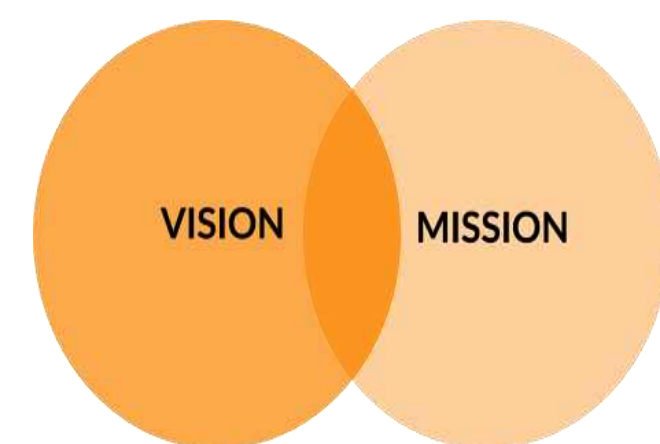


BRIEF HISTORY- BLK MAX

- Dr. B.L. Kapur, a renowned obstetrician and gynecologist, established the BLK Super Specialty Hospital in 1959.
- Largest private sector hospital in Delhi, India Spread over 6,50,000sq. ft.
- One of Asia's largest Bone Marrow Transplant Centre.
- BLK-Max Super Specialty Hospital is accredited by Joint Commission International (JCI), National Accreditation Board for Hospitals and Healthcare Providers, and National Accreditation Board for Laboratories and Calibration, for its processes and high-quality patient care.
- 1500 healthcare providers |150 globally renowned super specialists .

To create a patient centric , tertiary healthcare organization focused on non-intrusive quality care utilizing leading edge technology with a human touch.



- Achieve professional excellence in delivering quality care.
- Ensure care with integrity and ethics
- Provide quality health care to all sections of society.

Source: blkmaxhospital.com

CORE VALUES

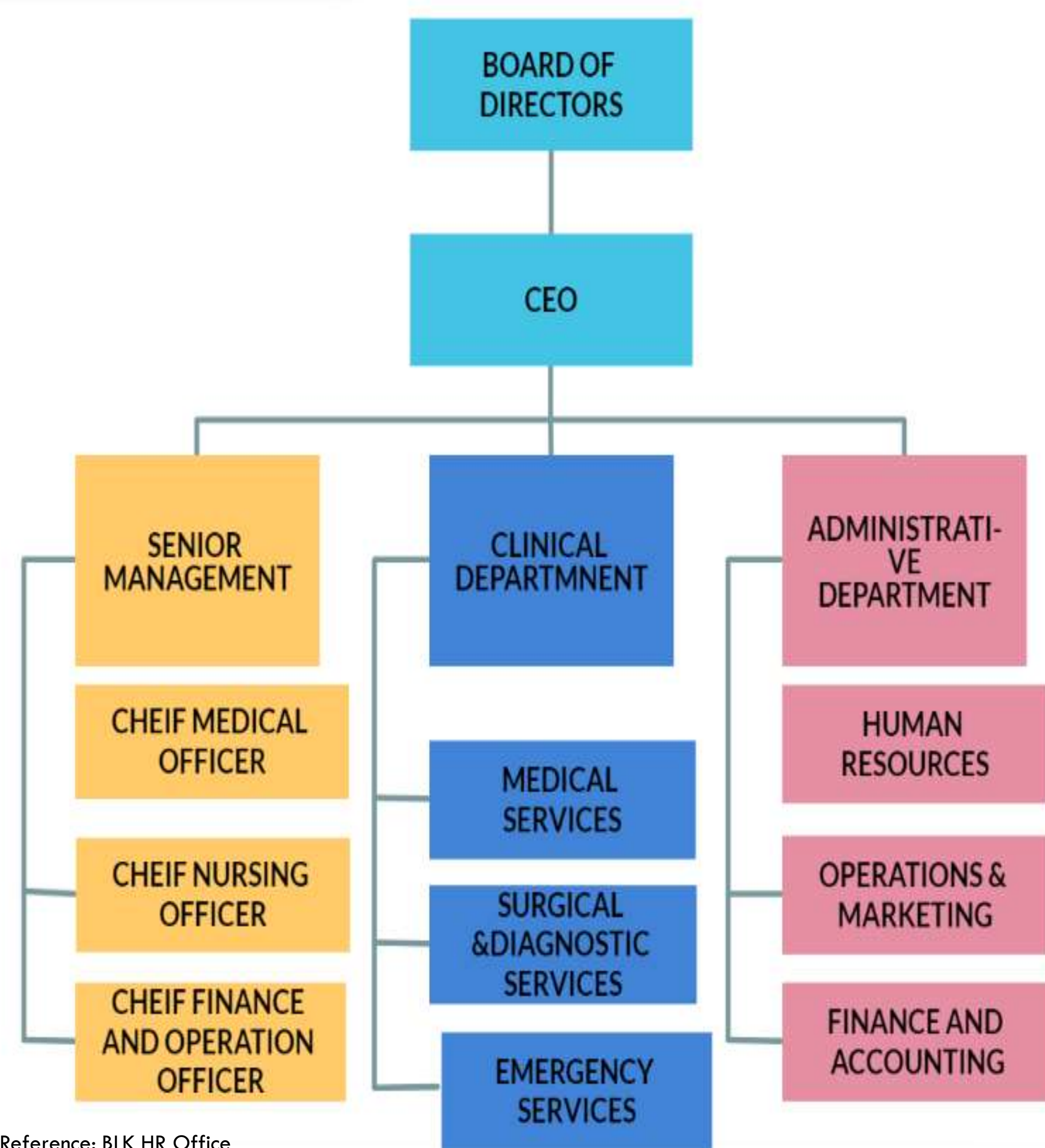
COMPASSION

CONSISTENCY

EFFICIENCY

EXCELLENCE

ORGANIZATION STRUCTURE



Reference: BLK HR Office

BRIEF DESCRIPTION ABOUT INPATIENT DEPARTMENT (IPD)

- The Hospital has 650 bed capacity with 125 critical care beds.
- The floors are divided into 4 blocks i.e.. BLOCK A, B, C & D such as 3rd floor is for Orthopedic, 4th floor is for Gynecologists, 5th is for Oncology .



OBJECTIVE

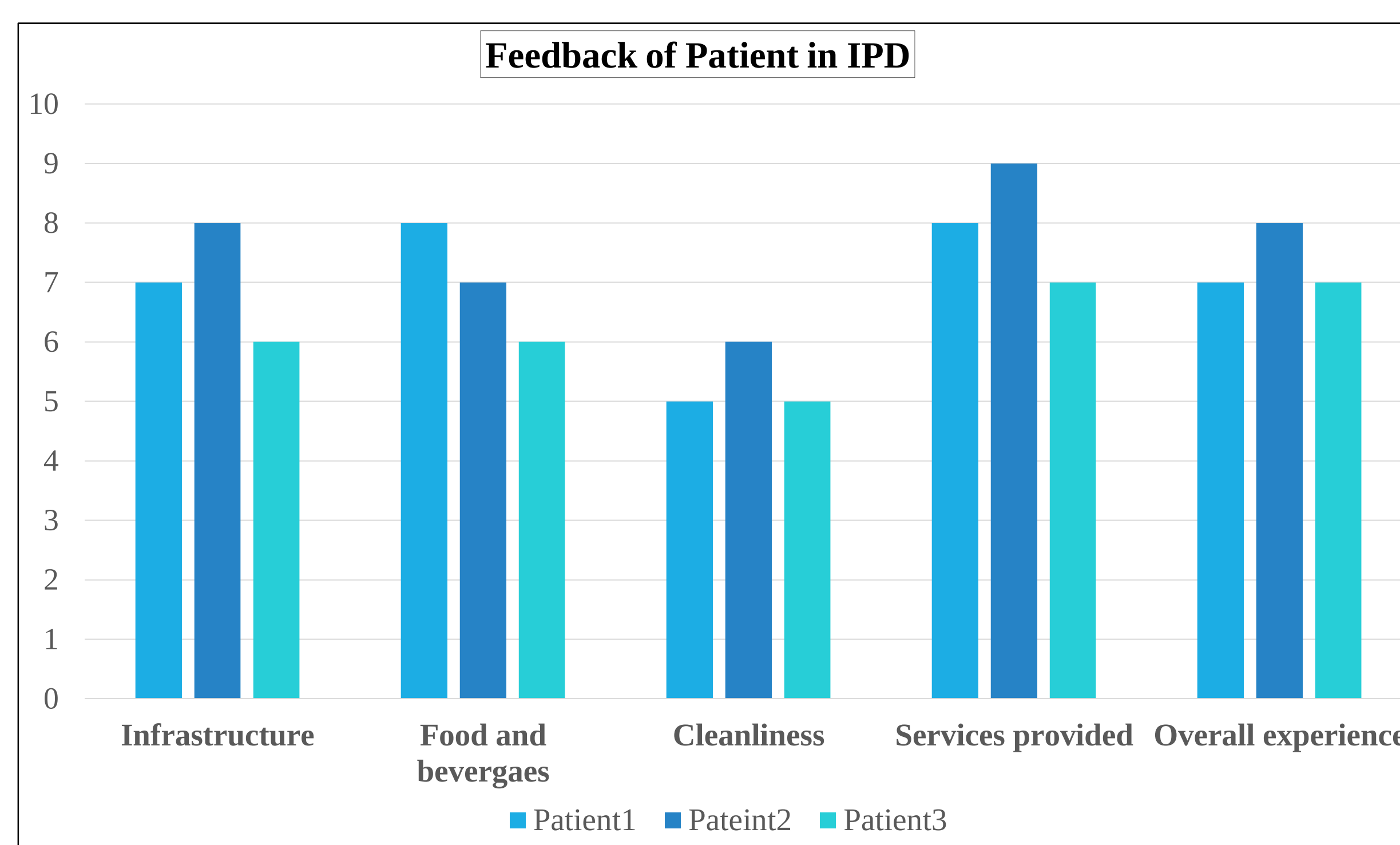
To study IPD patients experiences

METHODOLOGY

150 IPD patients interviewed using checklist capturing their experiences related to the IPD services .

S. no.	Department	No. of patients
1.	Orthopedic	65
2.	Gynecology	23
3.	Oncology	62

RESULTS



SWOT ANALYSIS

S

- Quality care
- Comprehensive services
- Collaboration among health care teams

W

- Staffing issues
- Communication challenges (especially for international patients)
- Resource constraints

O

- Technological advancements
- Enhanced patient experience
- Global medical tourism

T

- Competitive landscape
- Public perception
- Emergencies and disasters.

LEARNING & VALUE ADDITIONS

- Engage with the corporate environment to gain valuable insights .
- Learned about the safety measures and precaution while dealing with the Patient .
- Focusing on addressing patients and their families about their conditions, treatments, and preventive measures.
- Understanding the concept and procedures of admission for Inpatient department.
- Accompanied the floor manager , Inpatients in the private wards and ensured that the hospitality and housekeeping were as per their needs.
- Engage in data collection, analysis, and research to identify opportunities for improvement in patient care, outcomes, and safety.
- Learned about the proper discharge procedure of a patients with medical consultants and medicine .
- Simultaneously work with Functioning of ePrapti software for tracking of the file sent while dispatch .
- Ensures adequate supplies of resources in IPD from supply chain department.

THEORETICAL KNOWLEDGE : STEPPINGSTONE TO MY PRACTICAL EXPOSURE

THEORETICAL KNOWLEDGE

- It focuses on Acquiring knowledge through Text books , emphasize conceptual understanding and principle of healthcare.
- It emphasizes interaction with healthcare professional through lectures, seminars and webinars.
- It develops listening , Analytical , Critical and problem solving skills.

PRACTICAL EXPOSURE

- It involves hand on experience gained through direct involvement & practical insights into healthcare delivery.
- It involves direct interaction with patients , doctors and the healthcare team opportunities to observe learn .
- It enhances leadership, communication and practical skill to deal with any situation.

USEFULNESS OF INTERNSHIP

- Better and closer knowledge of different departments how they play their role in running of an Hospital,
- Knowledge on supply chain management from supply of goods till their quality check.
- Practical exposure of corporate .
- Social Engagement with different kind of people.

- Managing proper supply of resources and dealing with different departments.

- Coordinating Patient admissions , discharges , and transfers to optimize bed capacity can be demanding.

CHALLENGES

- Ensure safety protocols and patient safety is quite challenging at first Pace.

- Communicating changes Effectively

SUGGESTION

- Initiate one day prior to the discharge.
- To make available the prescribed medicines, rechecking by nursing and pharmacy staff is required



EMERGENCY MEANS **BLK-MAX** Super Speciality Hospital

24x7 Availability of Specialists for Emergencies of:
 Heart Attack Brain Stroke Accidents Pain Stomach
 Blood Vomiting Ambulance Services

011 4055 4055

BLK-Max Super Speciality Hospital is part of Max Healthcare Network