

History of Medanta Hospital

In 2004, cardiac surgeon Naresh Trehan began working on Medanta, along with Sunil Sachdeva, after leaving Escorts Heart Institute. In 2009, Medanta launched its first hospital, Medanta - The Medicity in Gurgaon, a 1250-bed super-specialty hospital spread over 43 acres which was built at a cost of about ₹1,200 crore

Medanta Gurgaon is founded by Dr. Naresh Trehan, a world-renowned cardiovascular and cardiothoracic surgeon. For three years in a row, it ranked the best private hospital in India for three consecutive years in 2020, 2021 and 2022. It was also featured in the list of top 250 global hospitals in 2022 by Newsweek.

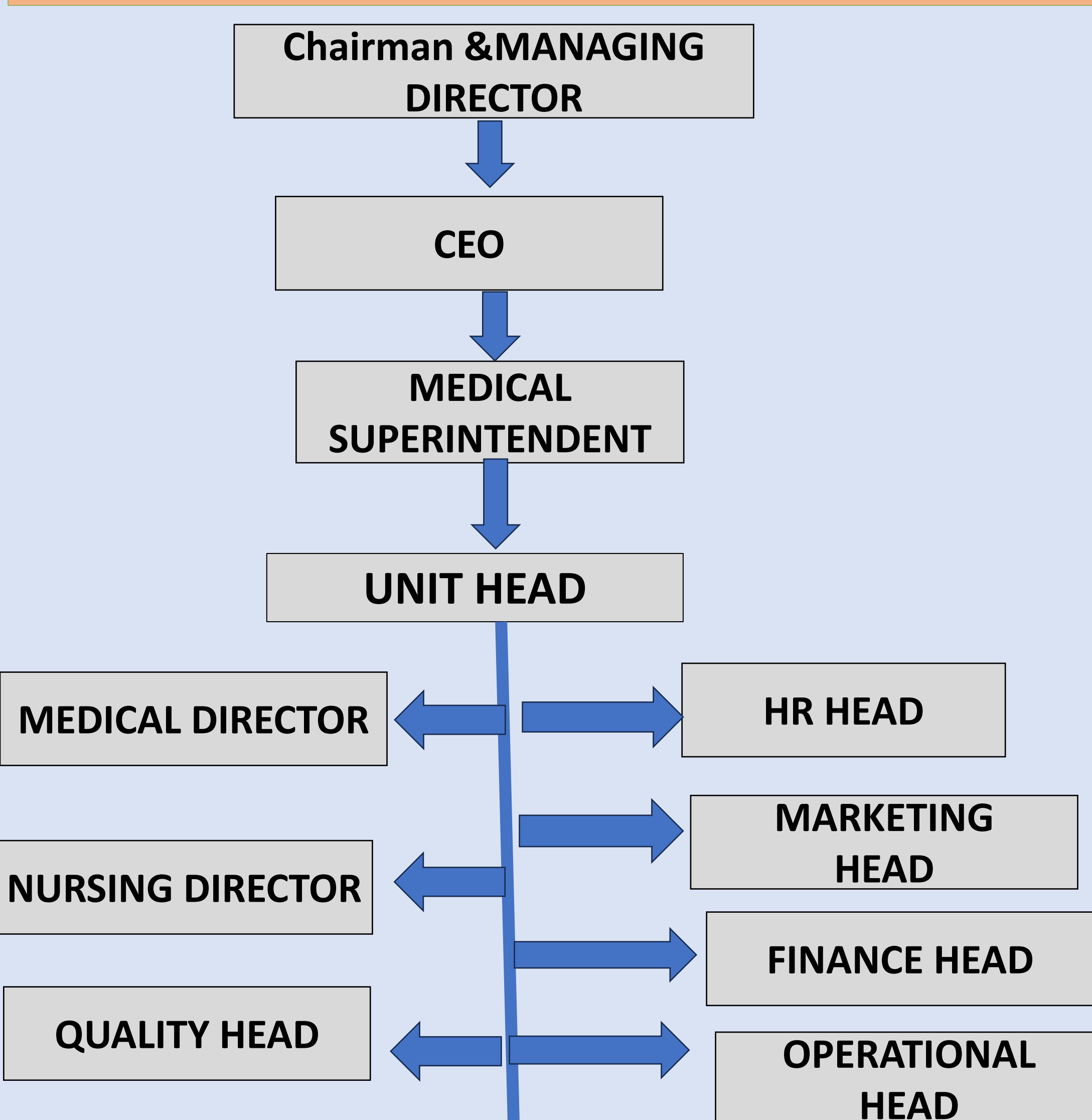
- 800+ Experienced Doctors
- 1391 Installed Beds Facility

VISION AND MISSION

VISION- To deliver world class health care services by creating institutes of excellence in integrated medical care, teaching & research.

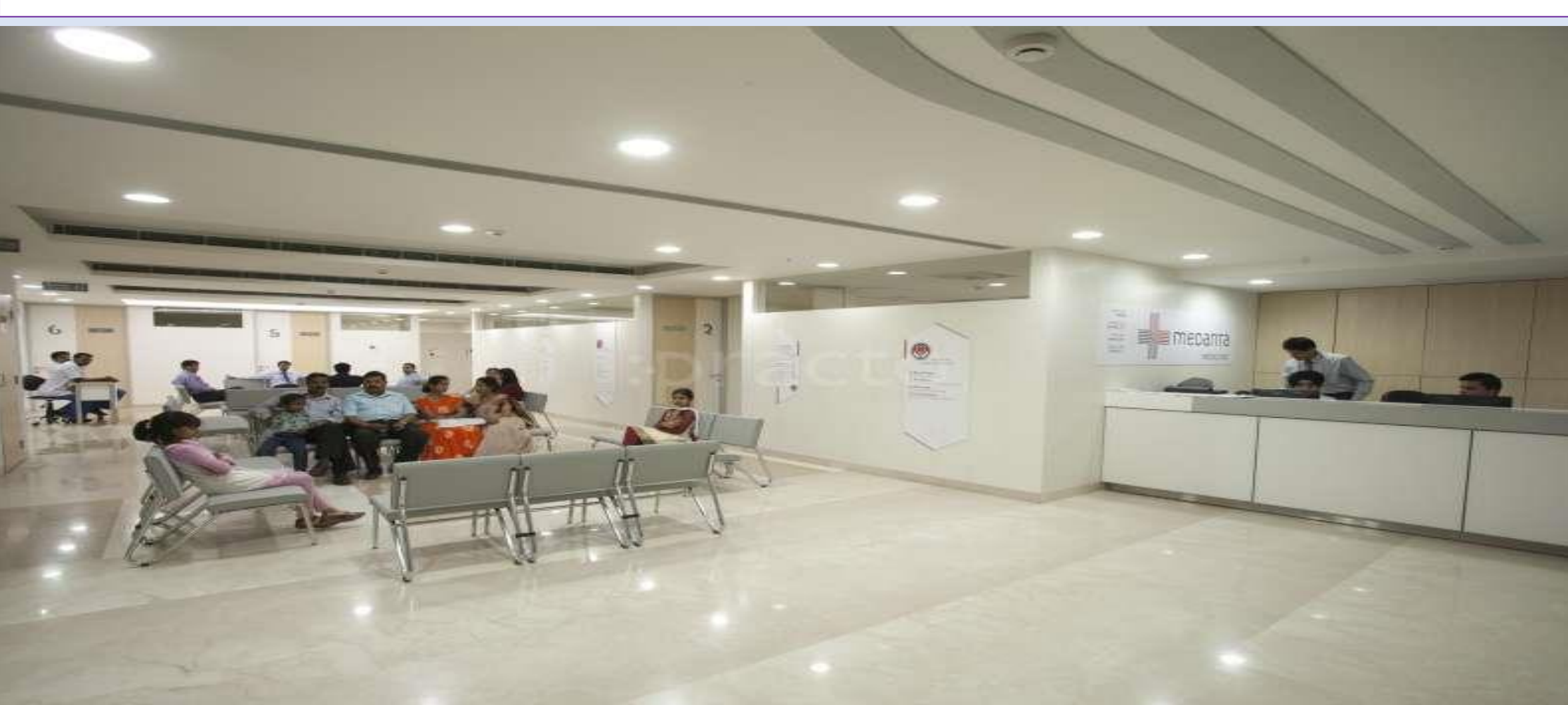
MISSION-
Governed under the guiding principles of providing affordable medical services to patients with care, compassion & commitment.

ORGANISATION STRUCTURE



DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

- Theoretical understanding taught me the types of patient's problem & practically knowledge taught me that how to deal with patients and solve their problems and manage it
- Theoretical knowledge gave me a deeper understanding but that was intangible but the practical experience made it tangible by applying those skills in practice



SWOT ANALYSIS OF OPD

STRENGTHS

- ❑ A strong brand name.
- ❑ Well known for delivering quality patient care.
- ❑ Strategic location of the reception area with well placed station.
- ❑ Knowledgeable & hard working staff.
- ❑ Coordinators & support workers always available.
- ❑ Covering international patient.

WEAKNESS

- ❑ Long waiting time in OPD
- ❑ No fix timing of OT & OPD.
- ❑ Poor signage & place constraints at outside OPD, less sitting arrangement.

OPPORTUNITIES

- ❑ Technology update
- ❑ Cost effectiveness.

THREATS

- ❑ Increasing competition from other private hospitals.
- ❑ Reimbursement charges.

LEARNINGS

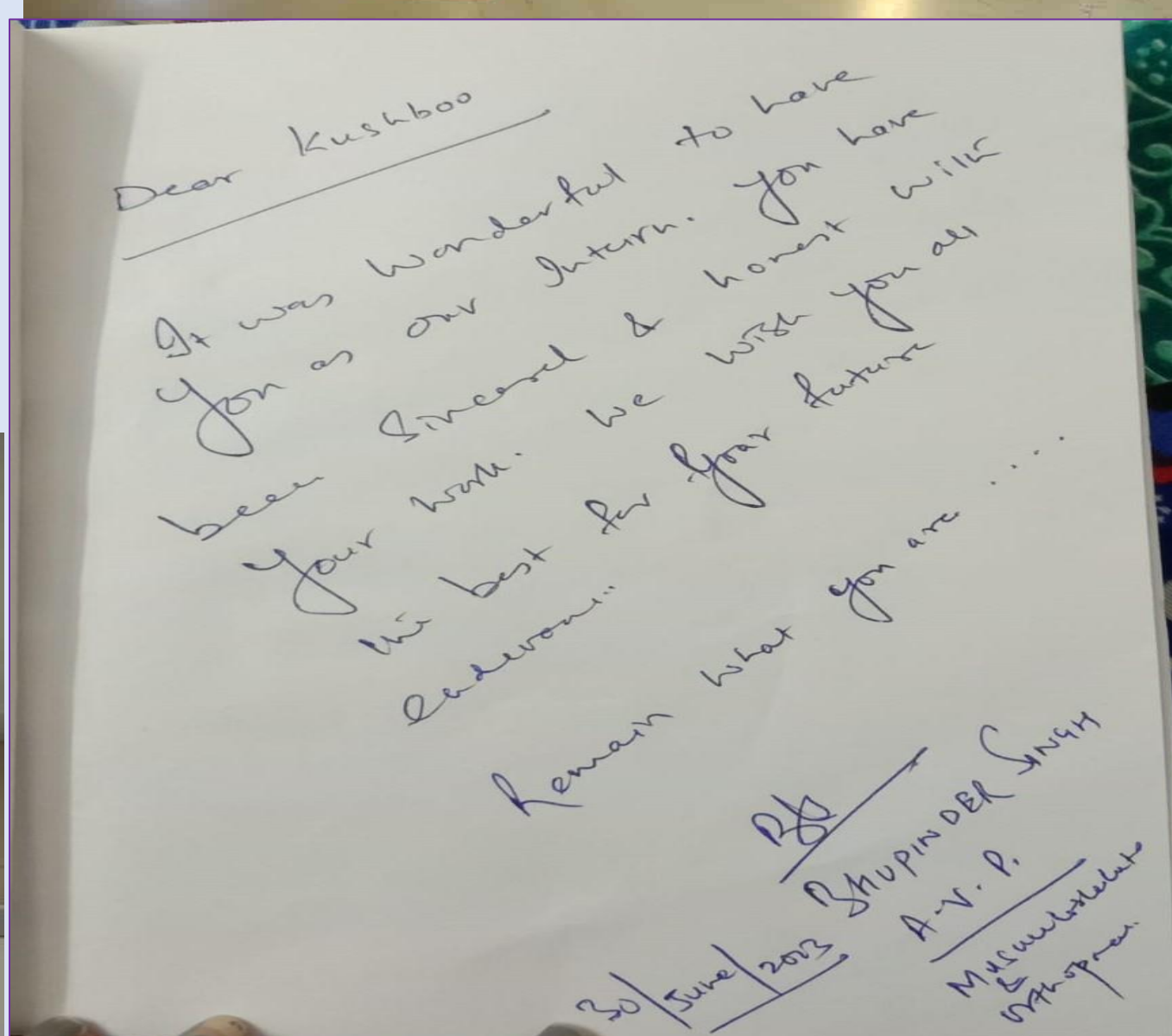
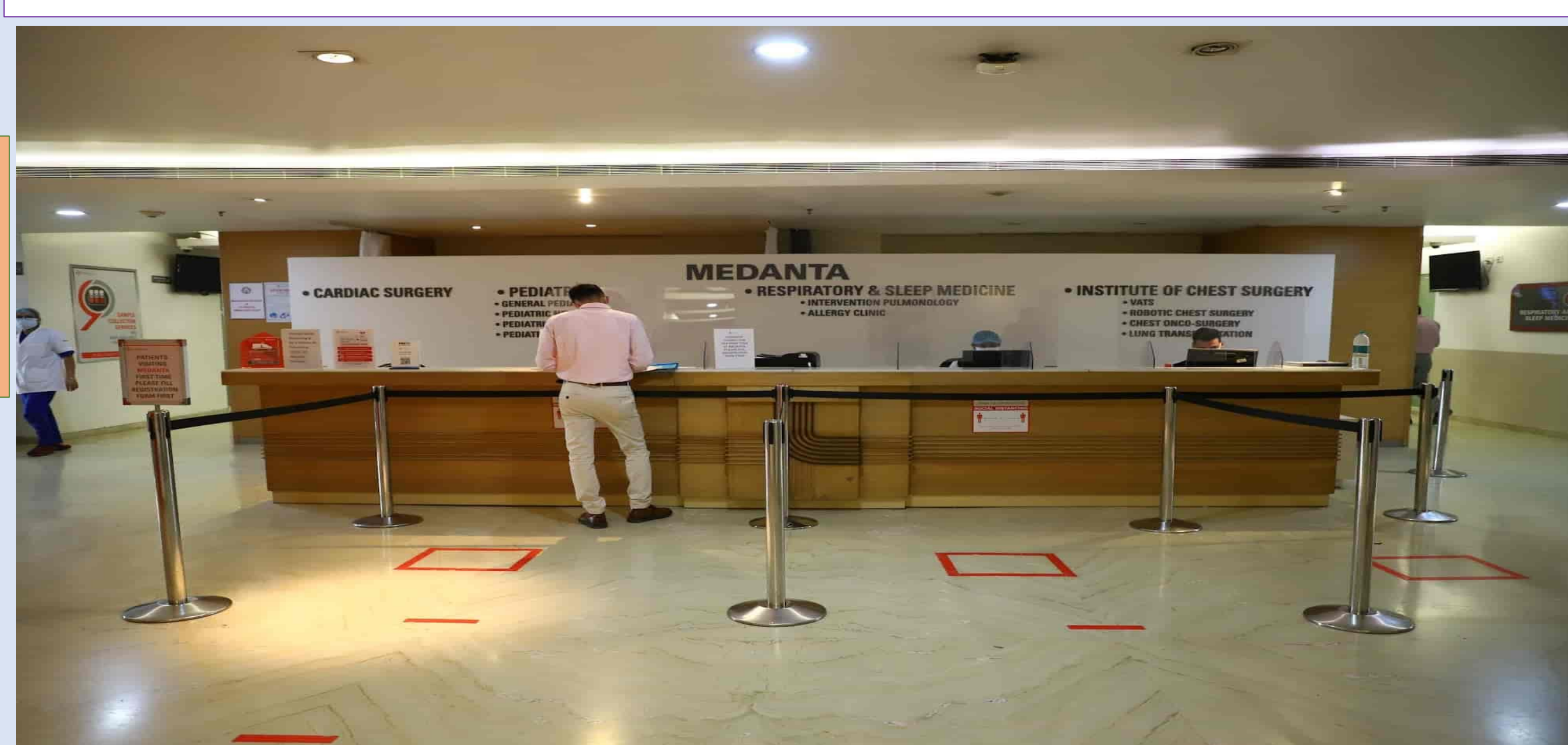
- ❑ Observed the flow of OPD.
- ❑ Dealing with patient's and solve it.
- ❑ Manage problems of OPD.
- ❑ Got familiar with Zykr App in which we see the ROOT CAUSE ANALYSIS (RCA) feedback of patients and solve that.
- ❑ Observing the process in IPD department, admission of the patient based on doctors advice.
- ❑ Got acquainted with the Hospital Information System. (HIS)

CHALLENGES FACED DURING INTERNSHIP

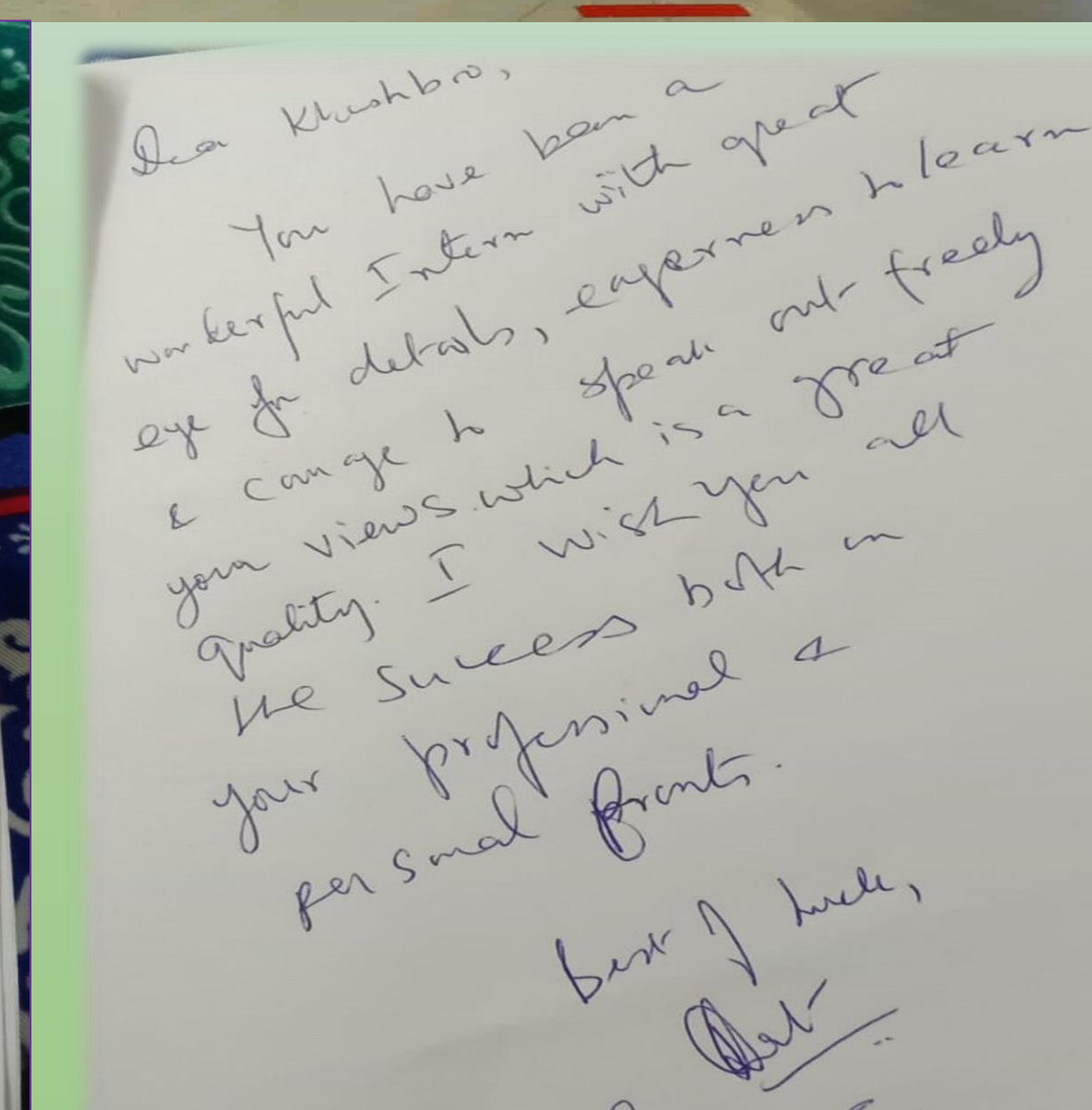
- ❑ Language barrier with international patients.
- ❑ Takes time to adapt the environment of hospital but eventually everything went aligned.
- ❑ Sometimes patient dealing / queries gone overloaded but somehow I managed

USEFULNESS OF INTERNSHIP

- ❑ Exposure to better understanding of hospital work & culture.
- ❑ Interacting & learning with organisation experts.
- ❑ Evaluating PATIENT RELATIONSHIP MANAGEMENT.



From –Mr Bhupinder Singh (Assistant Vice President) of Muscoskeletal &orthopaedic department)



From –Mr Deepak Batra (Vice President of hospitality operations)

SUGGESTIONS

- Measures should be taken reduced the waiting time, TPT reaching time & fix OPD & OT timing.
- Waiting area should be separated by doctor name.
- Screen for seeing doctor name & patient no according to their appointment according to this patient have an idea for their no.
- At least 2 or 3 TPT should be present at the floor and give them a fix time for reaching.
- At least 3 wheelchair should be present at the floor.
- Billing to consultation process should be directional (stepwise)
- Everything should be directional at everyplace.

