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HOSPITAL PROFILE

BRIEF HISTORY

An Endless Journey:

- 1969-1979
- It was the first private hospital with the cutting-edge facility in healthcare in Kolkata.
- 1989-1999
- The journey to serve the community took a new direction with the establishment of a super specialty cardiac hospital—BM Birla Heart Research Center. It is the first hospital in India to receive the National Accreditation Board of Hospital award.
- 1999-2019
- In 2016, the group launched the most progressive center of the clinical care at Jaipur—The Rukmani Birla Hospital.

BRIEF DISCRIPTION

- The CK Birla group has different chains which includes hospitals in Gurugram(CK Birla), Jaipur(RBH), Kolkata(CMRI),Kolkata (BM Birla heart research centre).CK Birla hospital is a 230 bedded multi-speciality hospital in Jaipur. RBH has 24 hours specialised healthcare departments with highly trained doctors and nurses.

VISION

- Aspire to transform the future of healthcare through outstanding clinical outcomes, research education and compassionate care.

MISSION

- We are committed to bringing global standards of clinical expertise and care to patients and their families.

STRENGTH

- Patient Centric high-Quality Care.
- Constant improvement in food quality.
- Nurturing and good health

WEAKNESS

- Inexperienced staff
- Staff shortage
- Less motivated staff
- High Costs

SWOT ANALYSIS

OPPORTUNITIES

- TREATWELL App for complain & request.
- Growing health concerns

THREATS

- High charges for patients.
- Competitor corporative emerging hospitals.

ORGANIZATION STRUCTURE



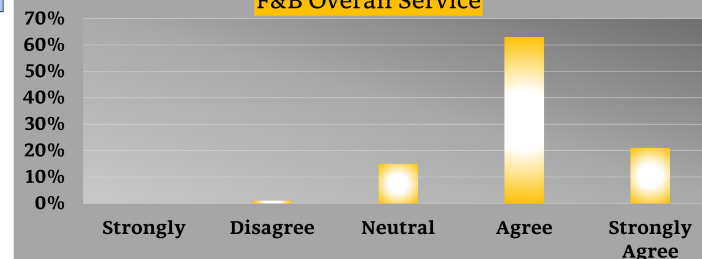
LEARNING AND VALUE ADDITIONS

- Helped correct the daily errors made by the staff
- F&B department about kitchen hygiene
- Learn about polices of the F&B department
- Checking TAT (Turn Around Time) of department.
- Different aspects of hospital management, such as strategic planning, financial management, quality improvement, patient experience, and human resources.
- Coordination amongst different departments to work as a single institution.

METHODOLOGY

- Study Area- CK BIRLA HOSPITAL, JAIPUR
- Study Design- Cross Sectional
- Study Period- 1 June 23 – 30 June 23
- Study Population- Patients on 3rd and 4th floor.
- Sample Size- 100
- Sampling Method- Convenience sampling.
- Data Collection- Observational Study
- Data Analysis- Analyzed data using Microsoft excel and Test statics
- Type of Data- Quantitative by simple random sampling method.

F&B Overall Service



- 84% of the patients are in favor of the statement that overall service is good of F&B department. Since a total of 16% respondent fall under the category of neutral and disagree. 16% is significant number for overall service rating, so I strongly feel that the hospital administration needs to focus on this area religiously.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING.

Practical exposure and theoretical work are two completely distinct approaches to knowledge.

- Theoretical understanding the functioning of hospital non-clinical operations and how different operations takes place.
- The practical exposure demonstrated how the knowledge learnt needs to be implemented in a specific hospital scenario
- Dealt with situations where theoretical knowledge didn't play a role and real-life undertaking helped.
- Theoretical knowledge helped us understand the fundamental concepts and principles about functioning of a healthcare.



CHALLENGES FACED

- Too many information absorption due to short span of internship.
- Heavy workload on F&B department which was a hindrance in collecting the data from department

USEFULNESS OF INTERNSHIP

- To improve the communication skills and learned how to communicate formally with higher authorities.
- Gave recommendations to the organization which are to be improved.
- Knowledge of field and understanding the organization
- Gathered data from F&B departments and found out the gaps.
- Helped to create and expand my professional network.
- Gained valuable exposure to how a hospital management functions.

SUGGESTIONS

- Staff Counselling and Motivation
- SOPs follow up.
- Divide workload equally among employees.
- KOT should be arranged on the basis according to the time of order.
- Trolley service time need to be improve.
- Clearance of utensils should be done with in 40-45minutes