



# Time Motion Study In Health Check-Up Department



Presented By- Vishakha Singh Tanwar- 1653  
MBA-HM 27, IIHMR UNIVERSITY,JAIPUR

Industry Mentor - Dr Sanjeev Gupta  
University Mentor - Ashish Bandu

## BRIEF HISTORY

- 1.THE BEST MULTISPECIALITY HOSPITAL OF GUJARAT crowned with trust, brings to the table a class of its own.
2. Zydus Hospitals has the mission to extend World Class healthcare solutions to the community through advances in medical technology & research.
3. By adopting best man management practices - Zydus Hospitals has benchmarked its existence in the state of Gujarat. Offering the best of medical facilities, it stands being Western India's largest private hospitals.

## SWOT

### STRENGTH

- 1.Reputation in the healthcare industry and king of pharma
- 2.Skilled Staff, Range of Specialties
- 3.Strong Branding

### OPPORTUNITIES

- 1.Google revies and social media presence.
- 2.Expansion of services and chains, Partnerships

### WEAKNESS

- 1.Despite of a huge infrastructure the space inside the hospital is not properly utilized which leads to over crowdedness

### THREAT

- 1.Competition, new entries such shardaben Hospital in the market with reduced cost and increased efficiency along with strong brand names

## VISION

To be a leading provider in healthcare service delivery to the community. We shall achieve 1500 beds under our management by the year 2023 and become a most preferred destination for comprehensive medical care and treatment.

## MISSION

To provide world standard healthcare solutions to the community by leveraging advances in medical research, science and technology and adoption of best management practices.

## RESEARCH METHODOLOGY

STUDY DESIGN - Observational study.

DATA COLLECTION - Tracked each patient through each process followed by in the

SAMPLING TECHNIQUE - Purposive Sampling

Total sample size is 30

Tracked platinum Wellness-18

Tracked gold Wellness-12

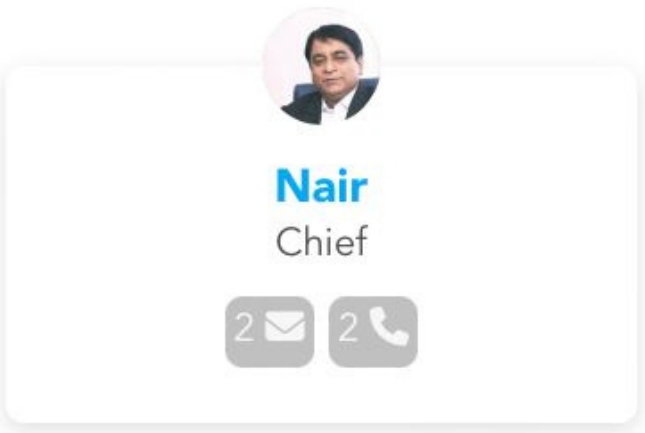
Tracked from 8th June- 30th June

## OBJECTIVE

To develop standardized processes that ensure consistency, reduce errors, and enhance the quality of health checkups.



## Zydus Hospitals Org Chart



Product & Eng (8)



Vimal Parikh  
Information Technology Infras...



Finance (7)



Ravi Pethani  
Associate



HR (5)



Dhruvil Kothari  
Associate - Human Resources



Marketing (1)



Jasmin Shah  
Duty Manager



Health (26)



Manish Sanghavi  
Head of Pharmacy Department



Operations (9)



arjav patel  
Associate IT



## THEORY VS PRACTICAL

Practically:

1. Identify the current scenario, requirement, or problem.
2. Conduct primary research; with the team's assistance, collect proof (on our own).
3. Examine, reduce, and exclude the data that have been gathered.
4. Based on your research and analysis, strategize and offer long-lasting solutions.

Theoretically, we are typically presented with a hypothetical situation, some study is conducted or secondary sources are used, and solutions are presented without really analysing the effects.

## CHALLENGES FACED

I found it challenging because I had minimal experience with data analysis, but these days I'm much more comfortable with statistics on excel.

## USEFULNESS OF THE INTERNSHIP

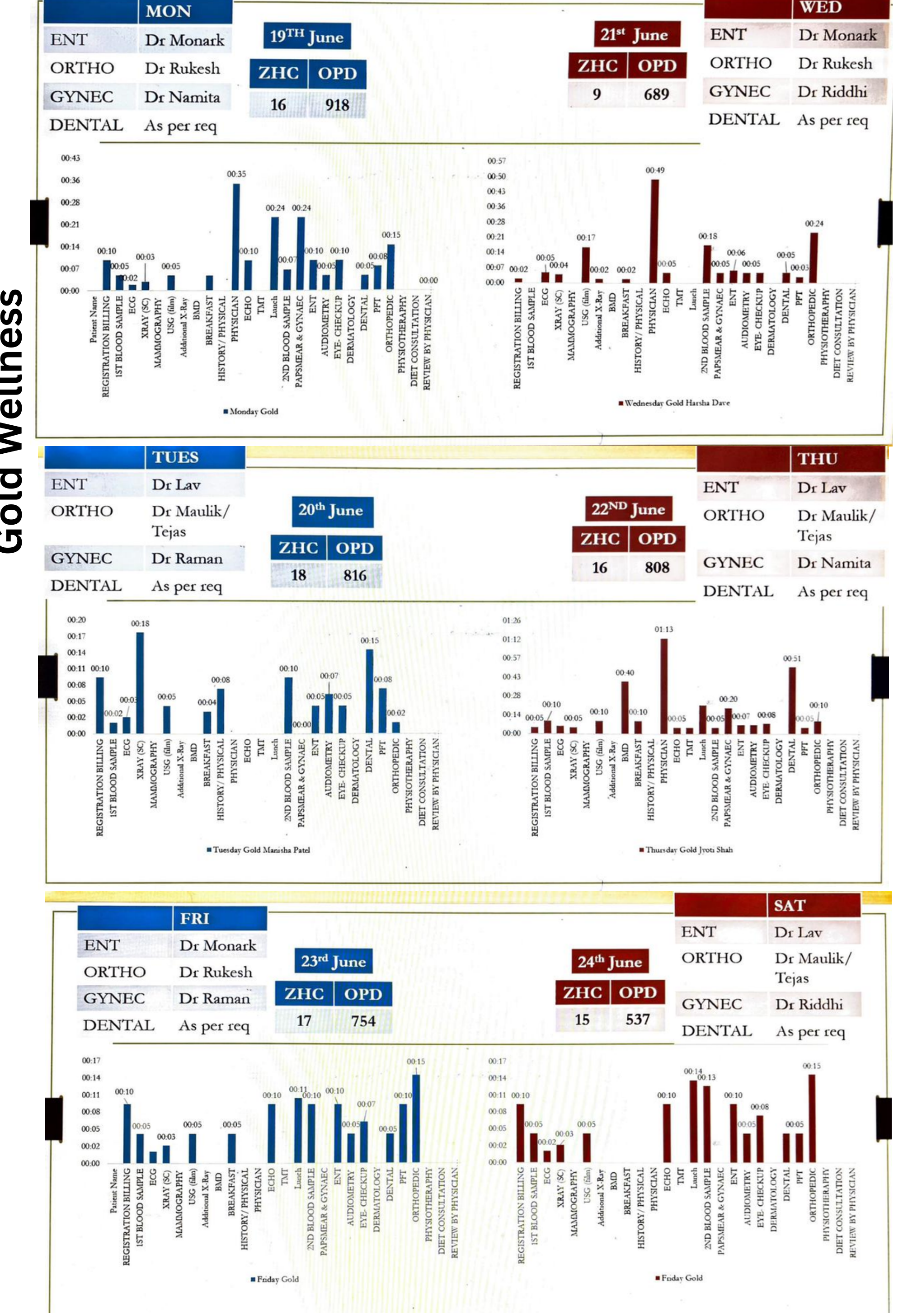
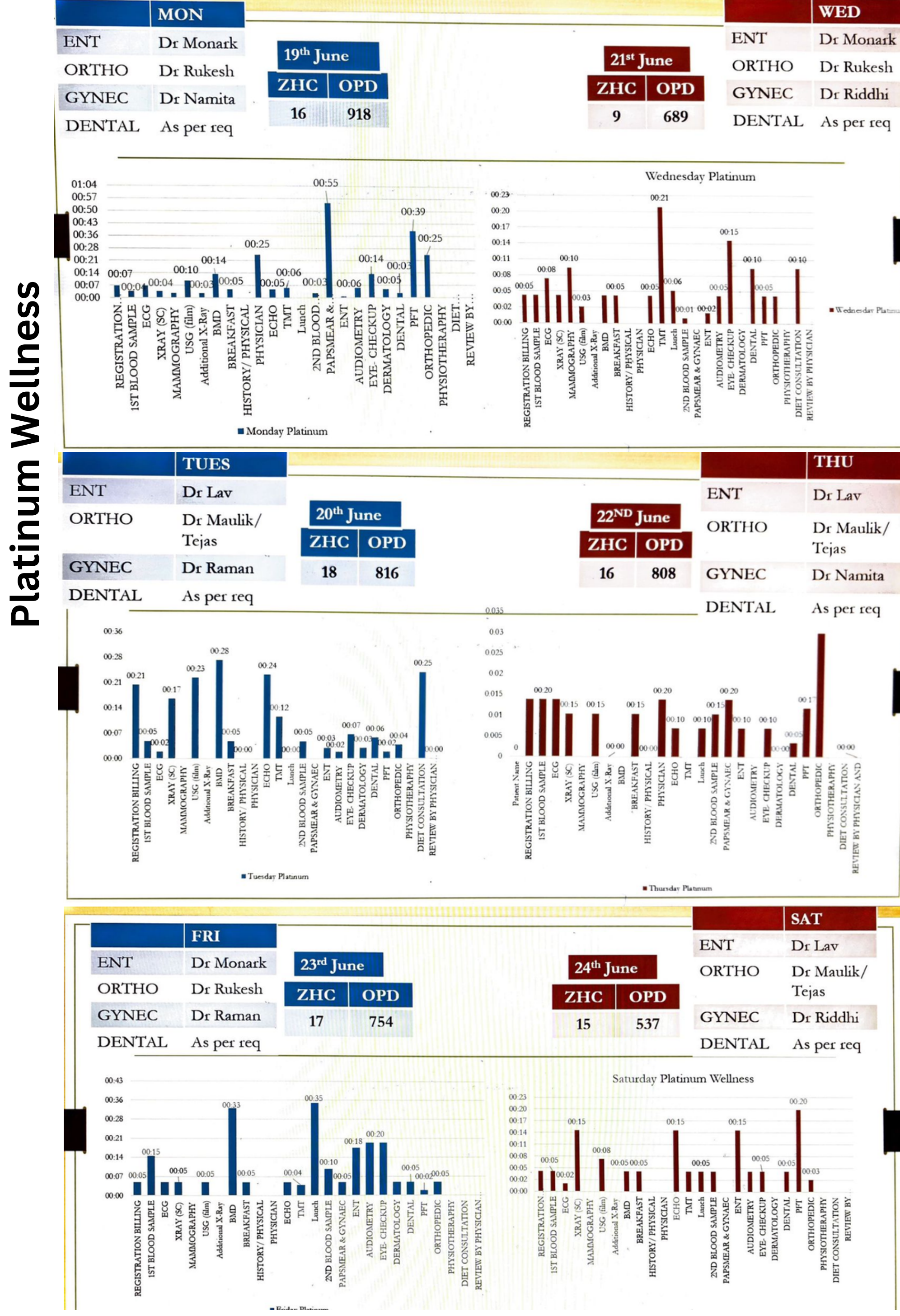
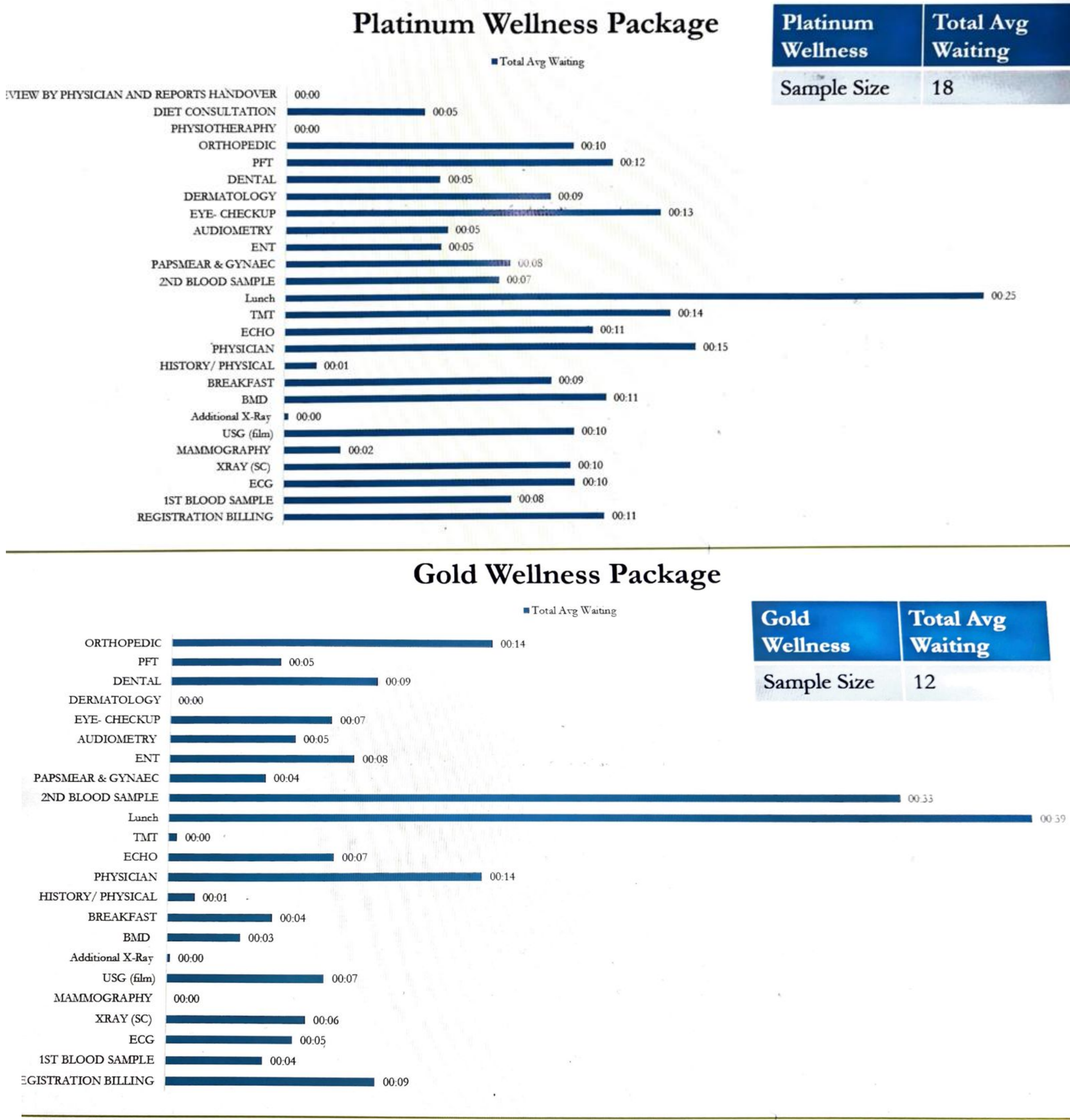
1.Exposure to Different Departments

During my internship, i had a chance to rotate through different departments, such as ER ,OT, wards, radiology.

Networking Opportunities

2. Building relationships and networking with each individuals in the Zydus had been advantageous for future career opportunities.

Working in a hospital environment enhanced my skills such as , teamwork, problem-solving, critical thinking, and decision-making.



## RESULT- TOTAL SAMPLE SIZE -30

•As per analysis average waiting time of Gynec Consultation is highest on Monday in comparison to Wednesday, as the scheduled consultant for Monday arrives at 12 pm noon and then starts along with OPD patients alternatively causes delay in motion and it gets difficult to divert the patient later.

•The ECHO and TMT Dept starts at 9:30 in the morning with OPD flow and as the health check up clients starts getting aligned the TAT causes a gap and simultaneously causes delay.

•There is no fixed consultant for dentistry and it is a challenging task during the OPD hours to coordinate with the available consultant and request them to take the client who had been waiting to get done for that particular task

•Lack of coordination in btw the customer care staff and consulting physicians on high OPD days due to delay in motion of the clients assigned.

## LEARNING DURING INTERNSHIP

1. Conducting detailed primary research: It was for this project that I actually collected thorough data, comprehended all on-field difficulties, and overcome them.
2. Improved soft skills: I've developed my ability to communicate effectively, comprehend challenges from an empathic perspective, build networks professionally, and think creatively to come up with solutions.
3. Thanks to Zydus's commitment of improving society through its high-quality service and my experience working in a warm, encouraging, and compassionate atmosphere, I have come to genuinely appreciate and understand the art of thankfulness and giving.

## SUGGESTIONS

•There should be junior doctor or change in the shift of the Gynec consultant scheduled for Monday and Wednesday as it causes a delay in motion which brings in a huge gap and cannot divert the patient for that long time.

•As the health check-up dept starts early 7:30 in the morning and radiology by 8:30 it would put a great impact if ECHO, TMT dept also start on a similar time to cover the clients of health check up before the rush of OPD and the movement becomes smooth.

•If there is a possibility then we must bring the health check up dept on the same floor.