REDUCING THE WAITING TIME: OPTIMIZING RADIOLOGY SERVICES FOR TIMELY CARE AT RUKMANI BIRLA HOSPITAL, JAIPUR

NAME - CHANCHAL SHARMA, 1487

MBA HM - 27

FACULTY MENTOR - Dr. DEEPTI SHARMA

ORGANIZATION MENTOR - NEHA SHARMA

BRIEF HISTORY

CK Birla Hospitals, comprising its three landmark identities across India The Calcutta Medical Research Institute (CMRI), BM Birla Heart Research Center (BMB) and Rukmani Birla Hospital (RBH) have set milestones in the healthcare industry.

The three units of CK Birla Hospitals having footprint in Kolkata and Jaipur which offer 800 beds with comprehensive health care services in India.

RBH launched in 2016 with 280 beds at Jaipur. The Rukmani Birla Hospital—Jaipur is newest addition which has transformed the healthcare landscape for North India and is a benchmark for all new healthcare facilities.

MISSION & VISSION:

1. To create Clinical Centers of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

2. To provide best of Patient Service & Clinical Excellence.

OBJECTIVE OF THE STUDY

1.To reduce the waiting time to patient services given in the radiological department at R K Birla Hospital, Jaipur

2. To understand different determinants and factors which causing delay to patient service delivery in radiological Department.

CORE VALUE OF R K BIRLA HOSPITAL

Patient first: Treat patients and their families with respect, humility, compassion and empathy

Excellence: Consistently deliver "Best in Services" outcomes & service to patient, colleagues, partners and communities.

Integrity: Highest standards of ethics and transparency in all your dealings Consistently follow through on commitments mode to patients.

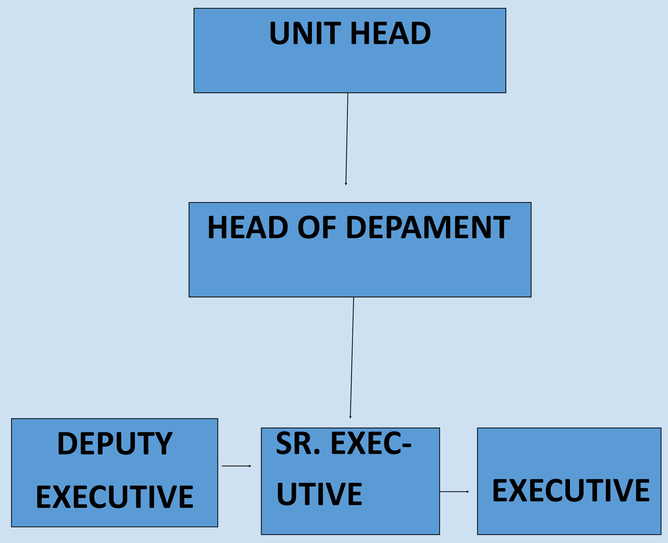
Teamwork: Always put collective/organization interests above individual preferences. Treat everyone equally, with respect and dignity

Agility: Think big and set ambitious goal.

METHODOLOGY

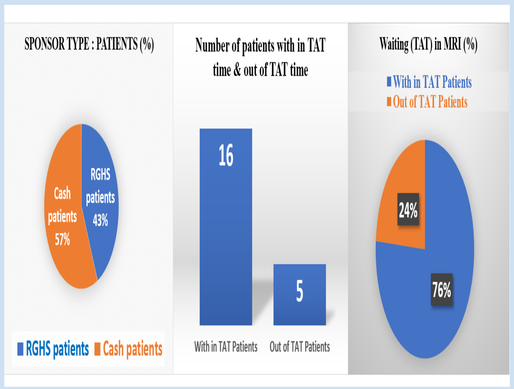
- **Study Area:** Radiological Department in RK Birla Hospital
- **Types of study:** Cohort Study (Retrospective Study)
- **Sampling Technique:** Purposive Sampling
- **Sample Size:** 130 sample size
- Sample Population: Patients of Radiological Department in RK Birla Hospital
- Data Collection tool: & Method Patient observation, Questionnaire & face to face interview

DEPARTMENT STRUCTURE

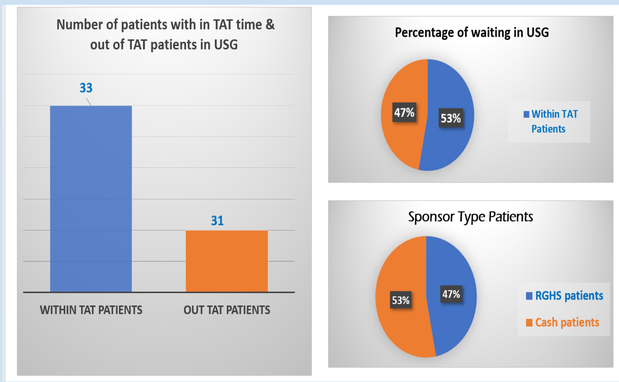


STUDY FINDING & ANALYIS

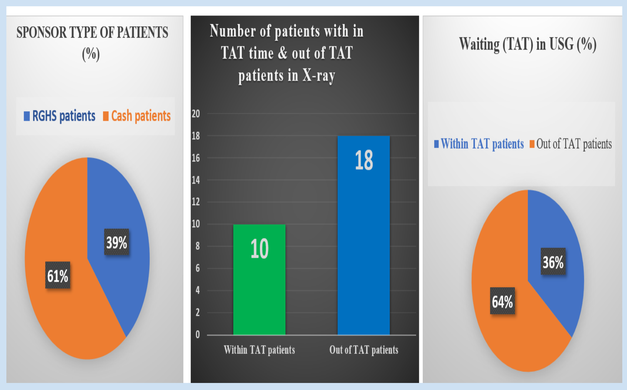
MRI ANALYSIS:



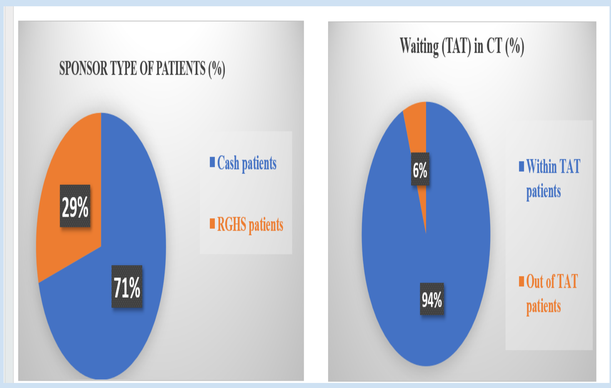
USG ANALYSIS:



X-RAY ANALYSIS:



CT- SCAN ANALYSIS:



SWOT ANALYSIS

STRENGTH (S)	WEAKNESS (W)	OPPORTUNITIES (O)	THREATS (T)
1.Expert radiologist 2. Patient-centric care / services 3. Efficient workflow & turnaround time 4. Comprehensive services.	1. Over all services are good in Radiology department but few services has moderately high waiting time 2. Coordination is good but there is scope for communica-	1.Technological advancement 2. Subspeciality development 3. Quality improvement initiatives	1.Competition to other hospitals 2. Reimbursement changes and financial pressures 3. Technological disruptions

LEARNING

1.Quality and Patient Safety: Learned about importance of quality management & patient safety in health service delivery.

2. Life skills: I have learnt project management, patient coordination, task management, resolving problems.

3. Developed the understanding about hospital management system.

4. Understanding the hospital organization working culture.

RECOMMENDATIONS

1. Based on training needs analysis (TNA) training to be provided for the staff in radiology.
3. The proper appointment should be followed for patients amongst radiology OPD patients.
5. Hospital should hire a female technical staff for x-ray and mammography services.
6. GDA staff should be available in radiology department especially during peak hours of hospital.
7. Should maintain reports proper based on procedure.

USEFUL OF INTERNSHIP

1. Hospital industry exposure.
2. Networking with Hospital industry member.
3. Opportunity to gain the work experience in Hospital
4. Opportunity to improve communication skills.
5. Opportunity to conduct research in hospital

THEORETICAL:	PRACTICAL:
1.Theoretical knowledge is more abstract and conceptual.	1.While practical knowledge is focused on real-world application.
2. Theoretical knowledge enhances understanding, analytical skills.	2. While practical knowledge develops skills such as problem-solving, decision making, teamwork.

CHALLENGES

Challenges in patients data collection due to multiple rescheduling of patients,. Patient with full bladder is one of the reason behind rescheduling.