

ANALYSIS OF THE TURN AROUND TIME OF DRUG INDENT UNTIL THE DRUG RECEIVED IN THE CHEMOTHERAPY DEPARTMENT AT MEDANTA – THE MEDICITY, GURUGRAM



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OVERVIEW OF HOSPITAL

Medanta is the largest multi-specialty medical institute chain headquartered in Gurugram. Medanta began in 2009 under the direction of cardiac surgeon **Naresh trehan** and **Sunil Sachdeva**. The hospital is owned and managed by the firm **GLOBAL HEALTH LIMITED**. Since then, the chain has expanded to additional cities such as Noida , Lucknow , Indore , Ranchi and Patna .

MISSION

The mission of the hospital is to deliver world class healthcare services by creating institutes of excellence in integrated medical care, teaching, and research. They aspire to create an ethical and safe environment to treat all with respect and dignity

VISION

the institute is governed under the guiding principle of providing affordable medical services to patients with care, compassion and commitment

SWOT

Strengths

- large pool of qualified doctors
- world class medical technology, equipment's and facilities

Weaknesses

- high staff turnover
- higher treatment cost

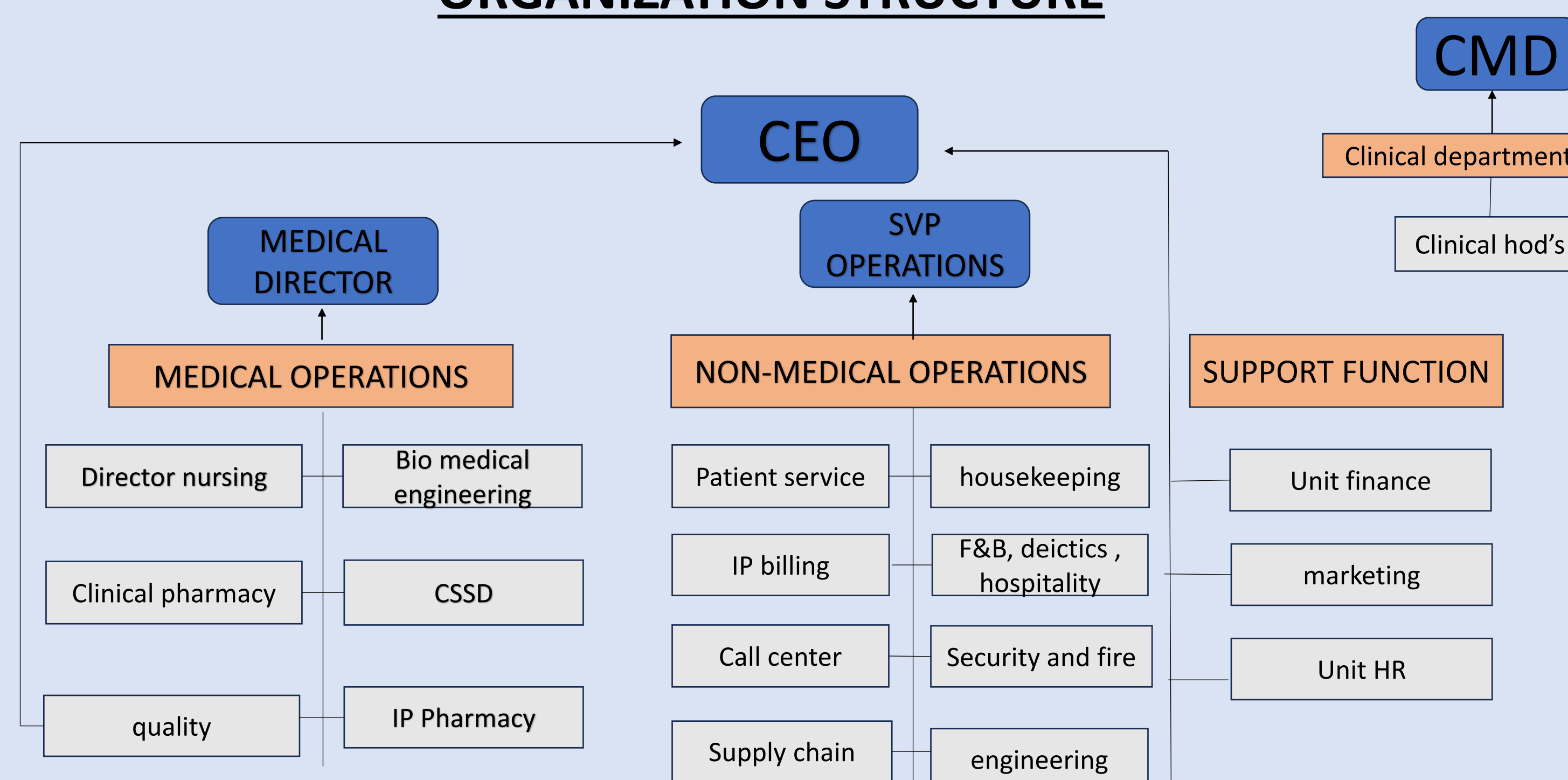
Opportunities

- global expansion
- expansion in small cities and suburban areas

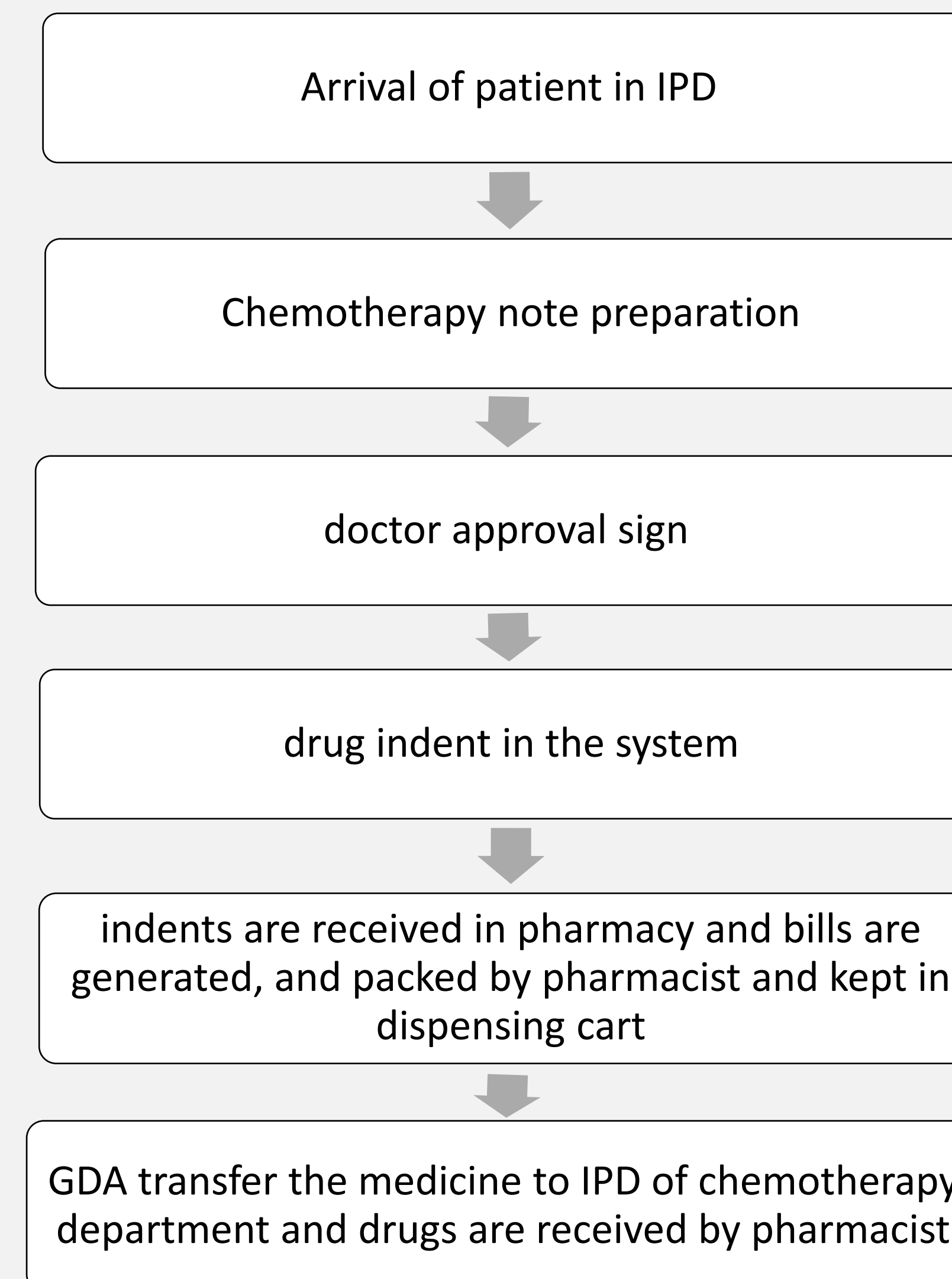
Threats

- competition from other corporate hospitals
- patient dissatisfaction

ORGANIZATION STRUCTURE

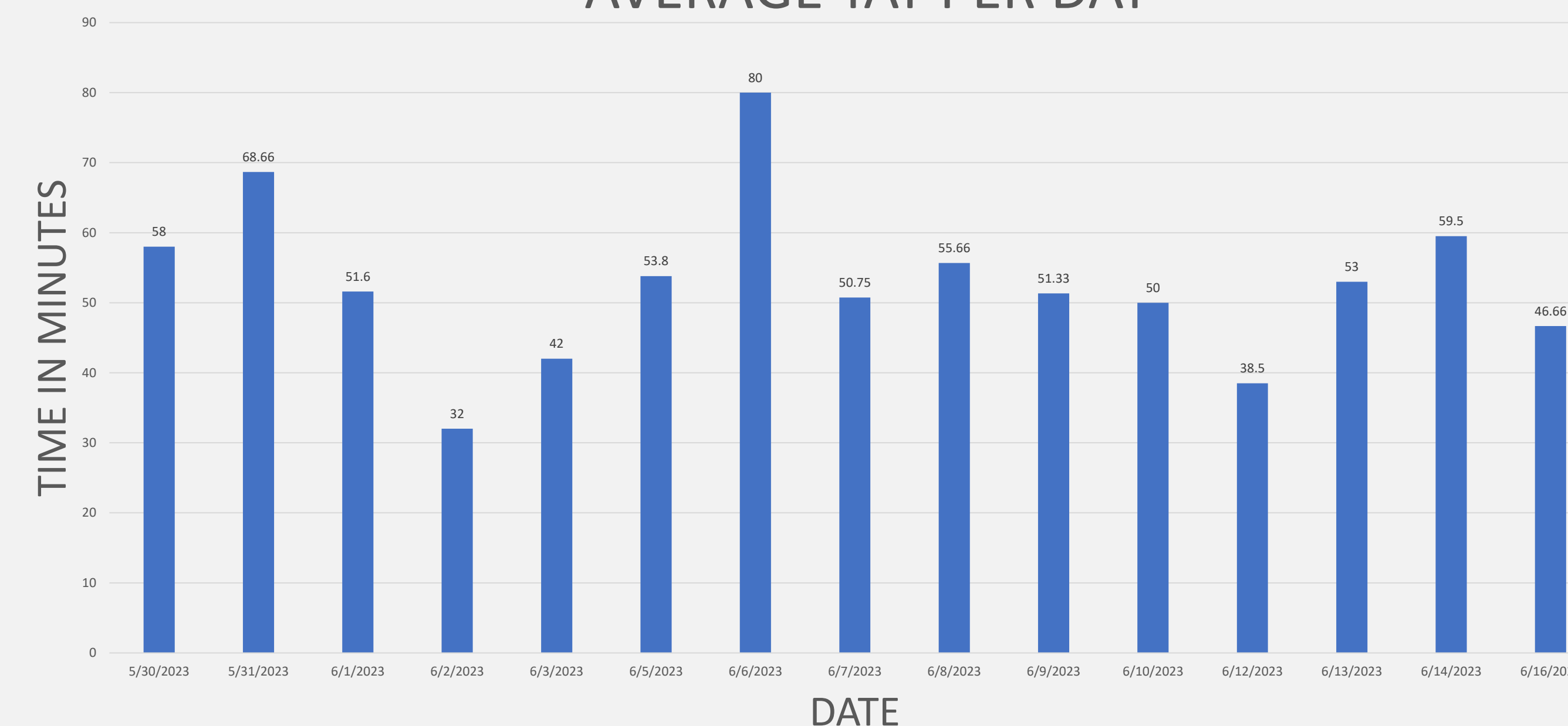


PROCESS FLOW



RESULT

AVERAGE TAT PER DAY



KEY FINDING

The total medication TAT was approx. 52 minutes, but the ideal medication dispensing time should be 30 minutes for IPD.

LEARNING OF INTERSHIP

- Understood the work profile of floor manager and their challenges
- Refined communication skills by interacting with patient , attendants and solving their queries
- Importance of patient satisfaction above everything
- Dealing with cancer patient on regular basis
- Learned about the importance of TAT for the department.

INTRODUCTION

Turnaround time (TAT) is the total time taken in between the submission of a process or task for execution or implementation and the return of the complete output to the end user. It is used to benchmark the activity and understand the efficiency of the work and its quality. Medication turnaround time is defined as the interval from the time a medication order is to the time the medication was delivered. Reducing medication turnaround time can improve efficiency, patient safety, and quality of care in the hospital setting.

OBJECTIVE

This study measures the turn-around-time between online indents of chemotherapy medicines and its physical acknowledgement in the IPD; the hindering factors and remedial actions to improve the process efficiency.

METHODOLOGY

- **Research design:** - cross – sectional
- **Research approach:** - quantitative
- **Study period:** - 30th may – 18th June
- **Area of study:** - chemotherapy IPD
- **Data collection:** - observational
- **Sample size :-** 50
- **Sampling procedure:** - non-probability convenience sampling

RECOMMENDATIONS

- They have one GDA for chemotherapy drugs as well as routine drug there should be separate GDA for both the drugs
- Additional housekeeping support should be there during peak hours to avoid delay
- There should be separate team working exclusively with chemotherapy medications on floor.
- Pharmacist should remind the pharmacy as well as GDA to provide the drug on time on a regular basis.

USEFULNESS OF INTERSHIP

- Overview of hospital industry
- Day to day functioning of hospital
- Teamwork and dealing with other authorities

CHALLENGES FACED

I always have to consistently monitor the time at which GDA hand over the medication to the IPD pharmacist as they have tendency to forget to note down the time