

SUMMER TRAINING AT BLK MAX SUPER SPECIALITY HOSPITAL, NEW DELHI

BLK MAX HOSPITAL

Services offered included General Surgery, Ophthalmology, ENT, Dentistry, Pulmonology, Intensive Care and Orthopaedics, apart from mother & child care. 650 beds hospital located in Central Delhi.

As a testimony to our commitment towards quality, BLK-Max has been accredited by Joint Commission International (JCI) & National Accreditation Board for Hospitals & Healthcare Providers (NABH), National Accreditation Board for Testing and Calibration Laboratories (NABL).

DURATION- 8 WEEKS

DEPARTMENT- Medical Administration

OBJECTIVES OF THE SUMMER TRAINING

- 1. Review of the hospital.
- 2. Evaluation of discharge process.
- 3. Service feedback from patients.

METHODS

- 1. Using HIS System followed discharge process. First summary is freeze by doctor after discussing with patient, clearances of nursing and pharmacy is done then file is sent to billing department.
- 2. Wards rounds taken daily to know any service related issue by meeting the patient. Approximately 1000 patients attended during internship from the department of Orthopaedics (Ortho and Spine Surgery, Arthroscopy) Gastroenterology and Surgical Gastroenterology, Advance Laparoscopic and Bariatric Surgery.

FINDINGS

- 1. Discharges process is smooth with the help of HIS.
- 2. Services related issues are informed directly to the supervisor and then they will sort it out.
- Around 15% patients have issue regarding food and beverages.
- 10% patients regarding housekeeping .

OBSERVATIONS in OPD

- 1. Longer waiting time for doctors in OPD.
- 2. Treatments are costlier.
- 3. No crowd management.
- 4. High staff turnover.

USEFULLNES OF INTERNSHIP

- Learned about how hospital systems works.
- Got familiar with functioning of different departments.
- Able to put theoretical knowledge in practice.
- Helped me to learn that every department is interlinked with each other.

SWOT ANALYSIS

STRENGTHS

- Strong brand name
- International customer loyalty
- Latest Technology and Machineries
- Well maintained HIS System

WEAKNESS

- Poor crowd management
- Longer waiting time for patients
- Treatments are costlier
- High staff turnover

OPPORTUNITIES

- To improve business
- retain the experts staff

THREATS

- High cost of treatment
- Staff dissatisfaction
- High administration turnover
- Patient dissatisfaction

SUGGESTIONS

- Reward system for all the employees so that staff turnover rate is decreases and employees are motivated.
- Patient must be attended on time by the nurses.
- Crowd management must be done properly so that crowd is decrease in area.

