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History:

The Mission Hospital, Durgapur setup in **2nd April 2008** is a **350 bedded multispecialty hospital**. It is one of the earliest NABH accredited hospital in eastern India. It is the unit of **Durgapur Medical Centre Private Limited**

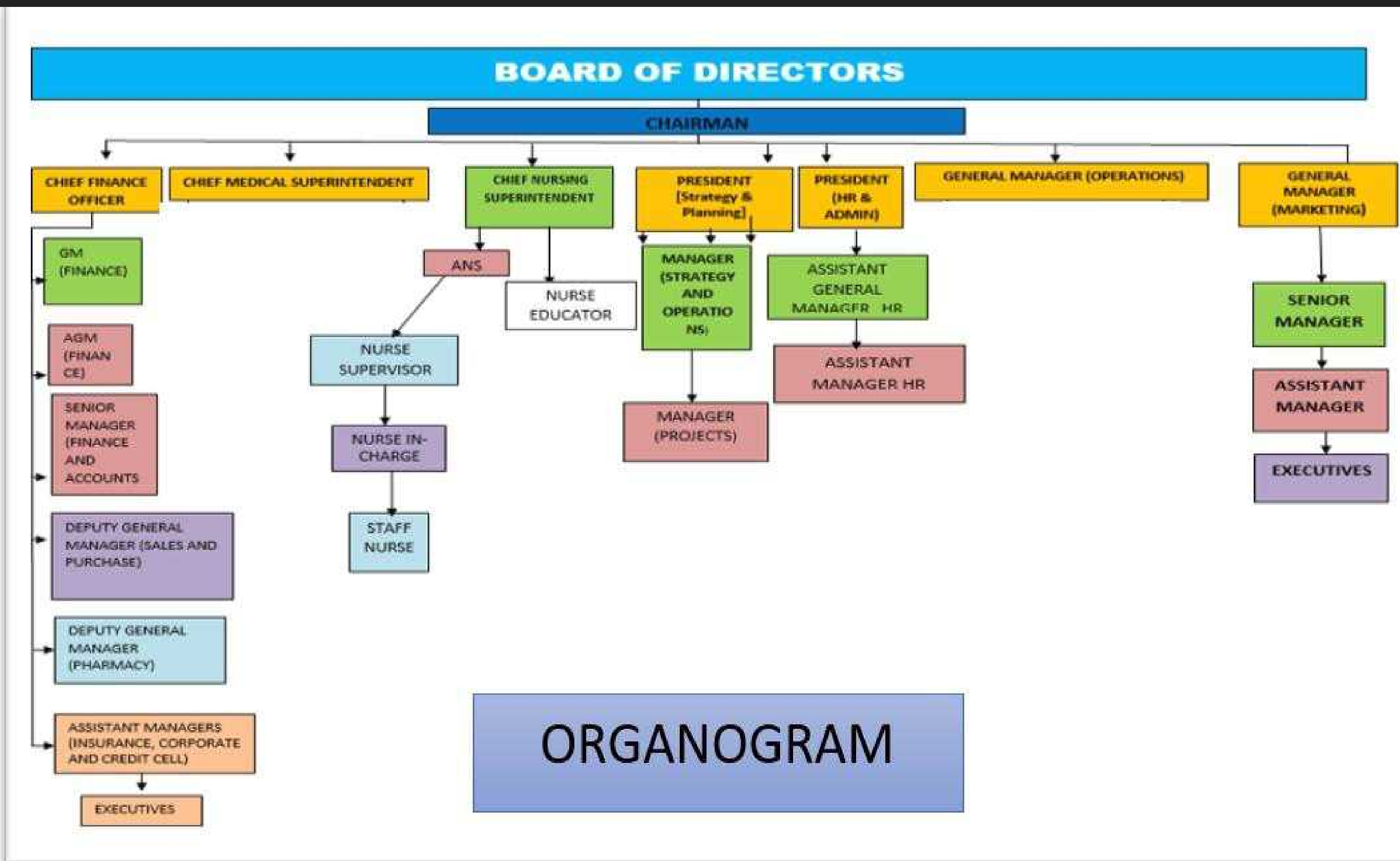
Vision & Mission:

To provide affordable & quality healthcare and to become a centre of excellence by brining tertiary level healthcare.

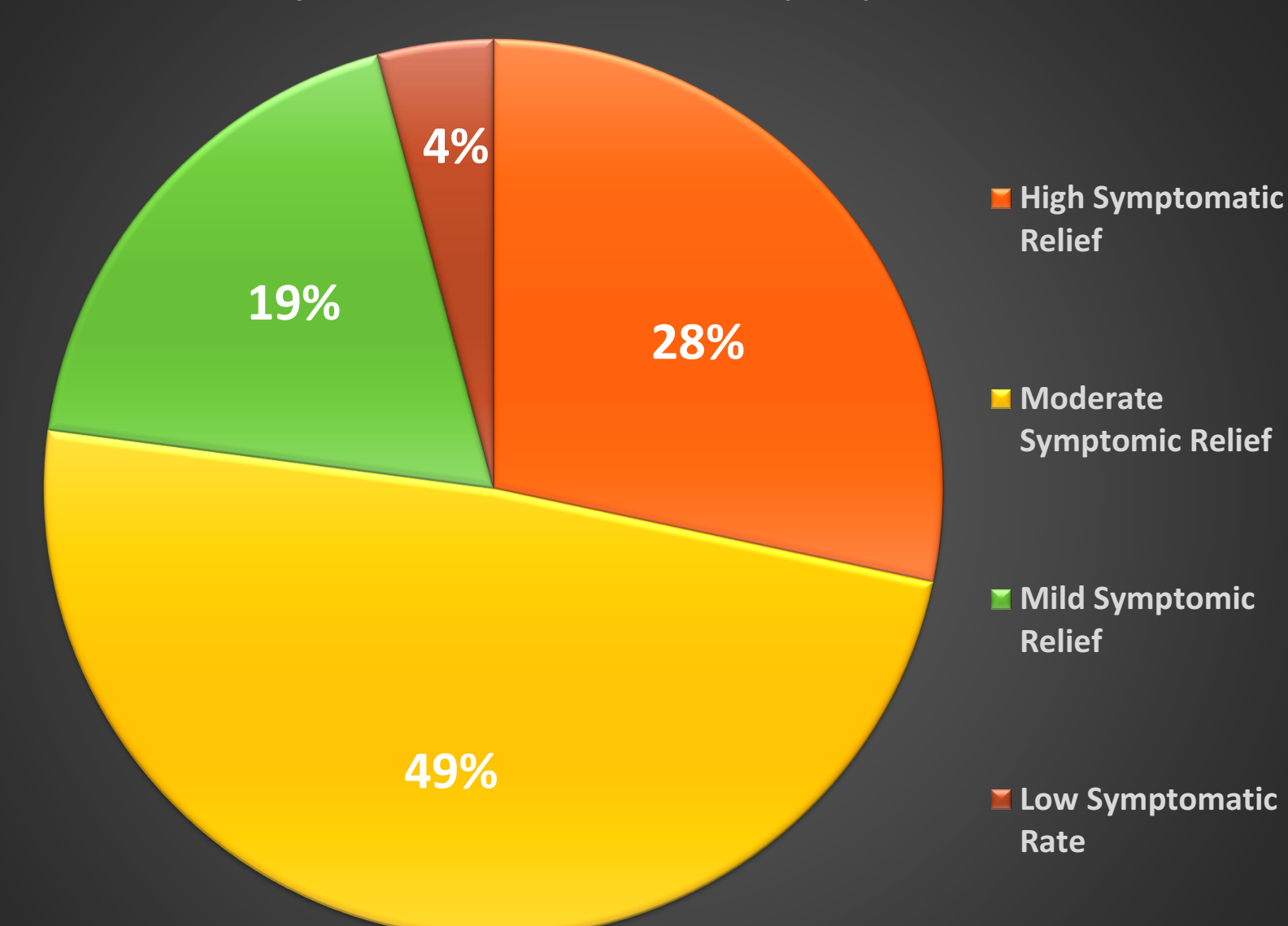
Introduction to project:

- ☐ Patient-reported outcome measures (PROMs) capture a person's perception of their own health and the care and environment of the hospital through questionnaires.
- ☐ They enable patients to report on their quality of life, daily functioning, symptoms, and other aspects of their health and well-being.
- ☐ The purpose of PROMs is to collect information, from patients themselves, about how well the health service is treating them.
- ☐ PROMs allow us to understand the difference that healthcare interventions make to people's quality of life.

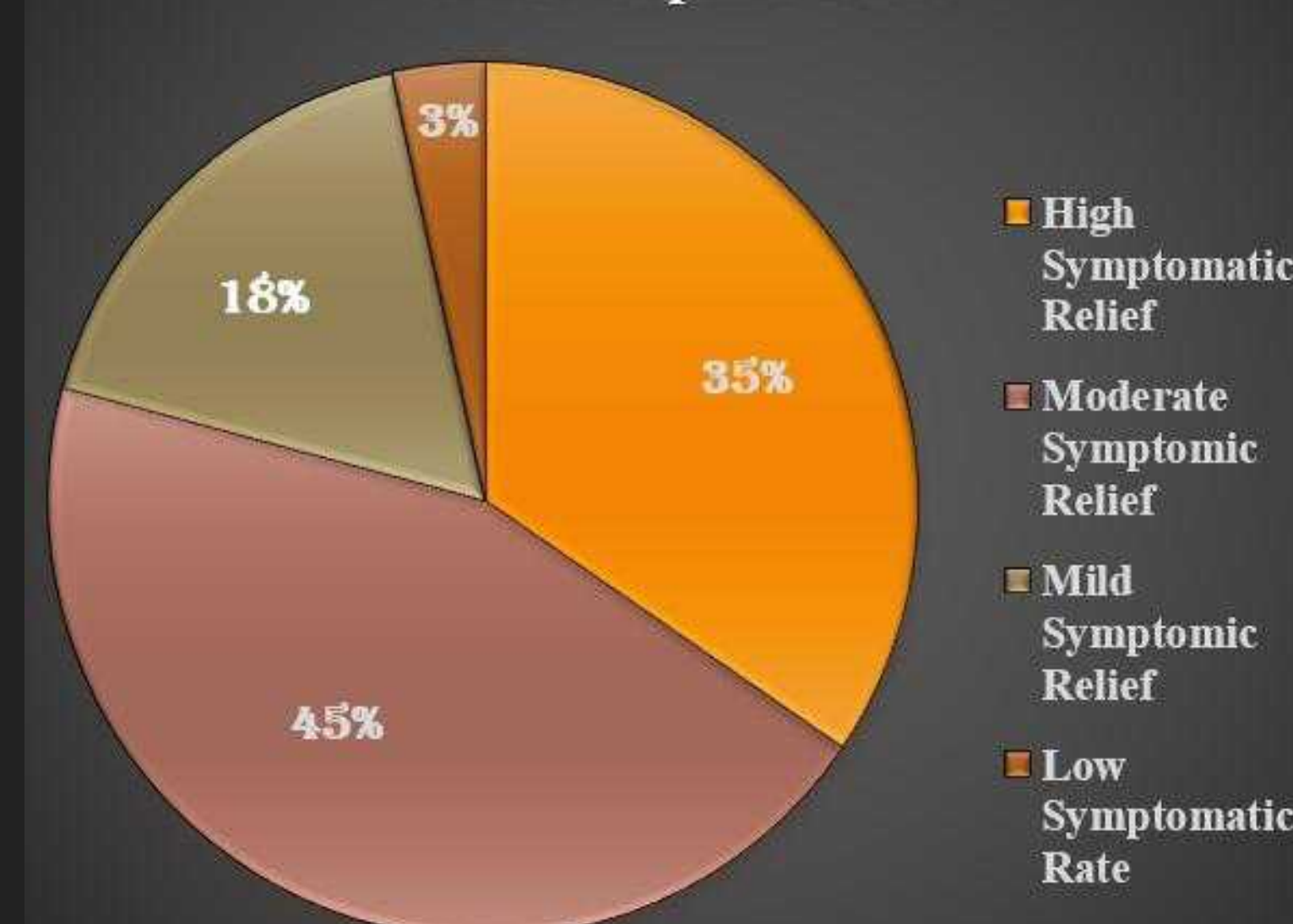
The hospital industry in India is **forecast to increase to Rs. 8.6 trillion (US\$ 132.84 billion) by FY22** from Rs. 4 trillion (US\$ 61.79 billion) in FY17 at a CAGR of 16–17%. The Government of India is planning to increase public health spending to 2.5% of the country's GDP by 2025



Overall Physical Condition for Total Hip Replacement



Overall Physical Condition for Total Knee Replacement



SWOT ANALYSIS

Strengths

TMH, Durgapur is among the first multispecialty hospitals far outside Kolkata and has achieved the trust of the people across Eastern India.

Opportunities

The hospital's enhanced footfall permits it to acquire vital data, which has boosted its skills as a research centre and is actively being focused



Weaknesses

The maintenance of quality demands higher efforts as a result of the increased footfall, which is an issue that must be addressed.

Threats

Two NABH-accredited hospitals are nearby, both of which have recently undergone significant accreditation in order to compete with TMH.

Findings:

- ☐ The effectiveness of the Hospital.
- ☐ Patient perspective on a diseases and treatment.
- ☐ Symptomatic Relief of the Patient
- ☐ The over all experience of the Hospital

Learning & Value Addition:

- ☐ About NABH
- ☐ Special Guidelines about the NABH 5th Edition.
- ☐ Implementing Things According to NABH 5th Edition
- ☐ About PROM, How it is done and Why It is done
- ☐ An overall experience how Hospital Functions

Difference between theoretical and practical work:

Unlike theoretical work, which apart from books also includes literature review, practical work requires us to make various adjustments according to the situation. This adjustments are guided by various principles which are prevalent in the organization.

Challenges and Usefulness of internship:

It was the crucial time during our internship as NABH Re-Assessment was about to commence within a month, So I was Assigned to work on PROM, where I got the opportunity to learn about the Prom and the data collection tools which are Oxford Knee Score (OKS) and Oxford Hip Score(OHS) Practically it was a challenging work, but it helped me a lot to understand about the hospital and the process flow of the hospital. Also It was an amazing experience to work with NABH Accessors.

Suggestions

- A specific Department for Prom for analysis and implementation is required who are well equipped with the knowledge
- A standard interpretation of Prom form is required