

Located in the heart of south Delhi, the 530+ bed Max Superspeciality Hospital, Saket, is widely considered as one of the best hospitals in the country. Split into two blocks - East Block (a unit of Devki Devi Foundation) and West Block, it has a complete spectrum of diagnostic and therapeutic technologies, including several which are a First in India and Asia. accredited by JCI , NABH and ISO with EWS Compliance

MISSION AND VISION

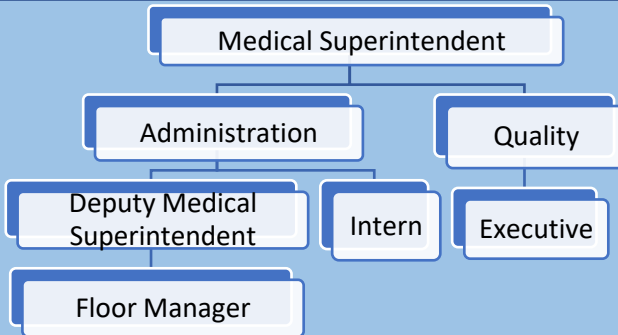
VISION:

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:

To achieve professional excellence in delivering quality care with integrity and ethics through research and education adhering to National and global standards in healthcare to all sections of society

ORGANOGRAM



THEORETICAL AND PRACTICAL

Relating the concept of communication and behavior

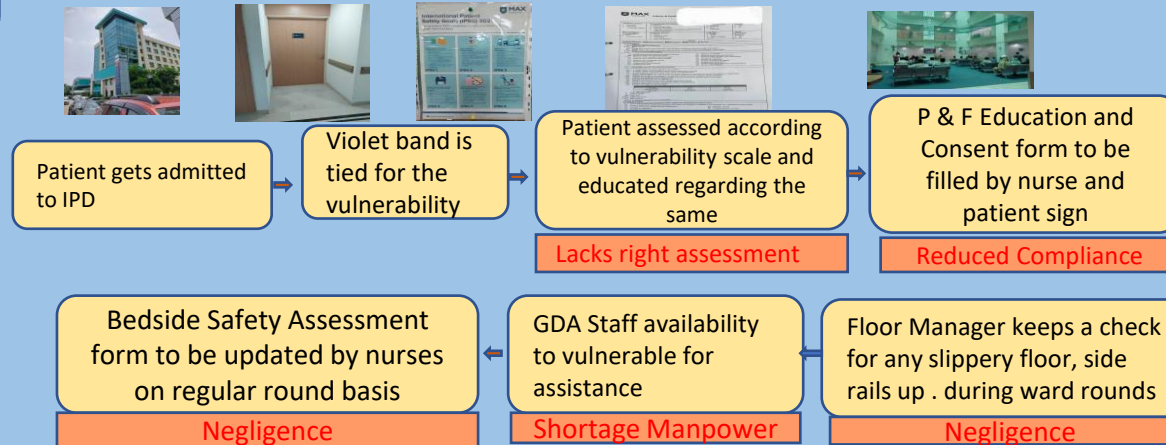
Observed the layout was in tandem as in the theory

Impact of IEC material
Importance of knowing Opportunity Cost for effective and efficient working of hospital

Conducted an Observational Study in Max Saket Hospital , East Block

How the Process is followed for IPSG – 6 (Reducing patient harm caused by falls in the IPD)

Max Saket policy for the preventing falls includes the responsibility for every healthcare professional working in IPD



CHALLENGES DURING INTERNSHIP

- Collecting Information and Data.
- Finding an impactful project to work on.
- Interacting with the multidisciplinary professionals because of their busy schedule.
- Putting forth my observation regarding compliance to concerned department.

USEFULLNESS OF INTERNSHIP

- Insight of hospital industry
- Practical exposure of work culture of the industry
- Professionalism
- Skill development
- Broadened perception
- Building connections
- Sense of individuality

SUGGESTIONS

- TOPIC RELATED – IEC Material to be introduced for educating and awareness.
- Increase compliance towards the P & F Education form
- Monitoring Rounds for fall assessment to be done on the prescribed basis.
- GENERAL – Increasing manpower in terms of GDA staff
- Introducing Discharge lounge / waiting place
- Meets for Professional – Professional Relationship

SWOT ANALYSIS

STRENGTH

Brand Name
Technology Being Used
Hygiene
Personnel – Doctors
International Patient Flow
Accessibility

WEAKNESS

Improper design of Infrastructure
Bed Management
Discharge Delay
Workload due to shortage

OPPORTUNITY

International Healthcare
Increasing awareness among citizens
Health seeking Behavior
Medical Tourism
Promotion

THREAT

Competition regarding the cost by the other leading hospitals
Maintaining the expertise
Increasing cost of material

LEARNING DURING INTERNSHIP

- Work Description of Floor Manager and DMS
- Ward Rounds – Grievance Addressal of patients
- Discharge Intimation
- Managing of HIS
- Day to Day operations in Hospital
- Inter – Department Coordination
- TPA Process
- International Patient Safety Goals – Policies
- Audit
- Data Reporting for readmission