

INDUSTRY SECTOR PROFILE



Apex Hospital started as a 50 bedded hospital, which now has a chain of multi- super specialty hospitals in Rajasthan located in Jaipur(Malviya nagar, Mansarovar), Bikaner, Jhunjhunu and Sawai Madhopur at present. Founded by Dr S.B Jhawar in the year 1994, the institution is envisioned with the aim bringing highest medical care along with clinical research, education and training at affordable cost. The motto is *Empathy, Expertise, Experience*

Vision and Mission

Vision: To deliver quality conscious and technology driven contemporary healthcare across segments, in an environment that is oriented towards patients and staff needs with all endeavors to ensure continuous education and training for a multi-faceted personal and linear organizational growth.

Mission: To provide holistic quality care at a minimal cost in a hygienic environment with perseverance, dedication and compassion.

Strength

- Location of the Hospital
- Layout of the department
- Skilled consultants
- High patient satisfaction

Weakness

- High workload on staff
- Size of the department
- Lack of manpower
- Waiting time for patients

SWOT Analysis

Opportunities

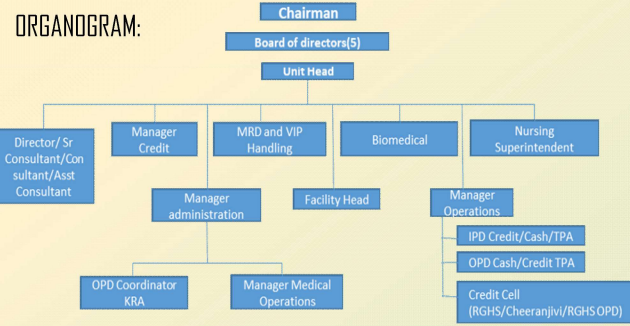
- Capacity building
- Collaboration with research institutes
- Teleconsultations
- Community outreach

Threats

- Attrition of consultants
- Other healthcare service providers
- Outdated technology

Theoretical v/s Practical exposure

- The layout of the hospital was improvised to suit practicality.
- Teamwork and communication skills
- Emergency situations and how to respond.



Learnings during the internship

- Hospital management intricacies and its supervision.
- Importance of appreciation of staff and employee satisfaction.
- The difficulties and problems related to the handling of patients.
- The process of documentation and information dissemination.

Suggestions

- Proper allocation of duties for optimal utilisation of available manpower.
- Renovation of the Canteen area and services.
- IT enabled services like remote consultations

Usefulness of the Internship

- Gaining valuable experience and confidence
- Industry exposure
- Networking with healthcare professionals
- Understanding the work culture of a hospital

Work done during Internship

Time mapping of patients in the Oncology department

Study Design : Observational Descriptive Study

Sampling: Purposive sampling

Method to collect data: Observation and document review.

Sample Size: 200 Patients



Waiting time in mins



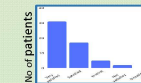
Assessment of the level of Patient satisfaction in the department

Study Design: Cross Sectional Study

Sampling: Purposive sampling

Method to collect data: Survey

Sample size: 60 patients



Major Findings:

1. The waiting time in discharge process is the maximum
2. The waiting time for RT is also more than an hour on average. Sometimes the patient also has to wait 2 hours.
3. The level of Patient satisfaction in the department is good: 76.66%.
4. Likelihood to recommend Apex Oncology department is also good: 69.25%.

Challenges faced

- Lack of regular communication with the industry mentor.
- Difficulty in approaching the staff and patients in early days of internship/Ice breaking.
- Less prior knowledge about the medical field.
- Lack of communication within the organization.