

PRESENTED BY – DRIGHA JAIN
MBA HM27, IIHMR UNIVERSITY, JAIPUR

STUDY ON DIETARY SATISFACTION AFTER NPO OVER

UNIVERSITY MENTOR- MR. DHIRENDRA KUMAR
ORGANISATION MENTOR- DR. SAURABH PATLE

HISTORY

MEDANTA- The Medicity hospital was founded in 2009 by 2 visionaries **Dr. Naresh Trehan** and **Mr. Sunil Sachdeva** with a common goal to provide the best possible treatment to the country. It is India's one of the largest healthcare project in multi-speciality tertiary care treatment and redefines standard of excellence, with best infrastructure, technology, training and education.

VISION, MISSION AND VALUES

MISSION

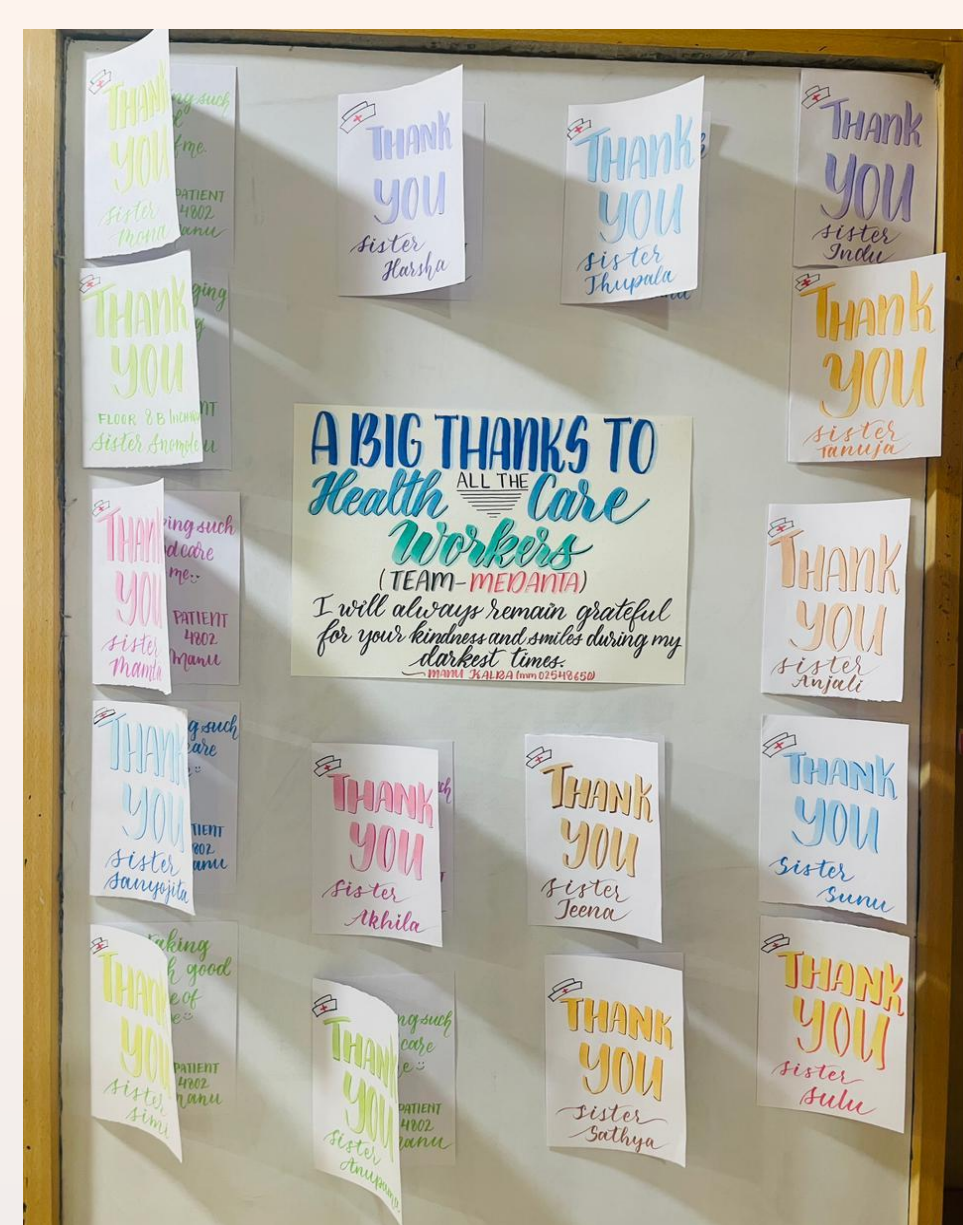
To provide **Hope, Care** and **Cure**. To provide accessible, high quality, cost effective healthcare to one all. To serve with a patient's first motto and to work towards a patient-centered care.

VISION

The institute is governed under the guiding principles of providing affordable medical services to patients with **care, compassion and commitment**.

VALUES

- LEADERSHIP-** Management with integrity
RESPECT- Treating everyone with values
CARE- Utmost care to one and all
TEAMWORK- Working with co-operation
QUALITY- Committed to excellence



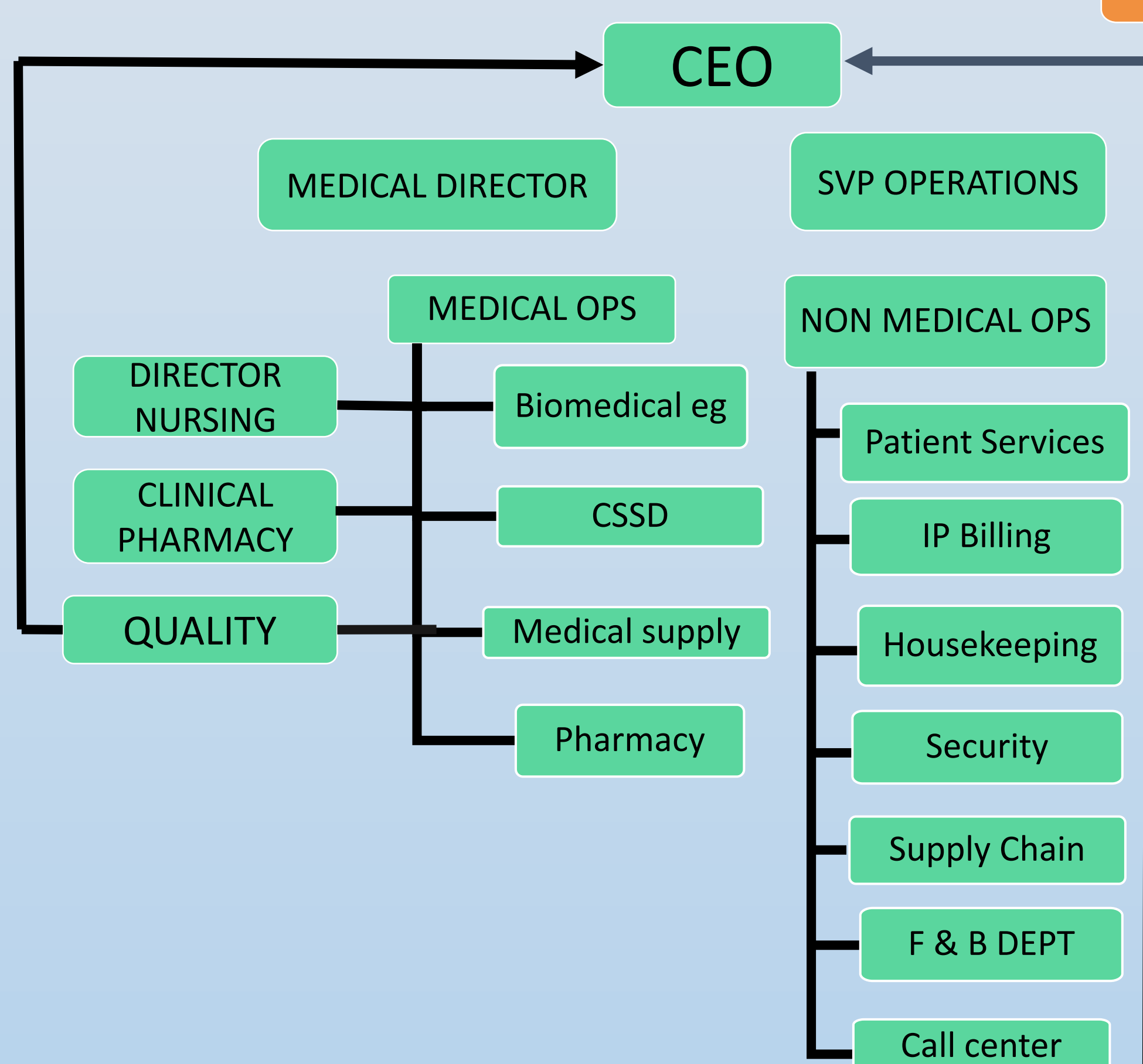
THEORETICAL UNDERSTANDING

- In IIHMR, theory via hospital services laid a foundation and gave an initial understanding.
- Theoretical concepts gave the idea of hierarchy of work officials

PRACTICAL EXPOSURE

- Depth working and interdependency of departments are observed through practical exposure.
- Real time problem of patients and in departments involved strategy and the decision making .

ORGANISATION STRUCTURE



AIM & OBJECTIVE

INTRODUCTION-

NPO is **NIL PER ORAL** in which a patient is kept on fasting for multiple hours before their procedure or surgery.

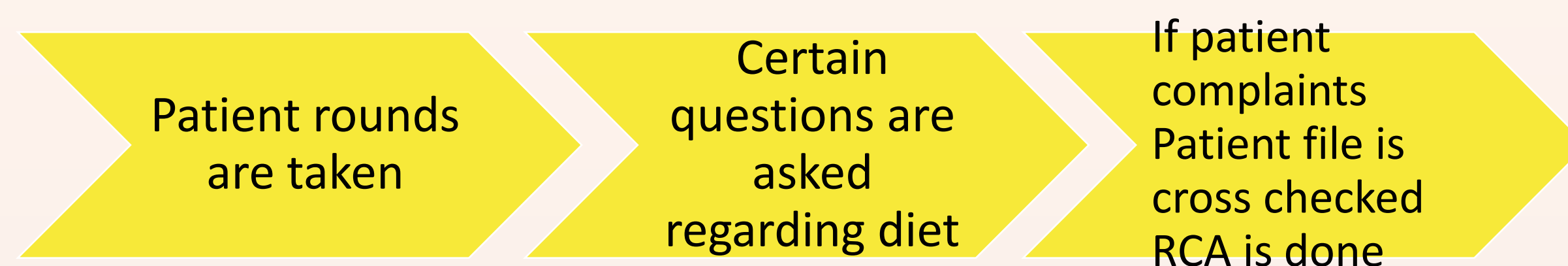
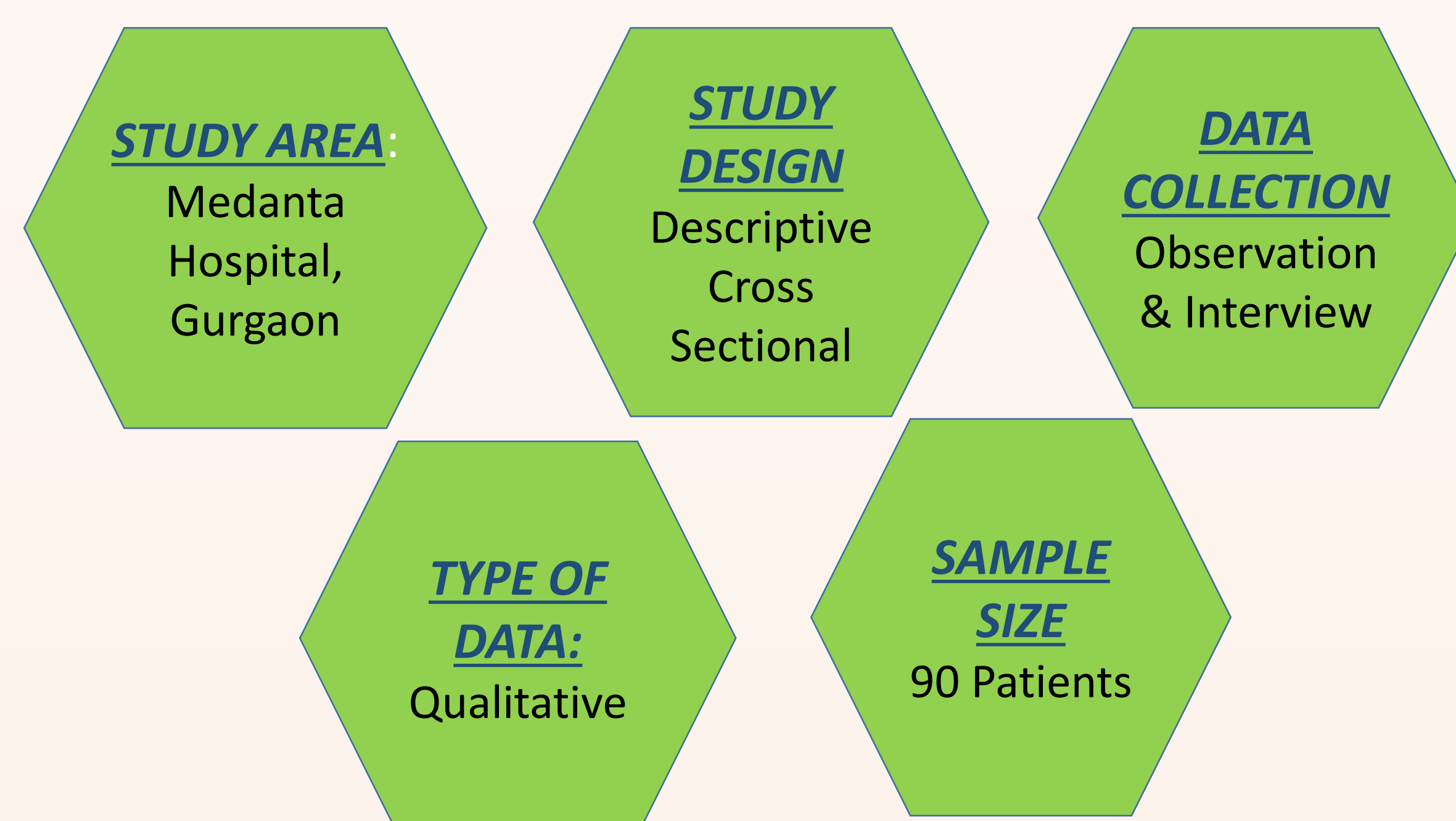
NPO over is the order when doctor orders to break the oral fasting. In this, doctor tells a timing at which the NPO will be over.

DELAY- Anything served after 15 minutes of written order is considered delay.

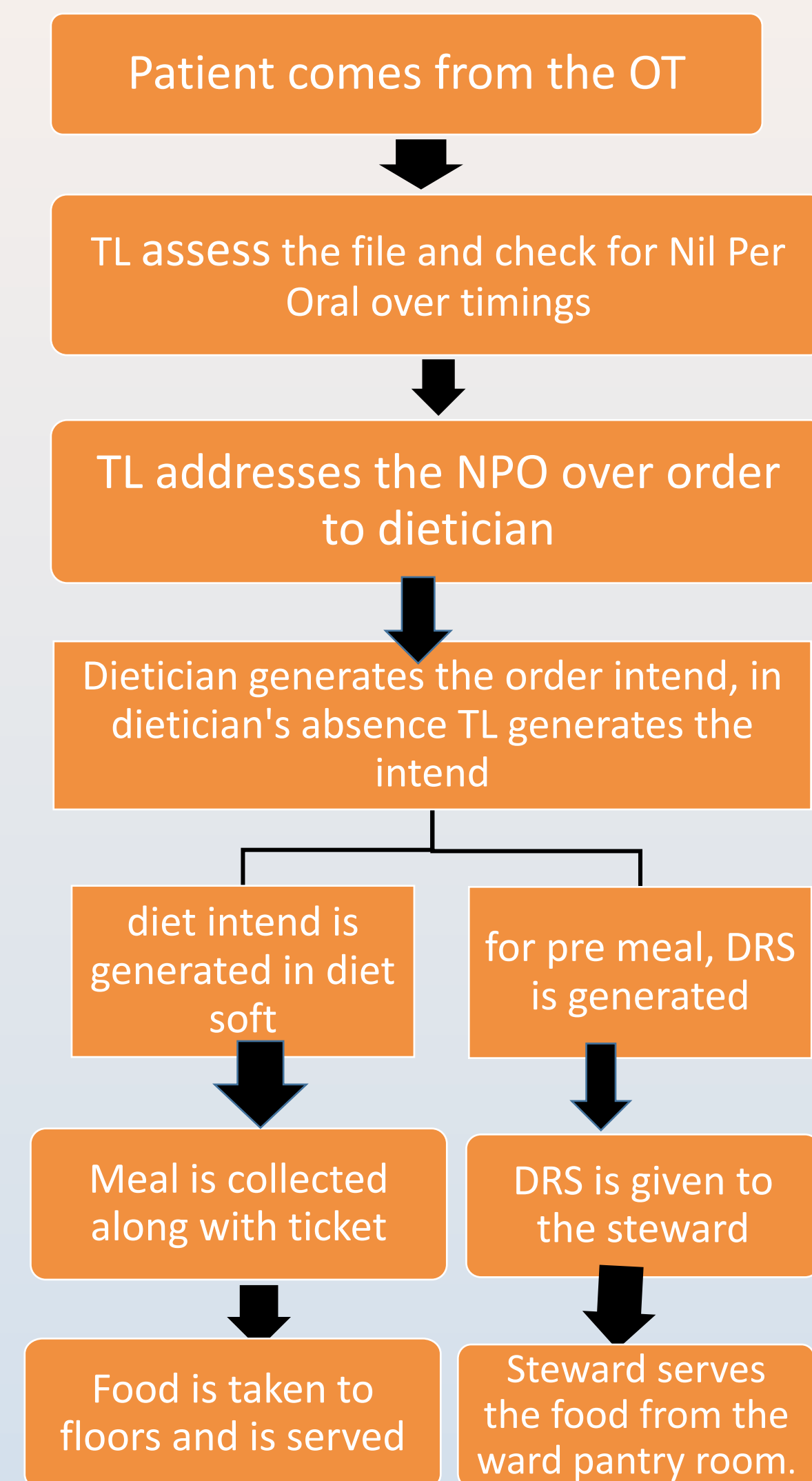
OBJECTIVE-

- Assessment of satisfactory levels of OT patients with dietary services after NPO over.
- Identification of the reasons for the issues faced by the patients.
- Identification of the patients suffered delay after NPO over and their reasons of delay and provide possible solutions.
- To provide possible solutions to reduce the concerns patient.

METHODOLOGY



PROCESS FLOW OF FOOD INTEND AFTER NPO OVER



LEARNINGS

- ENHANCED SOFT SKILLS:** By interacting with patients I have efficiently learnt to communicate and understand the problems of patients.
- PROCESS UNDERSTANDING :** Learnt the whole process from intending food on the electronic system to the arrival of food to the patients.
- LIFE SKILLS:** By conducting this project, I came to understand the importance of each and every step which contributes the result
- DATA COLLECTION:** First hands on experience of live data collection and analyzation.

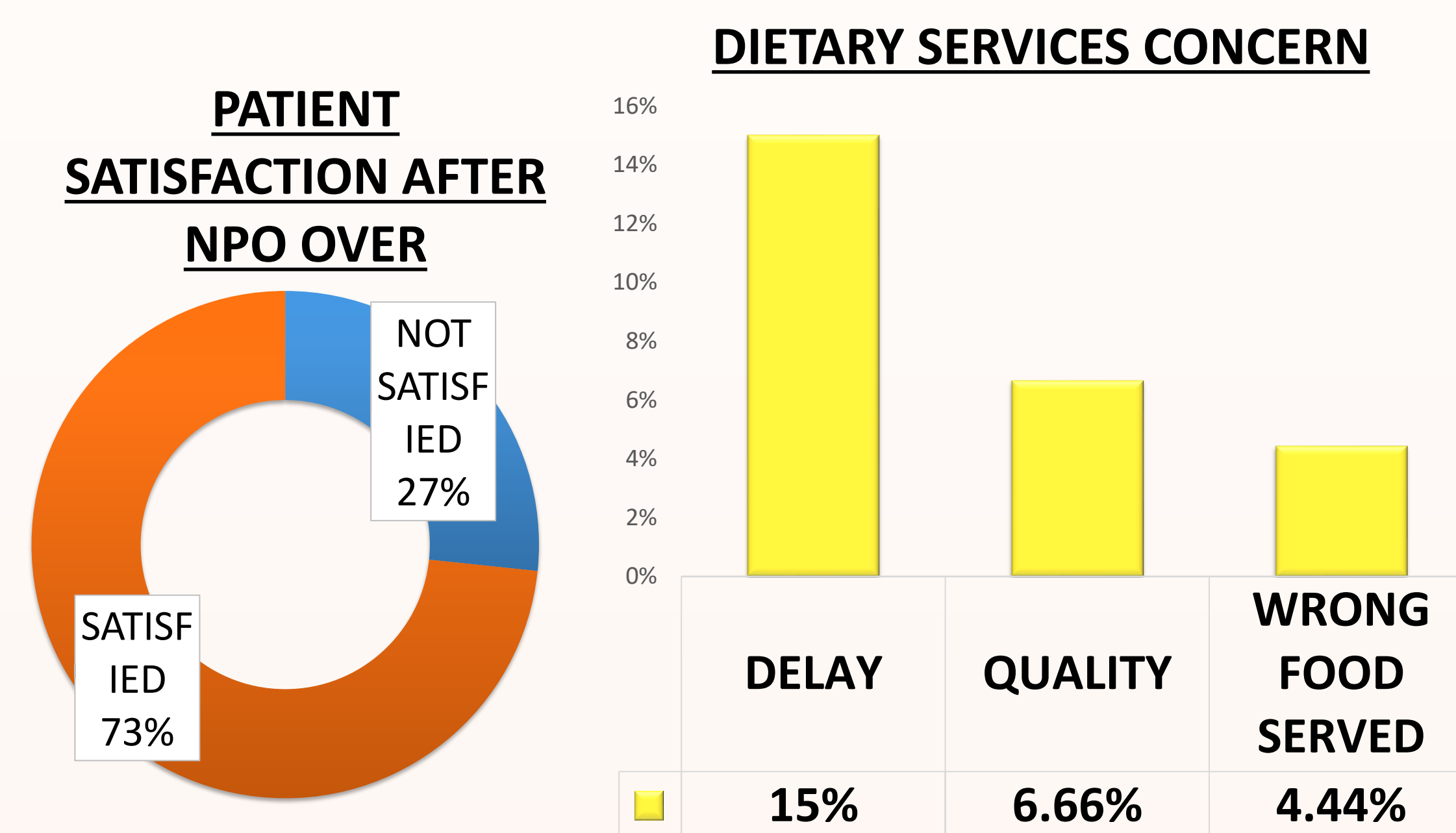
CHALLENGES FACED DURING INTERNSHIP

Interviewing patients was a bit of task as some patients were not really interested in answering questions, but when explained properly, they participated.

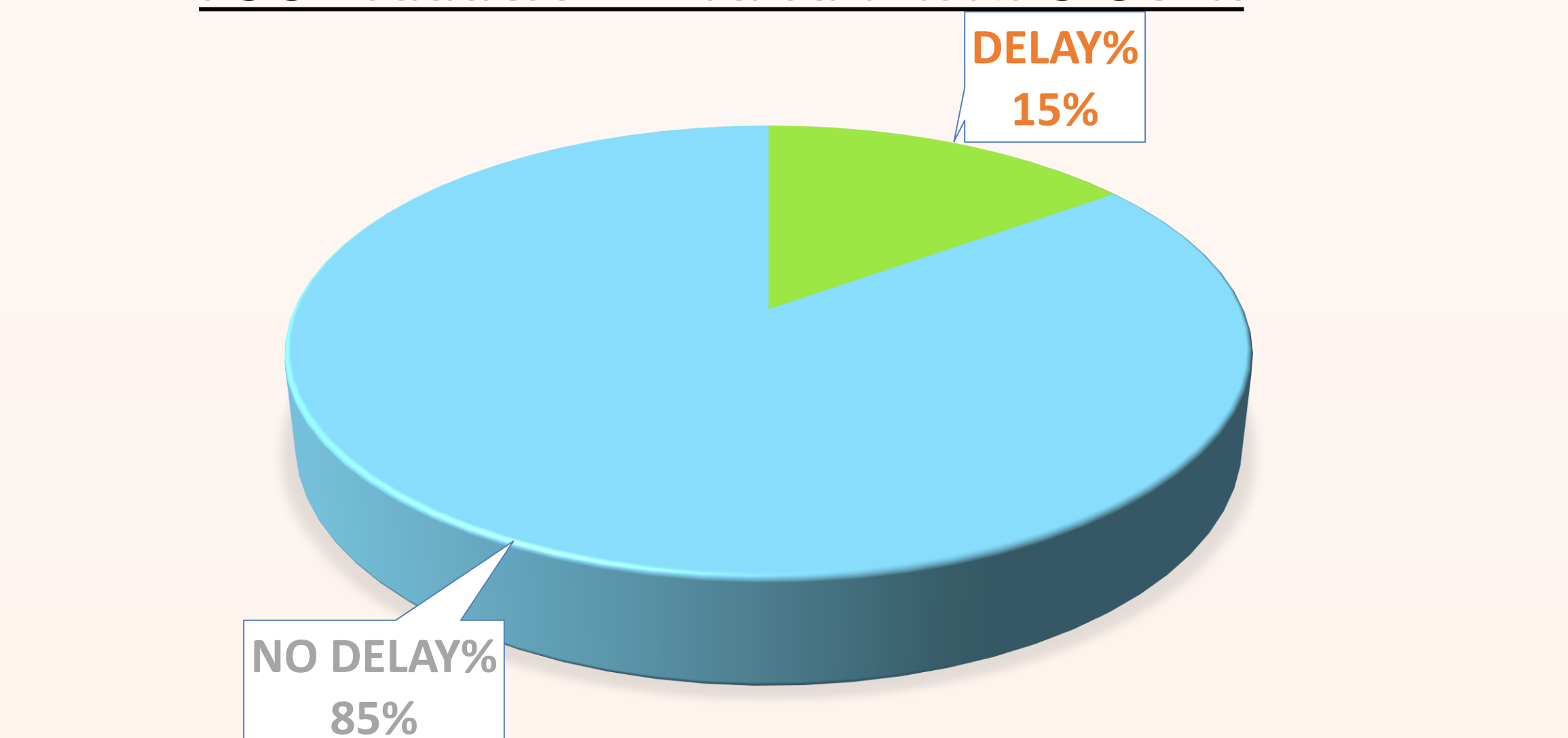
IMPLEMENTATION

After discussing the suggestions, nursing head was asked to provide a helping hand to TL when patient comes after post op

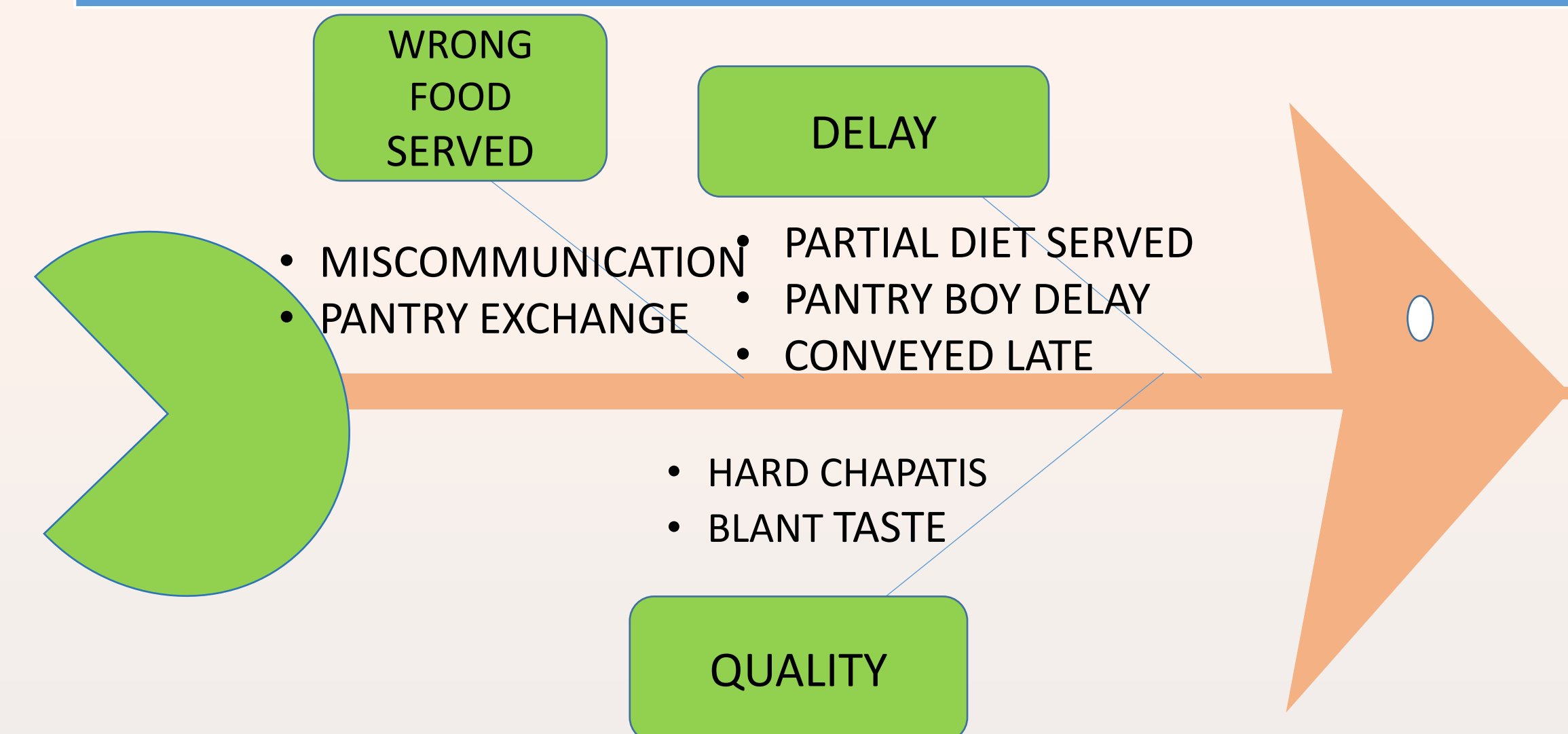
OBSERVATIONS



FOOD ARRIVAL DELAY AFTER NPO OVER



FISH BALL DIAGRAM OF REASONS OF ISSUES FACED BY OT PATIENTS



CONCLUSION

- Based on the study **27%** patients were not satisfied with the dietary services after their operation or procedure.
- Food arrival delay** which was **15%** was the major concern of patients after NPO over **amongst quality issues, delay issues and wrong diet served** concern.
- Major reason behind the issues were **miscommunication** between dietician and TL and **steward service delay**.

SUGGESTIONS

- To increase the patient satisfaction, the F & B manager can take random bedside rounds to ensure the quality of facilities given.
- In the time of evening, return of OT patients from post operative room is maximum, to avoid miscommunication and delay, nursing head can supervise the work of TL at that time.
- Patient's file must be cross checked at the time of DRS and placing order to avoid Partial diet served.
- Double cross checking of food with the ticket can be done, once in the kitchen and once on the floor before serving.

USEFULNESS OF INTERNSHIP

- Helped me understand the functioning of multiple departments in collab with each other.
- Interacting and learning with experts
- Helped in developing connections in the industry.

SWOT

STRENGTHS

- World class infrastructure
- International patient base
- Renowned medical professionals

WEAKNESS

- Cost of treatment
- Capacity constraint
- Longer waiting time
- Overcrowding

OPPORTUNITIES

- Expansion And Growth
- Medical Tourism

THREATS

- Competition
- Public Perception