

Name:- HITENDRA NATH BARO
Roll no:- 1513

University Mentor:- Dr. GOUTAM SADHU
Organization Mentor:- NITASHA SHARMA

Industry Sector Profile

Brief History of Organization

Estd by Dr. R Kishore Kumar in 2006, who is a world renowned neonatologist. Till now it has celebrated over 1,50,000 births across regions. Expanded it's reach to multiple facilities across India while continuing to maintain and excel in International standards of care.

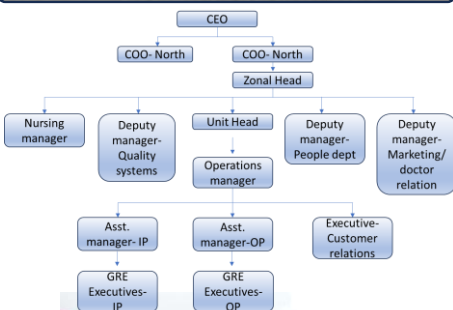
Organization Vision

To be the kind of leader in the space of women and child health that India has not witnessed yet by providing premier quality healthcare to women and children.

Organization Mission

Their aim is the pursuit of excellence in providing the best maternal & neonatal care by setting higher standards and striving constantly to achieve them.

Organization Structure



Difference between Practical Exposure & Theoretical Understanding

Theoretical knowledge gave me an insight into the various departments and the roles and functions they perform in a hospital.

Practical exposure : Gave me a chance to interact with the staff and also gave me an idea regarding how to interact with various patients.

Learning & Value Addition

Assignment:- To calculate turnaround time in Radiology dept. (n=99)

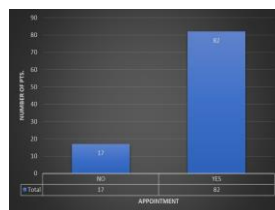


Fig.1 Patients having prior appointment (n=99)

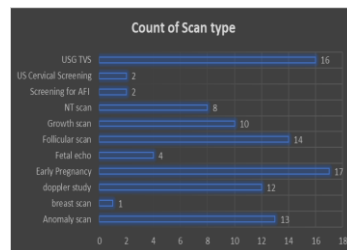


Fig.2 Types of scan availed by patients (n=99)

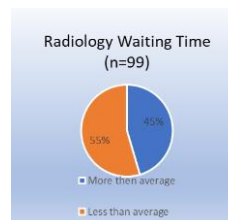


Fig. 3 Radiology waiting time

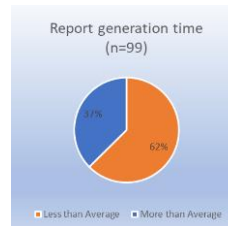
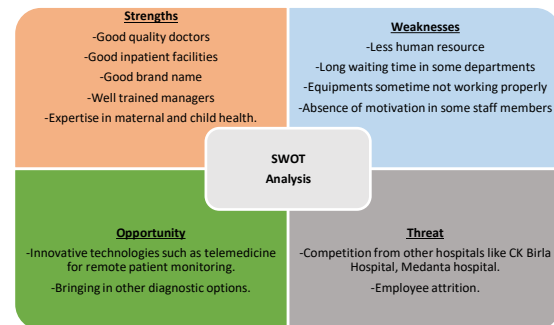


Fig. 4 Report generation time

Interpretation

- ❖ Out of a total of 99 patients 55% had a waiting time below average while 45% had above average waiting time. That average being 46 minutes.
- ❖ 62% patients had a below average report generation time, while the remaining 37% had an above average report generation time. The average being 13 minutes.
- ❖ -Out of 99 patients 82 patients had prior appointments before coming for their scans while the other 17 did not which also enhanced their waiting time.



Challenges faced during Internship

- ❖ Understanding the overall process of the hospital.
- ❖ Adjusting to a new environment.
- ❖ Patient interaction

Learnings during Internship

- ❖ Various softwares like Lifetrenz and Medverve that the hospital uses for booking & billing of appointments and for uploading documents of patients who have insurance.
- ❖ All the departments and the services they provide.
- ❖ NABH Guidelines
- ❖ Learned how to calculate turn-around time for various departments and its importance in patient satisfaction, especially the radiology department .

Usefulness of Internship

- ❖ Exposure in terms of interacting with field professionals, staff and patients.
- ❖ Getting to know the importance of certain softwares in the overall operations of a hospital.
- ❖ Got to know the usefulness of quality indicators that need to be checked to ensure that all the departments are functioning smoothly.

Suggestions

- ❖ Hiring a few more qualified staff to handle patient rush in particular departments.