

BRIEF HISTORY ABOUT MEDANTA- THE MEDICITY HOSPITAL ,GURUGRAM.



- Global Health Limited Medanta, is an Indian hospital chain based in Gurgaon, India.
- The chain was started in 2009 by Cardiac surgeon Naresh Trehan and Sunil Sachdeva.
- Medanta The Medicity, Gurgaon is one of the premier names in healthcare world. It's a 1250 bedded super-specialty hospital spread over 43 acres, offers treatment across 39 medical disciplines including Cardiac, Liver, Gastrointestinal, Neurosciences, Urology, Nephrology, Kidney Transplant, and other ancillary services.
- Medanta-The Medicity- India rankings:- 2nd rank, India's Best Hospital 2020,Global rankings:- 132nd rank, World's Best Hospital 2022.
- The hospital facilities have received different national and international accreditations, such as from the Joint Commission International (JCI) and the National Accreditation Board for Hospitals and Healthcare Providers (NABH).

Vision
 “To provide affordable medical services to patient with care ,compassion and commitment”

Mission
 “ Medanta has been established with sole mission to deliver advanced and affordable healthcare and to build an institution that focuses on technology and research”

Values
 Patient centric care , Excellence, Innovation and Safety.

STRENGTHS

- Brand Name
- World-class infrastructure
- Renowned medical professionals
- International Patient base
- NABH & JCI Accrediation
- Cutting-Edge Technology and Equipments (like Da Vinci robotic surgery, 256 Slice CT, 3.0 Tesla MRI etc.

WEAKNESS

- Cost of treatment
- Capacity constraints
- Longer waiting time
- Patient Load

OPPORTUNITIES

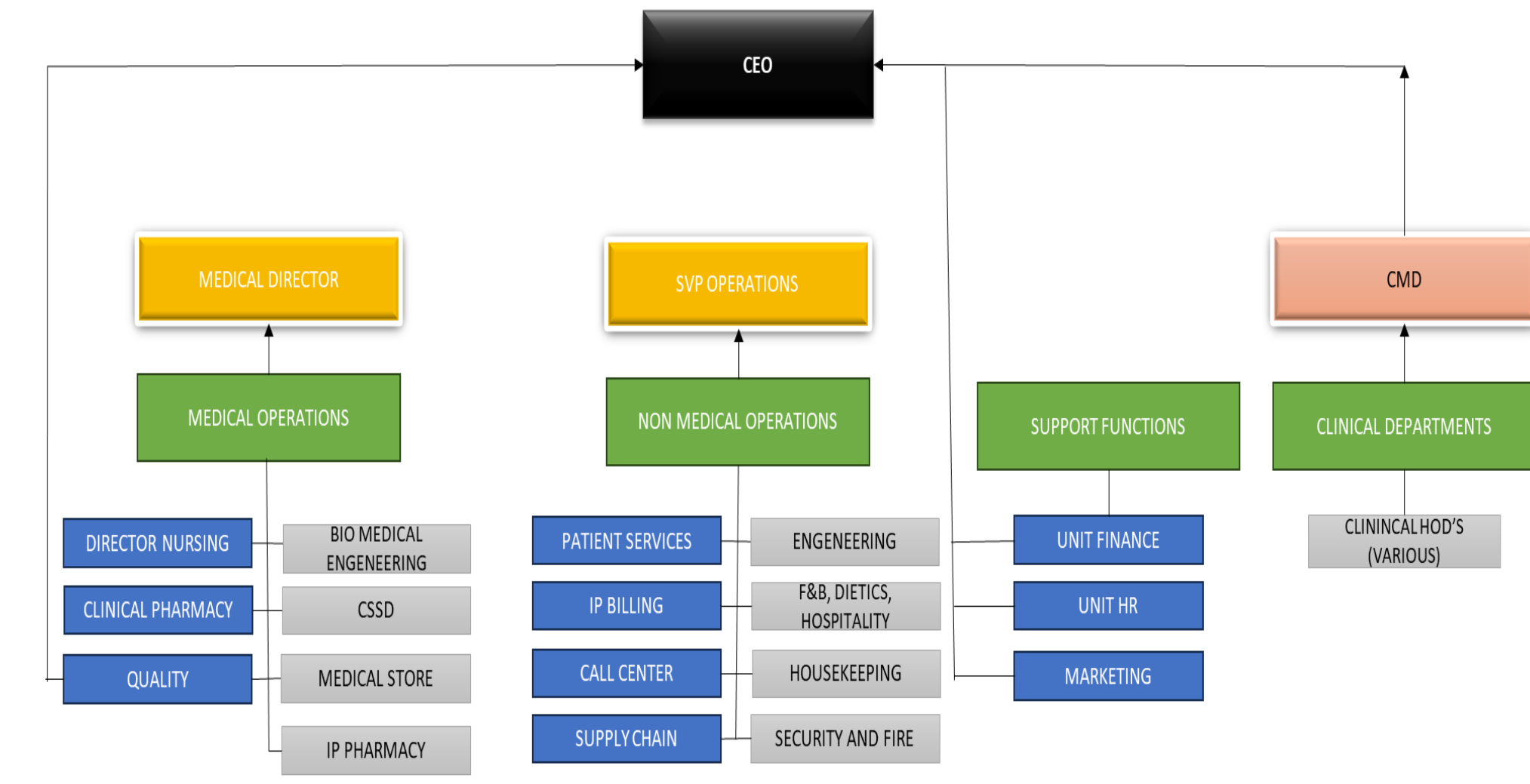
- Expansion and Growth
- Wider coverage of insurance
- Medical tourism marketing
- Technological advancements

THREATS

- Competitive Landscape
- Government regulations and policies
- High Inflation

SWOT

ORGANIZATION STRUCTURE



AIM & OBJECTIVE

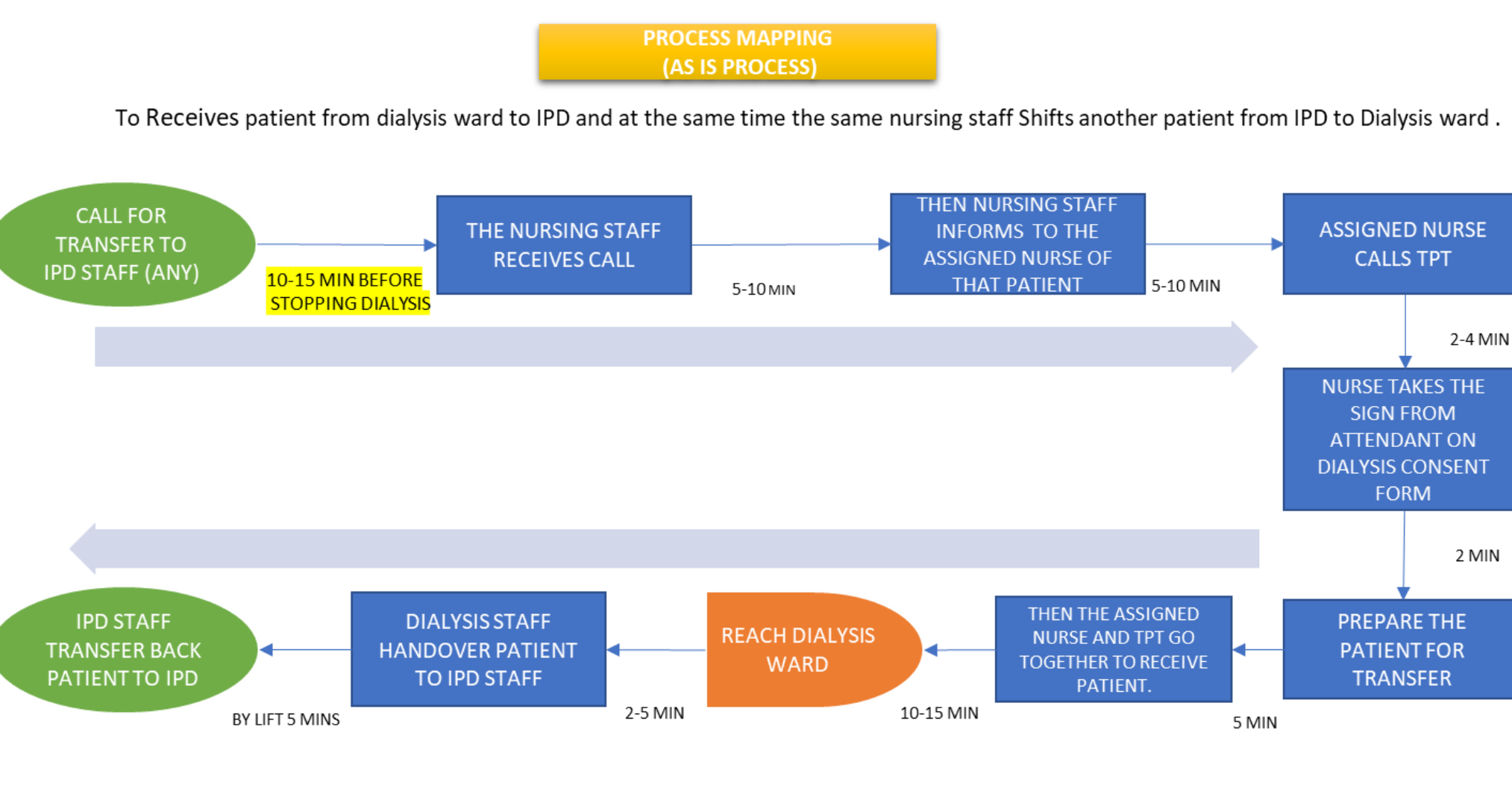
- **PROJECT TITLE:-** Transportation Time Analysis for Dialysis Patients: Understanding Delays in Dialysis Transportation Services
- **AIM:-** To reduce the Turn Around Time(TAT) of dialysis patients Transportation process.
- **OBJECTIVE:-** To Study the Dialysis patients transportation process.
- To Improve communication between the departments(Dialysis ward and 12th floor IPD)
- To find out the gap in Dialysis transportation process and find solutions towards it.

METHODOLOGY

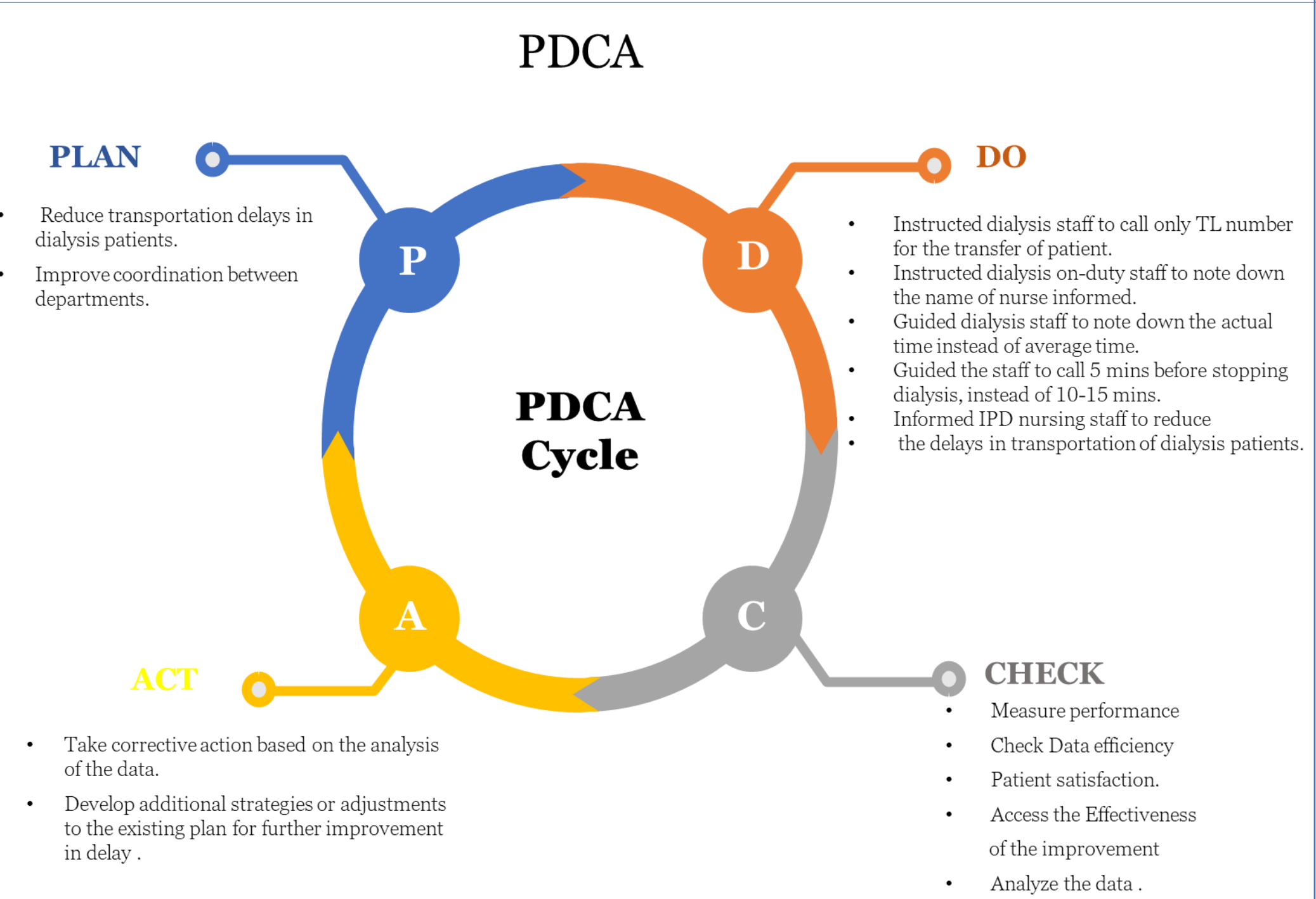
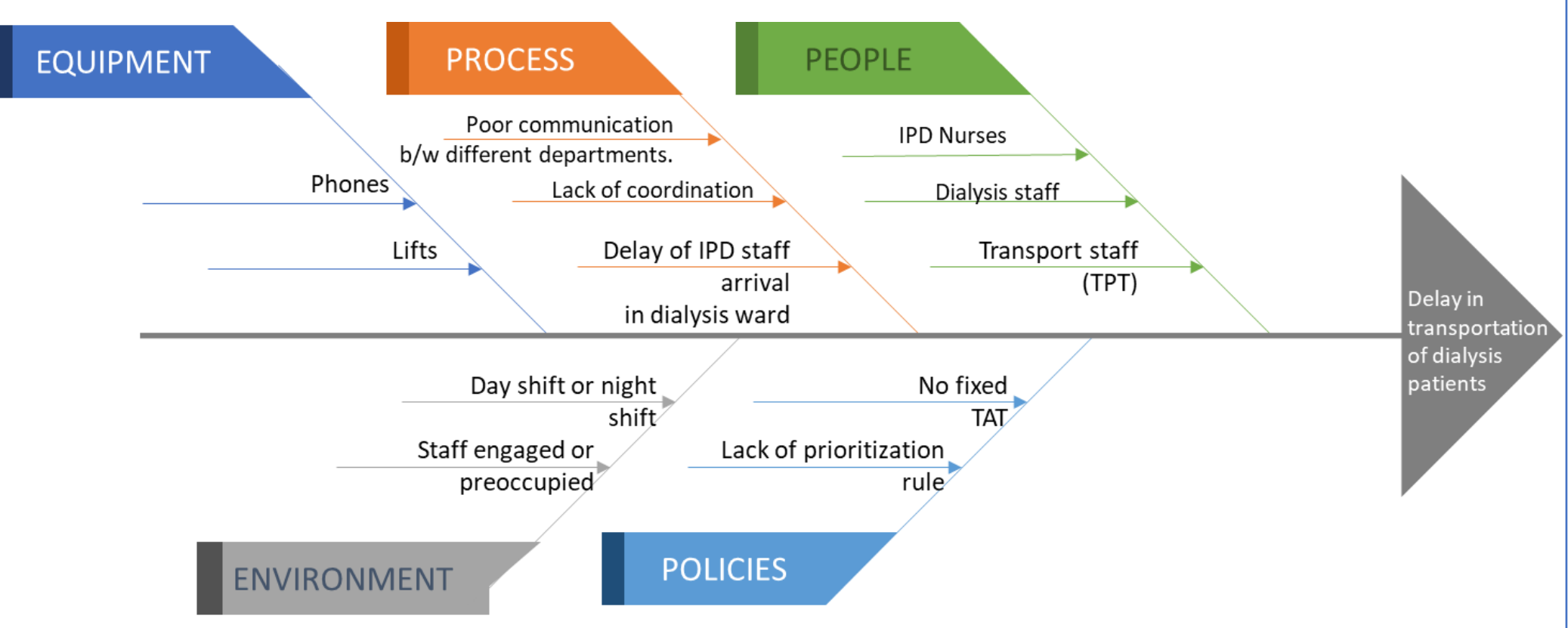
Location Of Study:- MEDANTA-THE MEDICITY GURUGRAM.
 Study Design:- Pre-Post Intervention Study
 Department:- IPD 12TH Floor (Nephrology and Urology Dept)
 Type Of Data:- Quantitative
 Sampling Technique:-Census sampling
 Study Period:-20 Days
 Sample Size:- 184
 Area Of Study:- Nephrology IPD and Dialysis ward
 Data Collection:- Secondary Data(MRD)
 Data Analysis Tool:- MS Excel



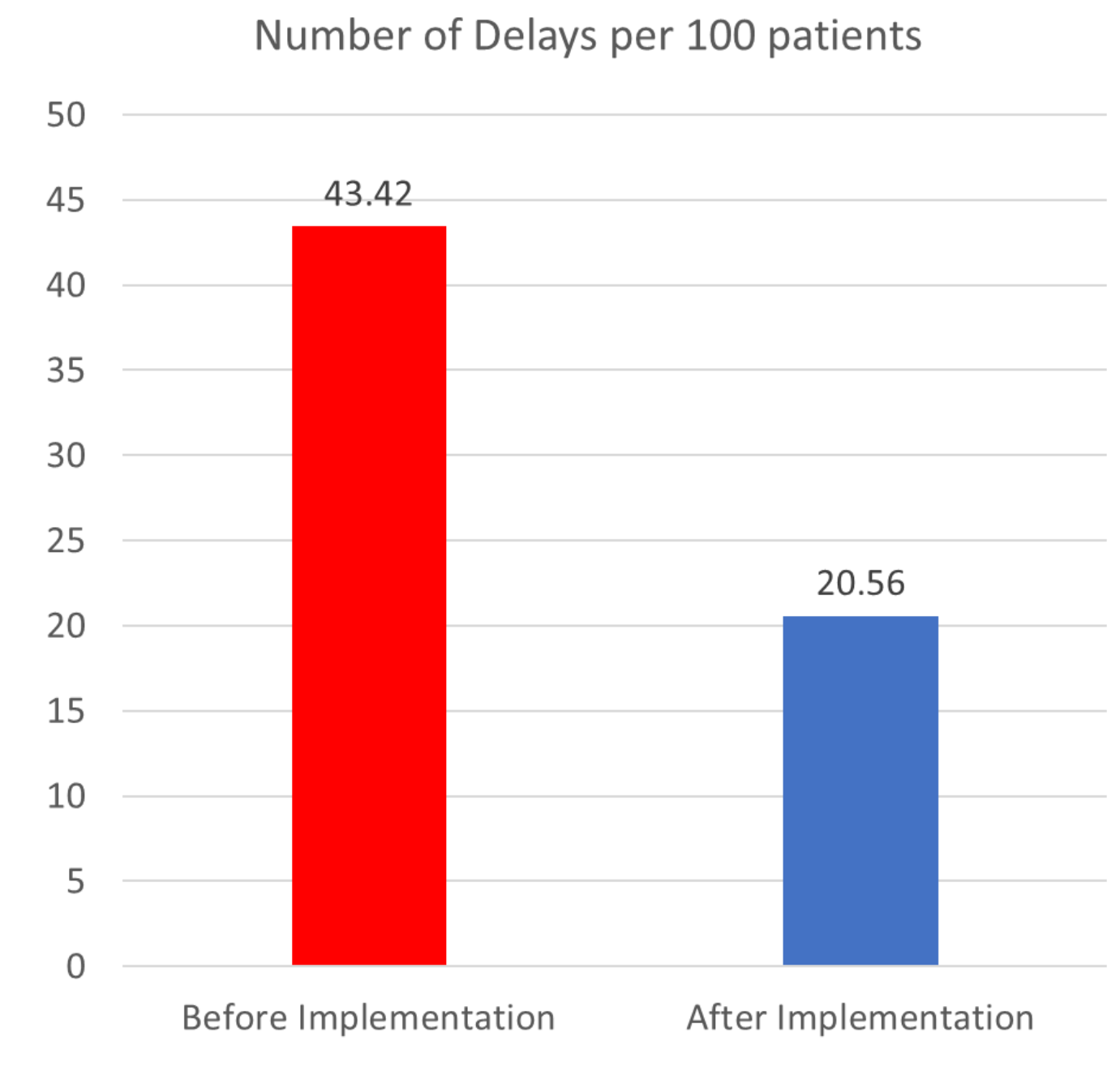
PROCESS MAPPING



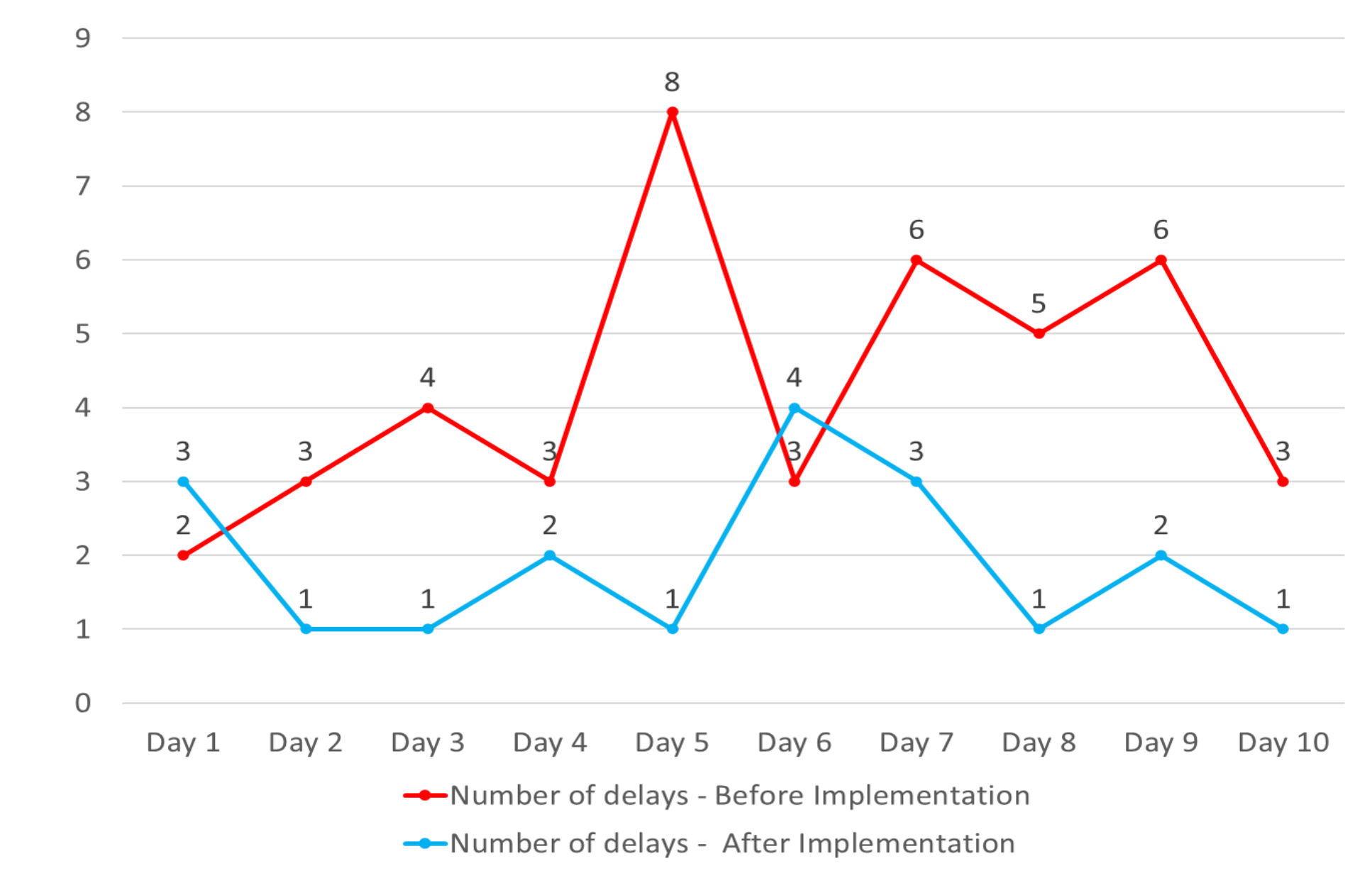
Fishbone Diagram (RCA)



DATA ANALYSIS



Number of Patients which are not transported back within the TAT-30 mins.



SUGGESTIONS/RECOMMENDATIONS TO DEPARTMENT

- Efficient Communication: Establish a clear and efficient communication between the dialysis ward and IPD.
- Standardized Protocols: Develop standardized protocols and guidelines(TAT-30 mins) for dialysis patient transfer, ensuring that all staff members are aware of established procedures.
- Priority Consideration: Ensure that dialysis patient transportation receives priority over other non-urgent tasks within the hospital
- Role Assignments: Instruct dialysis staff to call only nursing TL number for the transfer of patient.
- Increase Data Accuracy: Guide dialysis staff to note down the actual time instead of average time and also note down the name of IPD nurse informed for the transfer.
- Proactive Scheduling: Guide the staff to call 5 minutes before stopping dialysis, instead of 10 minutes prior.
- Nursing Briefing Meetings: Addressing concerns for delays in transportation of dialysis patients .
- Monitor and Improve: Continuously monitor and evaluate the dialysis patient transportation process.

LEARNING & VALUE ADDITIONS DONE DURING INTERNSHIP

- Observation of day to day operations of the hospital through a administrator point of view.
- Everyday functioning of IPD wards by daily visitation and rounds.
- Interacting with different level of Healthcare workers.
- Managing the work load and completing the task within stipulated timeframe
- Data collection , Data entry, Data Analysis, Quality tools and preparation of poster were the important learnings of internship.

USEFULNESS OF INTERNSHIP

- Exposure to the hospital system and it's workflow on ground level
- Importance of patient satisfaction
- Developed professional communication skills and Teamwork
- Networking opportunity.

CHALLENGES FACED-

- The unwillingness of the nursing staff to cooperate at time
- Increase data accuracy of dialysis transportation time in dialysis ward.
- Briefing of nursing staff regarding delays in transportation process and ways to improve it.

THOERY VS PRACTICAL

- THEORETICAL**
- Theoretical knowledge provides a foundation of medical and healthcare concepts, terminology, and best practices.
 - Theoretical knowledge provided by professors in university gave me an insight about how hospitals should be planned and what are the services provided by the hospitals
- PRACTICAL**
- Practical experience provides the opportunity to develop specific skills related to clinical operations, such as communication, problem-solving, and time management. Involves hands-on exposure to the actual workings of a hospital. It allows interns to witness and understand the complexities and challenges faced in daily operations

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