

SUMMER TRAINING IN WOCKHARDT HOSPITALS

INDUSTRY SECTOR PROFILE

Life Wins at New Age Wockhardt Hospitals, Mumbai Central—a flagship 350-bed hospital in South Mumbai, known for expertise across specialties and advanced facilities.

VISION : Wockhardt Hospitals strives for excellence in fulfilling the community's medical needs, bringing together diverse disciplines and skills to provide exceptional Wockhardt Care.

MISSION : To enhance the quality of life for patients, utilizing technology and expertise in a compassionate environment that respects human dignity and values.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

As an intern in Wockhardt Hospital, practical exposure refers to hands-on experience gained by actively participating in various tasks and responsibilities within a healthcare setting. It involves engaging in real-world situations, applying knowledge, and developing skills through direct involvement.

- On the other hand, theoretical understanding involves the comprehension and knowledge of concepts, principles, and theories related to hospital management obtained through academic study and coursework. It provides a foundation of knowledge and concepts that can be applied during practical experiences in the field.

S.W.O.T. ANALYSIS OF THE TEACH-BACK PROCESS

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STRENGTH

- ENHANCES PATIENT UNDERSTANDING: PROMOTES PATIENT UNDERSTANDING FOR BETTER HEALTHCARE OUTCOMES.

- PROMOTES PATIENT ENGAGEMENT: TEACH-BACK EMPOWERS PATIENTS, IMPROVING ENGAGEMENT AND ADHERENCE TO TREATMENT.

- SUPPORTS TAILORED COMMUNICATION: TEACH-BACK ENABLES TAILORED COMMUNICATION, BRIDGING BARRIERS FOR CLEARER UNDERSTANDING.

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WEAKNESS

- TIME CONSTRAINTS: LIMITED TIME AVAILABILITY DURING PATIENT ENCOUNTERS CAN HINDER THE COMPREHENSIVE IMPLEMENTATION OF THE TEACH-BACK PROCESS BY HEALTHCARE PROVIDERS.

- VARIATIONS IN PROVIDER SKILLS AND TRAINING: TEACH-BACK QUALITY AND CONSISTENCY VARY BASED ON PROVIDERS' TRAINING AND COMMUNICATION SKILLS. INADEQUATE TRAINING OR AWARENESS MAY LIMIT EFFECTIVENESS IN SOME SETTINGS.

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OPPORTUNITY

- INTEGRATION OF TECHNOLOGY: TECHNOLOGY ENHANCES THE TEACH-BACK PROCESS THROUGH INTERACTIVE TOOLS, MOBILE APPS, AND PATIENT PORTALS, IMPROVING ACCESSIBILITY, UNDERSTANDING, AND CONTINUOUS ENGAGEMENT.

- COLLABORATIVE HEALTHCARE TEAMS: COLLABORATIVE HEALTHCARE APPROACH INVOLVES MULTIPLE PROFESSIONALS IN THE TEACH-BACK PROCESS, ENHANCING INFORMATION QUALITY, ADDRESSING DIVERSE NEEDS, AND IMPROVING CARE COORDINATION.

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THREAT

- LANGUAGE AND CULTURAL BARRIERS: CULTURAL AND LANGUAGE BARRIERS IN MULTICULTURAL HEALTHCARE SETTINGS MAY AFFECT TEACH-BACK EFFECTIVENESS. TRANSLATION AND CULTURAL SENSITIVITY ARE ESSENTIAL TO OVERCOME THESE CHALLENGES.

- RESISTANCE FROM PATIENTS OR PROVIDERS: FULL ACCEPTANCE AND PRIORITIZATION OF THE TEACH-BACK PROCESS BY PATIENTS AND PROVIDERS CAN BE HINDERED BY DISCOMFORT, ASSUMPTIONS, AND RESISTANCE TO CHANGE, LIMITING ITS POTENTIAL BENEFITS.

LEARNING & VALUE ADDITIONS

PROJECTS DONE :

Audit of : Crash Carts, Dressing Trolleys, MLC Files, Clinical Alarm Systems in ICU

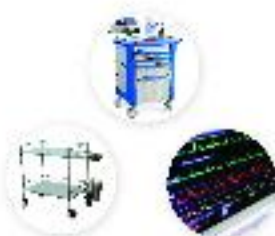
Evaluation of Teachback Process

Data Validation Of : Nurse's Handover Tool, Doctor's Handover Tool

PRESENTATION AND REPORTS OF ANALYSIS

AND GAP ANALYSIS SUBMITTED :

- Audit of clinical alarm system.
- Audit of MLC files.
- Teach-back process
- Data validation

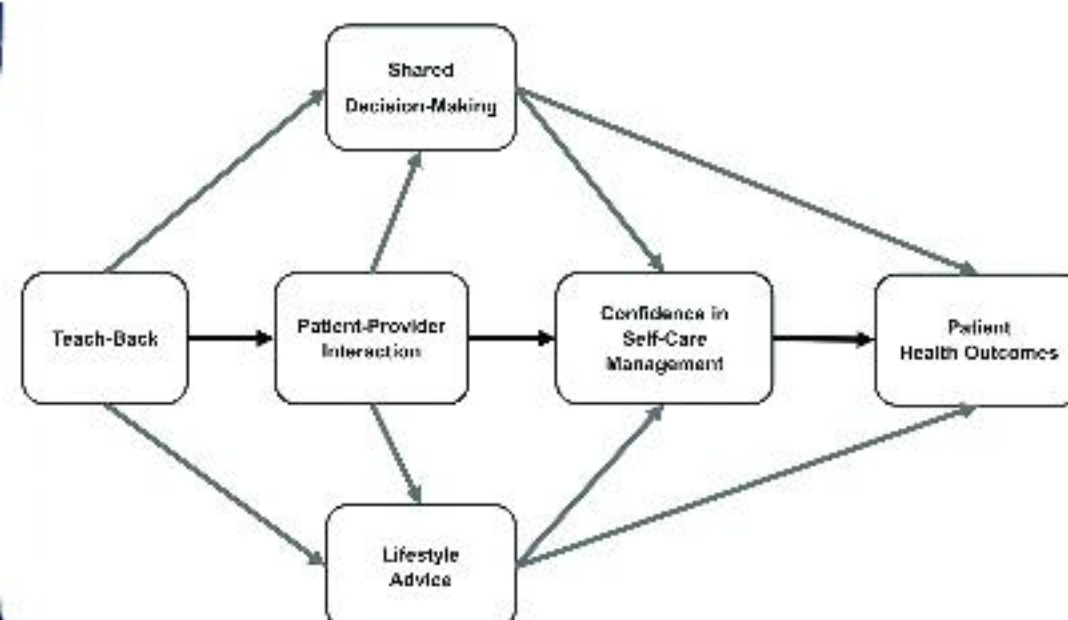
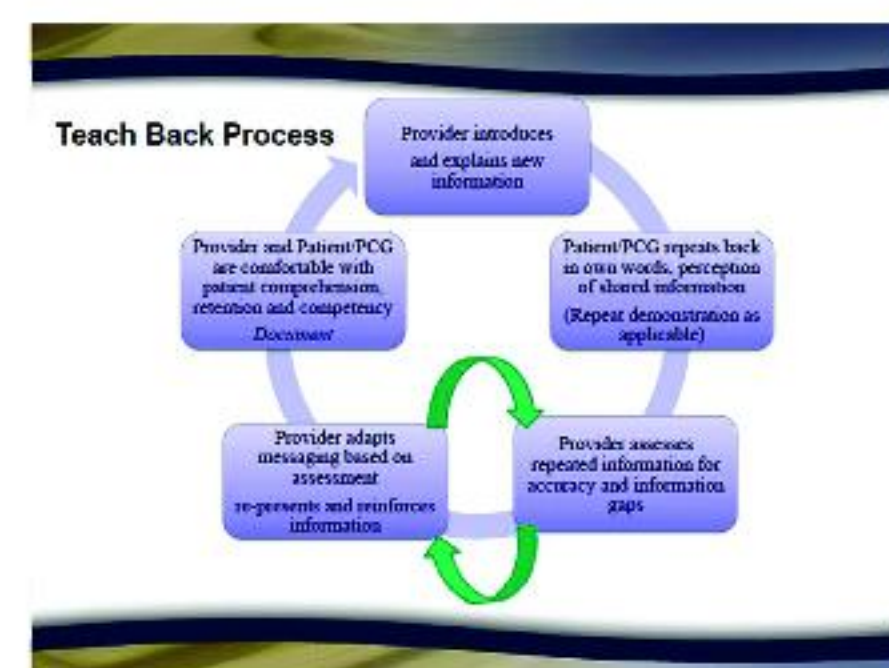


CHALLENGES :

1. Managing a heavy workload, juggling multiple responsibilities and assignments in hospital management.
2. I encountered ethical dilemmas related to patient confidentiality, resource allocation, and decision-making.
3. I felt the pressure to excel and secure future employment, leading to stress.
4. I strived to manage my time effectively and maintain a work-life balance.
5. Heavy workload, combined with time constraints, can lead to stress and potential burnout if not managed effectively.
6. Locating files in the MRD was time consuming for data validation.

BRIEF DESCRIPTION OF PROJECT

Teachback is a communication technique used in hospitals to ensure patient understanding promote effective healthcare education. It involves patients or their caregivers repeating and explaining information provided by healthcare professionals to confirm comprehension and address any misunderstandings, thereby improving patient engagement and health outcomes.



THE ANALYSIS OF THE PROJECT WAS CONDUCTED THROUGH :

DIRECT OBSERVATION

OVER A PERIOD OF 3 WEEKS

SAMPLE SIZE : 60

QUALITY TOOL : CHECKLIST



SUGGESTIONS

- Digitization of inventory.
- Training and education programs to increase impact of staff.
- Electronic documentation system.
- Staffing shortages to be filled by hiring additional qualified personnel to meet workload demands.
- Streamlined administrative processes, this includes :
 - Automating paperwork
 - Implementing electronic health record systems
 - Utilizing digital scheduling

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