

SUMMER INTERNSHIP : MANIPAL HOSPITAL GOA

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Guiding Industry Mentor: Mr. Parmeswar Das
Field of Internship: Dept. of Operations, MHG



Manipal Hospital, Goa is one of the largest private hospitals in the state, offering the highest number of specialities & having the highest number of full time doctors and provide 24/7 services of Pharmacy, Laboratory, Pediatric and Neonatal emergency.

- Manipal Hospital Goa was established in 1994. The hospital is a part of Manipal Health Enterprises, a leading Indian medical network, established in 1991 at Bengaluru, India.
- MHG has 6 world class operation theatres and is a 206 bed facility.
- It also has the highest standards of clinical expertise, nursing care and state-of-the-art hospital facilities.

VISION



- The endeavor is to be the Destination of choice - to the communities we serve.
- To be the most preferred- in every location that we operate & to be the "Globally Respected Health Care Corporation"

MISSION



- Enhance "Growth, Differentiation & People"
- Growth- in existing and new locations both in india and overseas and through new engines of growth.
- Differentiation- Advancing our Innovation agenda through technology to deliver on patient experience, clinical excellence & delivery excellence.
- People- advancing our human capital agenda where each one of us in "team manipal" will truly find our work place honest, transparent, fair, safe, secure & harmonious

ORGANOGRAM OF MHG

Regional COO
Saghir Siddhiqui

Hospital Director
Surendra Prasad



Head of Operations
IP Manager
OP Manager
IT Manager
Fire, Disaster, Security
Transport Manager
IP Billing
F&B Housekeeping

Head of Nursing
Lead Nursing--
Supervisor
ER Nurse
MICU H. Nurse
Ward 1 H. Nurse
Ward 2 H. Nurse
Ward Eco Nurse
Day care Nurse

Head of Medical Service
Unit Head Doc's
Blood bank
Lab Manager
CSSD
Dialysis Manager
ER Manager
OT Manager
Radiology
RSO

Head of Marketing
MIPC & Corporate
Brand Manager
Referral
PRO
MARS Manager
Foreign Pt Manager

Head of E&M
Electrical
Supervisor
Civil
Maintenance
Quality
Manager

Head of HR
Comp and Ben
Talent acquisition
Head of Finance
Finance Officer
Accounts Officer

- Private Hospital in Goa with Various Super-specialities.
- Oncology Unit which includes Radiotherapy.
- One of the few to have its own blood bank
- Should Acquire Robotics Surgical Technology which is in demand.
- Increase the number of beds.
- Increase Patients inputs with Government Insurance scheme.



- Relatively Small setup of 206 beds.
- High cost of services which poor & middle class cannot afford.
- The location of the Hospital is bit away from the Main City.
- Goa Medical College, a Tertiary Health services, free of cost to the citizens of Goa.
- A new Super-speciality block of GMC is inaugurated.
- Numerous small Private setups in Various cities of Goa.

Difference between Theoretical Concept and Practical Experience

- Worked using hospital records and analyzed the same using MS Excel which was taught as a Basic Course to us
- In Organization behaviour, I had learnt about the work culture and Formal communication, But at MHG it was very friendly and informal environment.

Usefulness of Internship:

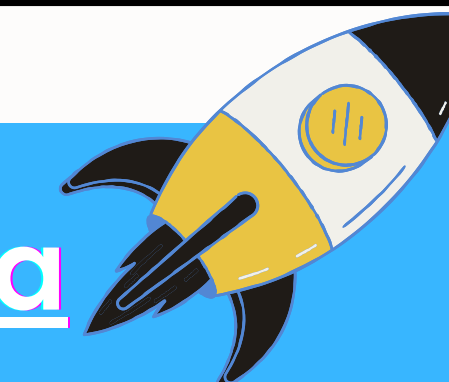
- Learned the industry methodologies and Day-to-Day Administrative processes.
- Observed Work culture of the organisation and Business com
- Interacted with Industry experts with vivid work experience.

Challenges Faced During Internship:

- We had to wait until the staff becomes free to share the details with us.
- We were not given a free access to the Hospital Management system

Learnings and Value Additions:

Studying the Discharge Processes At Manipal Hospital, Goa



Aim:

To study the process involved in discharging the patients and to recommend changes in the administrative process if any.

Objectives

- Collecting data of discharge processes.
- To evaluate the discharge processes against the assigned benchmarks, that is, Cash: 2 Hours, Insurance: 5 Hours, Corporate: 2 Hours
- Analyze the collected Data and To suggest measures to improve- based on observations

Methodology:

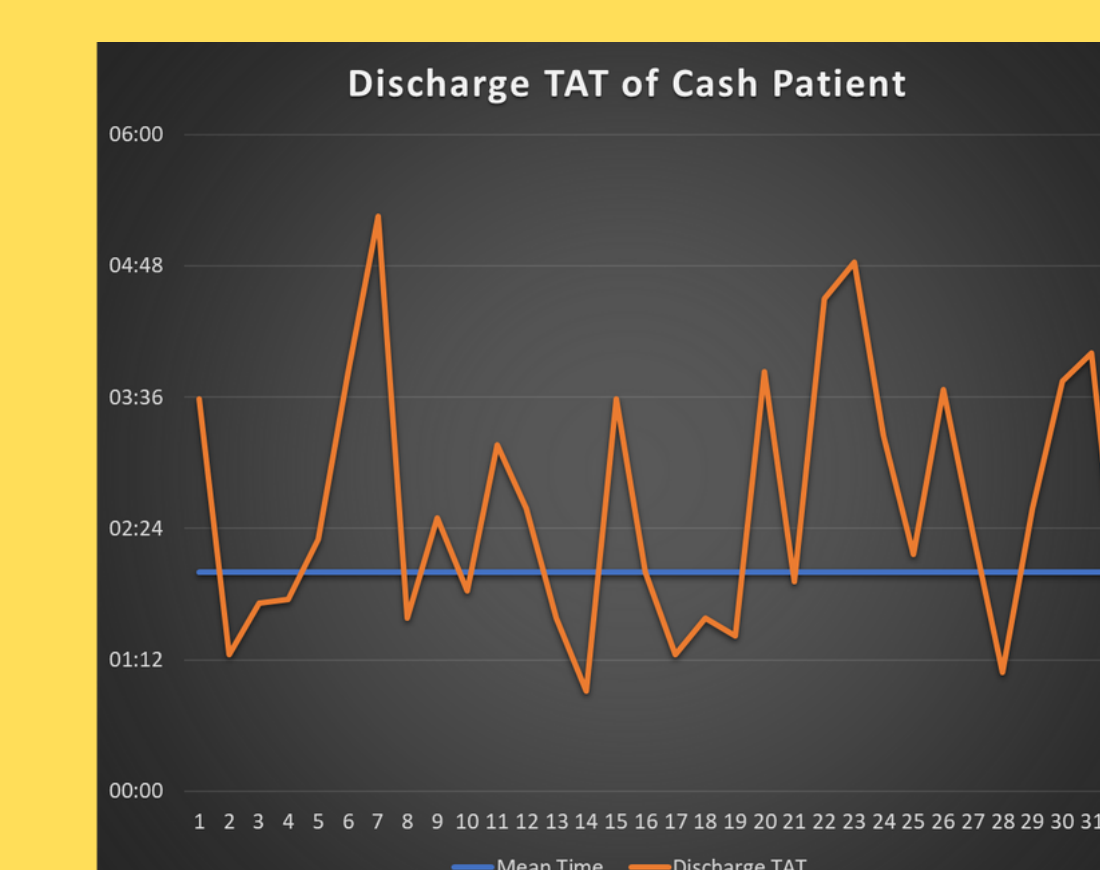
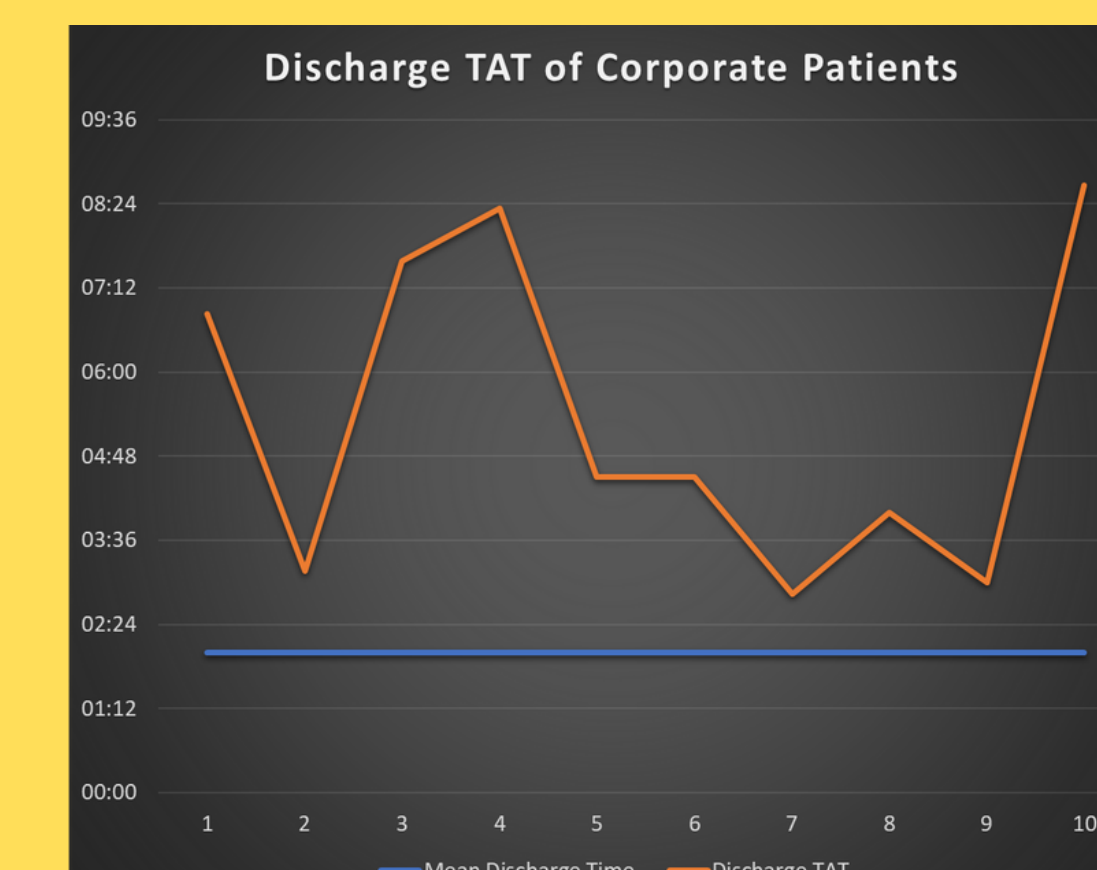
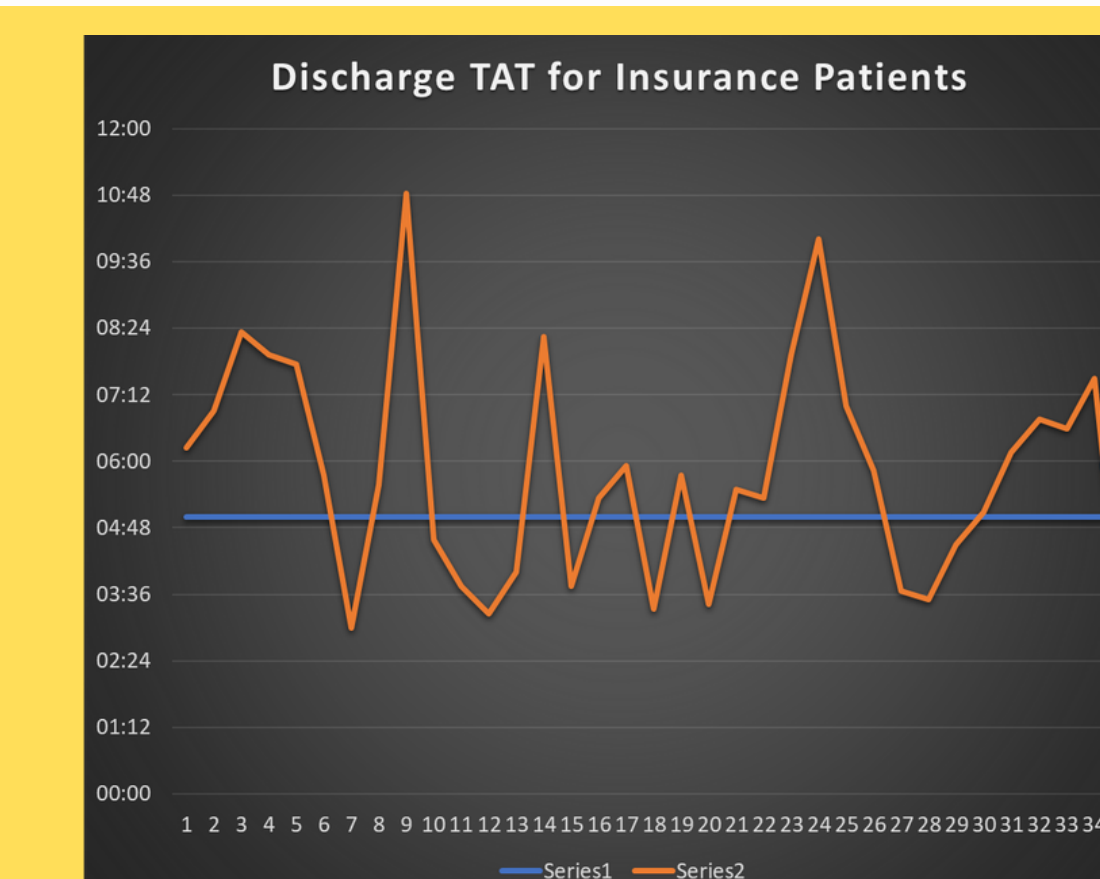
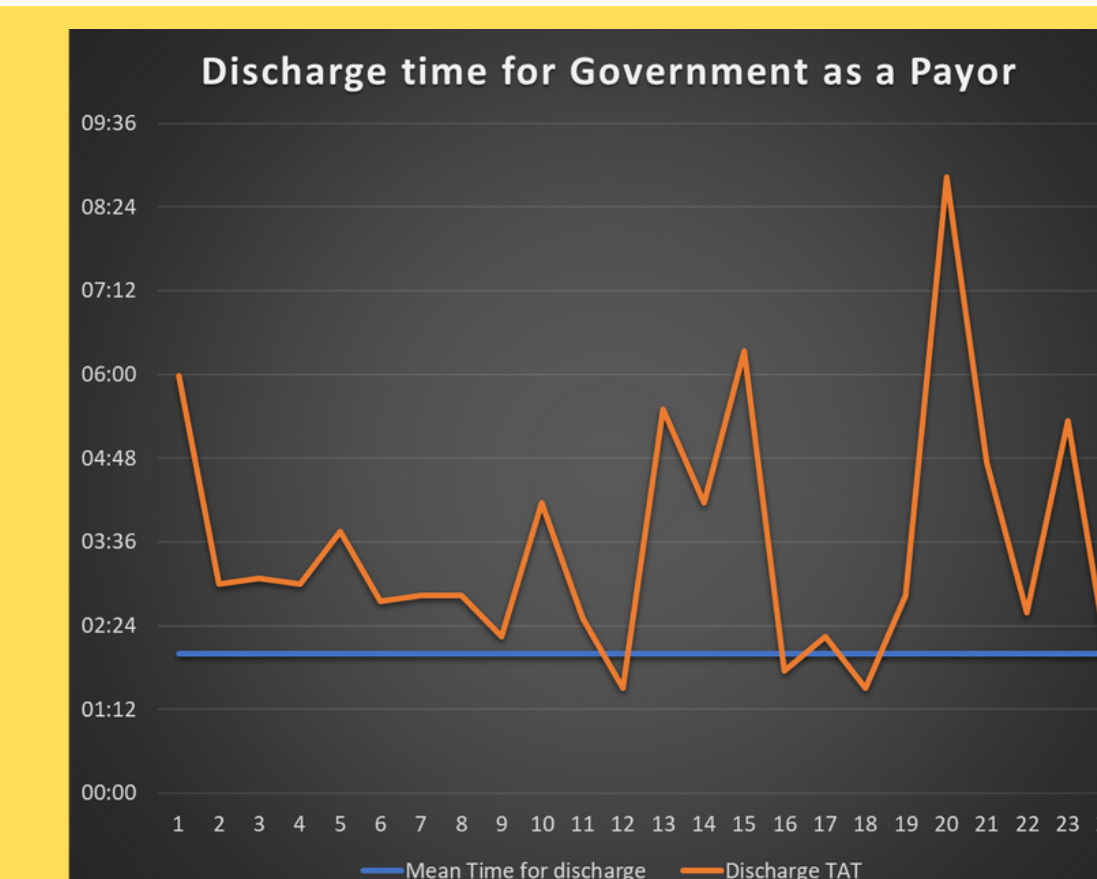
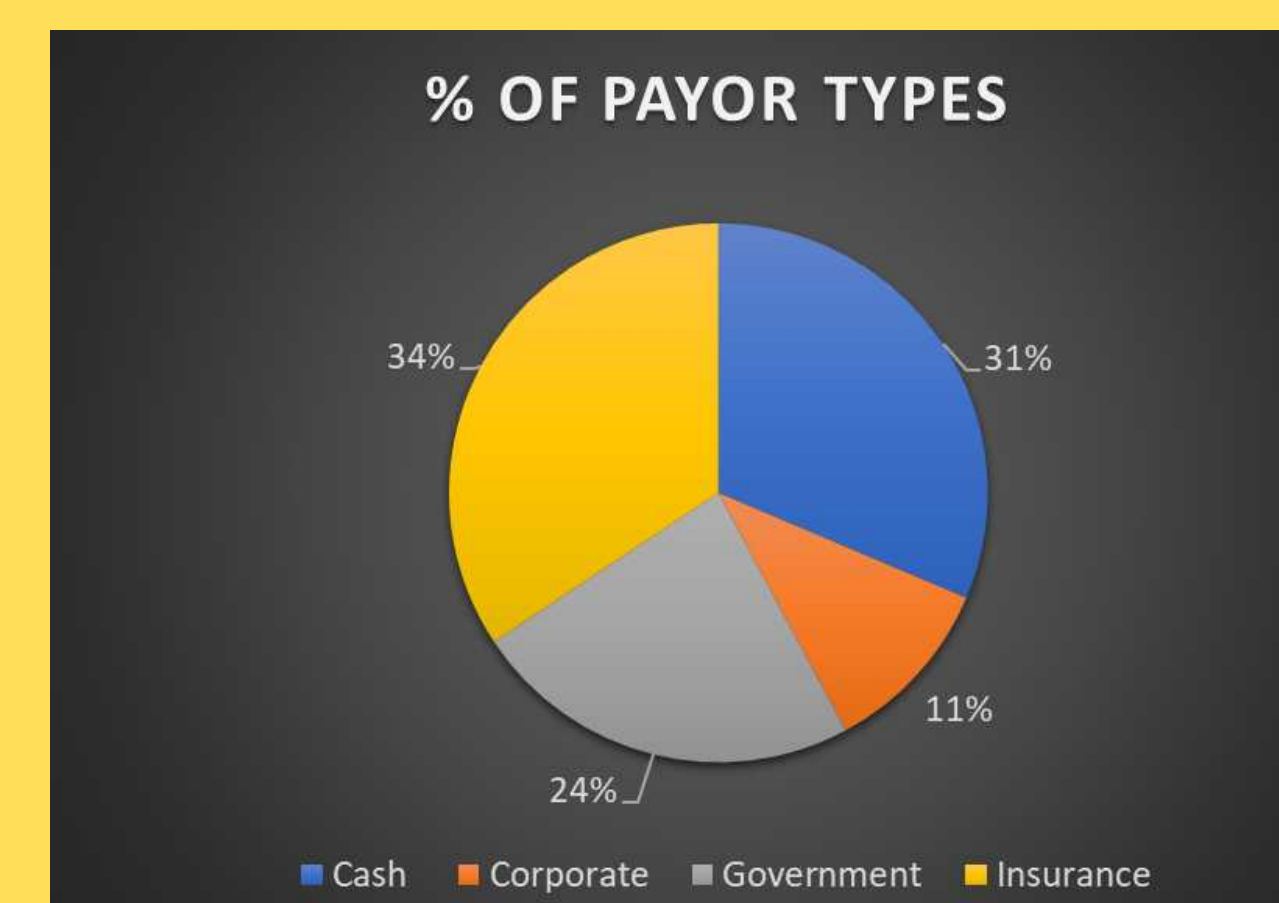
- An Observational time and motion study was conducted.
- Data was collected for discharges from 1ST and 2ND floor wards.
- Each discharge file was followed

Population Size:

- Total sample size-102 Patients
- Patients admitted in wards on 1st and 2nd floor at Manipal Hospitals Goa were randomly selected irrespective of their illnesses.
- Day care patients were excluded from the study

Discharge Process includes:

- Medical Discharge--Nursing Discharge--Pharmacy Clearance--Billing Clearance--Final bill--Patient/Relatives Informed--Discharge after payment



Conclusion:

The discharge process at Manipal Hospital Goa is not adherent with their set benchmarks, due to lags at different stages of the process.

Suggestions to Manipal Hospital Goa:

- Night RMOs on duties can check provisional discharge summaries and make corrections.
- Planning the discharge with Referred consultants.
- Consultant/RMO to be encouraged to use the HMS.

- Discharge summaries should be updated everyday.
- Provisional Discharge Summary to be kept ready for any corrections.
- RMO has to communicate with ward Secretaries and Nurses effectively.

- Software change to receive notifications regarding pharmacy clearance
- Time limit to be fixed for Pharmacy clearance to 30 min
- Effective communication with patients or their attendants about probable discharge date leading to financial preparedness.

Patient Registration Duties:

- We encouraged the patients to use the self-registration kiosk, which helped in saving time and errors.
- We also encouraged and guided the patients to download and use the Manipal Hospital app.