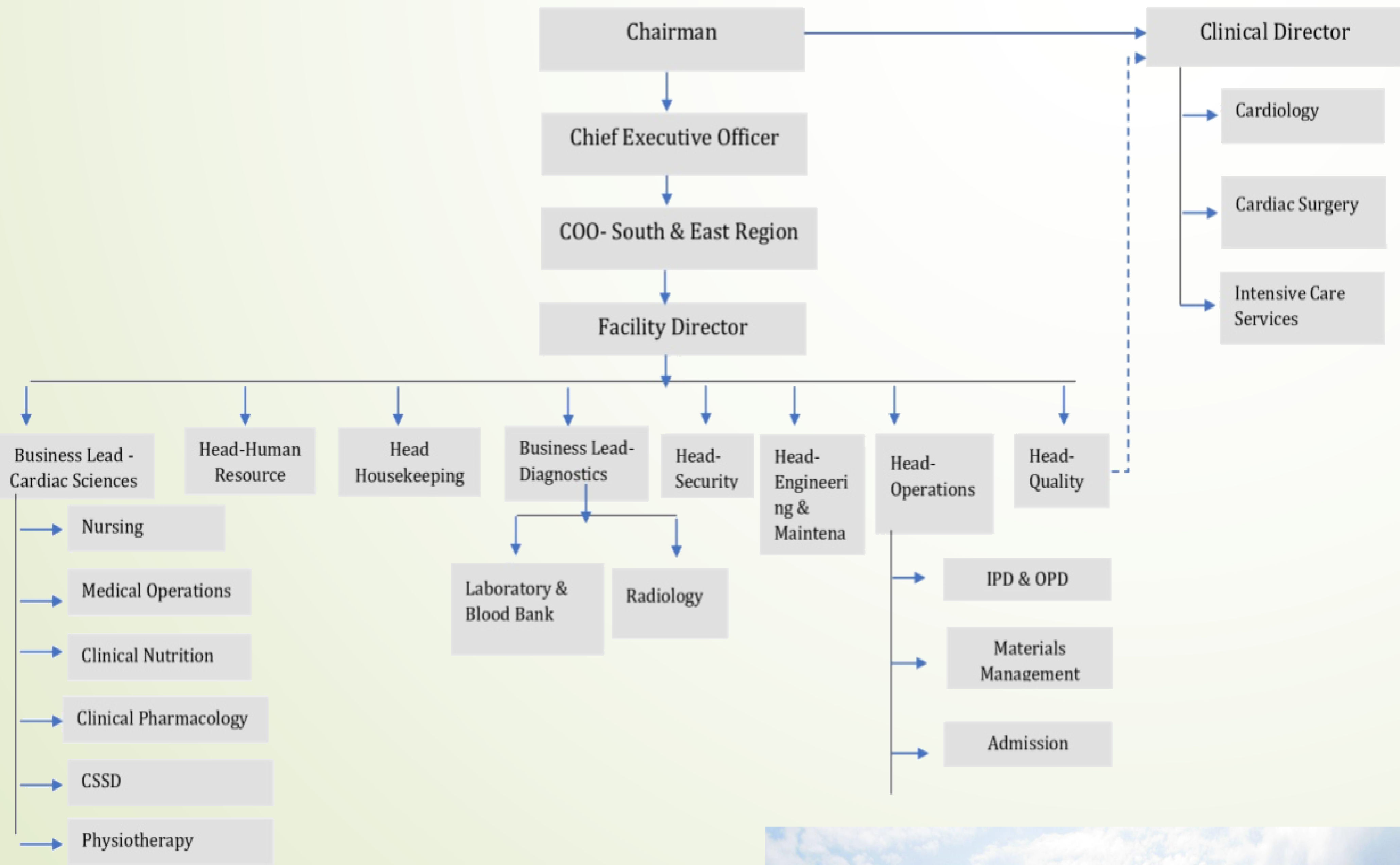
At Narayana Health, we are convinced that 'quality' and 'lowest cost' are not mutually exclusive when it comes to healthcare delivery. Narayana Health adheres to national and international standards for healthcare; 19 hospitals are NABH accredited and 2 are JCI accredited (Narayana Institute of Cardiac Sciences, Bangalore-India and Health City Cayman Islands). Our first facility was established in Bangalore with approximately 225 operational beds and we have since grown to 21 Hospitals + 1 Cayman Islands and 6 heart centers, 19 primary care facilities across India and an international hospital in the Cayman Islands. The group now features over 5,859 operational beds through a combination of greenfield projects and acquisitions.

2. Organization vision and mission

Vision: To provide high quality healthcare, with care and compassion, at an affordable cost on a large scale.

Mission: Dream of making quality healthcare available to the masses worldwide.

3. Organization Structure



Learning And Value Additions

4. Difference Between Practical Exposure And Theoretical Understanding

Theoretical work:

- It focuses on understanding concepts and principles.
- It is used for developing new theories or advanced existing ones.

Practical exposure:

- It focuses on implementing those concepts and principles in real- world situations.
- It is used to solve real- world problems and create practical solutions.

5. SWOT Analysis

Strength	➤ Qualified doctors and medical team. ➤ Good hospitality and healthy vibes. ➤ Affordable treatment cost.
Weakness	➤ Portal server down issue. ➤ Language barrier. ➤ Inadequate co-ordination between inter departments.
Opportunity	➤ Proper plan about the discharge process. ➤ Increase the marketing activities in other foreign countries. ➤ Collaboration with multiple health schemes services (Excluding Vajpayee scheme, corporate, TNCM, BPL, CGHS, Arogya Bhagya, ECHS) .
Threat	➤ Existing reputed hospital around the area. ➤ Time constraints of the customers.

6. Challenges faced during internship

- Language barrier while dealing with the patients.
- Competitive environment.
- Takes time to fit into the company culture.

7. Learnings during internship

- Learnt about the technical aspects of operations happening in the hospital.
- Learnt to calculate Discharge TAT.
- Learnt to manage time for discharge process.
- Staffs are not able to analysis the daily basis feedback.

8. Usefulness of Internship

- Hospital industry exposure.
- Corporate exposure.
- Understanding the work culture.
- Opportunity to interact with different kinds of people.
- Hands-on experience on live project.

Suggestions

- Focus should be more in improving coordination among other departments.
- Improving portal server issue.
- Daily basis feedback should be assessed.

