

Manipal Hospitals is the second largest healthcare provider in India, with a network of 28 hospitals. Manipal Hospitals is part of the Manipal Education and Medical Group. In 1953, [T. M. A. Pai](#) founded the Kasturba Medical College in coastal Karnataka. The college operated as a public private partnership by using the government hospitals in [Mangalore](#).



Mission:

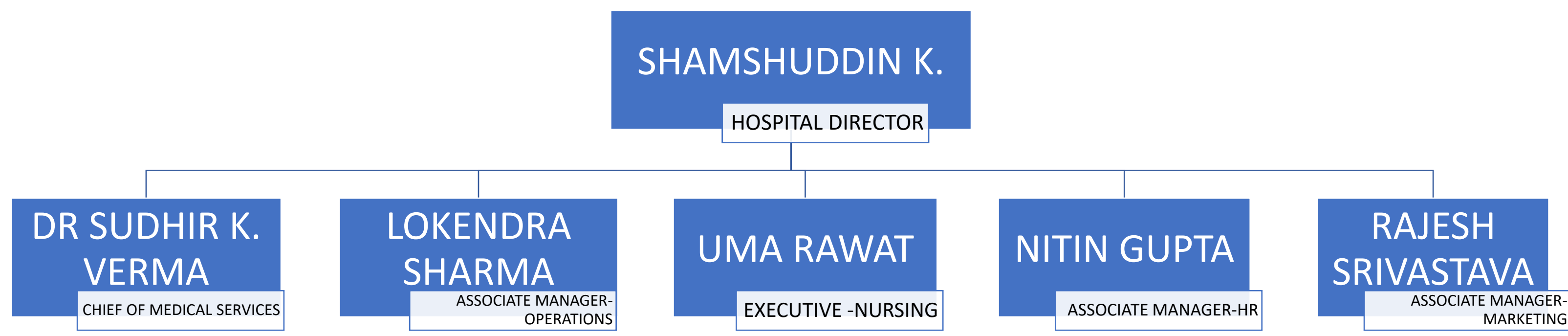
To enhance “ growth , differentiation & people & to serve our patient with smile.



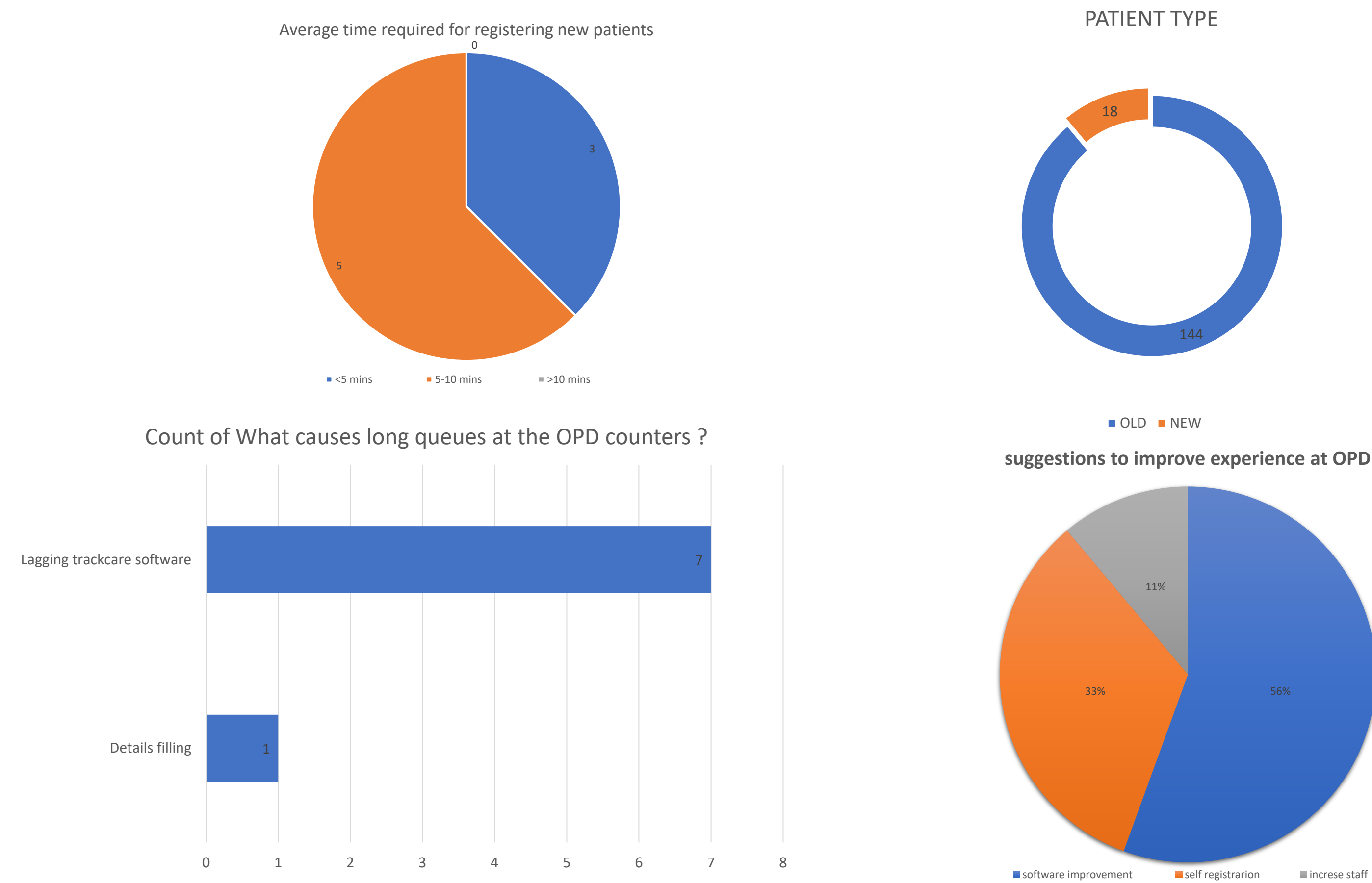
Vision:

1. be the destination of choice to the communities we serve.
2. Be the most preferred & respected health care organization in every location the we operate.

Organogram



Opd Service



Suggestion To Optimize Patient Experience At OPD

- Open self registration counter.
- Bilingual registration form at the counter.
- Doctor availability dashboard (with live status)
- Provide a new desktop to one of the employee at the OPD for routine work (experimental).
- Making Manipal hospital mobile app fully functional.(availability of doctor in hospital , self billing , health checkup package information etc.

Discharge Process



PATIENT TYPE		TAT 1 (N-MD)	TAT 2(PD-N)	TAT 3(BP-PD)	TAT 4(FD-BP)	TAT F(FD-MD)
TPA/ insurance	Average	00:15:50	01:15:04	03:08:25	01:15:11	05:54:30
cash	Average	00:15:18	01:01:14	01:10:33	00:26:11	02:53:15

Suggestions For Making Discharge Process Optimisation

- Making a discharge supervisor among the nursing on each nursing stations for tackling the delay occurring in nursing clearance (15 mins for both type of patients)
- Introduce a notification sound on every discharge related system for making aware thee concerned person of new discharge patient in queue.
- Introduction of notification for patient and patient attendees for making the payment once bill is generated and update of every single steps involved during the discharge of the patient (current status).
- Creating a dedicated team for the ‘discharge of IPD patient working closely or from same point of assess (or area).

Swot Analysis



Usefulness

Got the opportunity to network with healthcare professionals, including doctors, nurses, administrators, and other staff members. Engaging in conversations and building relationships can provide valuable insights, mentorship opportunities, and potential connections for future career prospects.

Learning

- ✓ Synergy among the different department of hospital for their daily functionality .
- ✓ Participate in workshops, seminars and training sessions . These programs helped in enhance my knowledge in hospital and healthcare and updated me about the latest advancements in medical practices.

