

BRIEF HISTORY OF ORGANISATION

- Eternal hospital is the only hospital of the state with JCI (Joint Commission International)- USA Based organization accreditation, Apart from this hospital is accredited by NABH, NABL with 250 beds at present. Founded on 5th October 2013.

VISION

- A Centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

MISSION

- To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

AIM & OBJECTIVES:

- SWOT Analysis on emergency department at EHCC hospital.
- An observational study to identify the average length of stay of patients coming to ER before shifting to respective departments.
- Turn Around Time of patient's examination by nurses & doctors on arrival at ER.

METHODOLOGY:

- DURATION OF STUDY:** A observational study was carried out during the period of May 01, 2022 to May 22, 2022 at EHCC Hospital, Jaipur.
- STUDY DESIGN:** The data collected was both primary and secondary. Primary data was collected for the patients arriving at the Emergency Department and leaving the ER, by direct observation while the secondary data was collected with the form the Hospital Information system and the ER register.
- DATA COLLECTION & SAMPLE SIZE:** sample size considered was 70 based on convenience sampling. The study was carried out by recording the findings in a self-structured ER list.

SWOT ANALYSIS OF ER :

Strength(S):

- It is the only hospital with JCI accreditation.
- Nearby radiology room .
- The doorbell system in EHCC -ER is a unique system.
- Line of reporting is neat.
- Minor ER OT for urgent procedure.

Weakness(W)-

- A proper day-care Centre for patients..
- A waiting area for patients' attendants .
- There is no fully covered shade in the porch area of the ER, patient handling is risky during rain or wind.
- Nursing reliver issues (replacement of nurses of same potential is a crisis here at ER).

Opportunity(O):

- Looking into the current scenario of disease across the world, presence of isolation ward is an advantage.
- Advanced technology- like (best doc system)
- Establishing great brand reputation-(TMVR) clinical procedure.

Threat(T)-

- Possible fights because of overcrowding or miscommunication.
- Rising competitors.
- Negative press/media coverage.
- Miscommunication between ER staffs
- Nearby airport



SUGGESTION:-

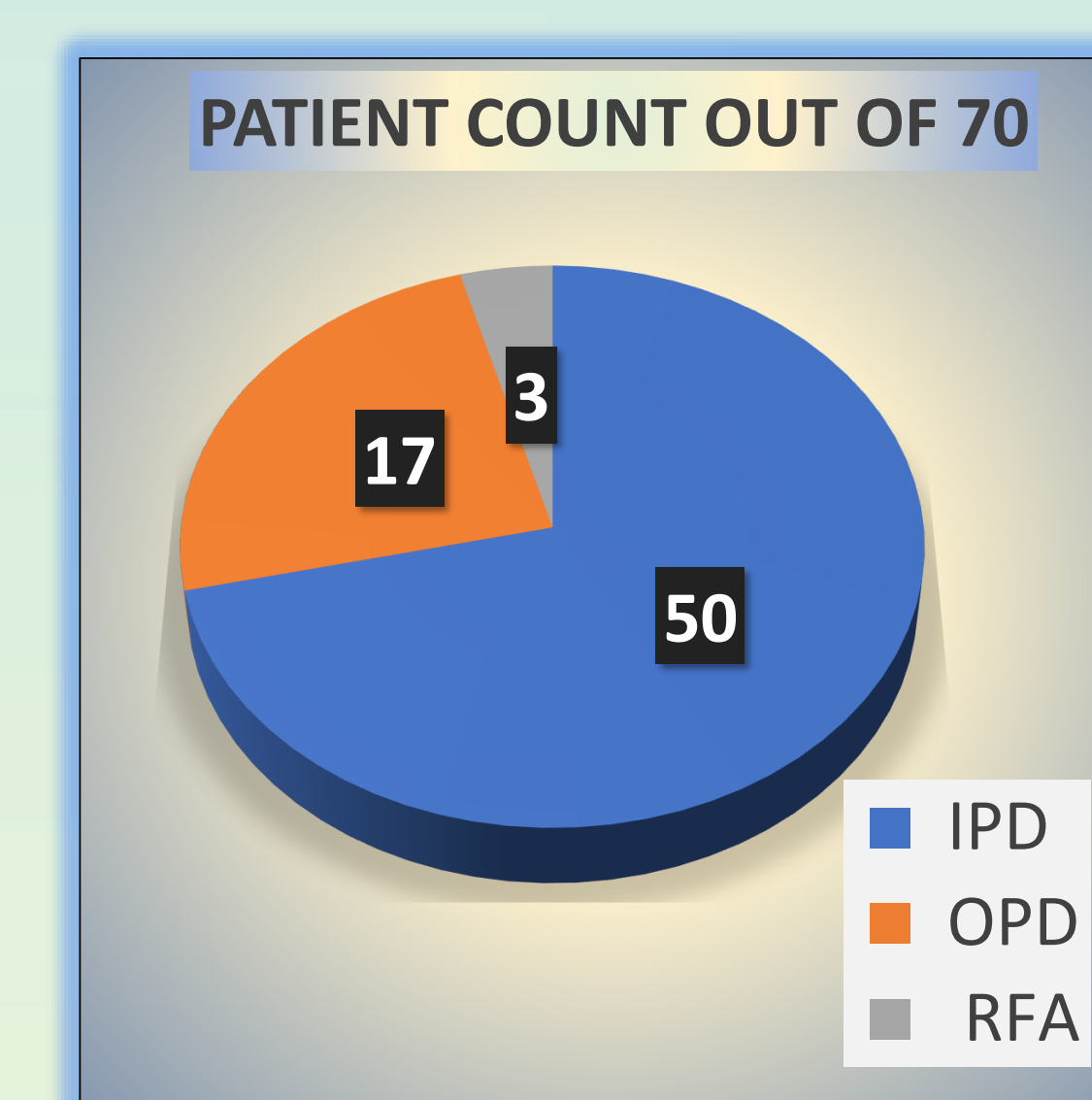
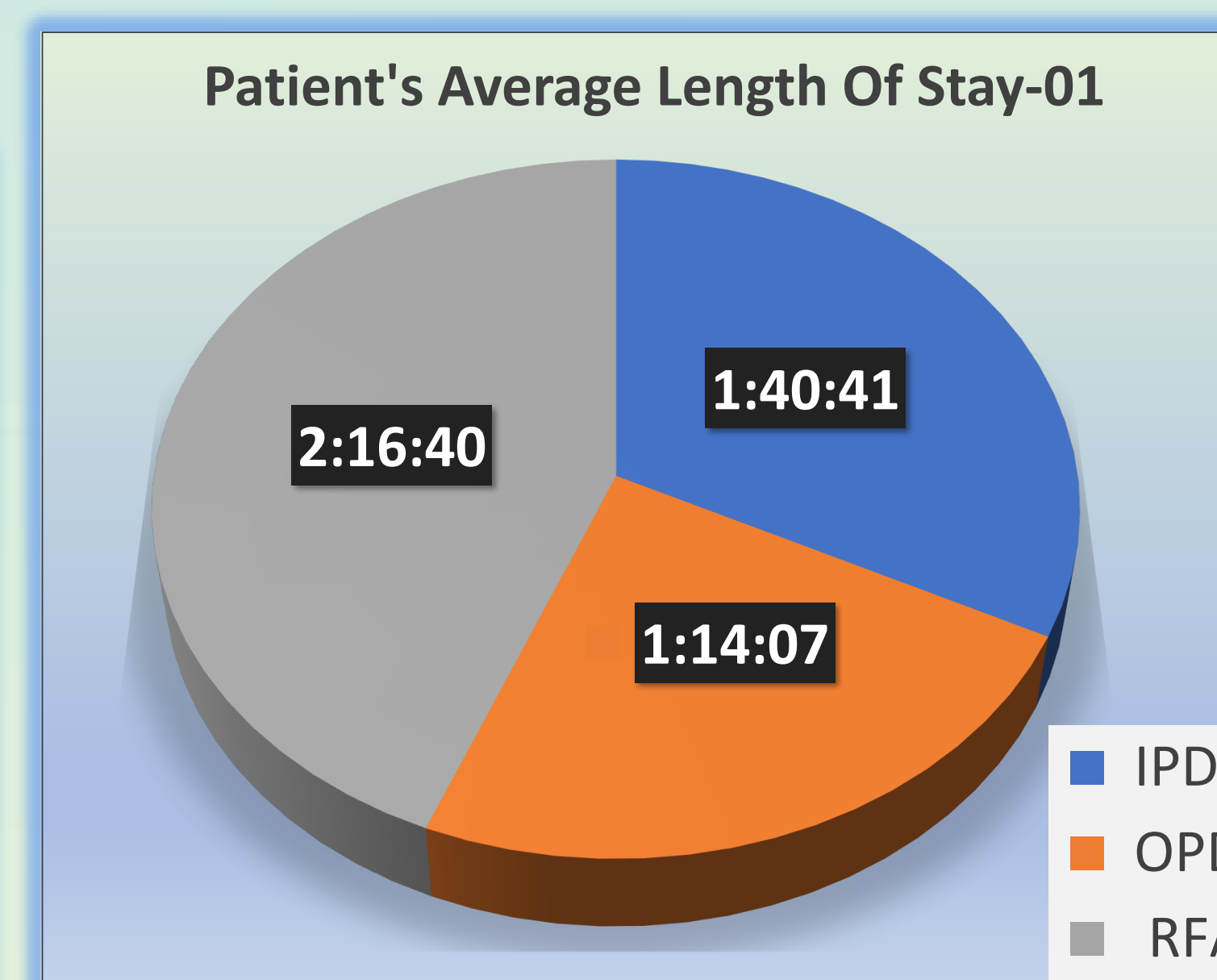
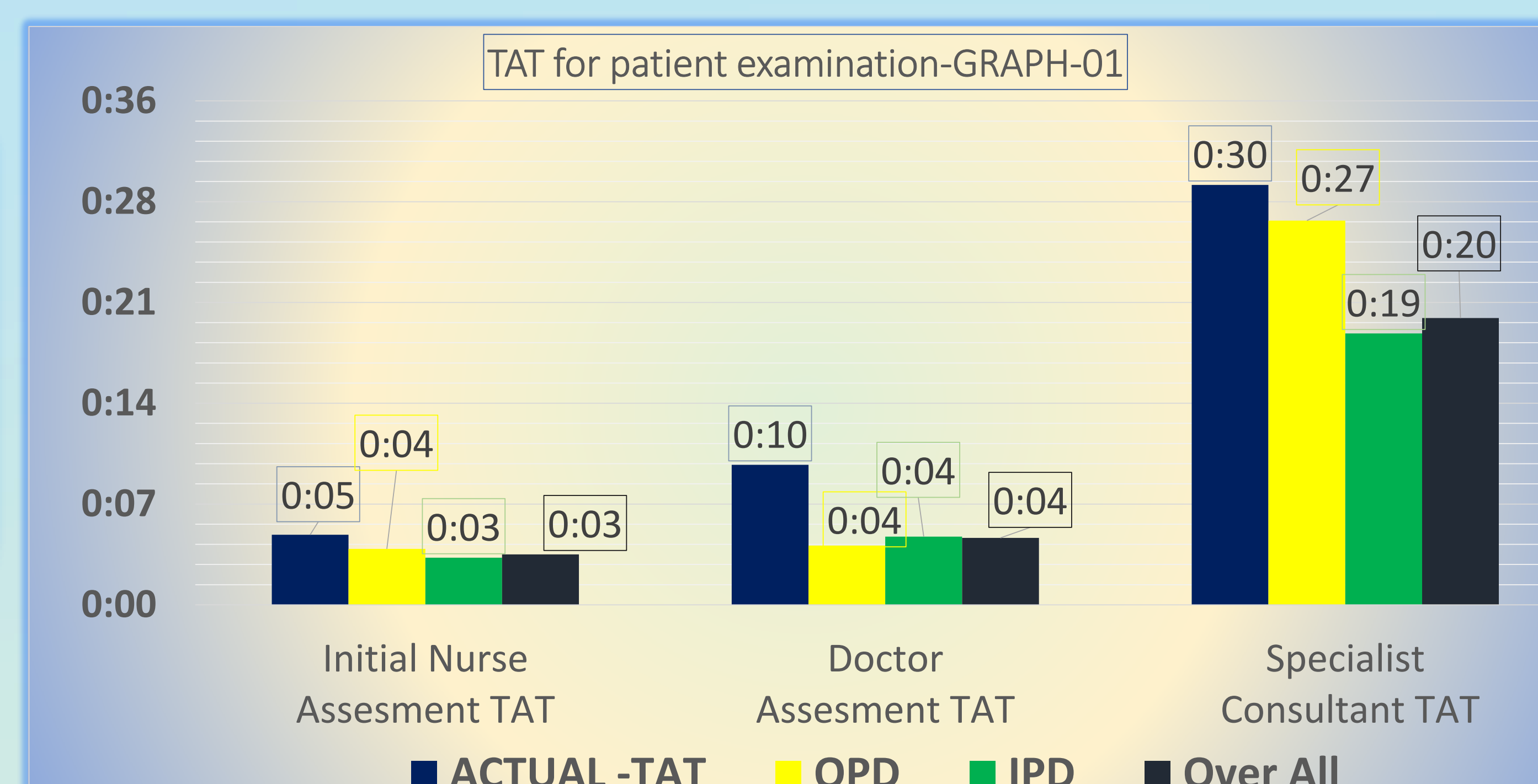
- Only one person should be authorized to receive calls at the first instance to avoid miscommunication.
- Regular audits at least once a week to check for delays and identify areas that need improvement.
- Other vehicles should not be allowed to use the path leading to ER.
- Waiting area should be there for attendants so that they do not go far away to find a place to sit/wait and can be easily called when needed.
- Proper monitoring system should be there for OPD patients at gate no. 1, as most people enter the hospital through this gate only.

LEARNING:

- Various management techniques are needed to be used to solve problems and challenges faced in emergency department (ERs) Like- quality management, operational management etc.

VALUE ADDITIONS:

- A proper day-care Centre for patients with less health issue .So that primary attention can be only be given to actual critical patients



OBSERVATIONS:

- GRAPH-01:** It is comprehended that All ER Staffs are aware about their job. Though in some cases it is seen that there is delay in special consultant arrival .
- PIE CHART -01:** It is comprehended that the LOS(length of stay) is within 2 hours mostly, but in few cases, it is observed that the length of stay increases more than 2 hours .

Theoretical Exposure

- Theoretical exposure that I got from my college gave me a general idea about hospital functions and about the department's location..

Practical Exposure

- Practical exposure that I got during internship gave me an overall practical idea about job description, and what all problems are to be faced while managing any department in a hospital.

CHALLENGES FACED DURING INTERNSHIP

- Interaction with staffs in general for my project work.
- Direction for departments.
- Lack of Availability of proper space to sit and work on project.
- Canteen was not that clean.

USEFULNESS OF INTERNSHIP-

- Helps to understand real world job experience..
- Helped in learning new skills.
- Got an idea of other professional carrier interests .
- Got an idea about how different departments in a hospital are operating..

TURN AROUND TIME OF PATIENT EXAMINATION AT ER-GRAPH-01

