

Industry Sector Profile

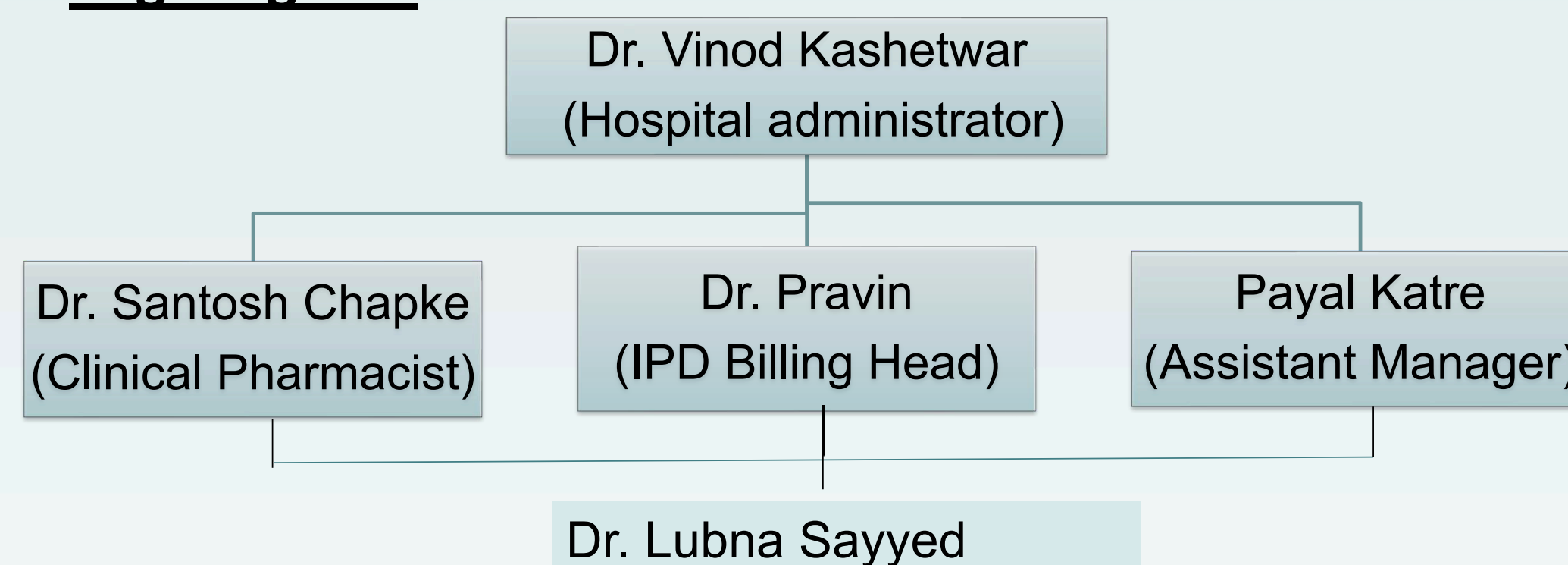


History : Wockhardt Super Speciality Hospital Nagpur was founded in 2007 & is NABH accredited. Its existence is the result of tradition of caring and innovation nurtured by Wockhardt Ltd, India's 5th largest Pharmaceutical & Healthcare Company.

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

Vision : Wockhardt Hospitals will strive with excellence to fulfill the needs of the community in its chosen field of medical treatment

Organogram :



About Industry :

It is a global pharmaceutical & biotechnology organization, providing affordable, high quality medicines. It is India's leading research-based global healthcare enterprise with relevance in the fields of Pharmaceuticals, Biotechnology & a chain of advanced Super Speciality Hospitals. Equipped with – 118 Patients beds (33 for Critical Care) & Backed up 10 bedded SICU.

Services :

Neurology, Neurosurgery, Orthopaedics, Minimal Access Surgery, Critical, Urology, Nephrology, Surgical Oncology, Endocrinology, Gynaecology, Paediatrics, Emergency Care, Preventive Healthcare

Learnings

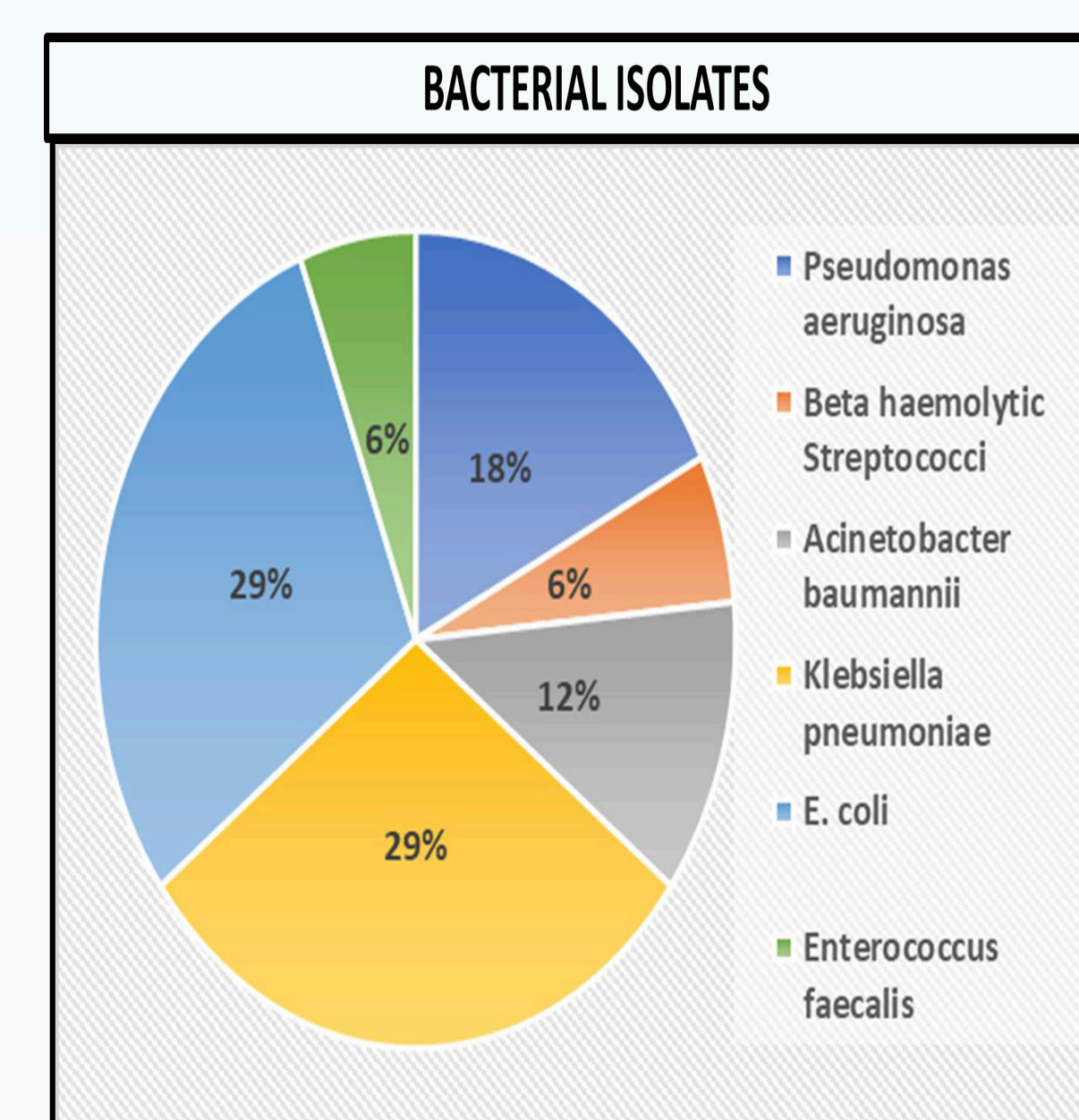
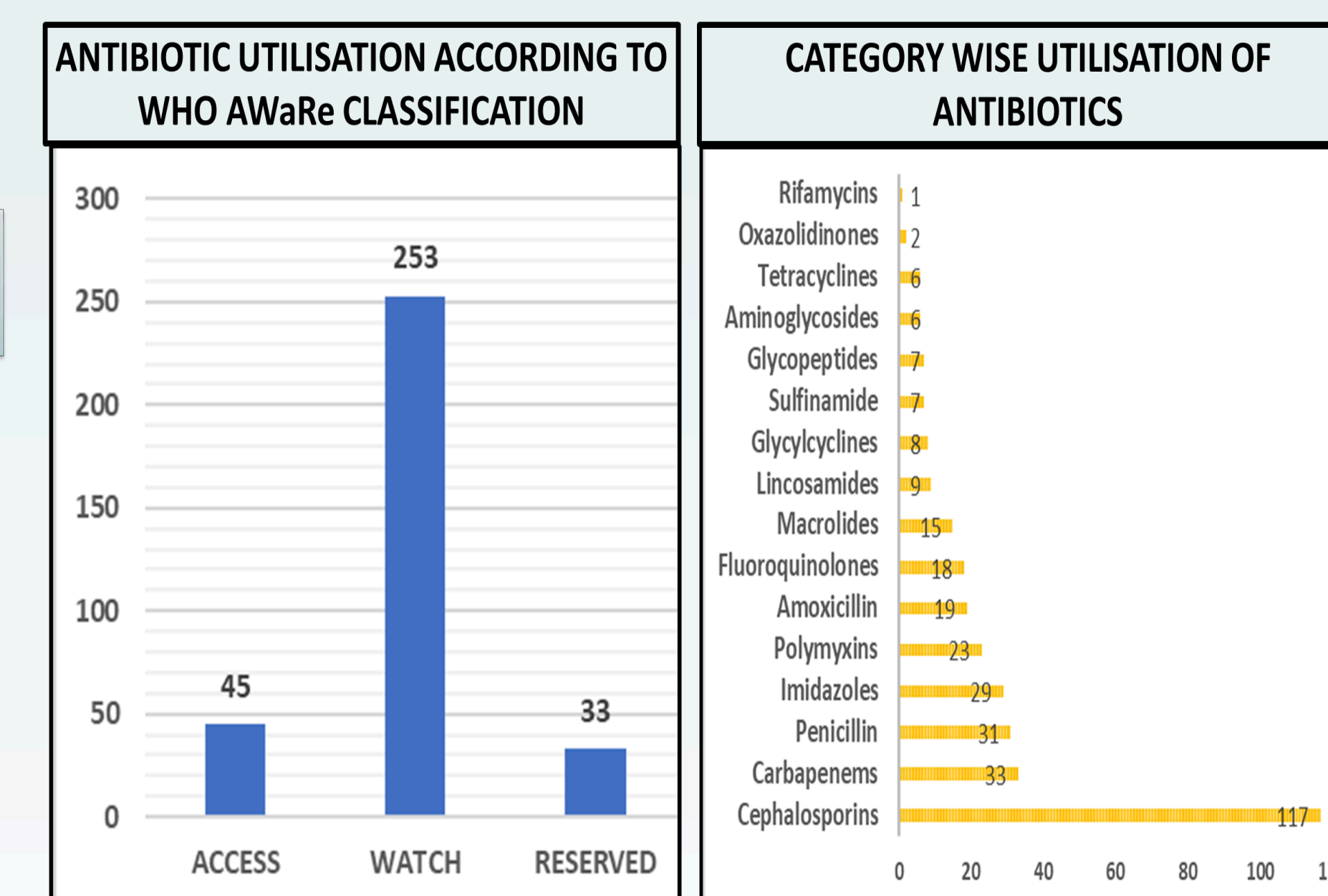
- Maximum Utilised Category of antibiotic in hospital- Watch
- Most prescribed antibiotic in the hospital- Cephalosporins
- Preparation of Antibigram and sensitivity of bacterial isolates to antibiotics

Reasons for increase in OPD waiting time

- Non Availability of Doctors due to -Rounds in general, ICU ward and Emergency ward, OT
- Improper communication regarding availability of doctors
- Earlier arrival of patients than the scheduled time
- CRM Service is not utilised.

Causes of deviation in estimates & billing amount-

- Increase in bed charges, medicines, doctors consultation fee due to increase in length of patients stay in the ward.
- Shifting of patient from General ward to MICU or SICU.
- Due to increase in number of investigations
- More usage of consumables than the estimated



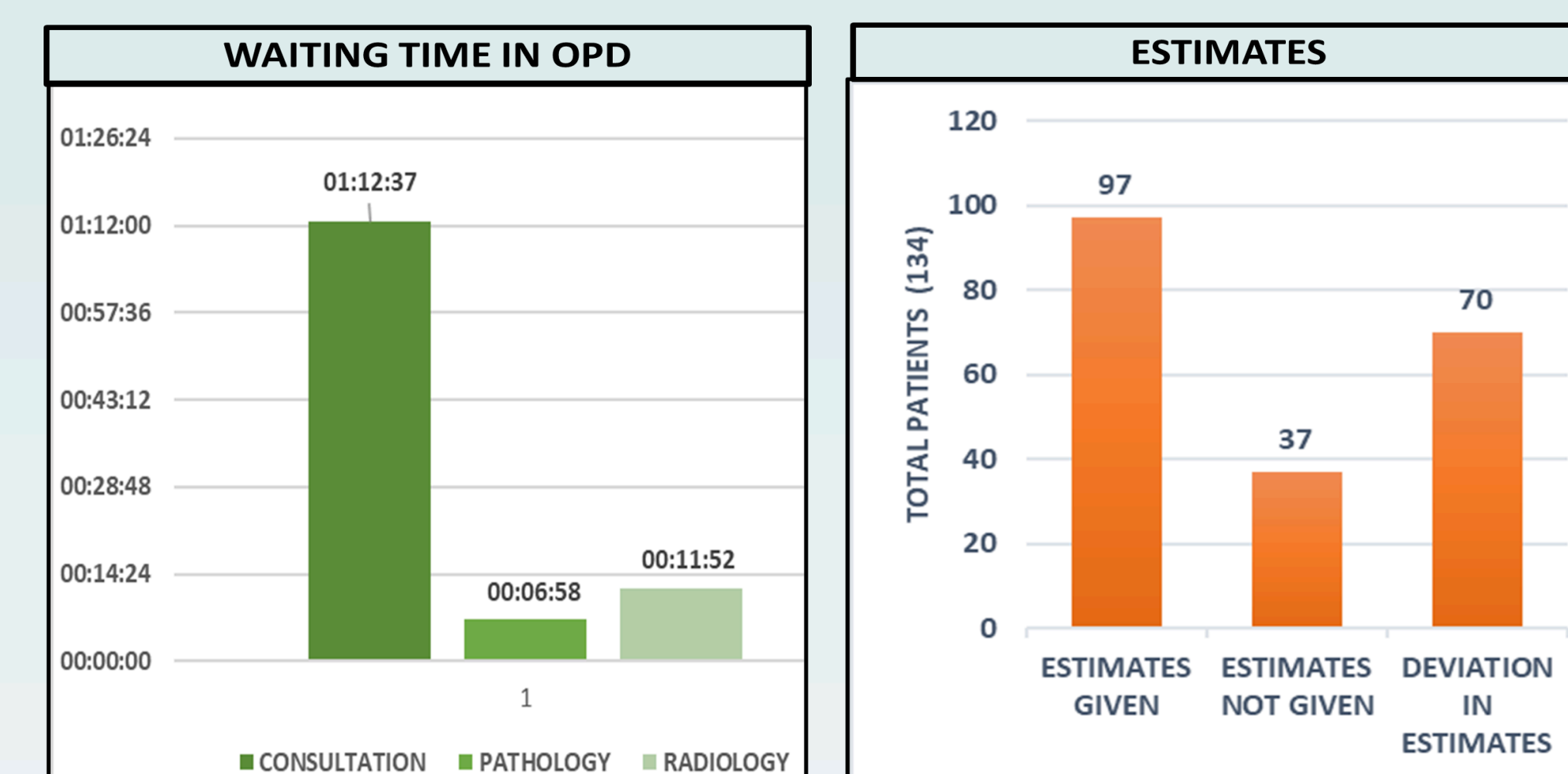
SWOT Analysis

S-Prescription audit is conducted in the ward, facility aggregated antibiogram is available, Delivers Quality Patient care, Knowledgeable & trained staff

W-Health care professionals have competing priorities & little time for AMS activity, Consultants ward rounds timing is not tracked by hospital IT Software

O-Active implementation of AMR, Presenting findings from AMS activities to health care professionals, Better management of queues at OPD

T-Increased costs for antibiotics, Time constraints of the Patients.



Usefulness and Challenges

Usefulness :

- Internship ensured learning
- Helped in gaining Valuable work experience
- Helped in acquiring problem solving skills and project management skills
- Building up Professional network.

Challenges :

- Faced resistance from team members in initial days
- Some prescriptions were with the Brand name rather than Generic
- Complexity in data collection due to two OPDS
- Time management problem.

Practical Exposure & Theoretical Work

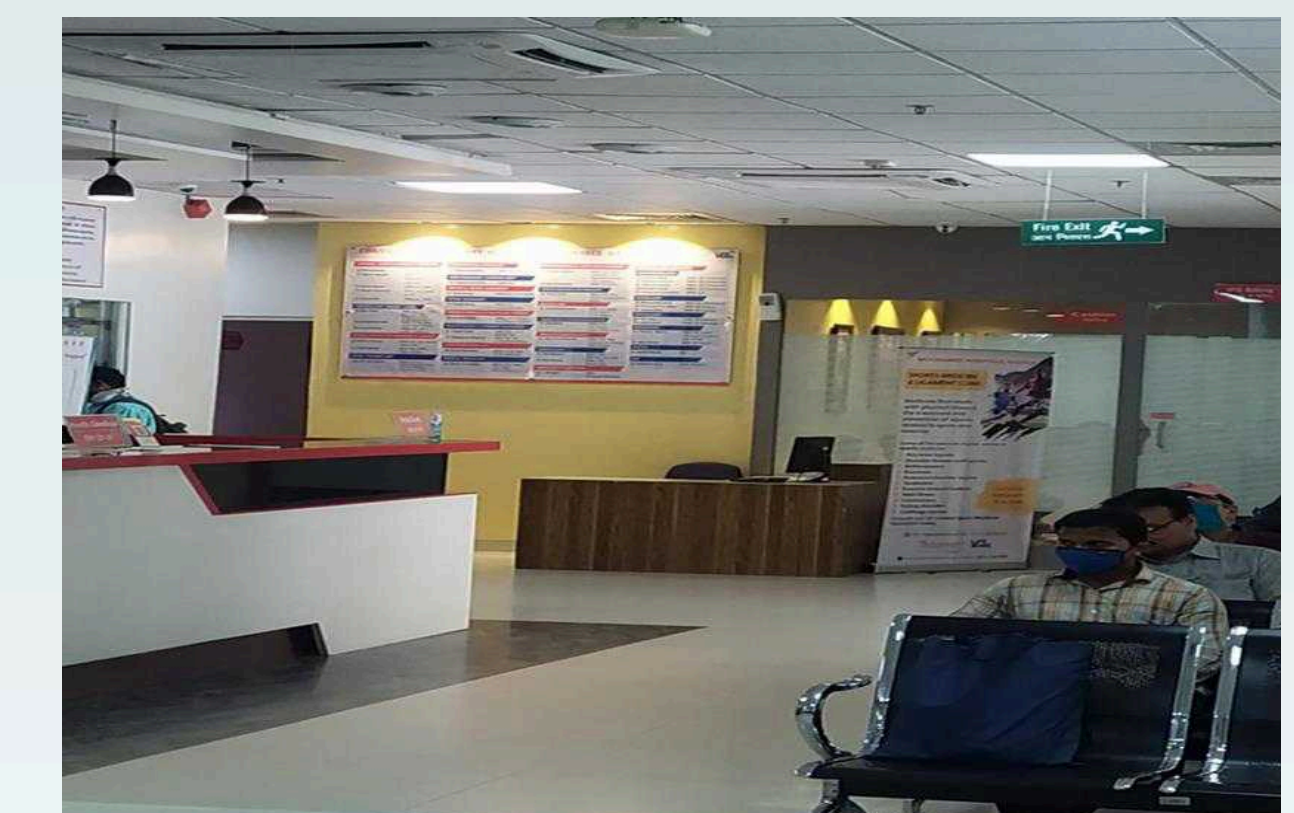
Practical Exposure :

Exposure to-

- Clinical departments in hospital (IPD, OPD, ICU)
- Administrative department, Finance department.
- Working environment that facilitated the development of interpersonal skills.
- Deeper understanding of how management works in hospital.

Theoretical Work :

- Helped to understand the project entirely before indulging with practical side of the project.
- To Understand -Concept & issues behind the projects
- To Know logic behind performing the practical of the project.



Suggestions

- Strict evaluation of implementation of antimicrobial policy
- Availability of antimicrobial policy in each ward, ICU & to prescribers
- Awareness about antibiotic resistance
- Rounds should be taken prior to or after the OPD hours
- There must be co-ordination between OPD hours & OPD timings
- Use of CRM Services.
- Estimates should be given on the same day when patient is admitted