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STUDY ON PERCEPTION AND AWARENESS OF PEOPLE COMING IN OPD TOWARDS PREVENTIVE HEALTH CHECKUPS

(a Descriptive study in EHCC Hospital, Jaipur)

PROFILE OF ORGANISATION

EHCC BREIF HISTORY

•Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) established on 5th October 2013 -this landmark Healthcare Institute was founded by Dr. Samin K. Sharma, world-renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA.

•It is the only hospital of the state with JCI (Joint Commission International)- a USA based accreditation. Hospital is also NABH & NABL accredited.

MISSION AND VISION

MISSION

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

VISION

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.



Theoretical Exposure

- The knowledge I gained from college gave me a basic understanding of how hospitals work and where different departments are located.
- However, applying it in real life can be a bit challenging and requires more effort and resources than just writing about it.

Practical Exposure

- Having hands-on experience can help us understand things better.
- Practical knowledge is about learning from real-life experiences and tasks. On the other hand, theoretical knowledge is about understanding the reasoning, techniques, and theories behind knowledge.



SWOT ANALYSIS

STRENGTH

- Well established hospital and reputation.
- Has a highly qualified & experienced staff recruited by a system of human resources team.
- Wide Spectrum of services.
- Holds quality Accreditations.

WEAKNESS

- Long waiting time.
- Lack of awareness in people.
- No government schemes applicable except RGHS that too in some IPD procedures. No OPD is covered.

SWOT ANALYSIS

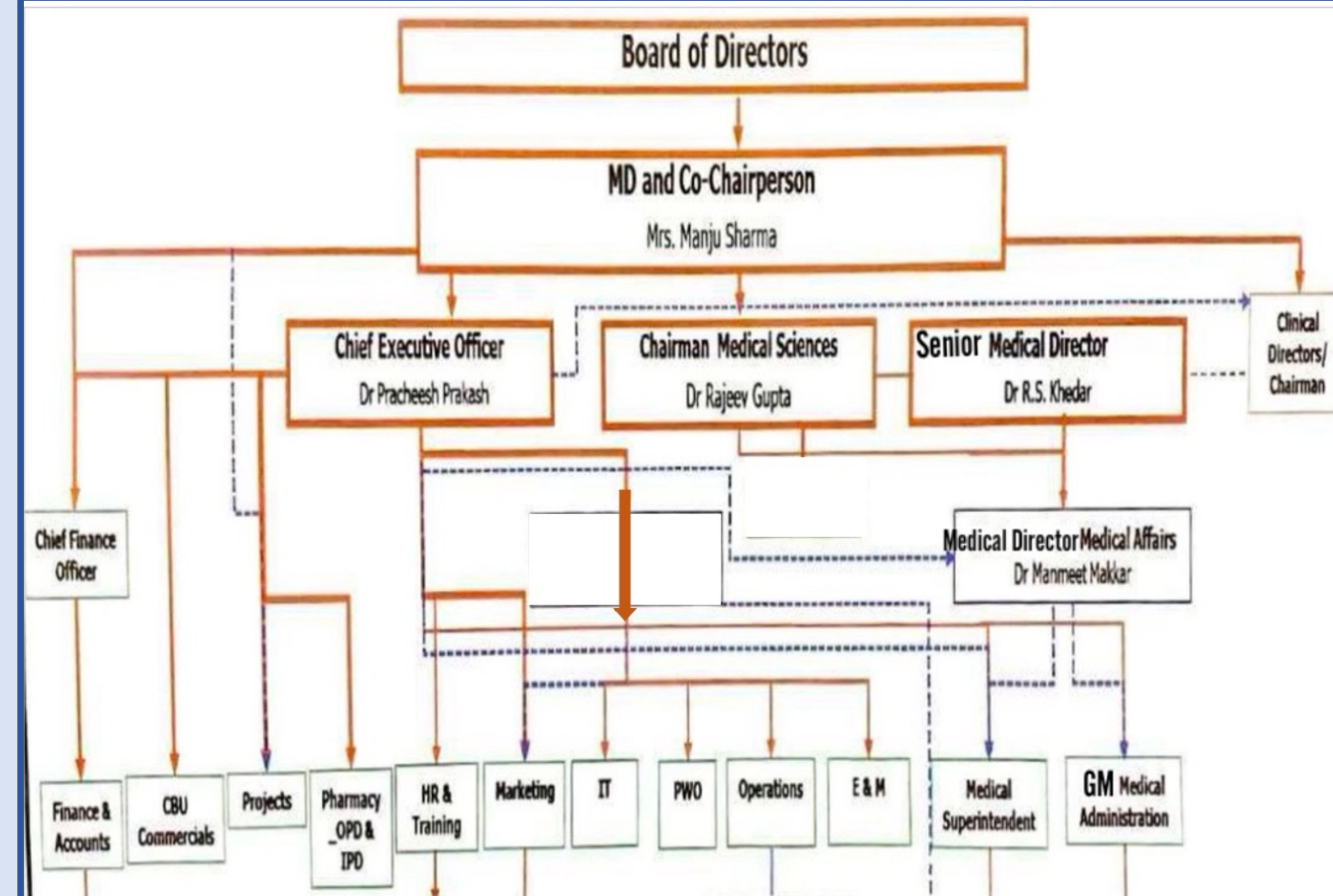
OPPORTUNITY

- Growth opportunities & increased market demand.
- Expanding all over India.
- Home Healthcare Services.

THREAT

- Rising Competitors in market.
- Changes in government regulations in healthcare policies could impact availability and pricing of PHC packages.
- Prohibitive Healthcare cost.
- Economic Downturn.

ORGANISATION STRUCTURE



RESEARCH METHODOLOGY



Research Design: Descriptive Study

Sampling method: Simple random sampling

Data collection method: Primary data using survey questionnaire forms

Research Timelines: 22nd May to 20th June

Sample Size (n): 152

SUGGESTIONS

1. A junior doctor can provide guidance at the front desk to help patients to choose primary healthcare packages.
2. A flowchart that shows patients how to find their way in the hospital, so they don't get lost.
3. A token system can be used to better manage the flow of patients. If it's not possible, the person in charge can write down the time on the list of patients so we know who to call first.
4. Scheduling appointments based on when the x-ray and ultrasound technicians and doctors who are available for consultations.
5. A leaflet with all the information about the procedure should be displayed in the waiting area or outside each department.
6. Hospital needs to arrange the order of IPD patients and health check patients correctly because they use the same machines.
7. Regularly check and make sure the package services we offer to business clients match their needs and preferences.
8. Doing a quick look at how things work, where each department is located, and talking to people for advice. to the people receiving medical care
9. Making sure there are enough technicians available and assigning them to tasks / hiring more support staff in order to avoid over-crowding.

CHALLENGES FACED DURING INTERNSHIP

- Adapting to organizational environment.
- Interaction with hospital workforce.
- Understanding hospital norms & policies.
- Difficulty in interacting and gathering information from people.
- Difficulty in collecting data on survey forms from various type of people in OPD.

LEARNINGS DURING INTERNSHIP

1. Assisted in acquiring new abilities for managing tasks and people.
2. Learned how to identify issues and take accountability.
3. Got useful experience at work.
4. Access to a wide range of tasks and departments.
5. Experiencing and being familiar with actual hospital environments.
6. Building belief in oneself and gaining experience in actual hospital environments.
7. Building belief in oneself when talking in front of a group of people.
8. This internship helped me to learn more about how to provide better care for patients (with a focus on the patients' needs and preferences).
9. Got a chance to meet different people and how they think about management.

USEFULNESS OF INTERNSHIP

- I have learned a lot about discipline, communication, leadership, and working with senior staff in an organization. I have also been able to discover my weaknesses.
- Being able to build strong relationships with all levels of staff.
- Being capable of feeling more confident by putting into action both practical and theoretical ideas in a specific domain.
- At the end of the internship, I felt like a professional working in an organization.

FINDINGS

Demographic Analysis		
Parameter		(N= 152)
Gender	Male	83 (54.6%)
	Female	69 (45.39%)
Age (in years)	21-30	36 (23.68%)
	31-40	29 (19.07%)
	41-50	41 (26.97%)
	51-60	27 (17.76%)
	60 & above	19 (12.5%)
Awareness on preventive health check-up	Yes	96 (63.15%)
	No	56 (36.84%)

Fig. Percentage of study population Gender-wise

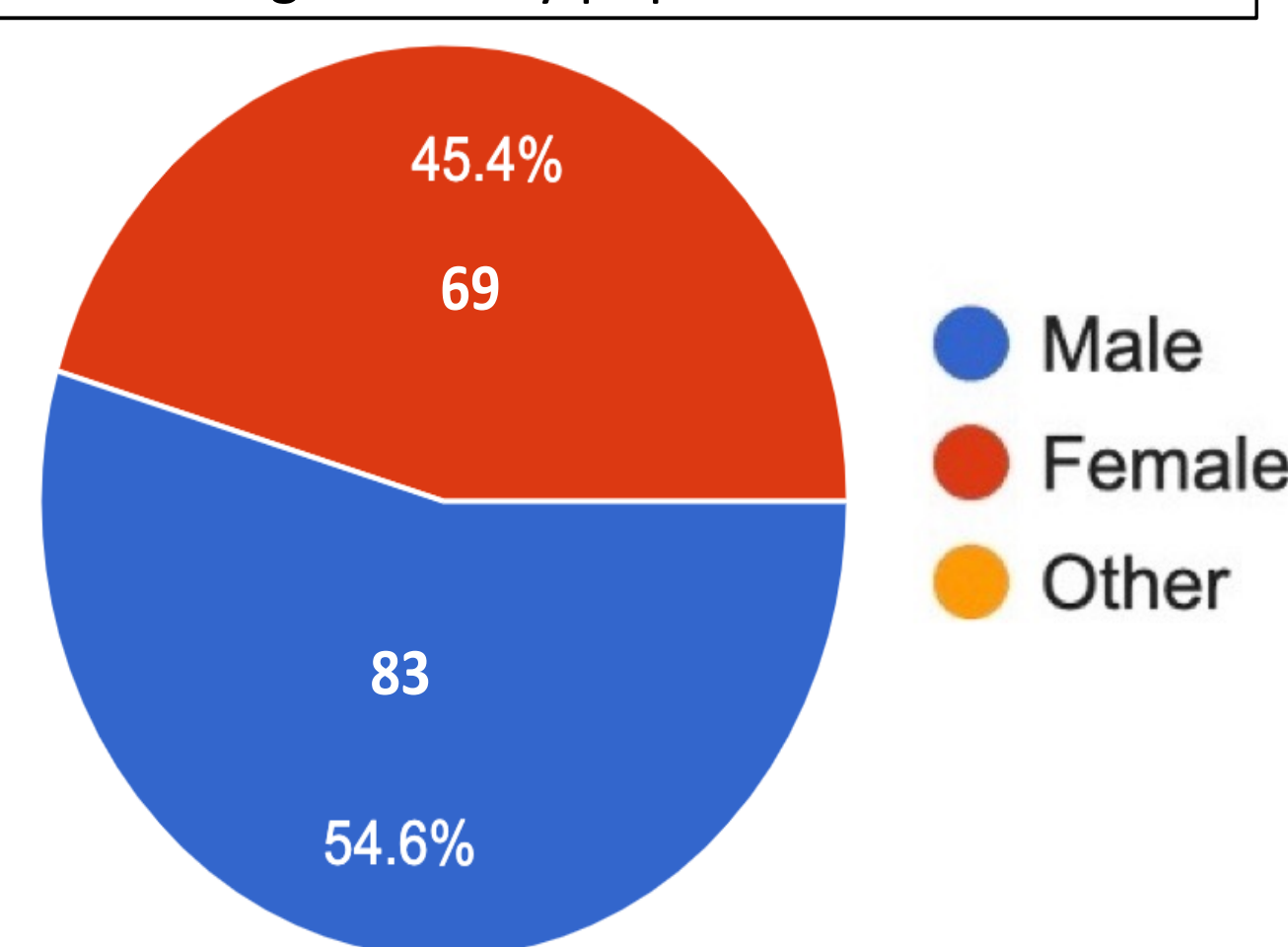


Fig. showing awareness of people towards Preventive Health Checkups

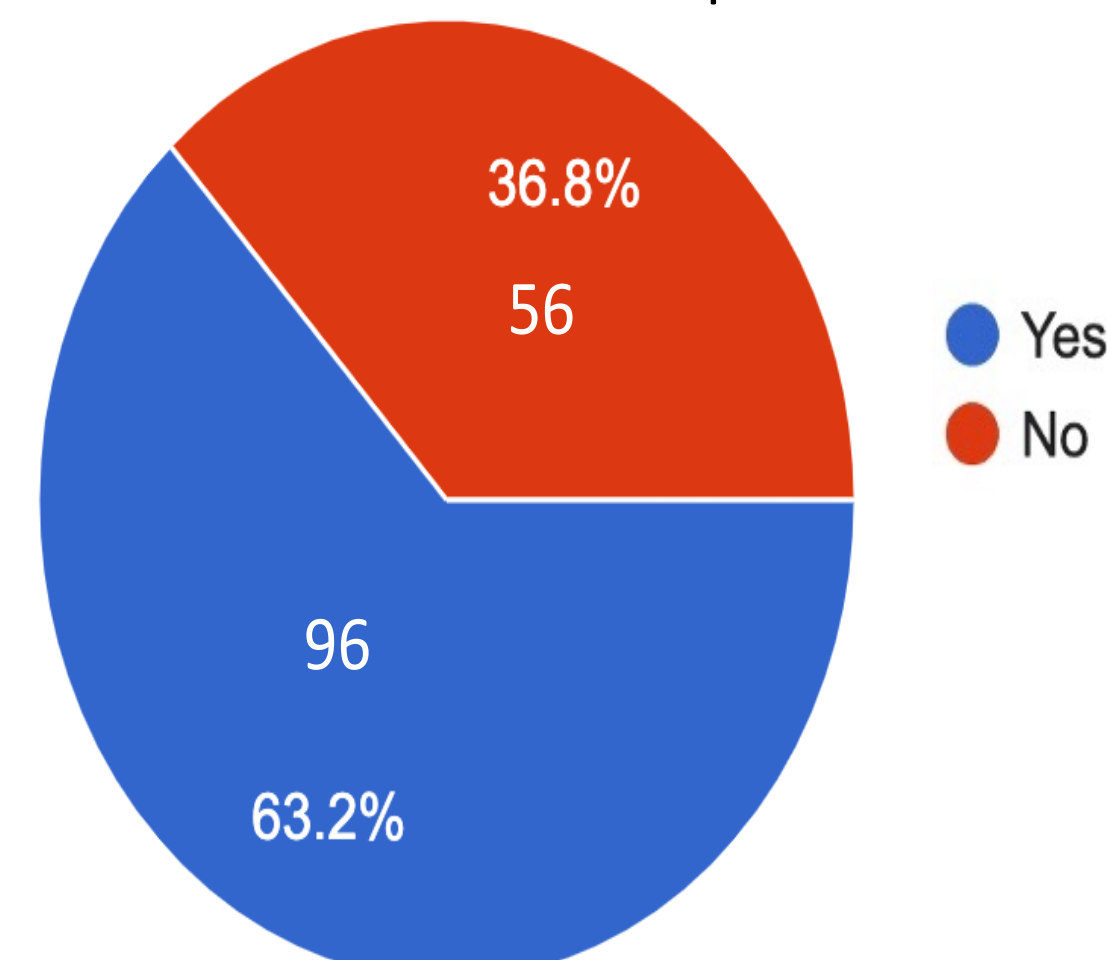
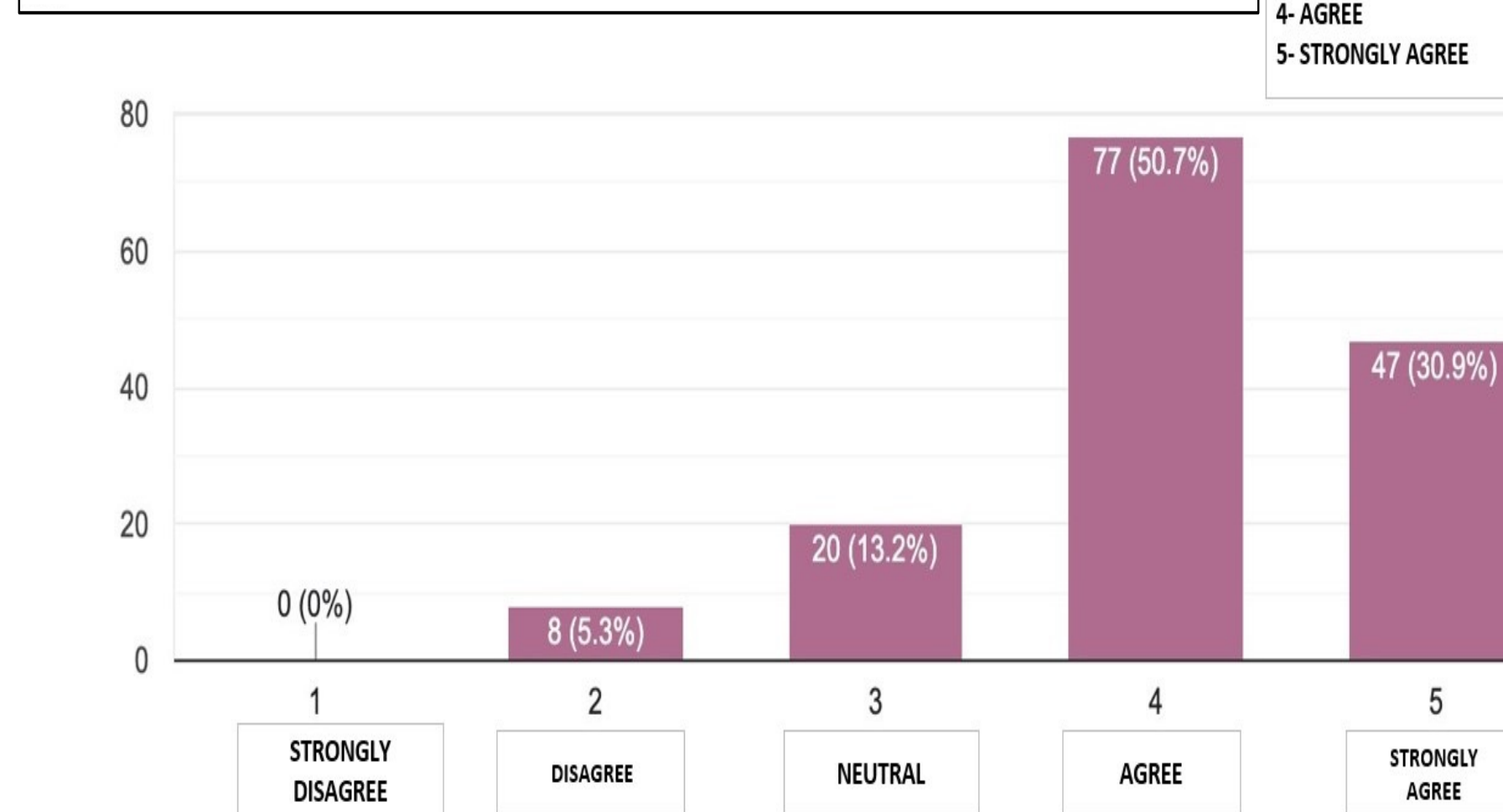


Fig. showing Perception of people in Hospital OPD towards Early Detection of Disease and taking PHC services



CONCLUSION

- An enhanced cognizance regarding preventive health check-ups is found to be the new norm in this moving lifestyle.
- This study identifies that the number of people who are aware about these check-ups is way more than unaware people.
- Majority of the lifestyle diseases starts after 40 years of age.
- These check-ups are chiefly conducted on yearly basis, and it is agreed that these check-ups help in early detection of disease.
- Majorly hospital is the prime choice for getting these check-ups/tests done.
- Most important factor influencing the choice of undertaking these check-ups is doctor's consultation after OPD consultation.
- Doctor available at hospital is the foremost choice for report analysis
- Reason for not undertaking health check-ups majorly to be lack of knowledge.

