



H-2015-0297
ct 01, 2021-Jun 03, 2025



MC-3004



E-2021-0037
May 19, 2021-May 18, 2023



SAFE OT



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Stream : MBAHM 26
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Organization Name : Bhailal Amin General Hospital

Brief History of the Hospital :

Bhailal Amin General Hospital was set up in 1964, by Shri Bhailal D Amin, Alembic Group to cater to the healthcare needs of the employees of Alembic family. The hospital has grown to a 220 bedded, multispecialty tertiary care hospital in just 5 decades. It provides highest medical care services in and around Vadodara and its neighboring cities. It has become the most trusted hospital with a legacy which delivers quality and affordable healthcare services with first class medical expertise.



Industry Information :

According to WHO, a hospital is a residential establishment which provides short term and long term medical care consisting of observational, diagnostic, therapeutic and rehabilitative services for person suffering or suspected to be suffering from a disease or injury.



Vision :

To continue to offer the highest quality of healthcare while continuously seeking advancement through innovation

Mission :

To provide quality healthcare and serve the community with integrity

Mantra :

Redefining Healthcare.



SWOT ANALYSIS

Strength :

- Well established with a legacy
- Situated in center of the city
- Renowned and retained expert doctors
- All facilities under one roof
- Advance diagnostic technology

Weakness :

- Comprehensive rehabilitation services
- Online healthcare facilities and hospital app
- Heavy reliance on affiliated company clientele
- No evening OPDs

Opportunities :

- Affiliated with public and private corporations for patients
- Academia and certification courses for nursing staff and doctors
- Increase health check-ups through tie-ups

Threats :

- More multispecialty hospitals coming up eg Zydus, Sterling
- Competitors providing more affordable healthcare facilities
- Loss of staff due to better opportunities at other organization

Learning and Value Additions

- Management and administration team are the backbone of a hospital.
- Precise and attentive communication with patients and their family.
- Being meticulous in one's work is crucial in managing a place like a hospital

Usefulness of the internship

- Enhances the problem solving skills and helps in developing new approaches towards problems
- Builds up communication skills and teamwork especially within your peers and with superiors.
- It helps build a network of contacts which is helpful for a successful career.



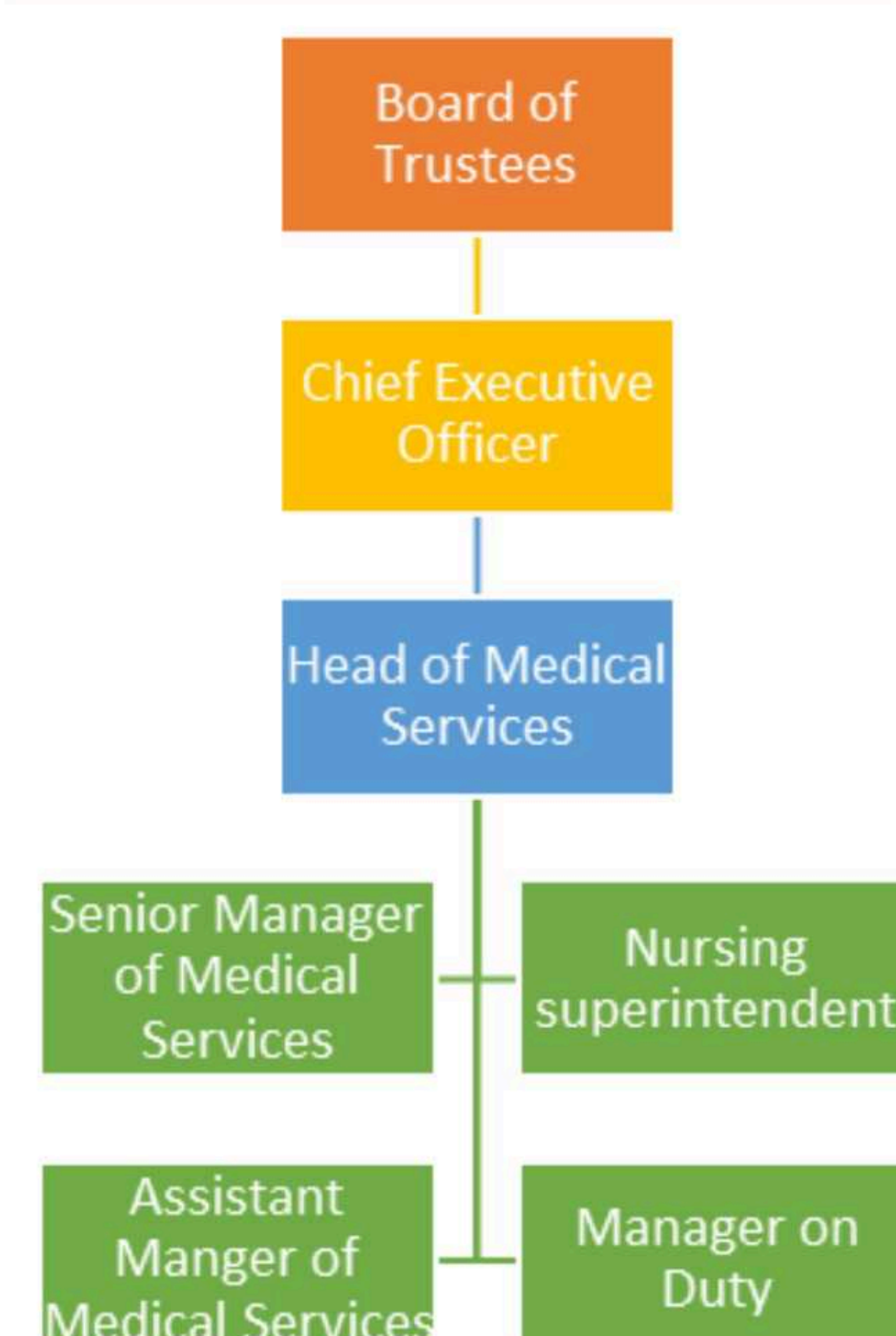
Practical Exposure vs. Theoretical Work

- Maintaining a positive atmosphere is difficult in hospital settings.
- Soft skills play an important role in data collection and survey as tables and numbers.
- A smooth admission and discharge procedure can increase patient satisfaction than just hospitality by staff.

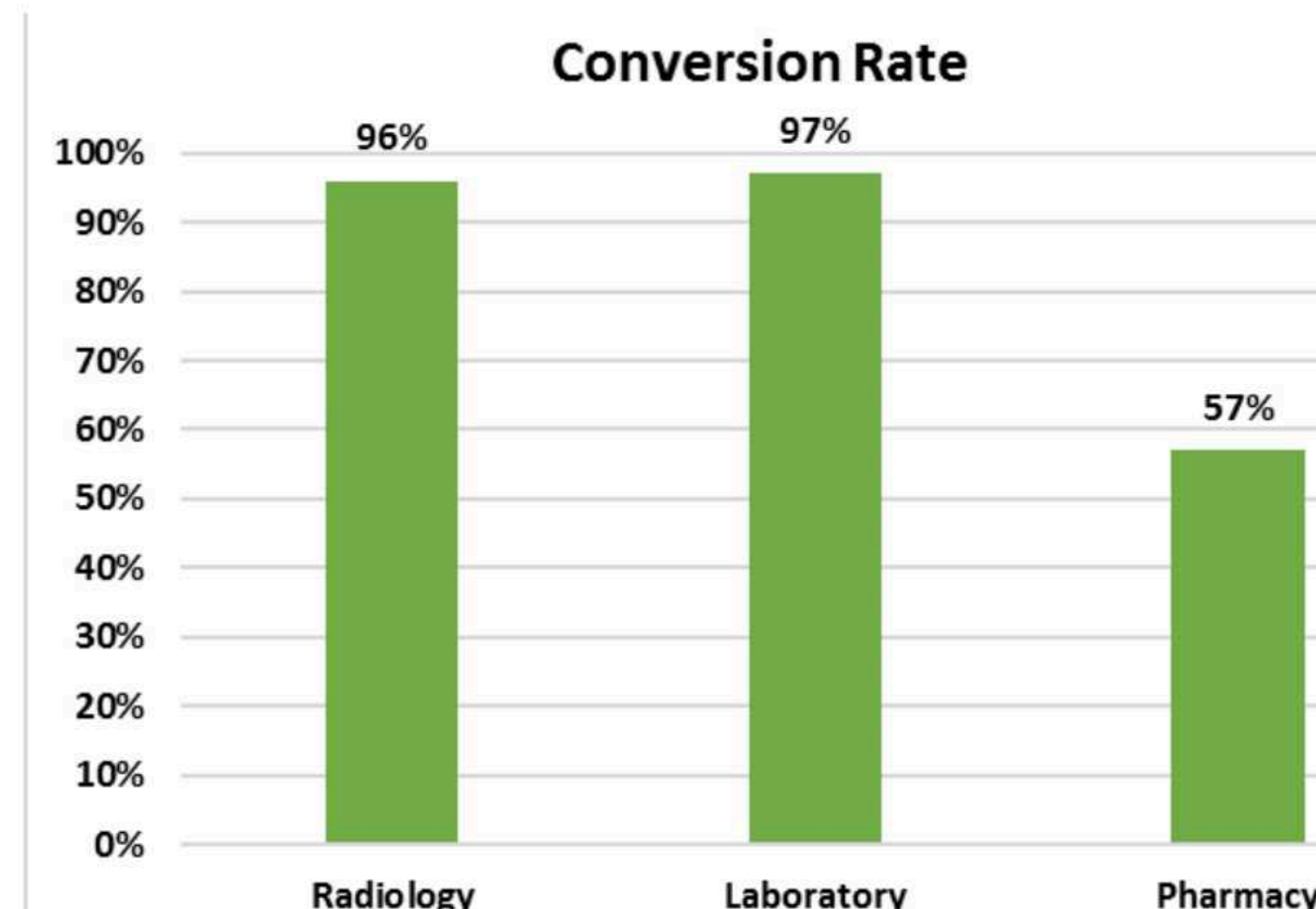
Challenges faced during the internship

- Adjusting my style of interaction with different patients based on their first response.
- Multi-tasking between daily observation, reporting, and project work.
- Coordinating between the patient, their family, the doctor and your management team and getting everyone on the same page.

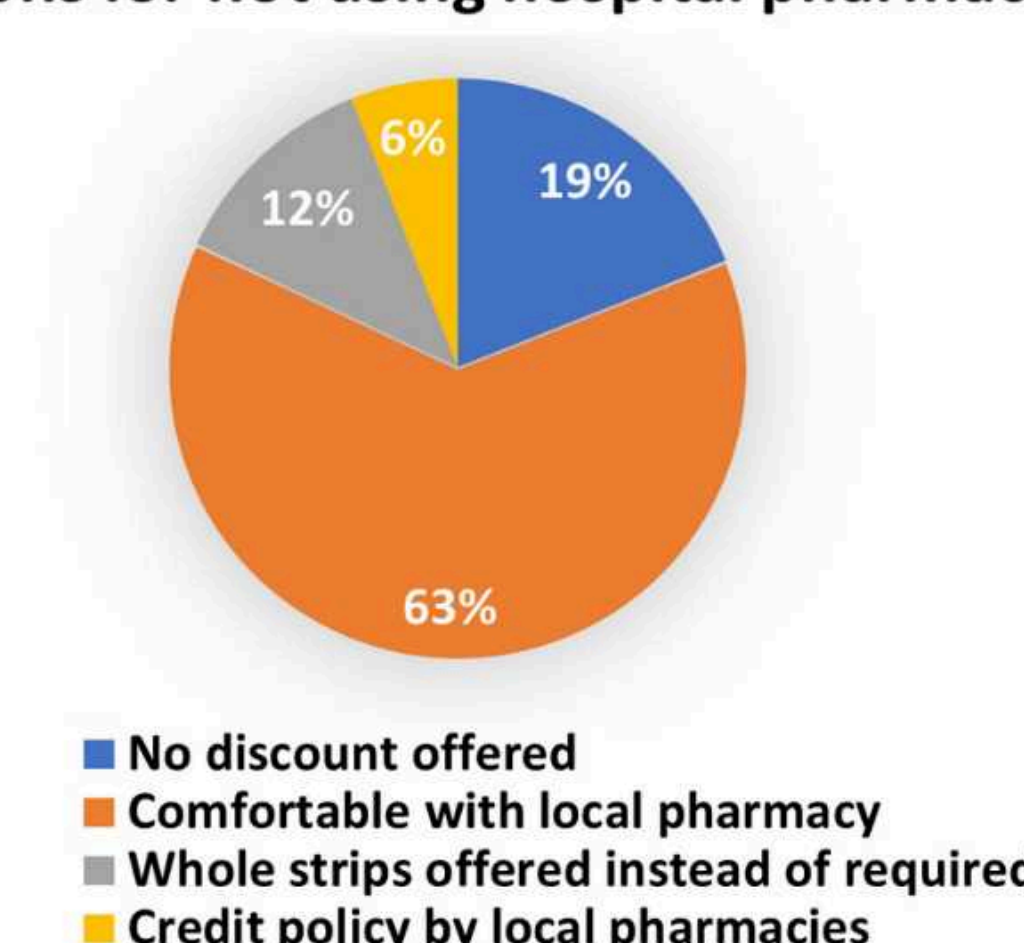
ORGANOGRAM OF CLINICAL DEPARTMENTS



INTERNSHIP PROJECT



Reasons for not using hospital pharmacy



My summer internship consisted of observation in clinical departments on a rotation basis. The goal of observational based internship was to get acquainted with

- Structure
- Process
- Outcome

My summer internship project was to find out the Conversion Rate of 300 OPD patients to Radiology, Laboratory and Pharmacy for 12 days.

Suggestions to the hospital :

- The hospital should introduce various surgery packages so that the patients get a well rounded idea of the cost, and if they can afford it.
- There should be an OPD numbering system where patient knows their turn and can come and wait accordingly instead of crowding at the OPD area.
- OPD Pharmacy can provide medicines for a discount as less as 5-10% or start a reward system so that patients don't hesitate to buy.
- The hospital should also start with evening OPD timings till 7 pm for working class patients.