

BRIEF HISTORY OF THE ORGANISATION

In 1978, Kirtilal Manilal Mehta—a diamond merchant fondly known as Bapaji, who in 1956 founded the Antwerp-based diamond company Gembel NV—established the Lilavati Kirtilal Mehta Medical Trust in memory of his late wife, Lilavati Kirtilal Mehta. The Lilavati Hospital and Research Centre is a private hospital located in Bandra, Mumbai, India. It attends to nearly 300 in-patients and 1,500 out-patients daily. The approach and attitude of the hospital has always been with a human touch, which truly reflects the essence of their motto "more than healthcare, human care".

VISION

"More than healthcare, human care"

MISSION

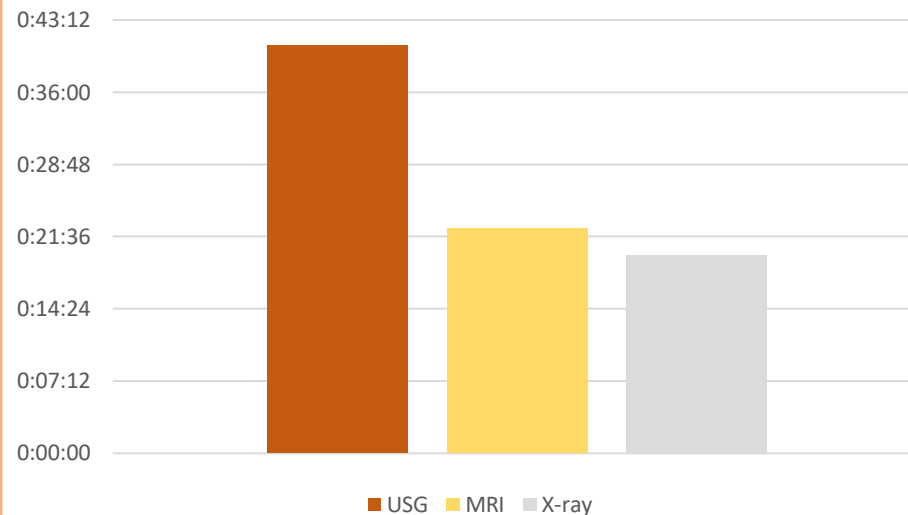
"To provide affordable healthcare of international standard with human care"

LEARNINGS DURING INTERNSHIP

- Learnt how to collect and analyze data
- How to communicate with colleagues, staff, patients and relatives.
- Understood how the radiology department functions

RESULTS

Overall waiting time in radiology



INFERENCE

As seen in the graph, the highest waiting time is in USG with average time of 40 minutes. Whereas the lowest is in X-ray with the average of 19 minutes. The average waiting time of MRI is 22 minutes.

DELAYS OBSERVED

In USG:
no different sections for IPD and OPD patients
patients have to wait till their bladder is full

In MRI:
sometimes the procedure goes on longer, so the patient has to wait
in case of emergency patients

In X-ray:
patients used to wait for their names to be called up, as they did not know where to put the slip
female patients take longer time as they have to change

SWOT ANALYSIS

STRENGTH:

- Highly skilled and experienced doctors
- Experienced and knowledgeable team members
- Excellent patient care

WEAKNESS:

- Separate timings not followed for IPD and OPD patients
- Insufficient waiting area
- Lack of female staff in x-ray

OPPORTUNITIES:

- Utilizing online Registration system for taking online appointments.
- Implementation of digitalized queue system

THREAT:

- Competition from neighborhood diagnostic centers

PRACTICAL VS THEORETICAL

- Theoretical exposure- learnt about the diagnostic services present in the hospital
- Practical exposure- experienced how the department functions

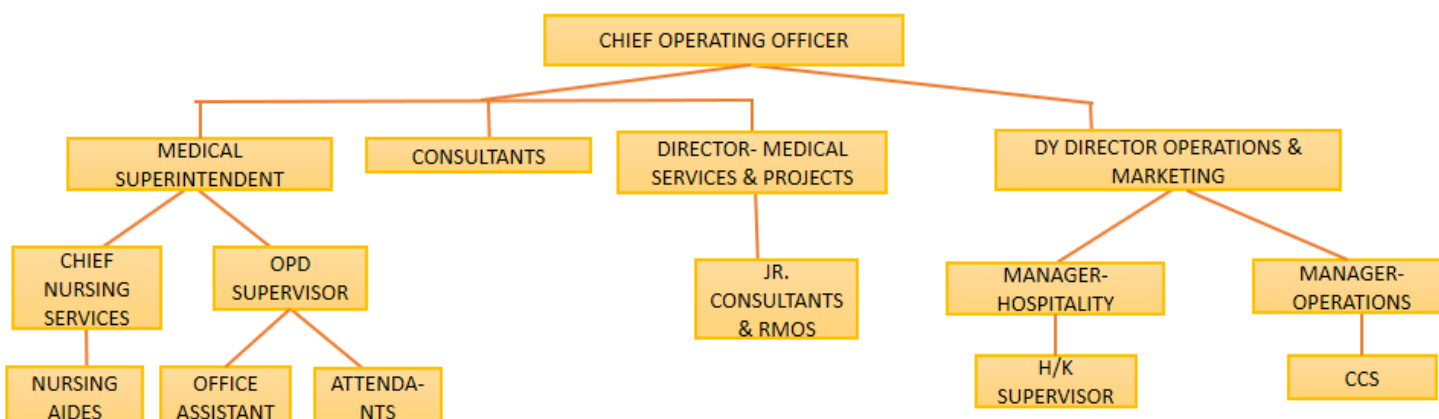
USEFULNESS OF INTERNSHIP

- Got to know how a professional work environment functions
- Networking

CHALLENGES FACED DURING INTERNSHIP

- Difficulty in tracking patients of USG, MRI and X-ray simultaneously
- Dealing with different people who were not willing to co-operate

ORGANISATION STRUCTURE



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