

Enhancing Patient Contentment Experience: A Focus on Intervention Procedures in Bronchoscopy Suite

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Brief history and Description

Global Health Limited-Medanta, is an Indian hospital chain started by cardiac surgeon Naresh Trehan and Sunil Sachdeva. Medanta - The Medicity in Gurgaon in 2009, a 1391-bed super-specialty hospital with 800+ Experienced Doctors. It is spread over 43 acres which was built at a cost of about ₹1,200 crore.

Organisation vision and mission

Vision: To be a globally recognized leader in providing innovative and compassionate healthcare services, focused on improving the lives of patients.

Mission: To deliver exceptional and comprehensive healthcare services with the highest standards of clinical excellence, cutting-edge technology, and personalized care.

Organizational structure

The organizational structure follows a hierarchical model that enables effective management



SWOT ANALYSIS



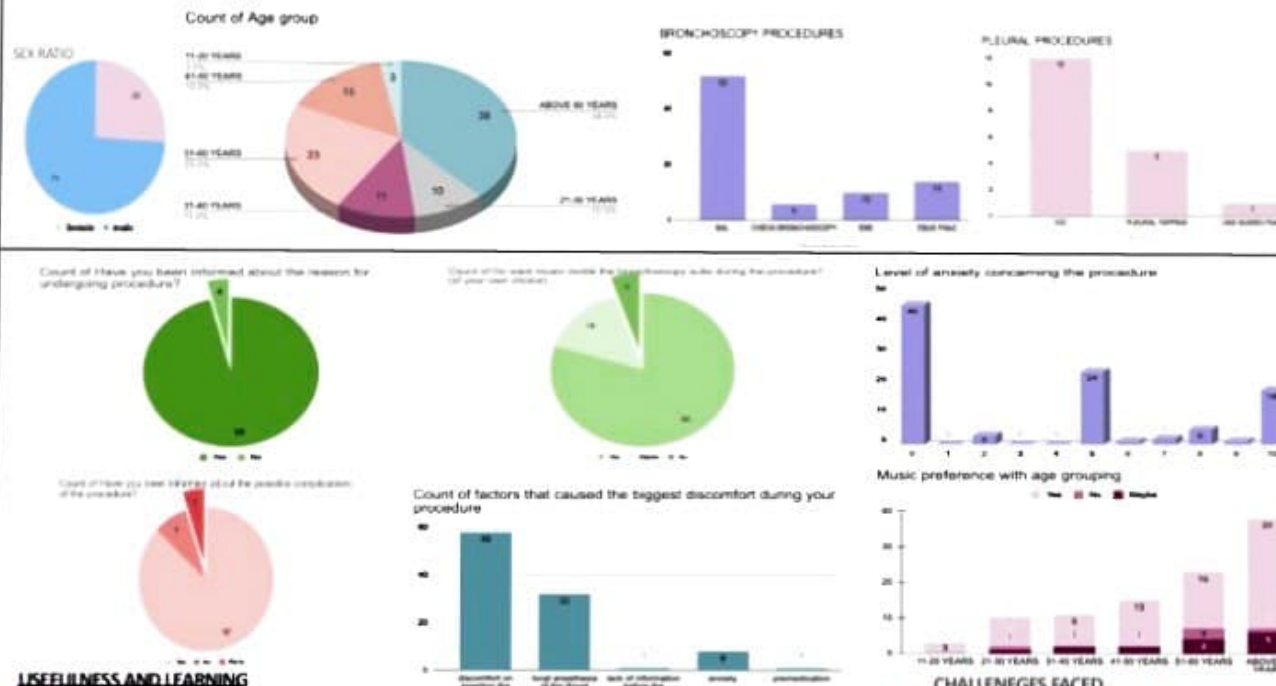
OBSERVATIONS AND EVALUATIONS

Objective: We aimed to identify factors influencing patients' satisfaction with bronchoscopy and pleural procedures.

Method: This cross-sectional study had been conducted in May and June of 2023.

Outcome points: The relation between patient satisfaction with these procedures, anxiety before the procedure and their views about listening to music during these procedures. Identification of factors affecting patient satisfaction after the procedure, satisfaction regarding doctor and medical team.

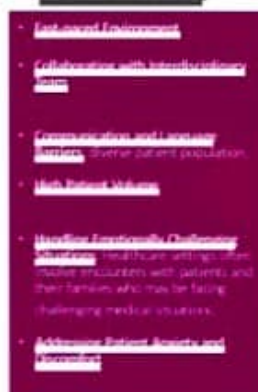
DATA ANALYSIS



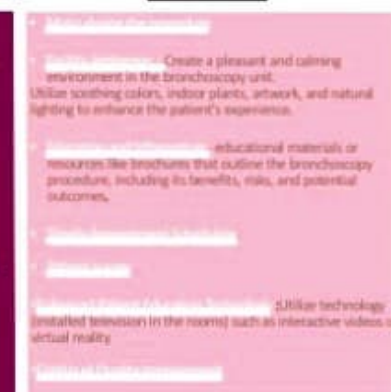
USEFULNESS AND LEARNING



CHALLENGES FACED



SUGGESTIONS



Dr. Harsimran Khanna - BSN OPERATIONS

