

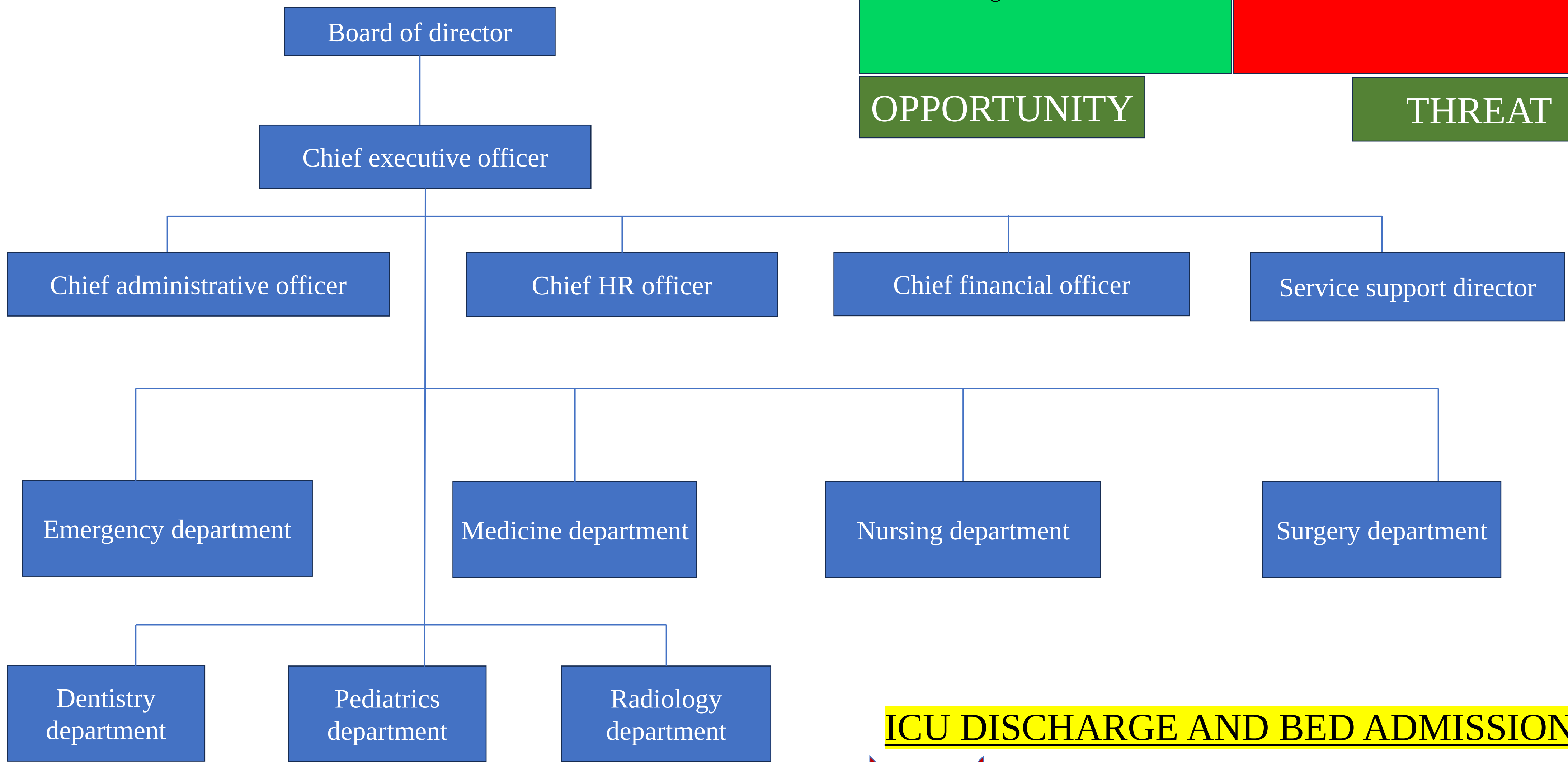


VISION AND MISSION

Vision:- vision is to be the most well regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research..

Mission:- Achieve Professional Excellence in delivering Quality care Push frontiers of care through Research and Education. Adhere to National and Global Standards in Healthcare. Provide Quality healthcare to all Sections of Society

ORGANIZATION STRUCTURE



TITLE OF THE INTERVENTION :-

- I was in the IPD Discharge process in ICU and bed allotment. and assisted in accelerating the process to vacate the room for another patients
- Assisted in supply chain department for generating purchase order, GRN, and GDN

OBJECTIVE:-

- To study the TPA billing and discharge process.
- To study the stock/inventory management for the optimum daily functionality of hospital services .
- Suggestion for the optimum discharge process & improve the patient experiences in IPD.

METHODOLOGY:-

The study was based on the observations made of the discharge processes and gathering the feedback from patients the sample size was 10 patients on daily basis for the period two months for making recommendations, several guidelines were referred.

LEARNINGS AND VALUE ADDITION:-

1. learnt Discharge process in ICU and bed allotment. and assisted in accelerating the process to vacate the room for another patients
2. Taking patient’s feedback on problems they are facing from the time of admission to their discharge.
3. Got acquainted with the working of OPD pharmacy, perpetual and the full audit along with maintenance of inventory.
4. Exposure to quality department of JCI accredited multispecialty hospital and understand the process of flow of care through department.
5. Assisted in supply chain department for generating purchase order, GRN, and GDN.
6. Observed the procedures in Cath lab (angiography and angioplasty).
7. Got acquainted with the technologies used in Cath lab like dose monitoring system which tracks the number of times the contrast media (dye) is injected.
8. Got acquainted with working of DAS i.e., the portal which doctors use booking the surgery slots.
9. Got familiar with the tracker of OT which is maintained daily containing for all the information about the surgeries occurring in a month.
10. Learnt about the process of returning a defective item back to the vendor.

HISTORY BRIEF DESCRIPTION ABOUT HOSPITAL:-

Jawahar Lal Nehru invited Dr. B L Kapur to set up a hospital in Delhi. Dr. Kapur responded by setting up an institution providing primary and secondary care medical services of the highest order under the aegis of the Lahore Hospital Society in Delhi in 1959

The word “hospital” originates from the Latin ‘hospice.’ A hospital is a health care institution providing patient treatment with specialized health science and auxiliary healthcare staff and medical equipment BLK-Max Super Specialty Hospital was redeveloped and re-launched as a Multi Super Specialty facility with 650 bed capacity including 125 beds dedicated to critical care and 17 modular operation theatres, offering seamlessly integrated health care service to patients and became the youngest in India to achieve the prestigious NABH and NABL accreditations

STRENGTH

- First corporate hospital with multi super specialty in Delhi with JCI accredited.
- Appropriate ICU settings with latest equipment and technology.
- Competent clinical professionals

WEEKNESS

- There should be more manpower.
- Long waiting time in OPD, and sitting area should be increased
- There should be separate ICU counselling area for attendants.

swot

- Technological advancement in healthcare sector.
- Adequate research facilities.
- Academic growth
- Covering international market

- Due to shortage of nurses across all hospitals , trained nurses are captured by other hospitals.
- Increase in number of private hospitals

OPPORTUNITY

THREAT

USEFULNESS OF INTERNSHIP :-

- It helped me in understanding how the hospital as a system works .
- It helped me gain knowledge about the functioning of the various departments of the hospital.
- It helped me to put my theoretical knowledge into practice. It helped me to understand the importance of audits in improvement of quality of services

CHALLENGES FACED DURING INTERNSHIP

- It was difficult to make the nurses understand about following the hand hygiene steps regularly.
- It was difficult to get the patients to vacate the room.
- Some time it was difficult to understand language of international patients.

SUGGESTIONS

1. Delay on the process of nursing and pharmacy clearance can be prevented by initiating the process one day prior to discharge
2. Delay in bed allotment process can be reduced by expediting the discharge of patients We should consider PSU or cash patients beds as compare to TPA (third party administration) for ICU bed shifting allotment to avoid late night shifting.
3. Maintaining airtight windows and doors in the decontamination zone of CSSD department is very important for preventing the contaminated air from coming out. So, weather strips or foam tapes and one-sided window can be used.
4. Negative pressure not being maintained for maintaining that AHU (Air handling unit) can be used.
5. Sterilizer machine do not have proper capacity for that trolley and rack can be used.
6. There is one housekeeping and one GDA staff for 14 patients. The number of staff should at least be increased by one, both for housekeeping and GDA. This will not only reduce the time taken for cleaning but will also improve the patient services and hence improve patient satisfaction.
7. One of the challenges faced in supply chain is the shortage of the equipment’s whose raw material was ordered from Ukraine e.g., IABP Balloon
8. Current patient to nurses ratio in the IPD department is 6:1 which leads to delay in the call bell response. If it is improved to 4:1 them this situation can be avoided.

By-Neha Mishra
Stream – HM 1st year
organization Mentor- Dr. Shweta Bajaj
university Mentor – Dr. Varsha Tanu ma’am
Roll no.-1551