

BRIEF HISTORY OF P.D. HINDUJA HOSPITAL & MRC

After partition, the situation in Bombay was grim because of the entry of hundreds of refugees. As a result, the standards of health and sanitation dropped exponentially. During this time, late Mr. Parmanand Hinduja set up the ‘Seth Deepchand Gangaram Hinduja Health Care’ in Dec 1951 at Veer Savarkar Marg. It was set up mainly to cater to the healthcare needs of the refugees. It had an OPD & dispensary. In 1953, the ‘National Hospital’ was set up comprising 30 beds. In 1976, the name was changed to ‘P.D. Hinduja Hospital and Medical Research Centre’. The Hinduja brothers made a tie up with the Massachusetts General Hospital for help in planning & staffing. In 1986, it was finally turned into a tertiary care hospital consisting of 300 beds. In 2013, another unit called Hinduja Healthcare Surgical was set up in Khar, Mumbai comprising 96 beds.

ORGANISATION VISION

To provide Quality Healthcare For All i.e., healthcare that is – Affordable, Value based, Ethical, Transparent, Outcome based & Backed by Technology & Innovation

ORGANISATION MISSION

To create P. D. Hinduja Hospital & Medical Research Centre a world class medical institution by delivering quality medical care to all patients, as well as continuous medical education to all the doctors & training of nurses and by undertaking basic & clinical research with the focus on the needs of the country.

PRACTICAL VS THEORETICAL

THEORY –

1. We deal with hypothetical situations and analytical problems given to us.
2. We deal with the secondary data that is provided to us and are expected to find solutions to the problems based on the information that is already available.
3. Due to studying the Research Methods module in 1st year, it helped me understand my project and how to go about it better.

PRACTICAL –

1. We have to gather primary data in order to complete task that is given to us.
2. We don’t have all the information available to us beforehand and have to take efforts to do the task successfully.
3. We have to filter and sort the data that is collected and analyse it in order for it to make sense and serve our purpose.
4. After analysing the data, we have to find suitable solutions and give appropriate suggestions in order to deal with the problems.

ABOUT THE PROJECT

AIM - To improve the inpatient diagnostic process by streamlining the process flow of all the activities involved in the procedure thereby making the entire process patient centric.

OBJECTIVES -

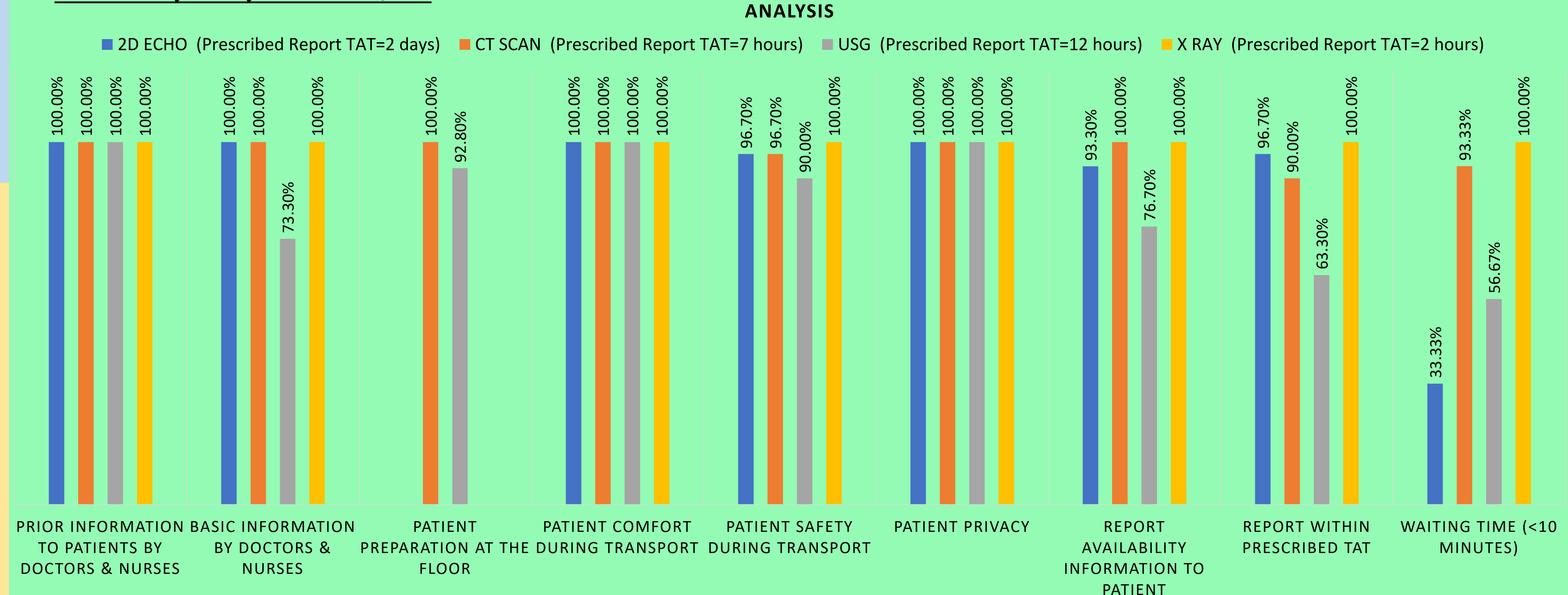
- To monitor patient transport to and from the diagnostic department.
- To conduct patient interview regarding time, preparation, privacy and safety.
- To check the pre and post procedure communication between the diagnostic department and the nurse station.
- To analyze the patient waiting time at the diagnostic department.
- To assess the patient safety during the movement.
- To see whether the patient reports are following the prescribed Turn Around Time(TAT).

METHODOLOGY –

- Study setting – Inpatient department, Hinduja National Hospital and Research Centre, Mahim, Mumbai
- Type of study (Approach) – Descriptive
- Population – IPD Patients in S1 and West building wards and ICU.
- Sampling Method – Random Sampling
- Sample size - 30 patients in S1 Building, Phlebotomy, 2D Echo, X-Ray, USG and CT Scan
- Inclusion Criteria - Inpatients who are admitted in the S1 and the West building for at least 24 hours and require to undergo above mentioned diagnostic procedure required for their diagnosis or to view their progress.
- Exclusion Criteria – OPD patients, Casualty patients and IPD patients who do not require any of the above mentioned diagnostic procedures.

FINDINGS –

1. 2D ECHO, USG, CT & X-RAY



2. S1 TRANSPORTATION



3. PHLEBOTOMY

SUGGESTIONS:

1. To allot slot to the inpatients for different diagnostic procedures.
2. Presence of female staff at X-Ray department.
3. Better patient – professional relationship.
4. Proper system of data entry should be followed w.r.t phlebotomy.
5. Digitalization of the transport of S1 Building patients.
6. Provision of a portable ramp for getting in and out of ambulance for wheelchair patients during transport.

LEARNINGS DURING INTERNSHIP:

1. Better understanding regarding collection of primary data and how to overcome different hurdles.
2. How to communicate with fellow colleagues, seniors, patients, their relatives and other workers.
3. Day to day operations going on w.r.t to the inpatient department of the hospitals.
4. Experience of the corporate world.

CHALLENGES FACED DURING INTERNSHIP:

1. Limited time period to carry out and finish the project.
2. Dealing with different people with different personalities.
3. Adapting to the corporate world during the starting phase.

USEFULNESS OF INTERNSHIP:

1. Real world Corporate experience.
2. Opportunity to work on actual projects.
3. Opportunity to meet some very respected veterans of the field.
4. Opportunity to increase my knowledge regarding the field I intend to work in.

STRENGTH

1. Large and experienced manpower.
2. Provisions to deal with almost all kinds of health problems.
3. Dedicated buildings to serve different purposes thus ensuring smooth workflow.
4. Healthcare facilities available at minimal cost and thereby catering to the needs of the lower socio-economic class too.

WEAKNESS

1. Does not have a dedicated Obstetric department at the Mahim, Mumbai Hospital.
2. Does not have provisions to treat snake bite & scorpion bite victims.
3. Transport of patients & blood samples take considerable time due to poor connectivity between the different buildings of the hospital.

SWOT ANALYSIS

OPPORTUNITY

1. New Projects for further development & rectifying outstanding problems.
2. Partnerships with smaller hospitals for further growth and increase in revenue.
3. Expanding the services by covering the untapped market.

THREAT

1. Facing stiff competition from Lilavati Hospital, Kokilaben Dhirubhai Ambani Hospital etc.
2. Chances of maintaining the existing growth rate is low.
3. Entry of new competitions in the area such as Fortis & Apollo Hospitals etc.