

BRIEF HISTORY

- It is most comprehensive cancer centres in Rajasthan and integrated approach to cancer care delivery.
- The main treatment-radiation oncology, medical oncology, surgical oncology and nuclear medicine.
- Delivering value-based and patient-centric cancer care.
- Multidisciplinary approach to create a personalised treatment plan.



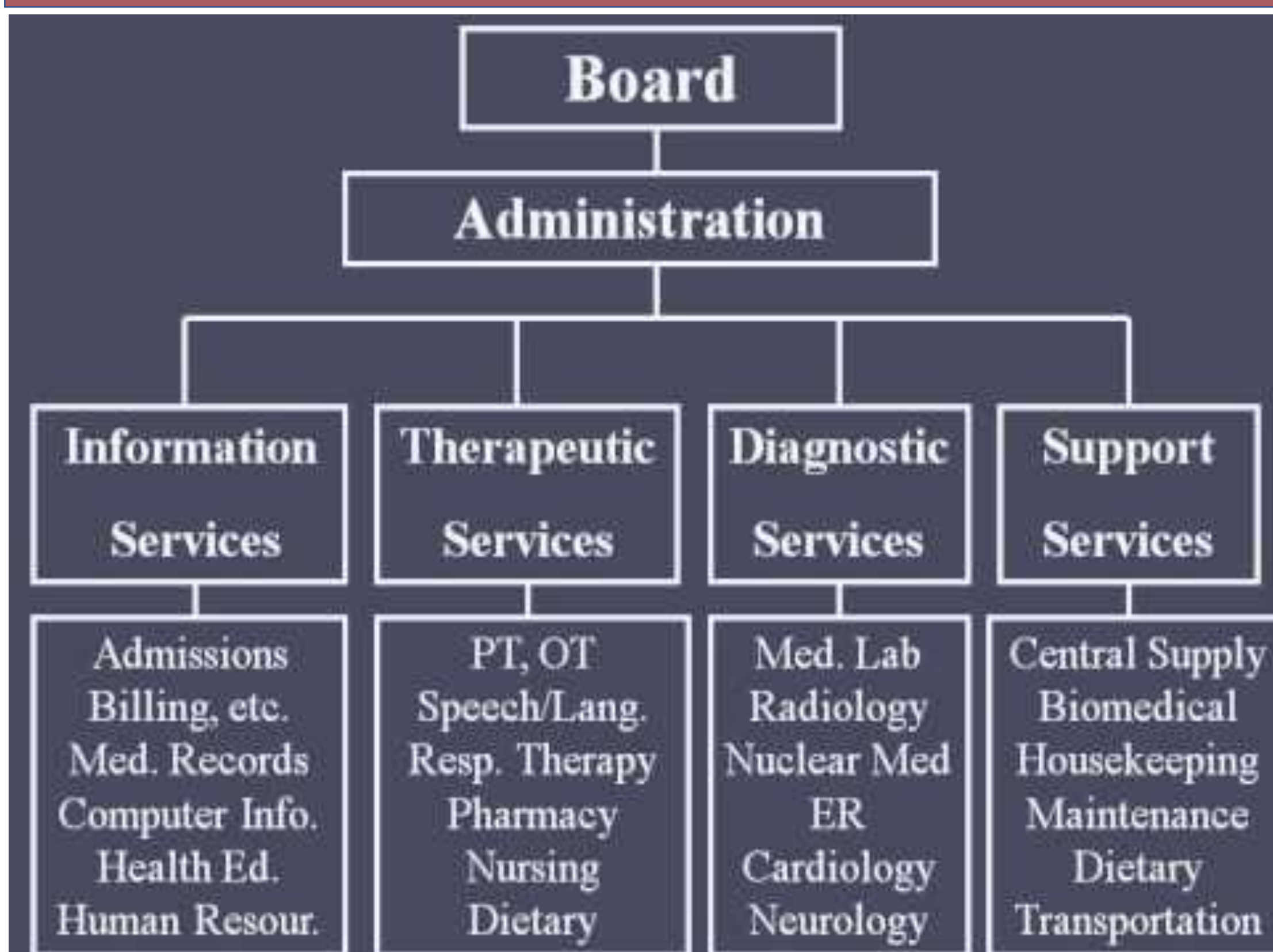
Vision:

Adding life to years by redefining healthcare through global innovation.

Mission:

To be an acclaimed healthcare institution in pursuit of medical excellence through value based medicine.

ORGANISATION STRUCTURE



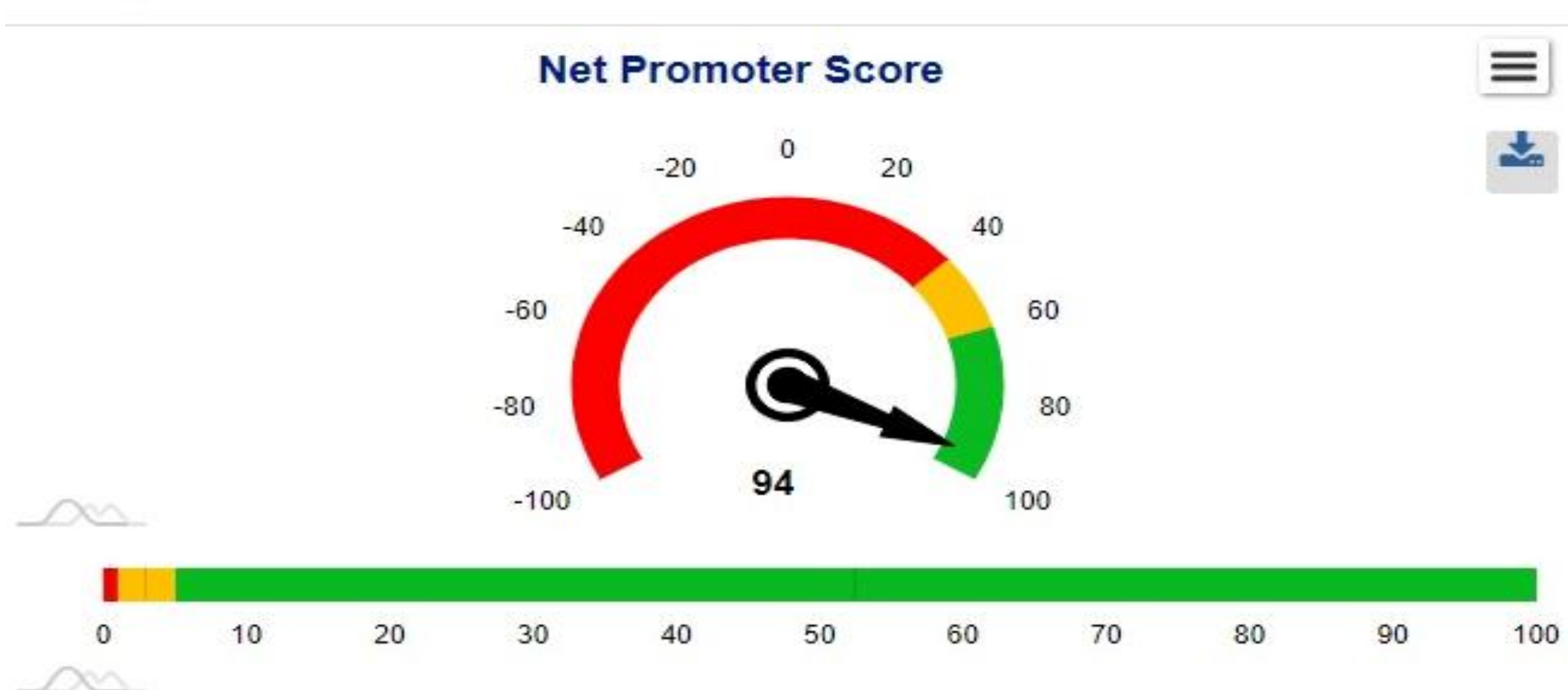
Project introduction

- It is affected by various factors.
- Depends not only on the clinical aspects but on non-clinical aspects as well.
- It can be done qualitatively or quantitatively, with quantitative approach being more accurate.
- IPD services or for the OPD services or individually for various other departments.

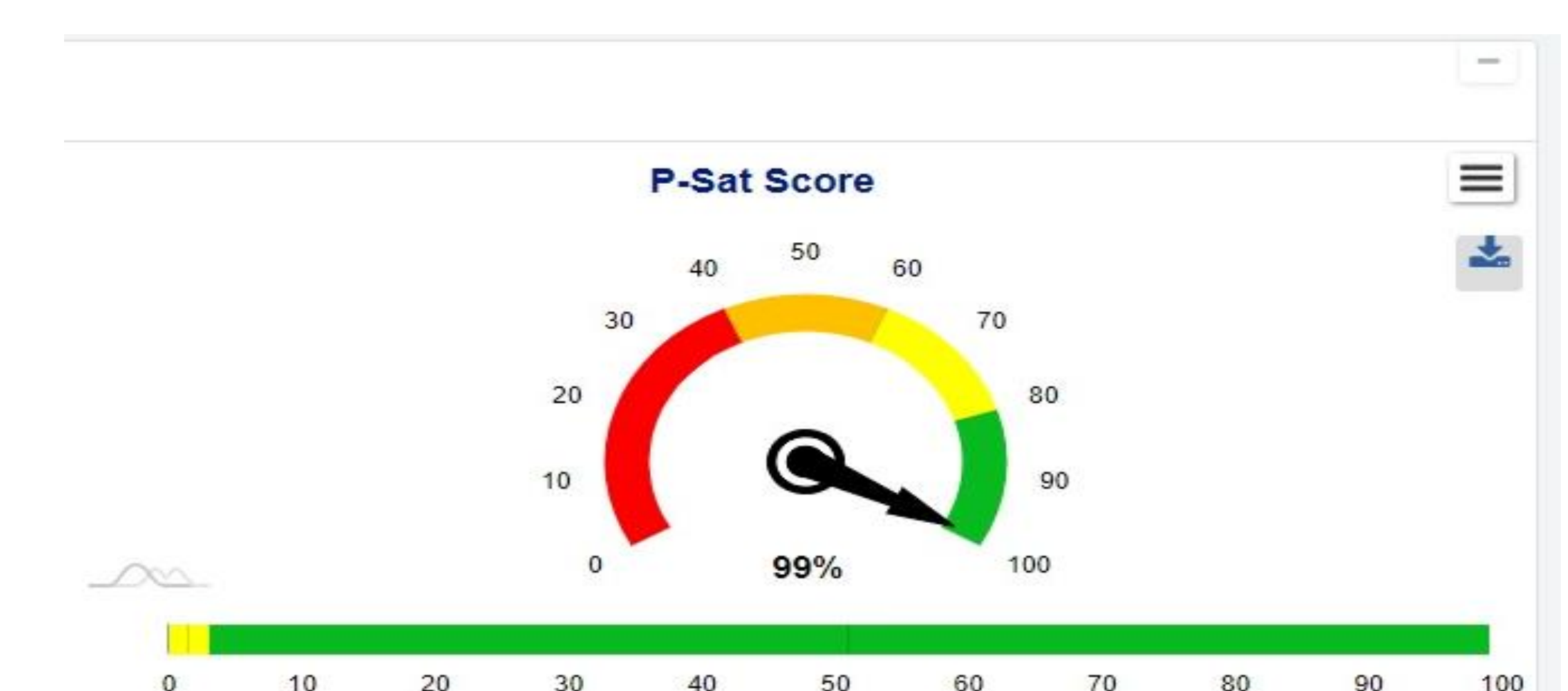
METHODOLOGY

Study approach: Secondary data collected by HIS
Study Period: 1 month (11th May 2023 – 10th June 2023)
Sample size: 1229 patients
Methods of Data Collection: HIS (Hospital Information System)
Study Tools: QR Scanner

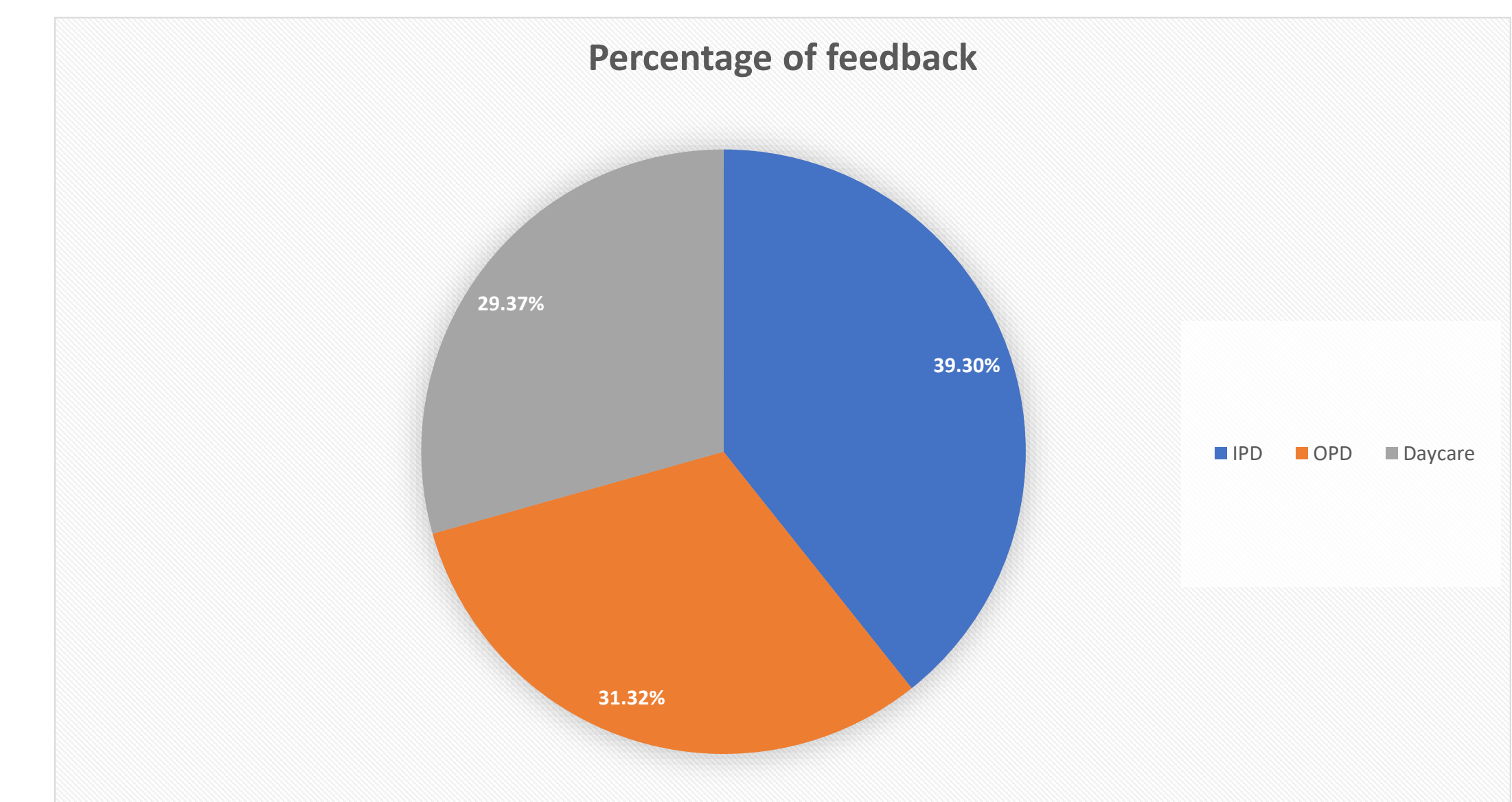
WHAT IS NPS ?



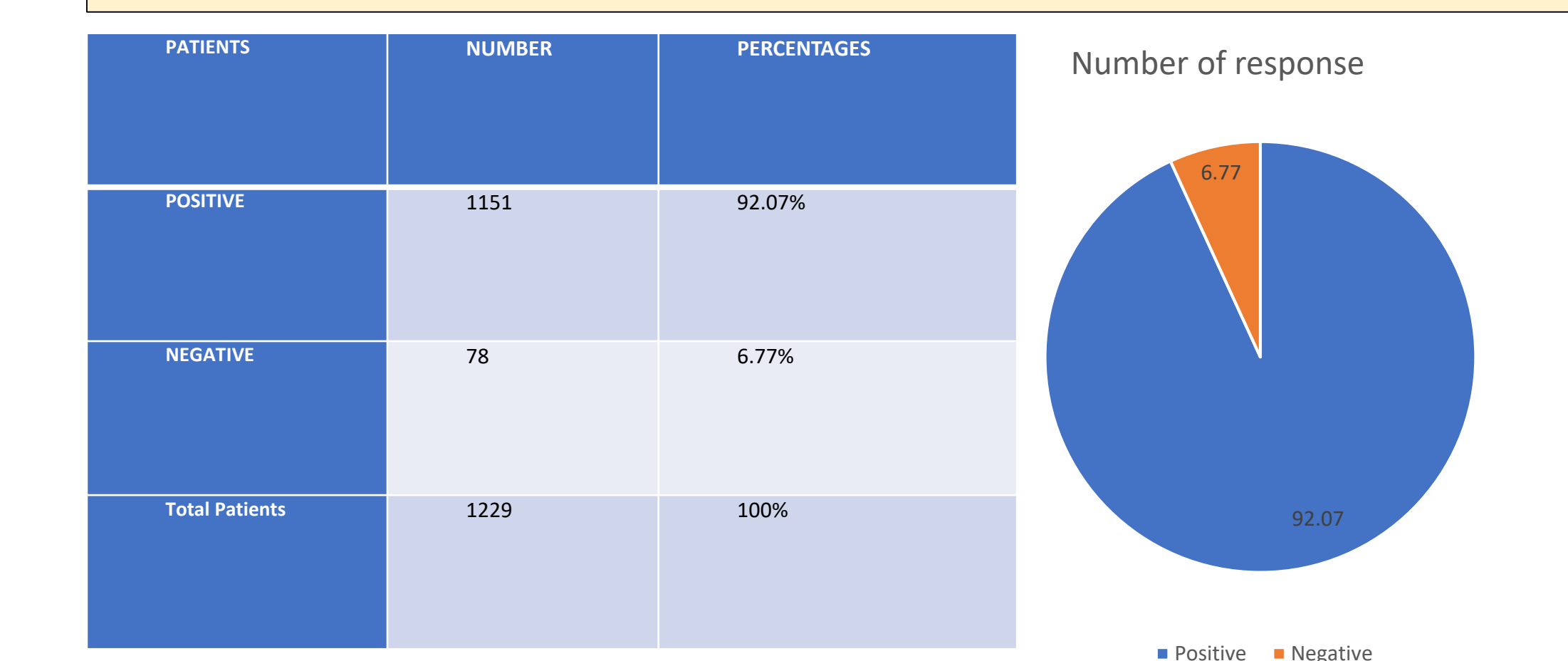
WHAT IS P-SAT SCORE ?



DATA COLLECTION



Overall Satisfaction from Health Services

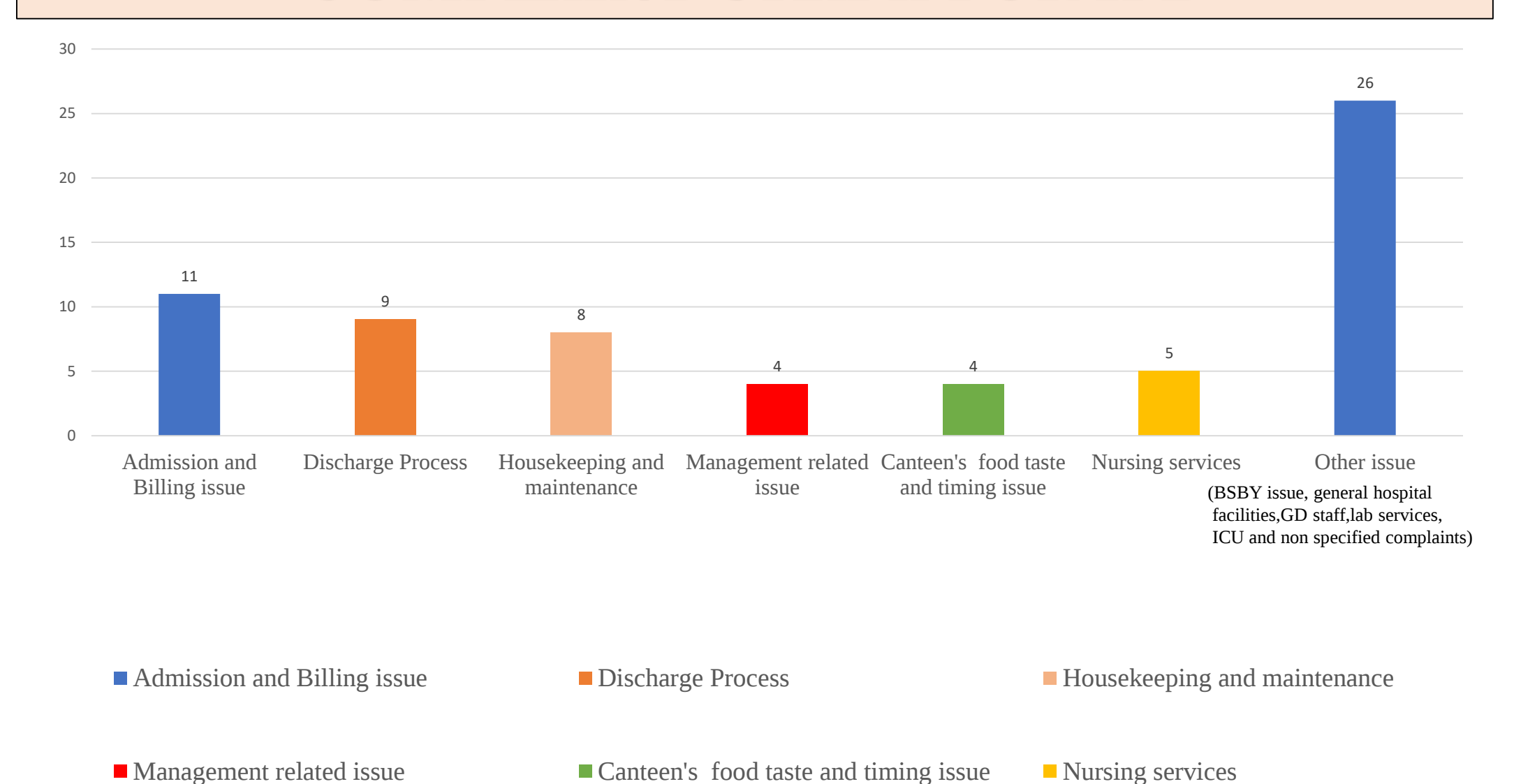


PRACTICAL EXPOSURE VS THEORETICAL EXPOSURE

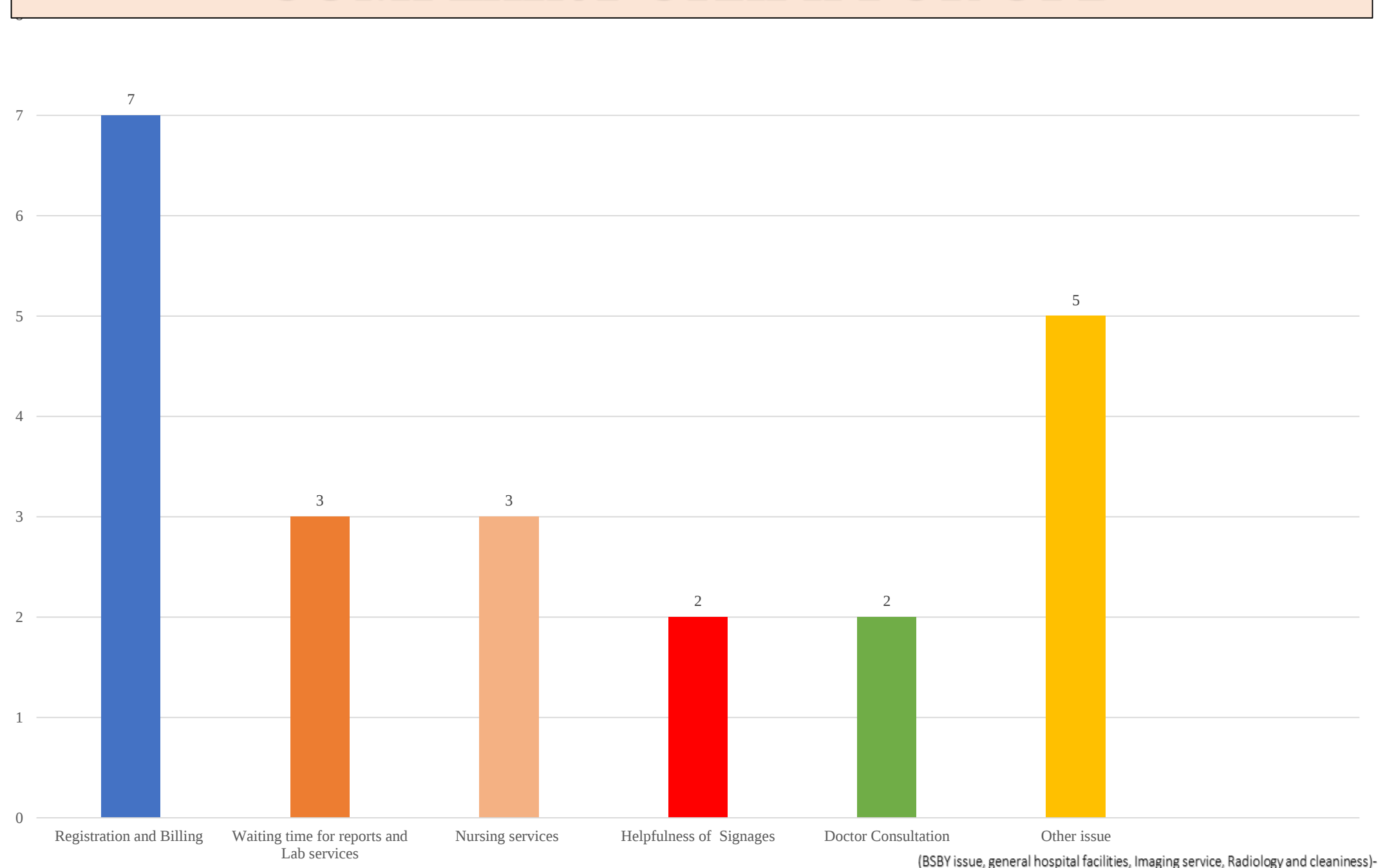
Practical knowledge is knowledge that is acquired by day-to-day experience. In other words, practical knowledge is gained through doing things, theoretical knowledge teaches the reasoning, techniques and theory of theory.

In the IIHMR modules I have learned about various insurance companies and government. I have learned about HIS in IIHMR but in the billing department I have got the glimpse of the HIS.

COMPLAINT GRAPH FOR IPD



COMPLAINT GRAPH FOR OPD



SWOT ANALYSIS

- Well known for delivering quality patient care.
- Strategic location of the reception area with well placed stations.
- Knowledgeable and trained staff.
- Efficient and organized place to work.

- Registration forms not available before the queue starts.
- Less sitting capacity.

Strengths

Weaknesses

Opportunities

Threats

- Better management of queues in IPD.
- Strong support of HMIS available,

- Time constraints of the customer.
- Other hospital with better and shorter system in Billing department.

Learning and value Additions done during internship

- I learnt about various department's work in Operation department (like Registration, IP, OP and Billing, TPA, surgical oncology and medical oncology department).
- I learnt about how to check report or download.
- I learnt how audit factsheet in MRD (Medical record department).
- I learnt about HIS, In this how feedback system works on department bases and how they assign complaints accordingly.
- I learnt about how to take daily IP round regarding any issues that is faced by patient.
- I learnt how to take feedback from patient by QR scanner.
- I made audit checklist for all the department in operation department so that it'll be convenient for HOD.
- I did study analysis on Discharge process TAT for different—different patient category (CASH, RGHS, BSBY and chiranjivi).

Challenges faced during internship

- Interaction to staff.
- Planning difficulties for work.
- During my internship, I had faced this challenge that other people were completing their work on time.

Usefulness of internship

- By this opportunity I learnt about whole hospital system and how it runs.
- By this internship I noticed what are drawbacks and how can I improve.
- At the end of my internship, I learnt how to communicate with people better in order to get my work complete.

Suggestions to give to the organization

- Staff training in a hospital.
- Regular audit .
- Improve communications between staff.
- Clear communication during admission process.
- Enhance patient education about discharge process.
- For canteen's food related issue- nutritional balance, quality ingredients, regular feedback from patient.