

Introduction

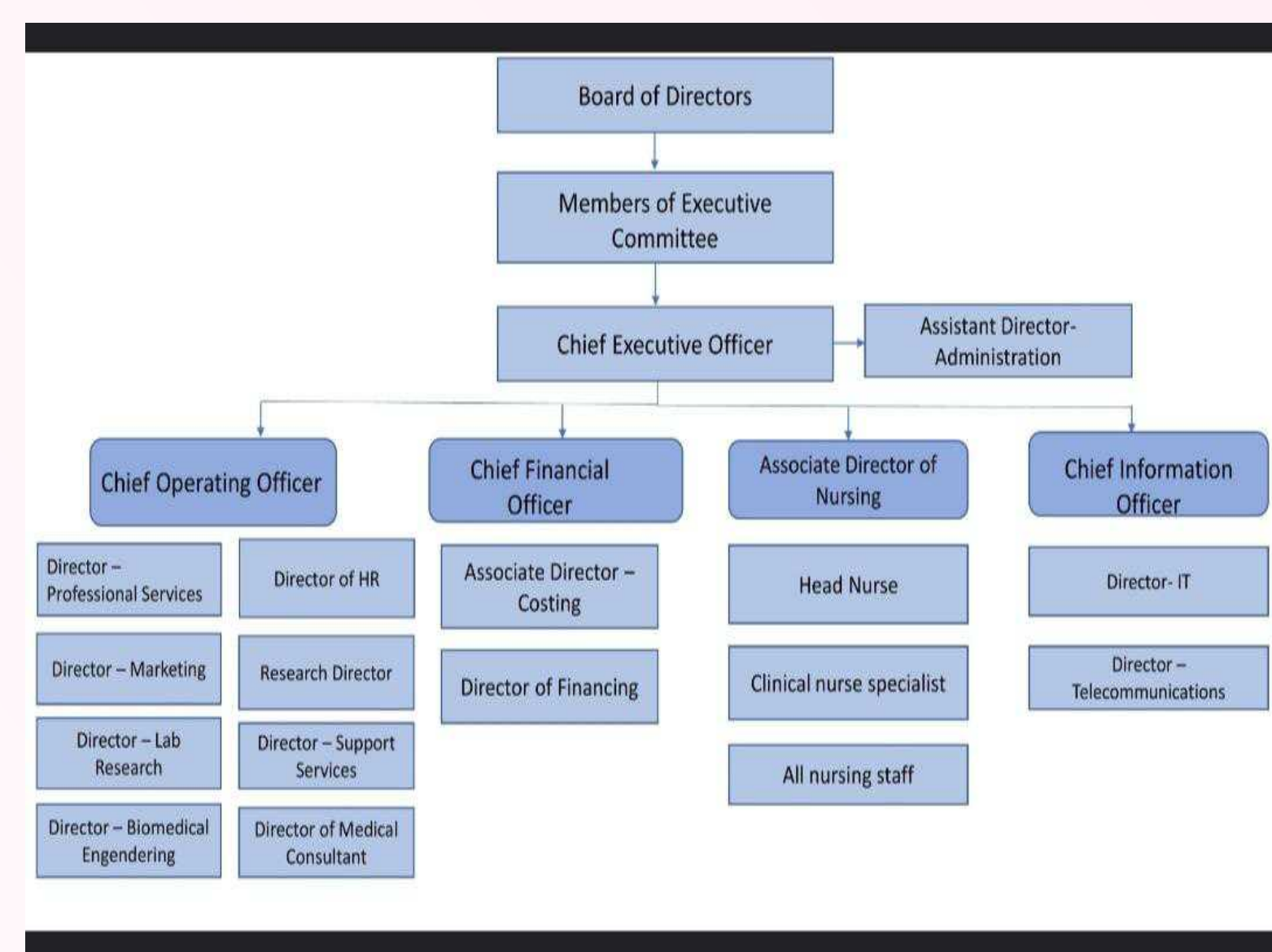
The PD Hinduja Hospital and Medical Centre located in Mahim, Mumbai, Maharashtra is a multi- specialty, tertiary care hospital founded in 1951 by Parmanand Deepchand Hinduja in collaboration with the Massachusetts General Hospital, the main teaching hospital of Harvard Medical School, Boston. The Hospital is operated by Hinduja Healthcare Limited. It is a not-for-profit institution, with 20% reserved for economically weaker people (10% beds for concessional treatments and 10% beds for completely free treatments). Hinduja is ranked 6th best hospital in India, 3rd best in western India. Recently awarded as 'Best Patient Friendly Hospital' in Maharashtra by the Association of Healthcare Providers (AHPI, India)

Vision & Mission

Vision To deliver quality healthcare. As an ultramodern tertiary care hospital in Mumbai, India we are motivated to lead the pathway to medical excellence with world-class healthcare treatments and services.

Mission To create Hinduja Hospital as a World Class medical institution by delivering quality medical care to all patients, as well as continuing medical education to all doctors and training to nurses

Organogram



Organization Brief

Total Bed capacity : 400
Buildings : 4 (OPD, IPD, S1 & S2)
Company Size : 5000 employee's
Specialties : Cardiology, Neurology, Endocrinology, Rheumatology, ENT, Ophthalmology, Minimal Access surgery (laparoscopy), Gastroenterology, Oncology, Dermatology, Radiology, IVF & Infertility, Plastic Surgery, Pulmonary Medicine, Orthopedics, Pediatrics

Methodology

Study area : P D Hinduja National Hospital, Operation theatre.

Type of Data : Qualitative & Quantitative

Source of Data : Primary data , Cases observed (113 & 66)

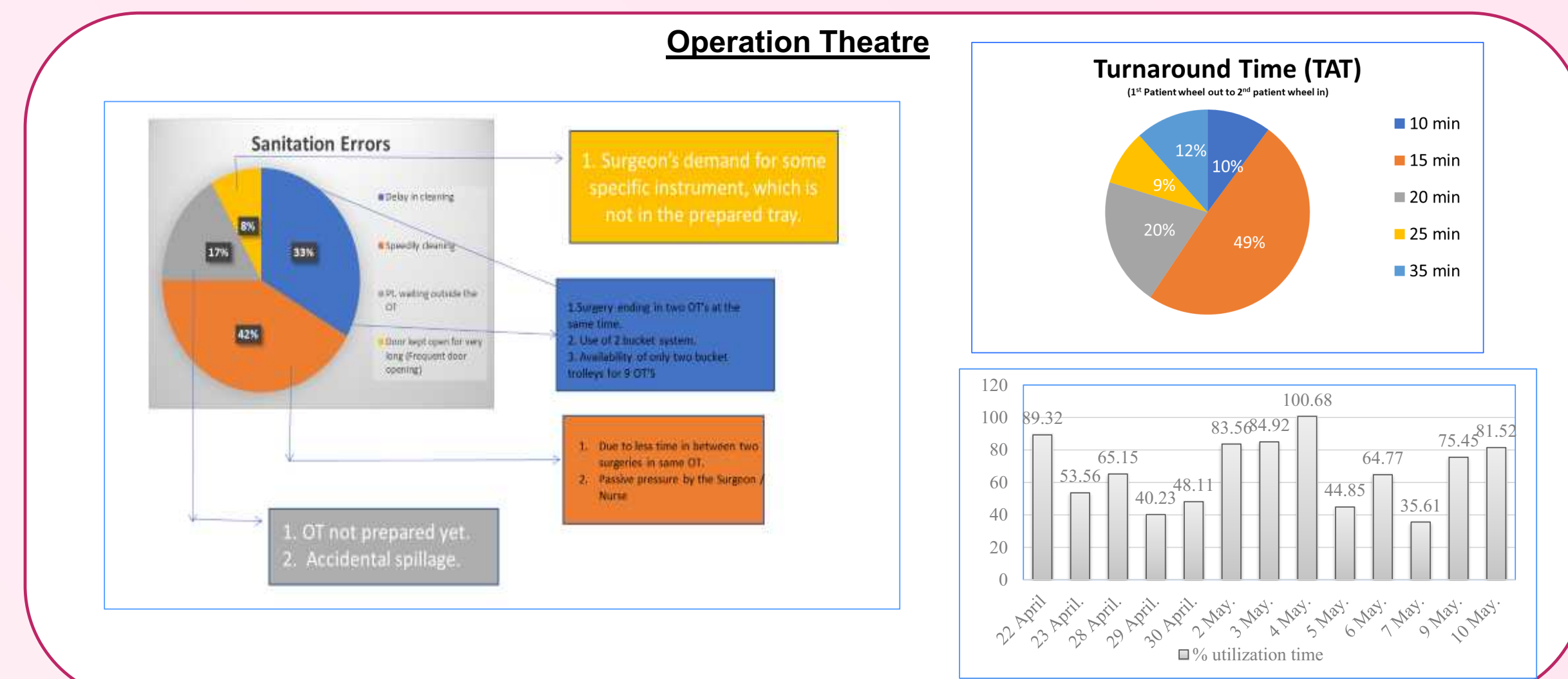
This entails using documents, official records, official data.

SWOT Analysis

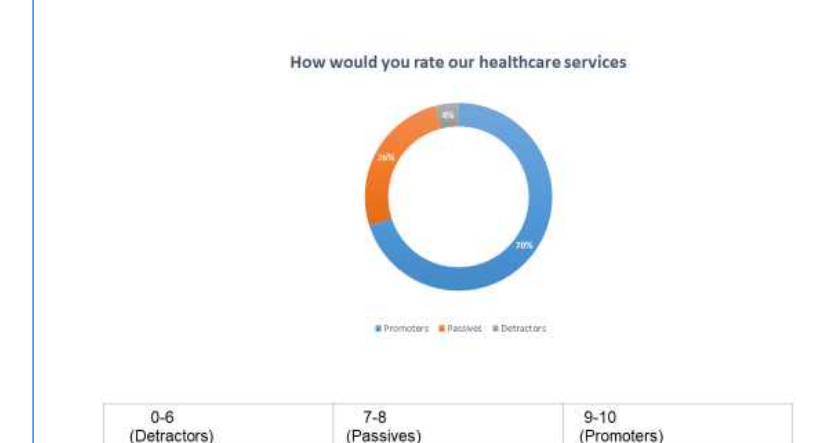
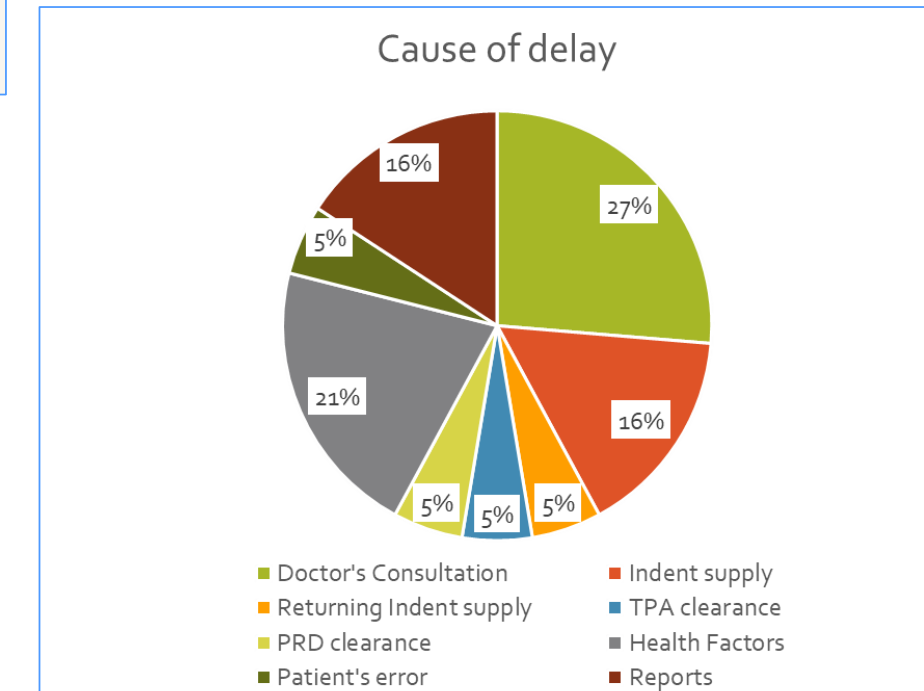
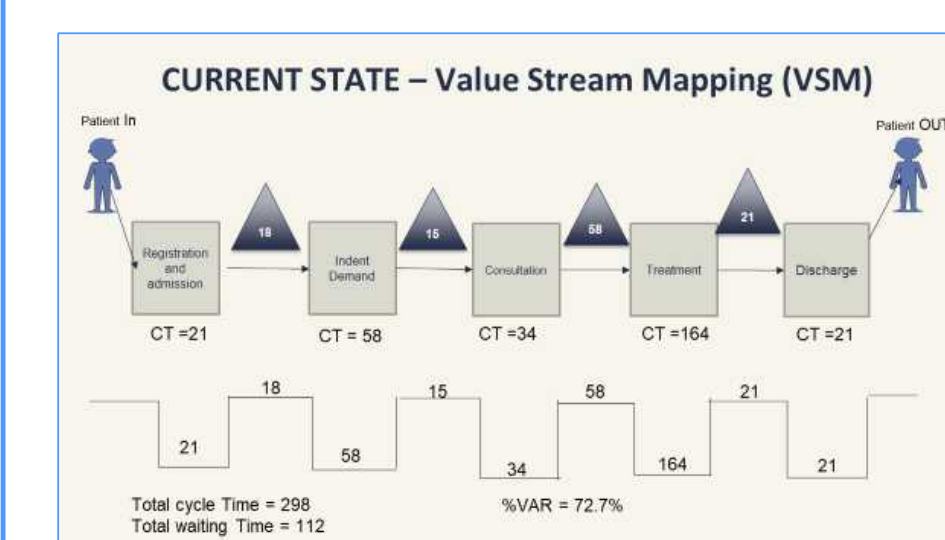
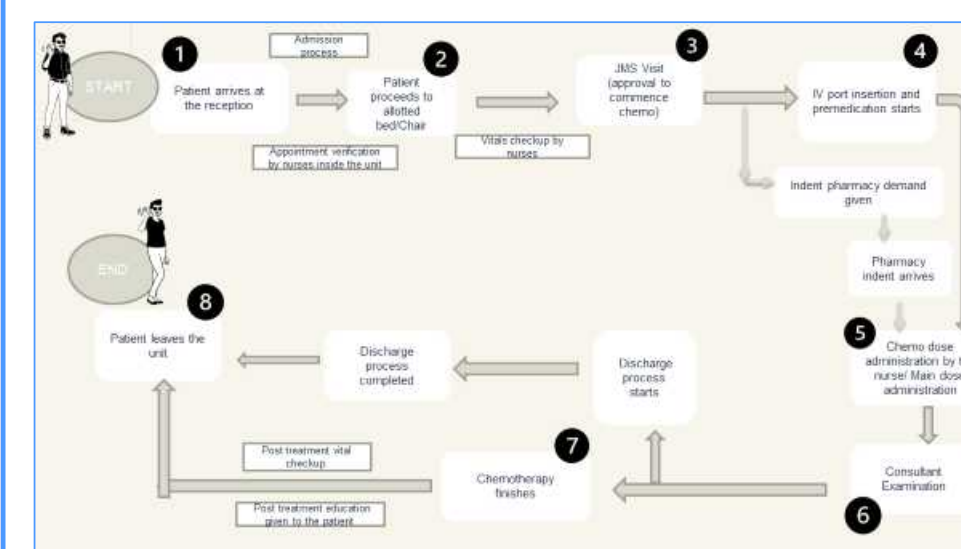
STRENGTHS	WEAKNESS	OPPORTUNITY	THREATS
 •The Hospital represents three strong pillars of Healthcare : Academics, Research & Clinical Work. •The hospital & HGS partnership to offer Advance Mobile Health Unit (AMHU) services. •The only hospital in Mumbai which has tie up with Maharashtra govt to for TB detection and reporting of the same. •The Hospital has in house department of laboratory medicine for all the routine and specialized investigation. •Best patient friendly patient Hospital in Mumbai, •First TB Champion Award by Global Health Strategies. •Robotic surgery. •HEPA filters installed for ultraclean ventilation	 •Distance between main building and S1 & S2 building, which delays the services in terms of indent pharmacy supply and sample collection for investigations. •Services too stretched for additional activity. •TPA and PR Procedure takes a lot of time and patient must visit the department every time for approval.	 • Organization and technology upgradation. • Digitalization for report approval and consultation. • Convenient parking. • More press and media coverage , more articles should be published and posts on social media handles • Underserved markets for specific service e.g., delivery ward	 • Internal misalignment between board members and Union. • Decisions are disconnected and not quick. • Negative press and media coverage. • Changing regulatory environment

Learning & Value additions

- Evaluated Turn around Time (TAT) for all the operating rooms in operation theatre and ways to decrease the TAT were suggested.
- To comprehend the sanitation and hygiene in Operation theatres to determine any faults in the process and later suggested our recommendations for the same.
- Enumerated the total Utilization time of the Operation Theatre complex
- Strategic patient mapping journey was plotted in which Value stream mapping was drawn for present and future.
- Voice of Customer was also conducted for medical oncology department.
- Safety reporting survey was conducted for whole hospital and report was made later.



Oncology Department



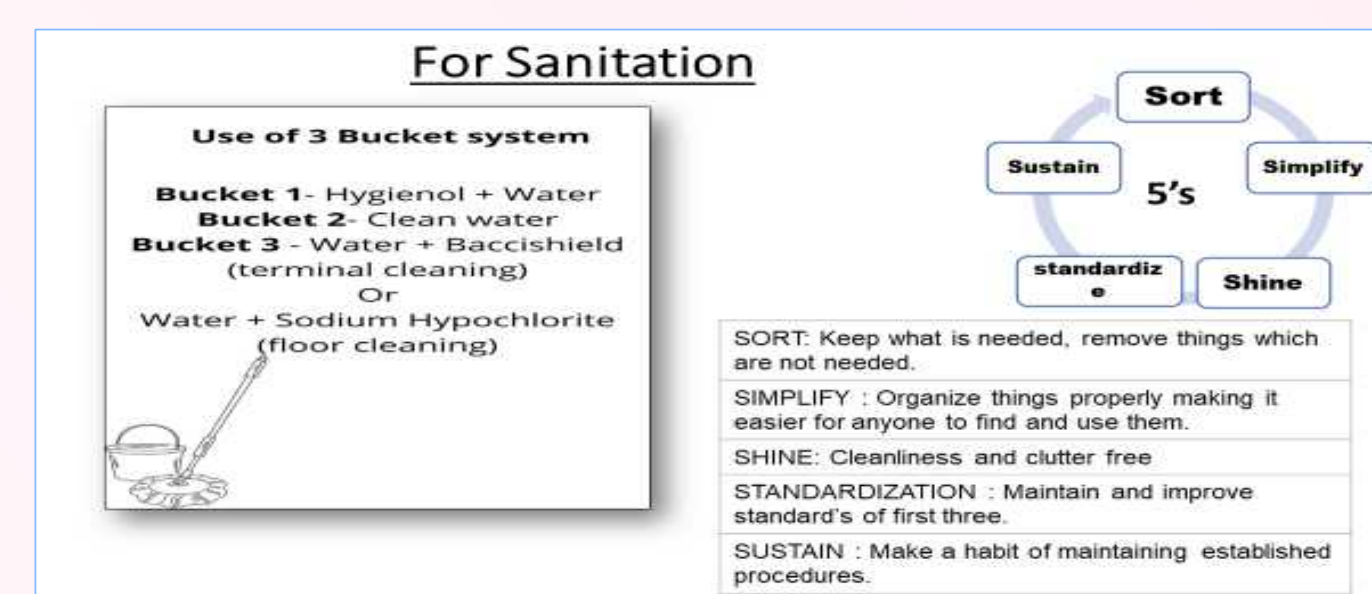
Theoretical & Practical Exposure

- Hospitals have tie ups with various NGO's and Insurance company to help economically weaker patients but on ground level the procedure to avail so is very lengthy and not so quick

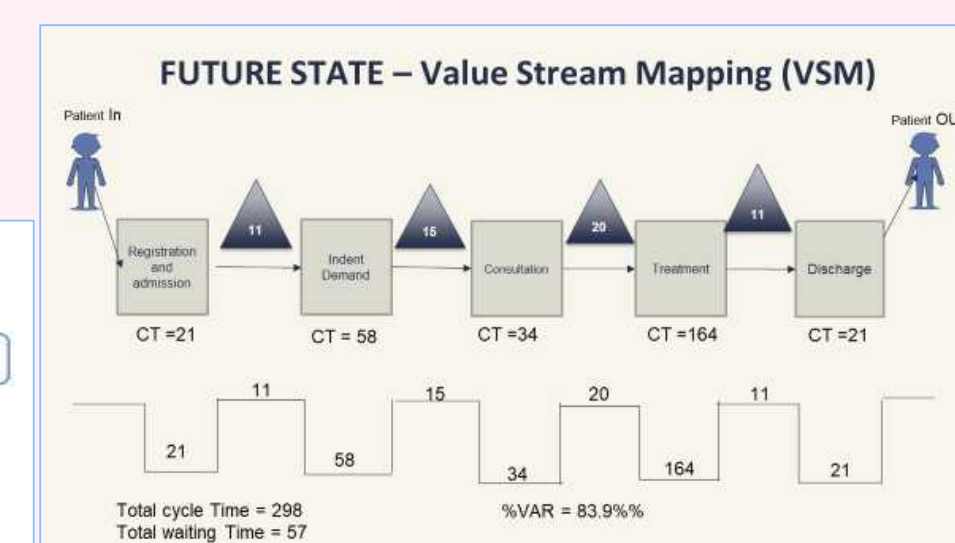
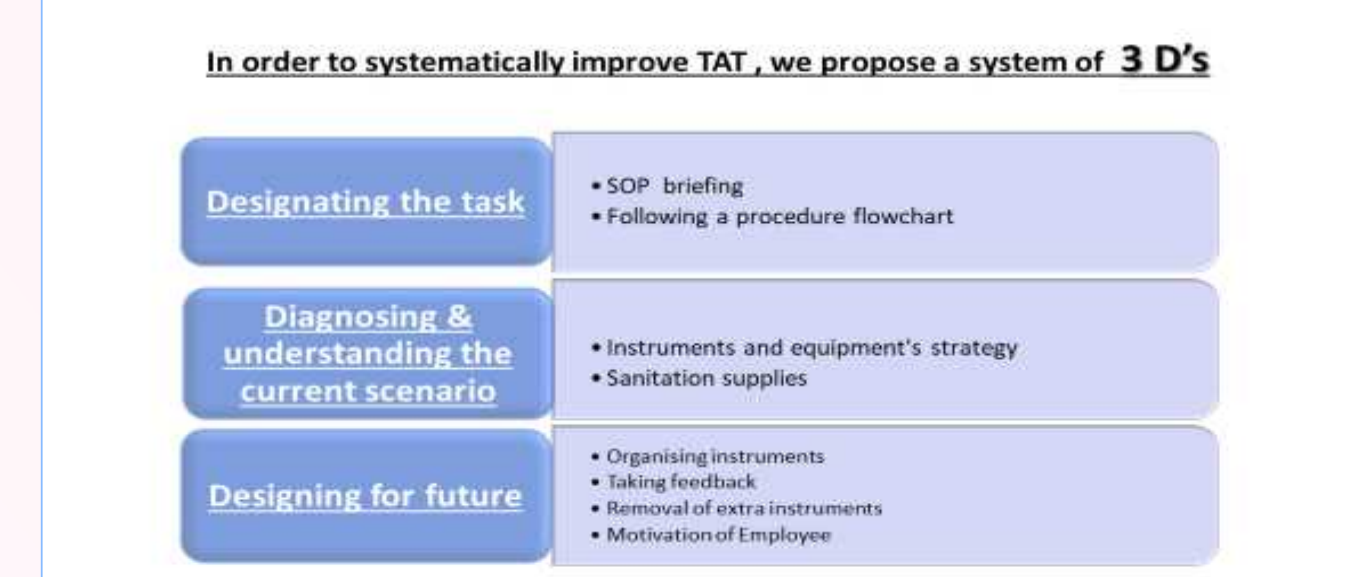
Usefulness Of Internship

- Understanding of sanitation process followed in Operation theatre, use of two bucket system in cleaning.
- Methods to calculate utilization %, understanding of overactivity and underactivity.
- Learned how to draw Value Stream Mapping.
- Step wise tracking of patient's movement from wheel in to wheel out time to plot TAT and a patient journey Map

Suggestions



For Turn Around Time



S-3 Approach for Oncology Department



SKY THERAPY



DIGITALIZATION