

BRIEF HISTORY ABOUT KIMS SUNSHINE HOSPITAL



KIMS-Sunshine Hospital, Paradise The 350-bed multi-specialty tertiary care facility with over 30 specialties, is centrally situated in the heart of the city and accessible to most of the citizens across the country. It aims to provide quality care to all patients in a patient-friendly environment, with a focus on clinical excellence, patient safety and dignity, transparency, affordability, and accessible quality care. Since its establishment, KIMS-Sunshine Hospital has been delivering world-class treatments and facilities with compassion, teamwork, transparency, and a process-driven approach. The hospital has earned the prestigious NABH accreditation, which recognizes its commitment to quality, safety, and continuous improvement in patient care. The institution brings together the best healthcare practices from around the world and engages top physicians from India and abroad to provide the best possible care for its patients.

Vision:

To create a world-class medical facility, wherein patients are treated with compassion.

Mission:

To offer qualitative and comprehensive services in a patient-friendly environment with a focus on clinical excellence, safety, dignity and transparency, while staying affordable and accessible to every patient in need.

Values:

Our values drive everything that we do.

- Patient is paramount
- Take pride in what we do
- Act with transparency and integrity
- Compassion – We are sincere, caring, courteous, and understanding

✓ The best single word

"We" not "I"

✓ The best Two words

Serve Others

✓ The best Three words

Be the best

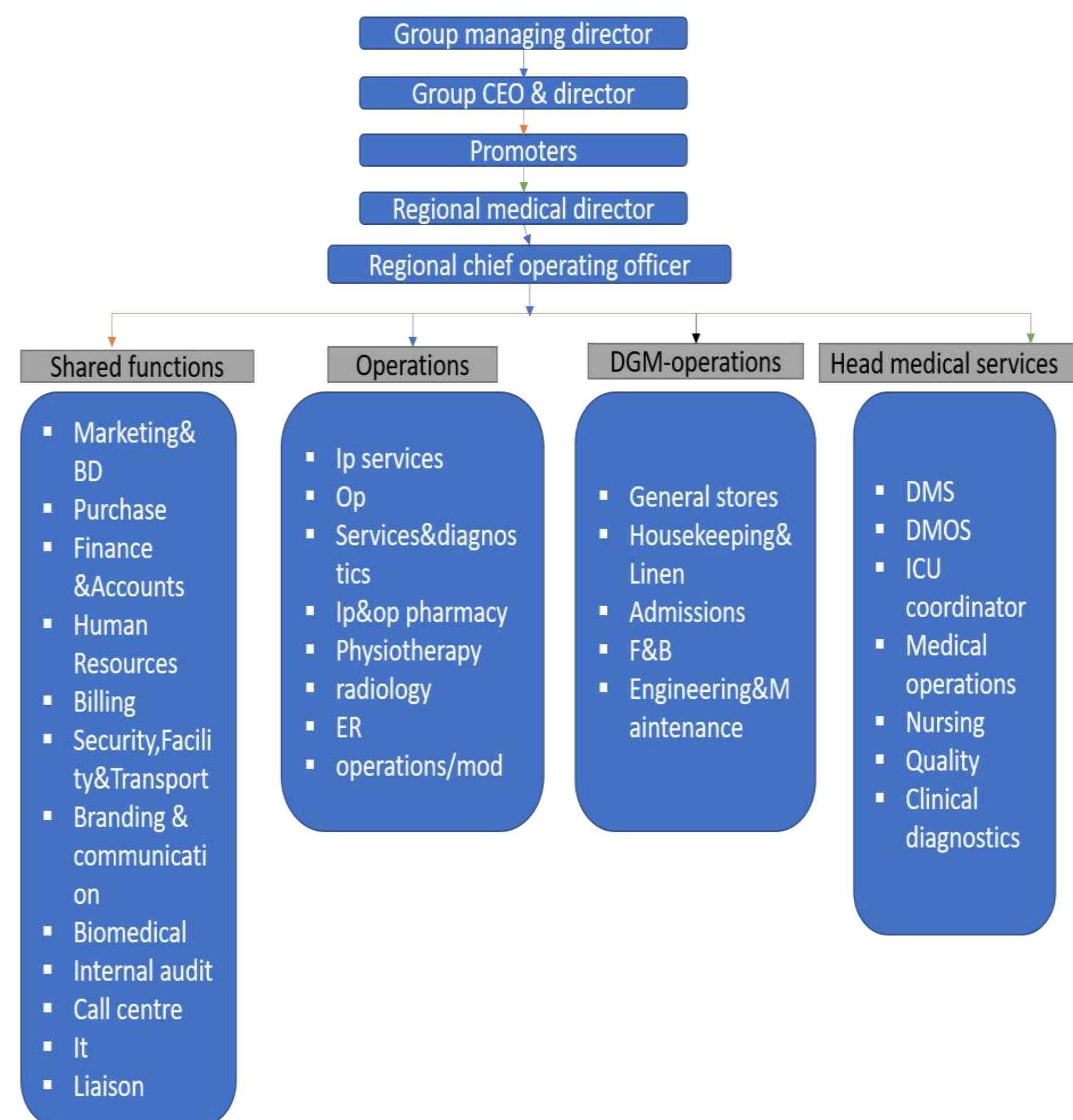
✓ The best Four words

Let us all grow

✓ The best Five words

Fruits of efforts to society

ORGANISATION STRUCTURE



DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

- Theoretical knowledge helps to build basic concept & helps to set strategy for dealing with the practical application of the same.
- Practical exposure on the other hand leads to a much deeper understanding and gives a personal experience. We are able to use our knowledge and skills gained in the college to the day today activities of the organisation and observe the practical application of them

CHALLENGES FACED DURING INTERNSHIP

- We had to wait until the staff is free to share the details with us.
- We were not given a free access to the Hospital Management Information system.
- As an intern, cooperation from various departments to obtain information and data was tough.

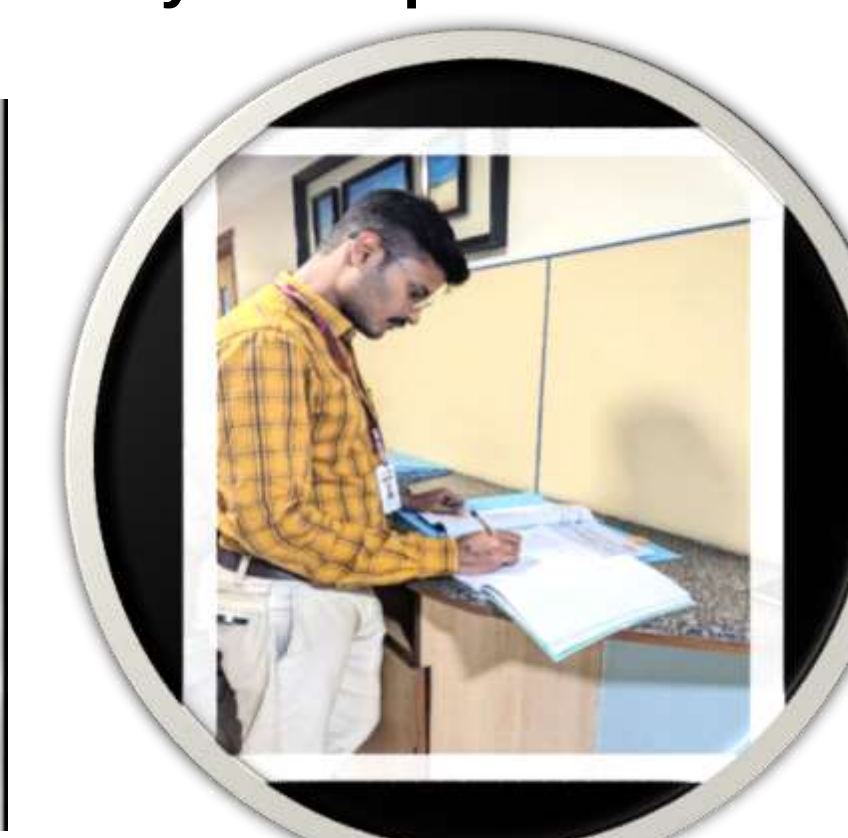


SWOT ANALYSIS



LEARNING & VALUE ADDITIONS DONE DURING INTERNSHIP

- Visualization of workings (flow chart) and protocols followed in different departments. This way the inefficiencies in the management and operations could be pointed out and rectified
- OPD operations and management- Got exposure and hands on training on the process of admission, patients counseling for admission and discharge
- Learned how to communicate with patients and as well as hospital staff
- Regular reporting to senior management as well as supporting ground level workers
- Learned how to manage different processes observed in OT.
- After this summer internship, I came to know the various departments in a hospital and how they are dependent on each other and how they work.



USEFULNESS OF INTERNSHIP

- Internship helped me introduce myself to the hospital working environment.
- It offered me a chance to put my knowledge and skills into action and realize my own potential.
- It also trained me on several aspects from seeking organization behavior to working in team and understanding management on different levels.
- Communication abilities in terms of how to communicate with clients and higher authorities in the organization.
- In-depth knowledge of Operations department how it works.

Suggestions

- Patient Reported Outcome Measures (PROM) should be implemented in the hospital. The use of PROMs in routine clinical care help to ensure symptoms and health status.
- In order to reduce effort and improve patient satisfaction, the appropriate number of trained human resource should be assigned.
- Proper documentation of the data is necessary in order to track the clients correctly.
- Full digitalization of medical records will enable to identify if there are any drawbacks or problems occurring in the files considering all the parameters
- Staff should be trained on medical terminologies related to client admissions in order to avoid mistakes during documentation.
- Counseling should be provided to avoid losing clients and to make the conversion process more efficient
- Weekly training sessions of staffs should be conducted.
- Should educate patients and attendants about the consent forms and the formalities to be done.

