

Brief History:

Wockhardt Super Speciality Hospital Nagpur was founded in 2007 and is NABH Accredited. It is 118 bedded hospital. Its existence is the result of tradition of caring and innovation nurtured by Wockhardt Ltd, India's 5th largest Pharmaceutical and healthcare company.

Vision:-

Wockhardt Hospitals will Strive with excellence to fulfil the needs of the community in its chosen field of medical treatment.

Mission:-

To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise, in a caring and nurturing environment with the greatest respect for human dignity and life.

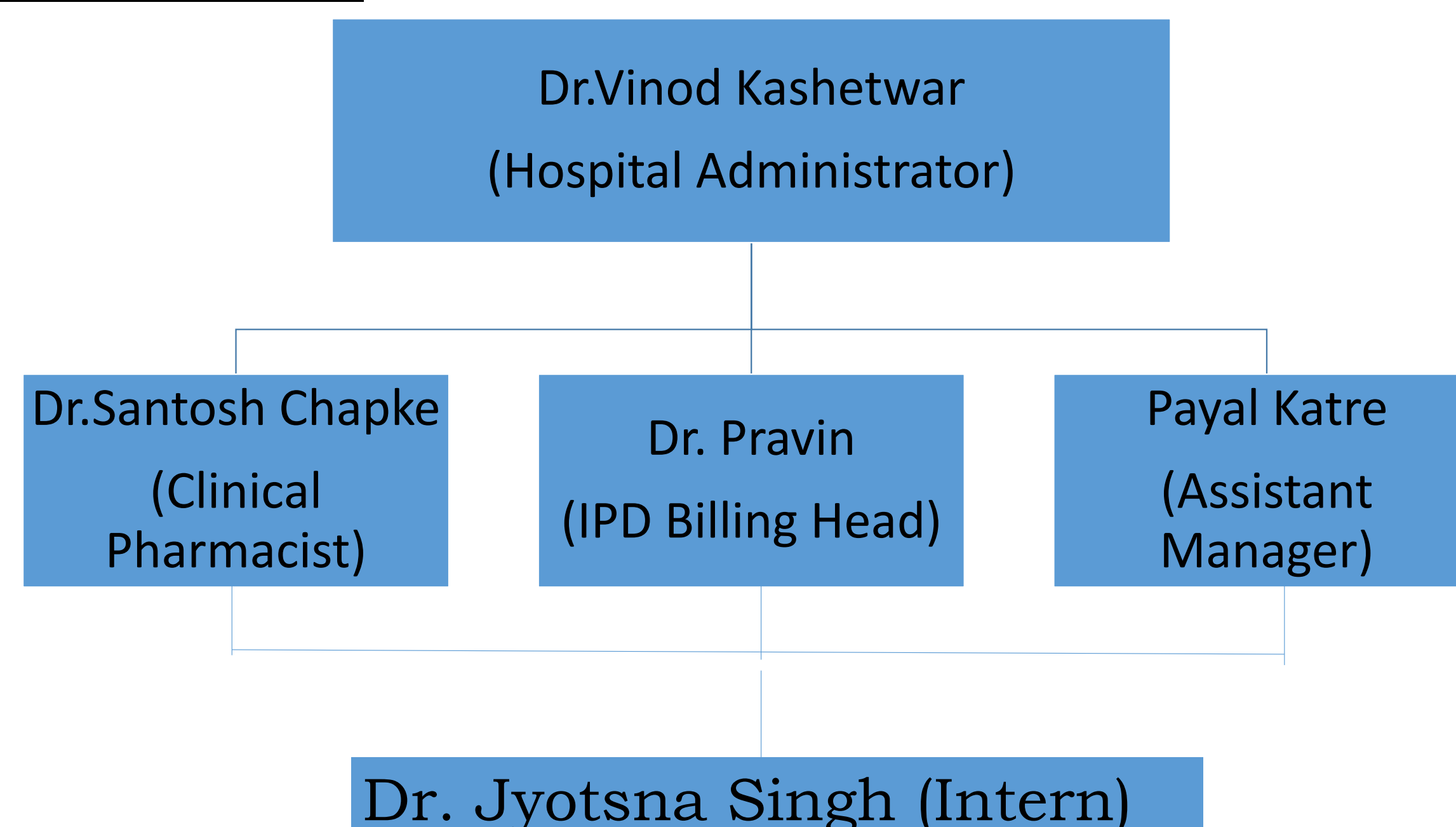
Brief Description About the industry:-

Wockhardt is a global Pharmaceutical and biotechnology organization, providing affordable, high quality medicines for a healthier world. It is India's leading research- based global healthcare enterprise with relevance in the fields of pharmaceutical, biotechnology and a chain of advanced Super Speciality Hospitals.

Learning and value additions done during internship:-

1. To determine Turnaround time for OPD consultation , pathology and radiology lab.
2. To Analyze the number of estimates made & determine the causes of deviation

Organogram

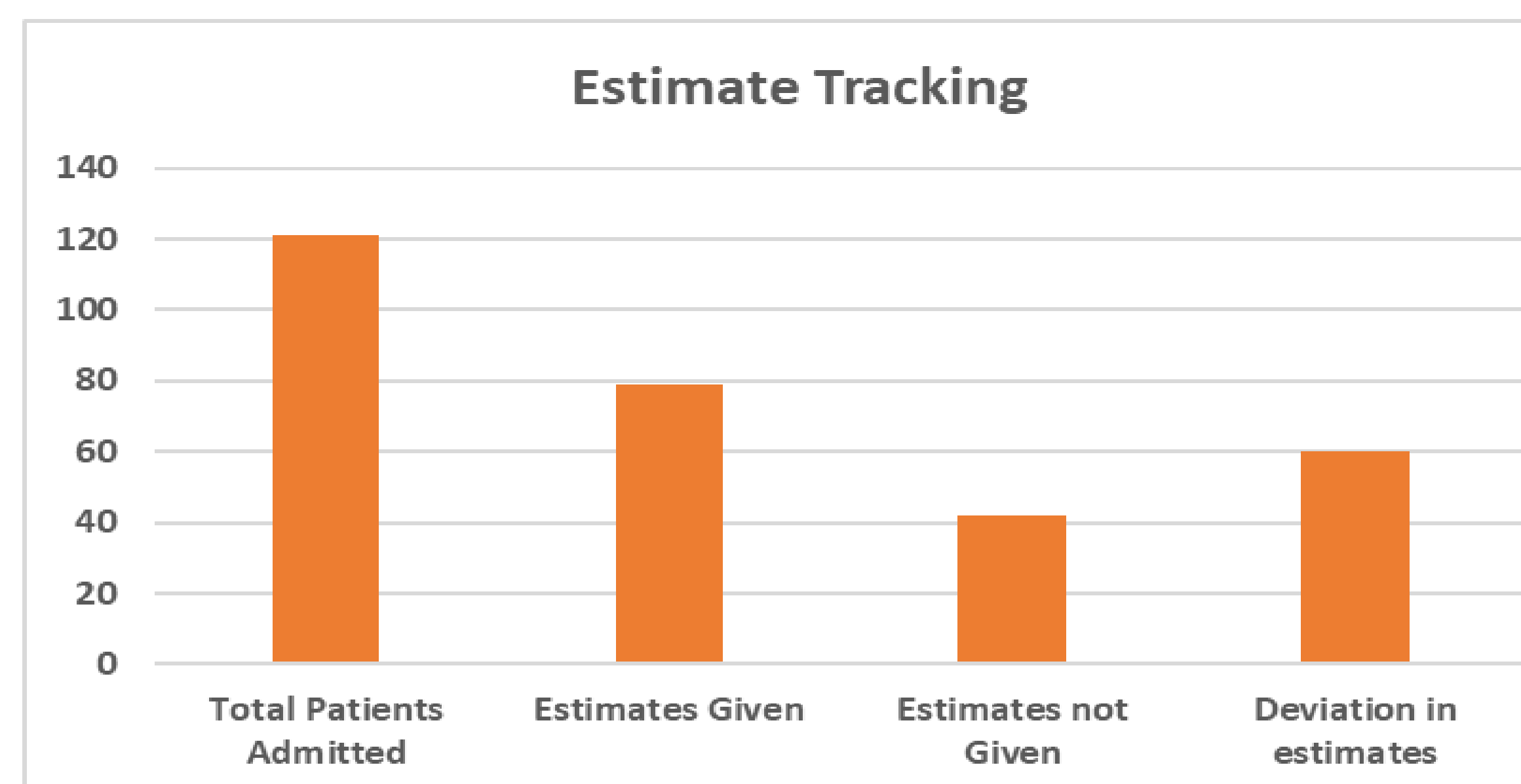
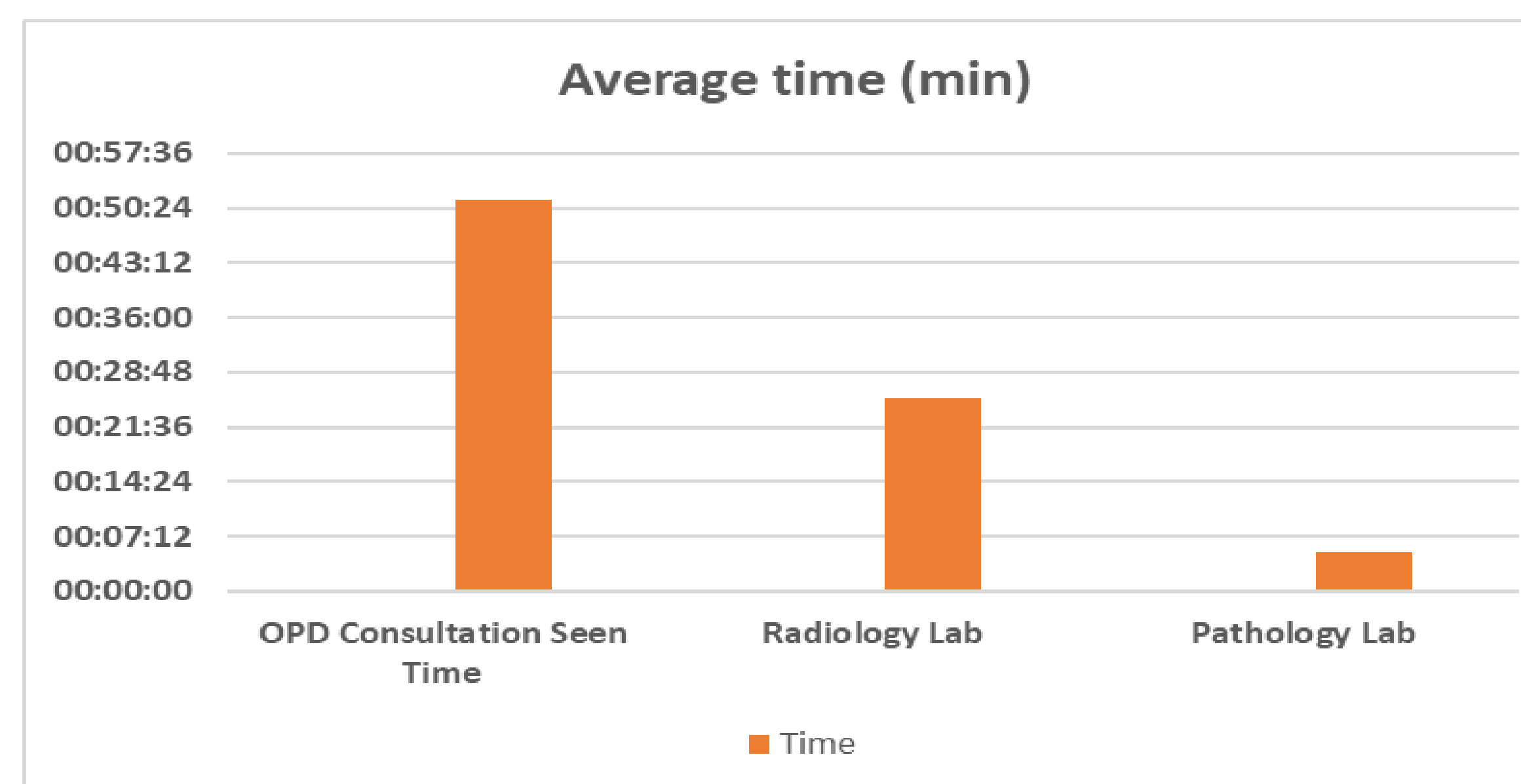


Result:-

1. Average waiting time for OPD consultation was around 51 minutes, Average waiting time for Pathology lab and radiology lab was around 5 minutes and 25 minutes respectively.

2. Walk-in Patients are more as compared to patients who take appointments.

3. Total patients Admitted were 121, Estimates were given to 79 patients.



Reasons for Increase in OPD waiting time are:-

1. Early arrival of patients.
2. Doctors go on round during OPD timing.
3. Improper Communication regarding Doctors availability.
4. CRM service is not utilized.

Reasons for deviation in estimates:- Increase in length of stay of patients 2. Shifting of patients from general ward to MICU or SICU. More usage of consumables than estimated

Challenges faced during internship:-

1. Initially faced resistance from team members.
2. Time Management problem
3. Complexity in data collection.

SWOT Analysis

Strength:-

1. Well known for delivering quality healthcare.
2. Experienced and knowledgeable team members.
3. Patients query is addressed immediately.
4. Proper guidance to patients about the

Weakness:-

1. Consultation seen time is more.
2. Poor coordination among team members.
3. Doctors do not adhere to their OPD timings.
4. Customer relationship management service is not utilized.

Opportunities:-

1. Utilizing Online Registration system for taking online appointments.
2. Effective management of queue at the OPD.
3. Improve coordination among team members.

Threats:-

1. Long waiting time in OPD adversely affects the hospitals ability to attract new business.
2. Online registration and appointments done by other hospitals.

Usefulness of Internship:-

1. Helped in acquiring skills- 1. Communication 2. Team work 3. Analytical skills 4. Time management
2. Networking with professionals
3. Gained Valuable experience
4. Professional environment to work
5. Helped in gaining confidence

Practical Exposure-

1. Observed and learned the process in OPD and IPD of the hospital.
2. Interaction and coordination with team members

Theoretical Work -

1. To know the purpose and objective behind doing the project.
2. To learn Challenges and implementations that can be done in the projects

Suggestions:-

1. Establishing coordination among team members.
2. Displaying the consultant's time in the OPD as well as online will reduce the number of enquiries made by the patients
3. Proper training of staff.
4. Patient centric OPD scheduling
5. Rounds must be taken prior to or after the OPD hours
6. Use of HMIS based appointment system.
7. Estimates must be given to patients on the same day of admission.
8. Utilisation of CRM services