

Organization Name: Bansal Hospital

Faculty Mentor: Dr. Kanika Jindal

Organization Mentor: Dr. Manisha Kulshrestha

ABOUT

Bansal Hospital is a 300 bedded super specialty hospital. The hospital is born of a dream of providing services in terms of quality, affordability, accessibility and availability

MISSION

Committed to serving the community with equality through highly qualified doctors, nurses, and paramedical staff.

VISION

To be a world class hospital that focuses on the patients and their families and deliver healthcare services at its highest standards in Central India

QUALITY DEPARTMENT:

- The department ensures that the hospital functions according to the standards given by NABH.
- The department conducts daily/monthly/weekly audits to check the compliance in the standards and indicators given by NABH.
- Organizes committee meetings to analyze audit reports and find the root cause for the non-compliance in maintaining the NABH standards and suggest the corrective and preventive actions for the deficiencies.
- Conducts regular trainings for the employees of the hospital.

Difference between practical exposure and theoretical work

- Gathered much knowledge in the classroom but a hands-on approach has been invaluable.
- Skills such as multitasking, learning to deal with diversity and dealing with deadlines are different while working for someone else, and not for myself like I do in college.
- Learned that any amount of theoretical knowledge will never prepare me for all that the world has to offer as compared to the practical exposure.



Structure of the Department:

HOD (Medical Superintendent)

Quality Manager

Assistant Quality Manager

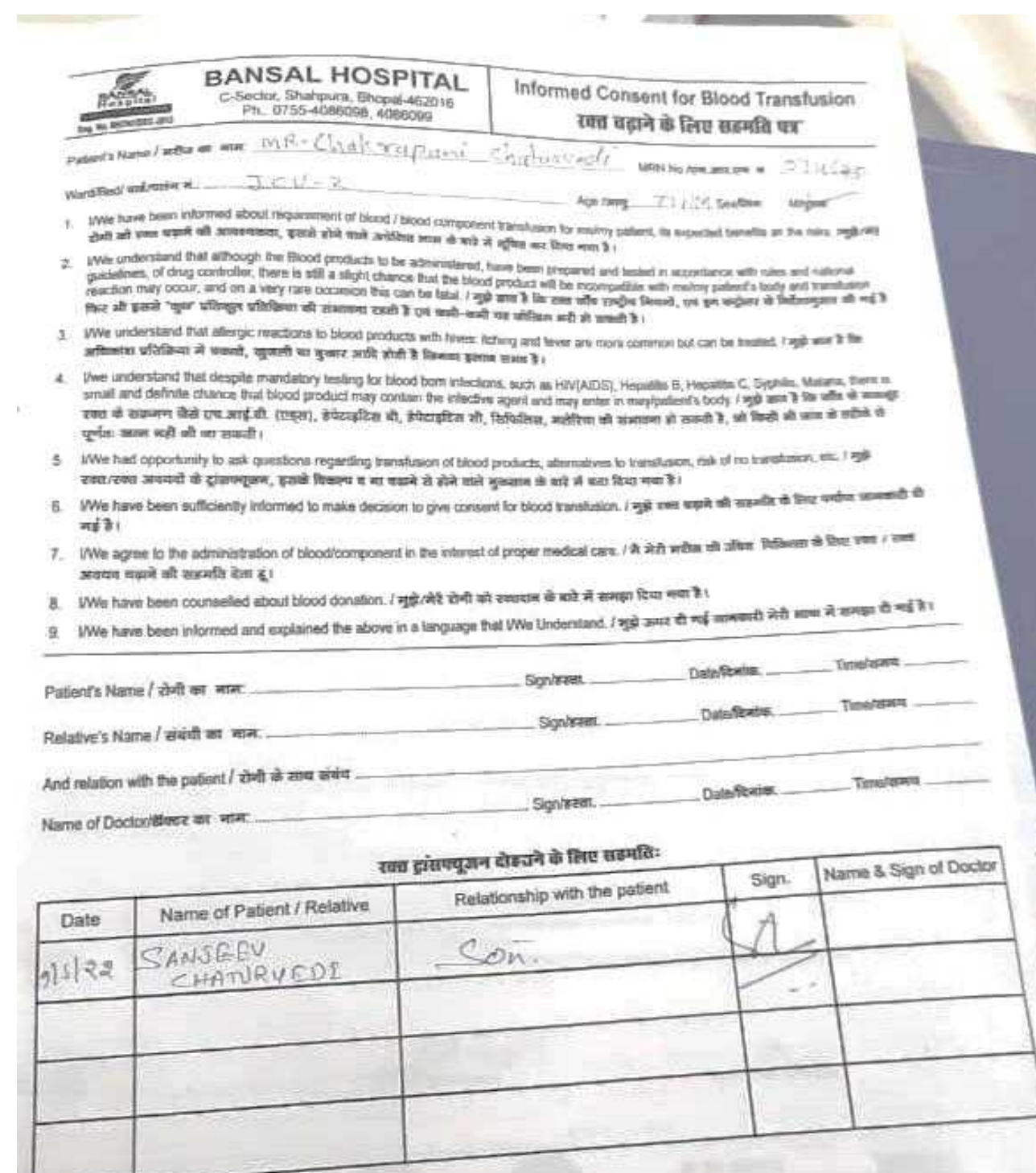
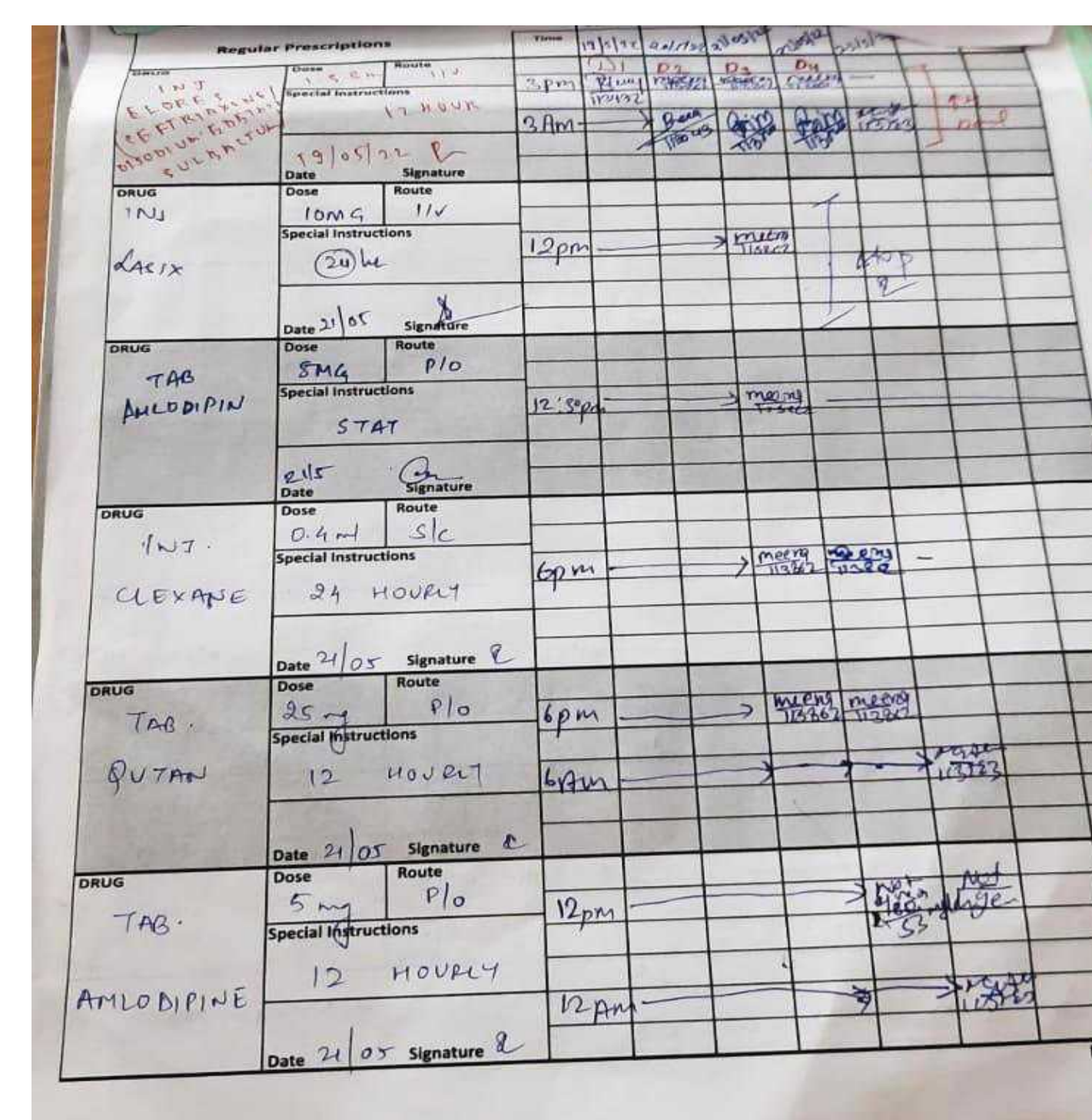
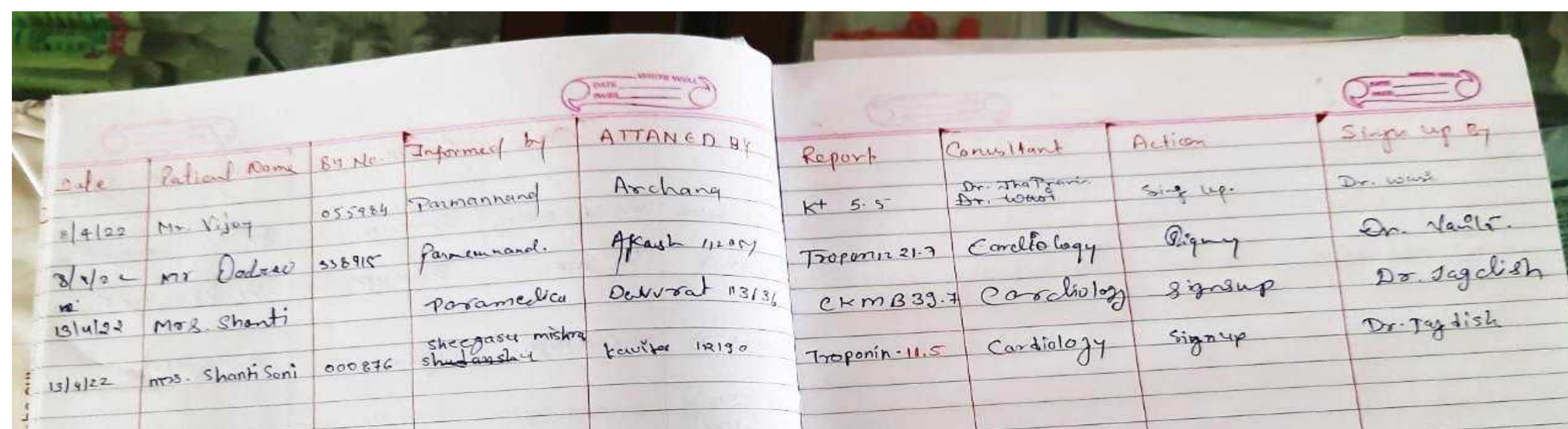
LEARNINGS FROM THE INTERNSHIP:

AUDITS:

- Blood transfusion monitoring and informed consent audit
- Nutritional assessment and planning audit
- High risk medicine administration audit
- S.O.F.A score audit
- Critical value intervention documentation audit

USEFULNESS OF INTERNSHIP:

- Witnessed day-to-day job duties
- Gained confidence
- Experience from the professionals of the industry

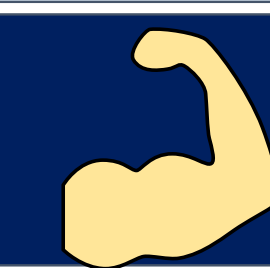




S.W.O.T ANALYSIS of Bansal Hospital

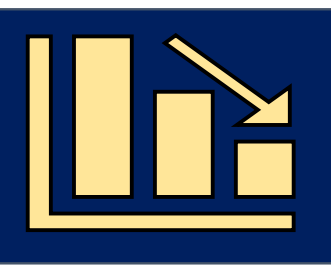
- Strong brand name
- Highly qualified doctors and consultants
- Prime location
- Affordable services
- High tech equipments
- In house blood bank

- No waiting area for the attenders in front of wards
- Lack of parking space
- Rude behaviour of the guards

STRENGTHS



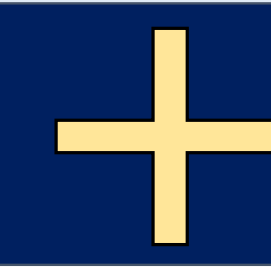
WEAKNESS



- Multilevel parking
- Trainings form outsource agencies to develop communication skills of the guards
- Perks to the staff for employee retention

- Short working hours in other competing private hospitals
- Decrease in level of patient satisfaction
- Higher attrition rate of the employees

OPPORTUNITY



THREATS



Challenges faced during the internship:

- Nervousness while communicating about the non-compliances.
- Lack of acceptance by the doctors and nurses.

Suggestions to the Quality Department:

- In case of any deficiency found in any audit, strict action should be taken against it by the HOD which will set an example for the employees of the hospital, instead of just making the list and getting it signed by the employees who have not maintained the standards given by NABH.