ANALYZING THE FUNCTIONING IN PERIPHERAL VASCULAR AND ENDOVASCULAR SURGERY DEPARTMENT IN MEDANTA HOSPITAL, GURUGRAM

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BRIEF HISTORY

MEDANTA THE MEDICITY hospital was founded in 2009 by , cardiac surgeon **Naresh Trehan** along with **Sunil Sachdeva**.
It is a 1250-bed super-specialty hospital spread over 43 acres.
Ranked 132nd in World's Best Hospital 2022 by Newsweek.
Ranked 2nd Best All India Multi Speciality Hospital Ranking 2022 by Outlook (Indian magazine).
Medanta is a centre dedicated to performing its own diagnostic tests and carrying out interventional management of the patients.

The division of Peripheral Vascular and Endovascular Surgery at Medanta,Gurgaon is headed by **Dr.Rajiv Parakh**. This department consists of experienced consultants, dedicated residents, nursing and medical staff. The facility also boasts of the most advanced fully integrated diabetic foot care center with a revolutionary **customized insole making fabricator module for the 'foot at risk' ulcers.**
Medanta takes care of all vascular injuries, both arterial and venous round the clock.

OBJECTIVES

1)To understand the basic functioning in the division of Peripheral Vascular and Endovascular surgery at a managerial level.
2)To analyze the OPD and OT scheduling with an outstanding approach.

CORE VALUES

1) RESPECT– Appreciative of others
2) ETHICAL VALUES-to create safe environment.
3) CARE
4) COMPASSION
5) COMMIMENT

OBSERVATIONS

1)Proper communication at each level is the first step towards managing OPD , particularly patient dealing.
2)Coordination between the clinical and non-clinical staff is the key to OPD management.
3)Precision is mandatory in preparing reports and discharge summary.
4)Patients feedback is equally important for continuous improvement.
5)Relevant procedure machines for diagnosis are to be present nearby for quick response and treatments.
6)OPD foot-fall is maintained by providing satisfactory services.

VISION

The institute is to deliver world class health care services b creating institutes of excellence in integrated medical care, teaching and research.
We aspire to create an ethical and safe environment to treat all with respect and dignity.

MISSION

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

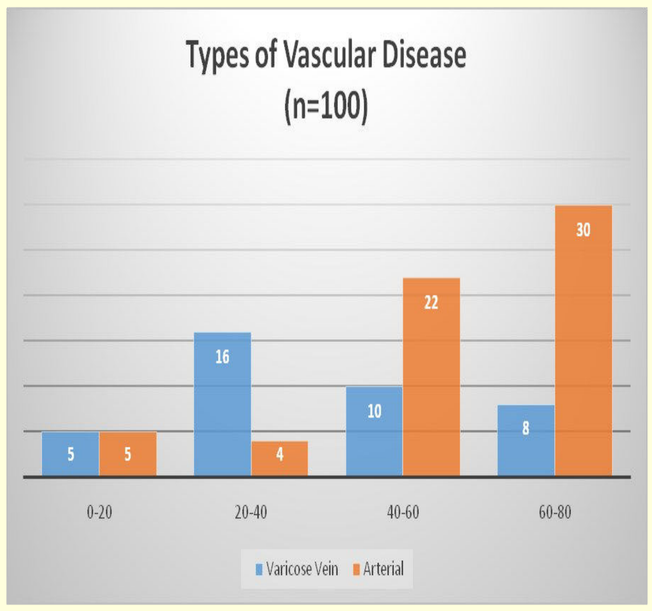
RECOMMENDATIONS

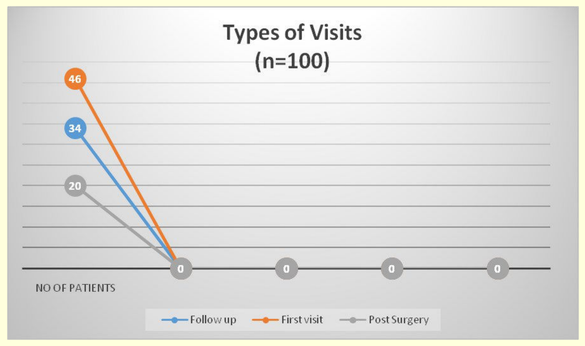
1)Continuous research should be done for futuristic technological advancement.
2) New crowd management techniques like token system must be introduced in the department.
3)Adequate staff with professional efficiency must be hired to delegate the work to avoid work load .
4)Effective Verbal and non-verbal communication should be prioritized.
5)Regular feedback analysis and instant action on it. must be taken.

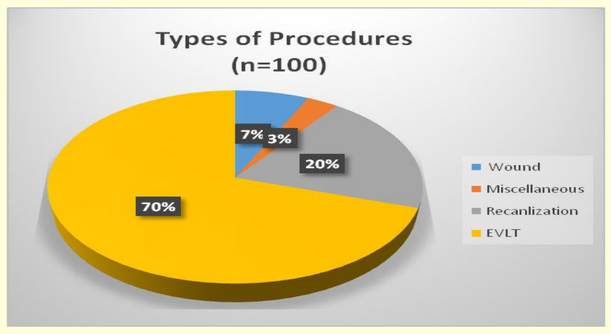
CHALLENGES

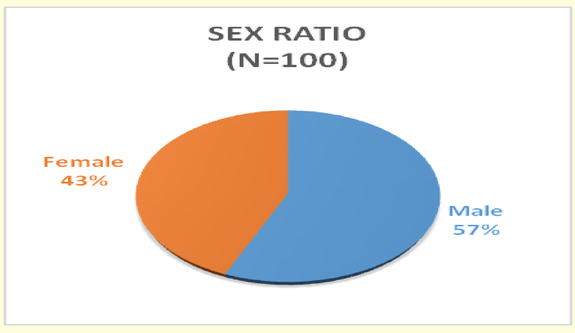
1)Managing the crowd
2)OPD time management
3)Solving patients query
4)Maintaining transparency in the services provided for maintaining trust of patients on the organization
5)Staff management
6)Connecting the loop
7)Understanding technology
8)Understanding the pattern of work
9)Handling emergency situations

CHATRS AND GRAPHS









METHODOLOGY

Study Design: Analytical study.
Place and duration of study: Peripheral Vascular and Endovascular sciences department in the hospital within these two months of internship.
Sampling type: Random sampling was done in he OPD over he period of two months for eligibility.
Sample size: 100 patients.
Data Management: Collection of data was done in two modes primary and secondary.
. Collected data for patient satisfaction and dissatisfaction was done primarily by taking feedback from the patients after their successful consultation. Their overall experience about the billing. analyzing history by associate doctors, diagnostic tests, completion of medical files before consultation, there devoted time to the hospital for consultation, problems faced during treatment were considered.

. Collected data for Age, Sex, Types of visit, Types of procedure, Types of vascular disease from he EHIS Portal of the department.
As each patient has a UHID (Unique Health Identification) so the data can be collected in a sequential manner with all
précised information required.

APPLICATION OF SOME SUGGESIONS ON THE PROBLEM OBSERVED

1)Delegation of work-load was done as particular work is assigned to each individual.
2)Proper crowd management and patient dealing was done.
3)Collection of feedback was regularly done.
4)Patients were prior informed if in case of appointment or procedure rescheduling or cancellation.
5)PD-OPD patients sequencing for Doppler's test.
6)mproving the consultation time.

THEORETICAL	PRACTICAL EXPOSURE
. Theoretically I have learned about management processes of hospital and health system.	. Practically I have explored several departments in the hospital and learned their Processes.
. Theory define the terms; like empathy, patience, humanity etc.	. Faced a real life example in patient dealing practically during crowd management.
. Learned he concepts of Communication and time management theoretically.	. Practical exposure justified its meaning as these are beyond the reach of theoretical study.

ORGANIZATION STRUCTURE (DEPARTMENTAL LEVEL)

- CHARIMAN
- DIRECTOR
- ASSOCIATE SURGEONS
- CHIEF SECRETORY
- TECHNICIAN
- NURSING STAFF
- GDA

LEARNINGS AND VALUE ADDITION

1)Importance of feedback.
2)Self-analysis to encourage independent learning.
3)Collaborative approach towards a problem.
4)Importance of hierarchy.
5)Both verbal and non-verbal communication is equivalent.
6)Always having a patient centric approach.
7)Loyality towards the organization.
8)Quick and effective response is required to work.

SWOT ANALYSIS

STRENGTH

1) Huge multi-specialty with 45 operation theatres, 350 critical care beds and over 1250 beds under 20 specialties.
2) Consists of modern equipments with advanced technology.
3) Competent clinical professionals .
4) Good infrastructure with standard JCI accredited protocols.
5) Also fall into the category of Green hospital

WEAKNESS

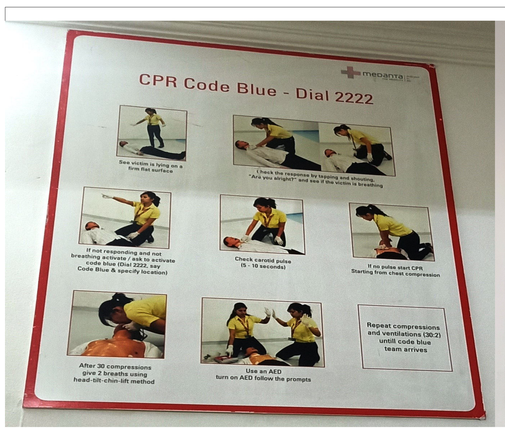
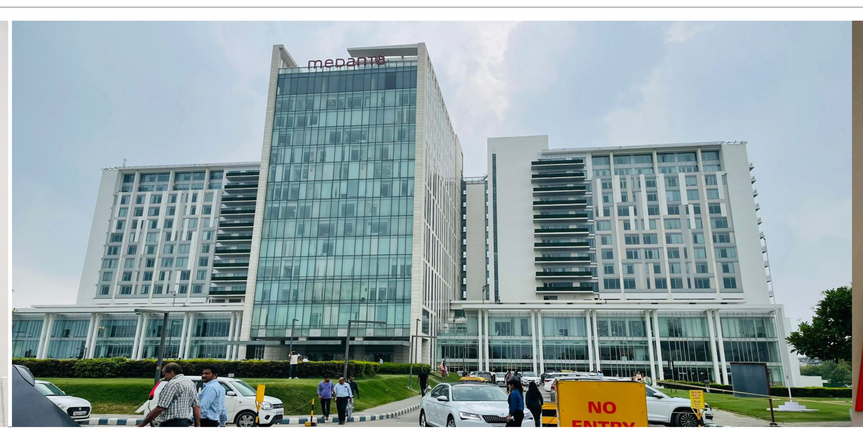
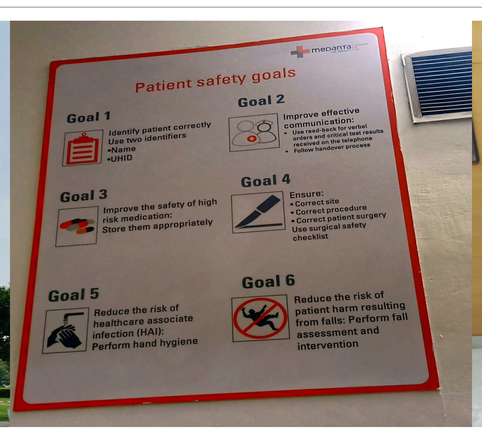
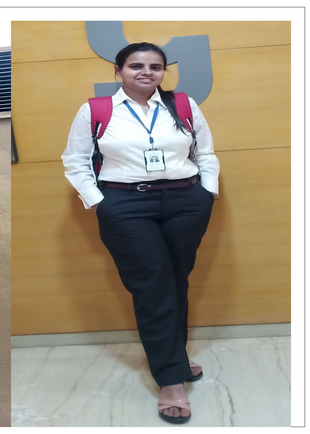
1) Lack of efficient professionals in the department.
2) OPD waiting time is a bit long.
3) Simultaneous billing, managing appointments distributing diagnostic reports creates a problem in crowd management .

OPPORTUNITIES

1)Technological advancement in healthcare sector.
2)Patient maximization by advanced marketing.
3)Increased daycare procedures.

THREAT

1) Technological threat-Introduction of Artificial intelligence.
2) Working in an unfamiliar environment issues like been infected, extreme exhaustion and depression in clinical professionals.
3) Difficult to counsel attendants of ill patients.

USEFULLNESS OF INTERNSHIP

1)Provided first hand experience of industry.
2)Helped in personal growth with certain skill development.
3)Met with professional opportunities .
4)Understanding the work culture and coping with the working environment.
5)Developed a mindset of helping and generating empathy towards patients.
6)Adjustment in professional world with all pros and cons.