



SUMMER INTERNSHIP AT ADITYA BIRLA MEMORIAL HOSPITAL, PUNE

RAGINI DOD-1576

BRIEF HISTORY

- Aditya Birla Memorial Hospital (ABMH) is a renowned multi-specialty hospital located in Pune, Maharashtra, India.
- The hospital was established in 2006 and is known for its state-of-the-art infrastructure, advanced medical technology, and high-quality healthcare services.
- The hospital has 500 beds, 152 ICU bed, 13 OT,,

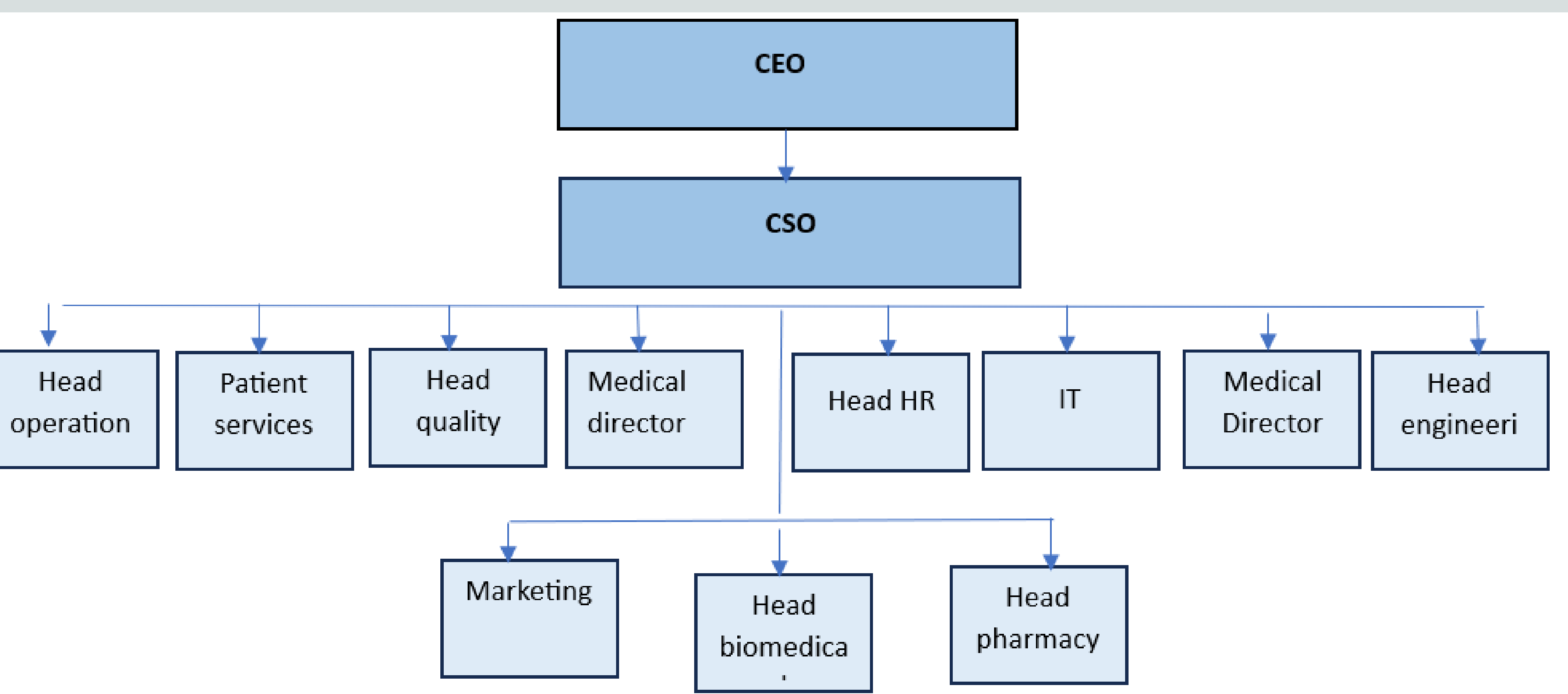
MISSION

To deliver superior value to our customers, shareholders, employees and society at large.

VISION

To be a premium global conglomerate with a clear focus on each of the businesses

ORGANIZATION STRUCTURE



LEARNING AND VALUE ADDITION INTRODUCTION

- Patient feedbacks provide a valuable source of insight into patient care problem within healthcare organizations.
- Patients are sensitive to, and able to recognise, a range of problems in healthcare delivery,
- some of which are not identified by traditional systems of healthcare monitoring(e.g., incident reporting systems, retrospective case reviews).
- Furthermore, analysing data on negative patient experiences strengthens the ability of healthcare organisations to detect systematic problems in care.

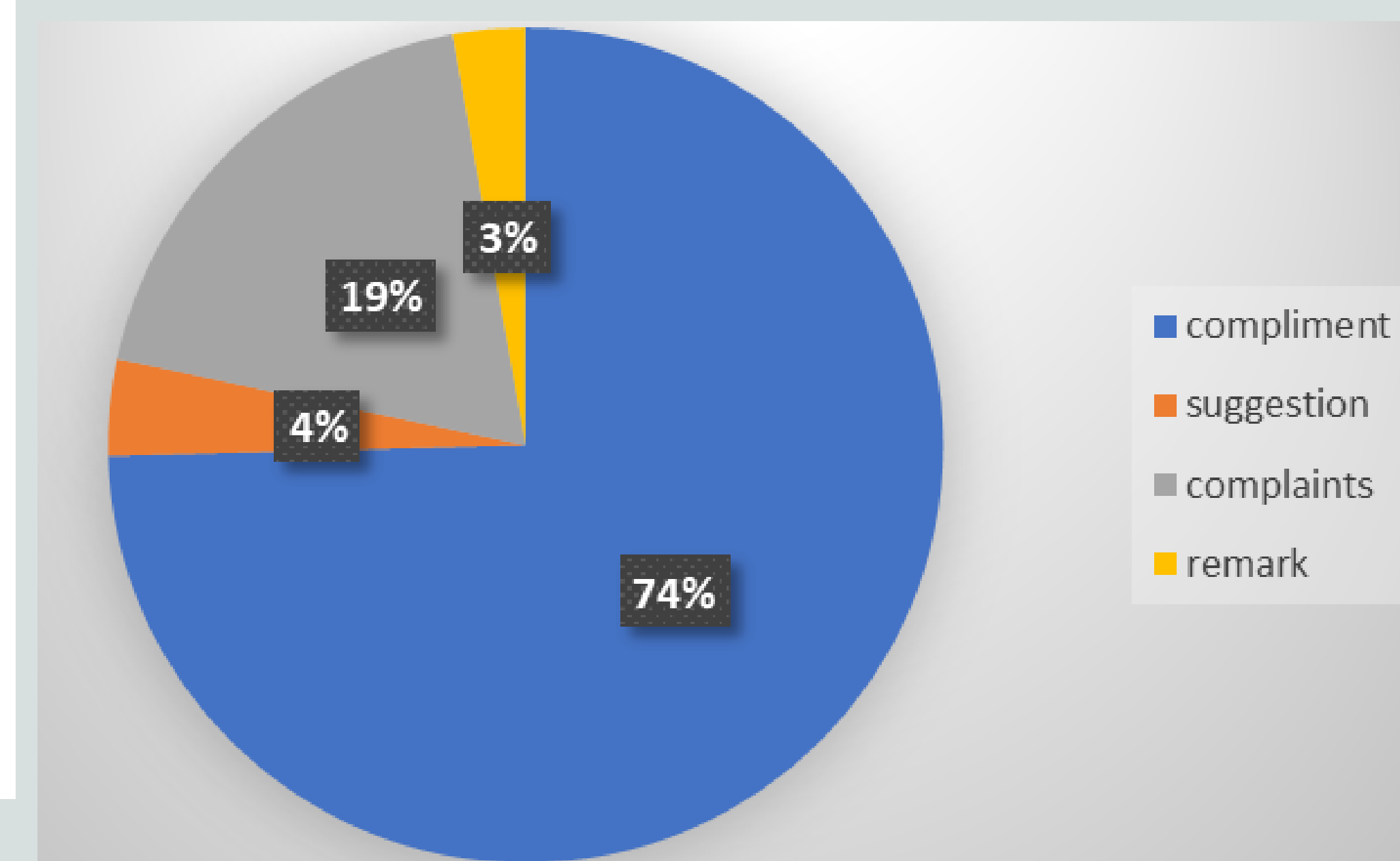
OBJECTIVE

- To explore the nature and potential usefulness of compliments, suggestions and complaints given by patients and their relatives with regard to our hospital.
- Understanding patients complaints could help healthcare organization for improvement.

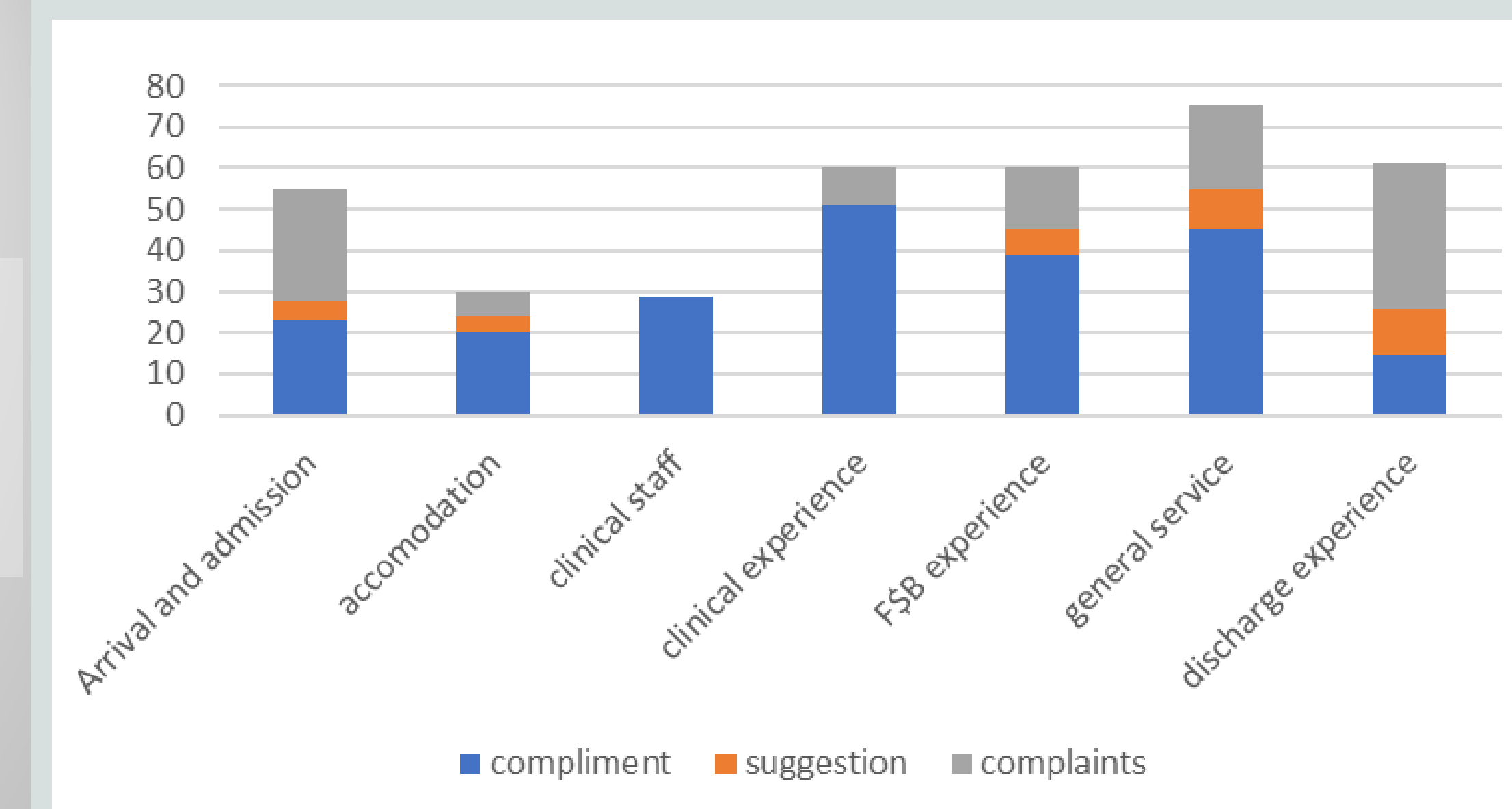
DISCUSSION

Data collected from patients feedback forms were analysed. Graph1,2 shows different types of feedback and areas from where data was collected.

Graph1:Different types of feedback



Graph2: Area wise compliment,suggestion,complaints of patient feedback forms



CHALLENGES FACED

- High volume of feedback forms to analyze.
- Incomplete or inaccurate information in the forms
- Time sensitivity of certain feedback requiring immediate attention
- communication gap with patient

USEFULNESS OF INTERNSHIP

- Given me an opportunity to gain hand on work experience by witnessing day to day job duties that were performed in the hospital.
- Provided me with an opportunity to develop contacts.
- Helped me in gaining the confidence, interactions with different peoples.

RESULTS

Out of total feedbacks analysed there were only 74% compliment, 4%suggestion, 19%complaints, 3% remart.

CONCLUSION

Patients complaints can be viewed negatively as a source of problems or positively as underpinnings for performance improvement. Healthcare providers should be not only scientifically knowledgeable, but also humanistic caring. Rigorous and regular analyses of patient feedbacks will help to identify problems in patient care.

SUGGESTIONS

- To increase the staff
- Problems should be addressed on priority basis by the CRM.
- Providing patient with specific information regarding timing
- The task should be identified and planned according to their importance and reviewed for its important in the future

Difference between practical exposure and theoretical

PRACTICAL EXPOSURE	THEORETICAL EXPOSURE
It gives hand on experience and skills gained through real world.	Understanding the principle, theories, and guidelines related to the management and functions
Understanding of how the department operates on a day-to-day basis, workflow processes.	It gives foundational understanding of the concept and principle underlying

SWOT ANALYSIS

STRENGTHS:	WEEKNESSES:
• Clinical expertise • Comprehensive care • Advanced facilities and technology	• Limited capacity • Waiting time • Resource constraints
OPPORTUNITIES:	THREATS:
• Quality improvement initiatives • Integration of technology • Patient engagement	• Increasing healthcare cost • Regulatory compliance • competition