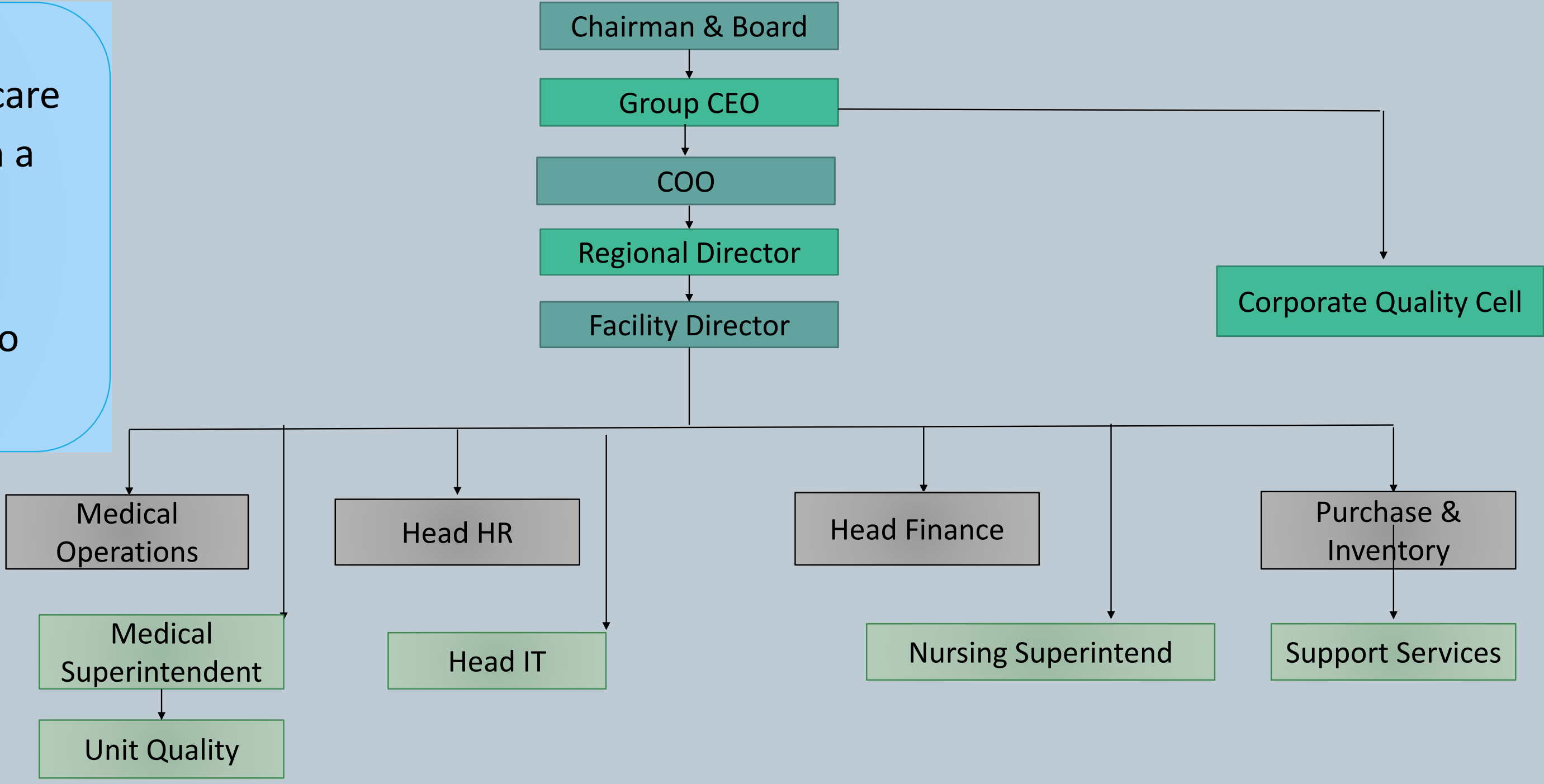


Organizational Structure



Vision – High Quality Healthcare with care and compassion at an affordable cost on a large scale.

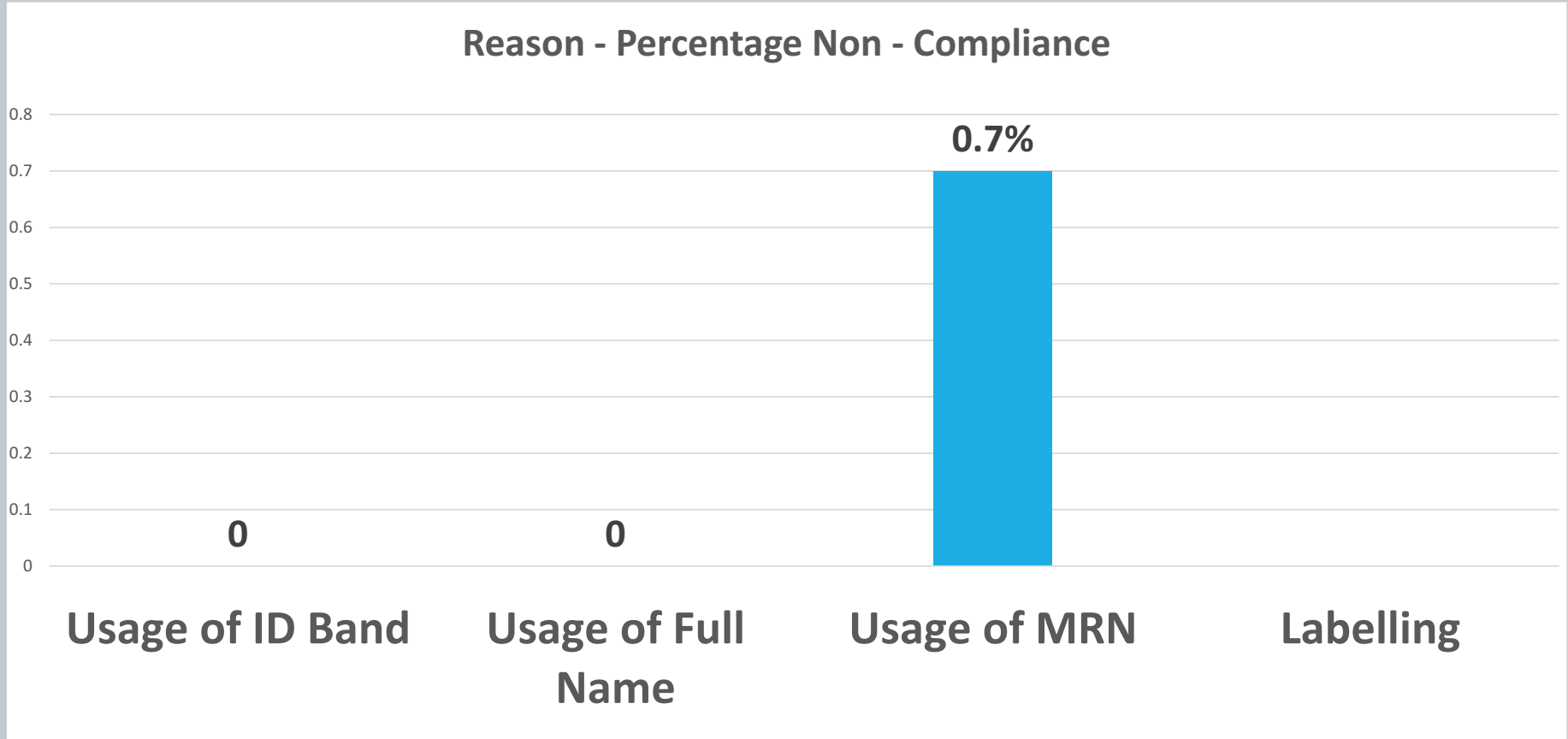
Mission – Our mission is to deliver high quality , affordable healthcare services to the broader population.

BRIEF HISTORY

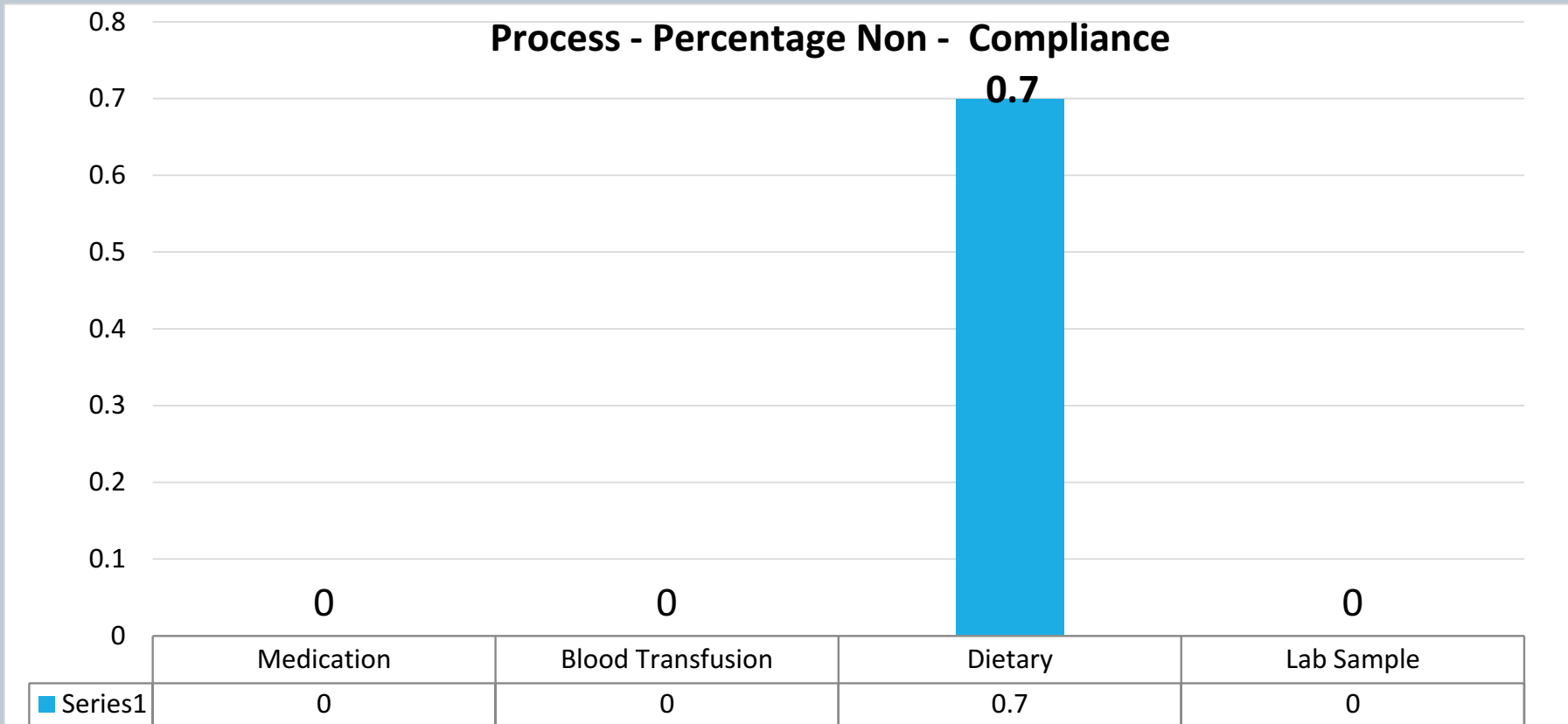
- Shri Mata Vaishno Devi Narayana Superspecialist Hospital is a NABH accredited Hospital of Jammu and Kashmir, and it was inaugurated on 19th April 2016 by the Hon’ble Prime Minister of India , Shri Narendra Modi at Kakryal ,near Katra in Jammu
- This state of the Art Tertiary Care Superspecialist Hospital in collaboration with Shri Mata Vaishnav Devi Shrine Board , Caters to patients across more than 20 different specialties.

Description

- Narayana Health is a chain of multi specialty hospitals located in Various States of India and Worldwide.
- Shri Mata Vaishno Devi Narayana Super specialty Hospital of Jammu is a NABH accredited Hospital with 242 Beds.
- The Hospital focuses on provision of Comprehensive super specialty services in :Cardiology, Gastroenterology, Neurology, Oncology, Orthopedics, Pulmonology, Dermatology, Nephrology, Psychology, Pediatrics, Physical Therapy, Gynae and Obstetrics, Ophthalmology, Anesthesiology, General Surgery, Dental services, Nuclear medicine, Maternity Care, Outpatient services, Pharmacy Services, 24/7 Emergency.



ANALYSIS OF IPSG-1(from 1st May to 1st June)



Learning & Value Addition

- Learned about Proper Documentation during File Auditing .
- Improvement in my Communication Skills related to the Management.

VALUE ADDITIONS

- .Corrective Action was taken towards mentioning of Correct Patient Name and MRN on patient Food trays.
- Corrective Action was taken towards building Maintenance

SWOT ANALYSIS

STRENGTHS- Narayana Hrudayalaya is the one and only hospital of Jammu which provides Nuclear Medicine Services to their Clients .. Less Competition – As NH is the only high branded private Hospital of Jammu so there is less threat and Competition for them. Unique Infrastructure which attracts more clients and leads to increase in their revenue.

OPPORTUNITIES- Greater Innovation can help Nh to produce unique Products and Services that meet Customer’s needs. New products can help NH to expand their Business and diversify their customer base.

WEAKNESS - High Staff turnover can hurt NH ability to compete , because replacing valuable staff is expensive. NH location is one of the major drawback , as it takes 1 hour drive from the main city to reach there ,so people of Jammu prefer other hospitals which are near to them over NH which leads to decrease in their number of clients.

THREATS- As more private Hospitals are coming to Jammu like Apollo, Medanta so there will be intense competition which may lower NH profits because competitors can entice consumer away with superior products.

USEFULNESS OF INTERNSHIP

- Improved my Management Skills
- Learned to deal with real –time problems.
- Increased both my theoretical knowledge (during passive file auditing) and practical skills (during Active file Audit , IP SG1 audit and Facility round Audit).
- Improved my language and Communication Skills.
- Gained Valuable Work Experience and Confidence.

Theoretical

One of the most crucial aspects of quality assurance is Accessibility.

Some of the leadership styles used at the organization includes coercive, authoritarian, consultative, and democratic.

Practical Exposure

Accessibility is a major issue because the hospital is located outside of the city, making it difficult for clients to get to the hospital, especially in an emergency.

Top management mostly used an authoritative leadership style to influence and encourage staff to meet targets.

CHALLENGES FACED DURING INTERNSHIP

- During passive file auditing the forms and documents were not placed according to the MRD Checklist which led to improper documentation and made it difficult to track the clients correctly.
- Staff was not properly trained especially non- medical staff and were not fully aware regarding IP SG goals and Codes.
- Large number of light tubes and bulbs were not in working condition and were not replaced due to low budget.
- Long waiting time for diagnosis and consultation even after prior appointment.
- Discharge process is very slow due to lack of properly trained Manpower.

SUGGESTIONS(RELATED TO THE PROJECT WORK DONE DURING MY INTERNSHIP)

- Proper documentation should be done, and forms and documents should be placed in the file according to the MRD checklist in order to track the patients correctly.
- Forms should be color coded (especially those forms that has to be filled by the nurses and Doctors).
- Patient counselling should be done regarding the consent forms by the doctor or the consultant.
- Patient name and MRN Number should be properly mentioned on the food trays
- Proper training should be given to the staff especially non- medical staff regarding IP SG goals and CODES , staff and patient rights.
- Portable emergency lights should be provided in each department(clinical wards).
- Separate Dispensing counter should be there for vulnerable patient in pharmacy.

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Organization Name : Shri Mata Vaishno Devi Narayana Super specialty Hospital ,Jammu