

HISTORY:

Metro hospital was set up in 1997 by Padma Vibushan and Dr B C Roy, National awardee Dr Puroshotam Lal. Metro group of Hospitals is a group of 11 hospitals and 1 college, having more than 2500 beds. It is one of the leading and biggest hospital group of India. Metro Mas at Jaipur is a 220 bedded super speciality hospital. All the departments are equipped with cutting edge technology but the key feature of the hospital is state of the art cardiac department. The cardio department has 2 cath labs along with electrophysiology program and a dedicated cardiac operating room.

VISION:

To achieve excellence in Healthcare services by offering unique expertise, state of art technology & patient care. Metro Group of Hospitals is committed in providing world class health care.

MISSION:

To set up more dedicated centres for providing wholesome treatment to the patients from all over the country and abroad.

LEARNINGS AND VALUE ADDITION:

- Improved skills and communication.
- Greater sense of professionalism.
- Importance of feedback.
- How to put knowledge and skills into practice.

PRACTICAL EXPOSURE VS THEORETICAL WORK:

The major difference observed while working in an hospital was the lack of documentation, both from the hospital and patient's side, especially in case of insurance. The patients rarely have all the documents instead of having a proper list of all the documents required to claim the insurance and hence delaying the process, and the lack of ways to fix it.

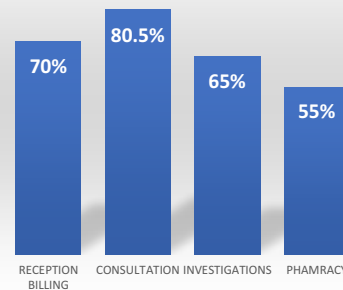
USEFULNESS OF INTERNSHIP:

- Sharpen problem solving skills.
- Networking
- Access to variety of tasks and departments.
- Polish collaboration & Teamwork skills.

CHALLENGES FACED DURING INTERNSHIP:

- Patient's unwillingness to answer questions
- Busy schedule of the staff, appointments were not available.
- Lack of opportunity to do hands on work.
- Lack of feedback.

PATIENT SATISFACTION WHILE USING
DIFFERENT HOSPITAL SERVICES



SWOT ANALYSIS

STRENGTH

1. Multi speciality doctors available at all times.
2. Multiple insurance schemes can be claimed.
3. Reputation
4. Cost effective

WEAKNESS

1. No appointment system
2. Management of staff

OPPORTUNITY

1. New technology
2. Partnership with diverse groups

THREAT

1. Adverse government policies
2. New and increased competition

OUT PATIENT DEPARTMENT (O.P.D)

Billing

BILLING is divided into

1. **Cash counter**
2. **Credit counter**

Billing office is 24 hours in operation.

There is a separate counter for dispatching reports.

CONSULTATION: Patient goes to the billing counter, get a slip and sits in waiting area, till an attendant calls for their name. After getting consultation done, the patient collects the prescribed medication from the pharmacy and leaves from the hospital.

ADMISSIONS: Patient arrives at the OPD and is needed to be admitted, he is informed about the estimated cost of the treatment and the amount to be deposited. At the time of admission. After entering necessary particulars, admission form is generated.

Patient bill is restructured and informed to the patient on a daily basis. At the time of discharge, the file is shifted to billing section for final settlement. After the settlement of bill, Gate pass is issued and using that the patient can leave the hospital.

RECALL: Patients goes directly into the waiting area, and informs the nursing staff, collect any reports if indicated and get the check up done.

GAPS:

- There is no appointment system in the hospital, longer waiting time in the morning hours.
- No records of the patient visiting the OPD in maintained, no idea of where patient is going after OPD.
- The pharmacy is understaffed so the patient spend more time in buying medicines.

SUGGESTIONS:

- Introducing an appointments system by creating a counter at the entrance of the hospital, so the patient can take appointments in advance.
- A dedicated staff who should note down all the patients details, problems and doctors assigned.
- Hiring atleast 2 more staff for the pharmacy.

There are vast number of investigations that are available including pathology, radiology, including CT scan, ultrasound, color doppler, X-ray ect.

Around 400 investigations are done on a regular basis.

Once the patient is done with his consultation with doctor, he goes to the billing counter to pay for any indicated investigation. A slip is given from the billing counter which is to be shown in the Diagnostic department, where an attendant explains the complete process of investigation and then investigation is done.

After that, the patient is informed when he will be able to collect the reports from the dispatch counter.

GAPS:

- All investigations are not available in the hospital.
- Lack of support staff.

SUGGESTIONS:

- Introducing the missing services such as M.R.I, PET Scan, Mammography ect.
- Hiring more staff to help patients.

SWOT ANALYSIS

STRENGTH

1. Multiple services available in one place
2. Cost effective for patients.

WEAKNESS

1. All investigations are not available.
2. Workforce strength

OPPORTUNITY

1. Advancement to include higher technology.
2. Services expansion
3. Geographical expansion..

THREAT

1. Marketplace uncertainty
2. Budgetary constraints.

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