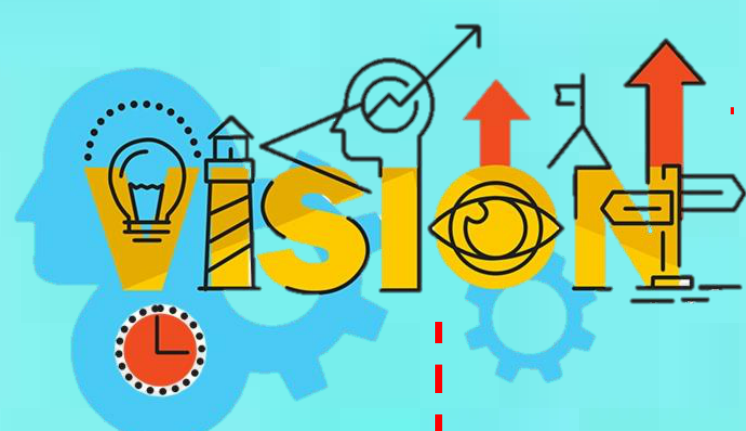


ABOUT ORGANIZATION

- 210 bedded multispecialty hospital
- Established in 1982
- First to receive NABH certification.
- Known for its 24X7 on-call support.
- Only ECMO enabled center in Faridabad.
- Awarded with several accolades.

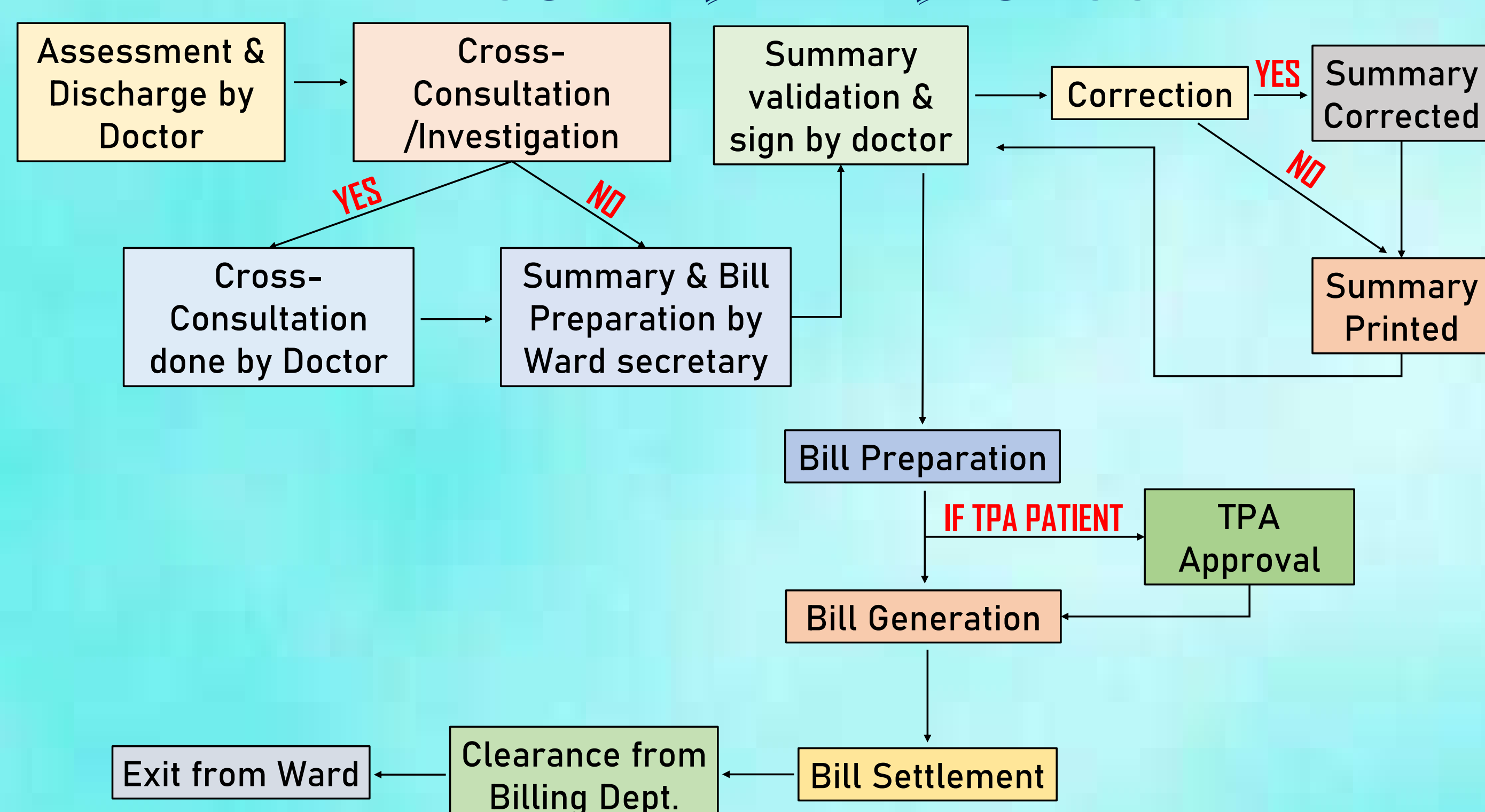


“Saving & Enriching Lives”



“To be a globally respected healthcare organization known for Clinical Excellence & Distinctive Patient Care.”

DISCHARGE PROCESS



SUGGESTIONS & VALUE ADDITIONS

- ❖ Use of Power BI instead of Excel sheets & Pivot tables to analyze data quickly and efficiently.
- ❖ Use of Doxper – Instant Digitized Prescriptions & Discharge summaries to save time on getting summaries signed by doctors.
- ❖ Use of a specific mobile application to link all the departments inside the hospital to enhance the quality of operations & reduce the LOS for patients.

INDUSTRY DESCRIPTION

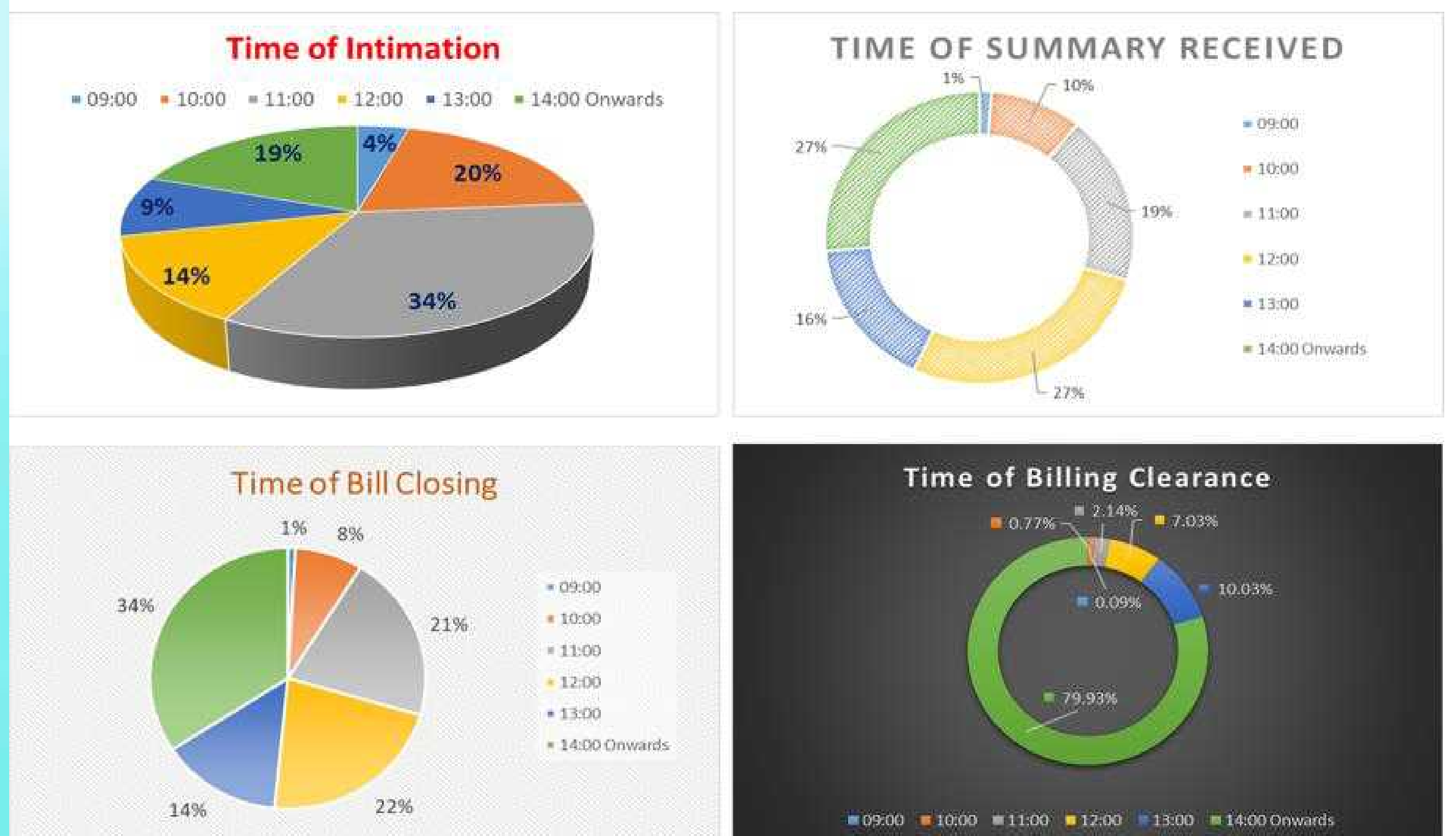
- The hospital industry provides personnel and services to treat patients with curative, preventive, rehabilitative, or palliative care.
- The Indian hospital industry accounts for 80% of the total healthcare market & is expected to touch US\$ 132 billion by 2023.

SWOT ANALYSIS

STRENGTHS	WEAKNESSES
✓ Continuous improvement in multi-specialty areas of treatment. ✓ Well-qualified, experienced and widely-recognized doctors. ✓ Focused on enhancing patient experience. ✓ Only ECMO enabled center in Faridabad. ✓ First hospital to be accredited NABH accreditation in Faridabad	✓ Lower than required manpower. ✓ A lot of manual and paper-based work. ✓ Technology far behind other hospitals.
OPPORTUNITIES	THREATS
✓ Growing health concerns among people. ✓ Increased corporate tie-ups. ✓ Digitization w.r.t discharge process.	✓ Competition from Apollo, Hinduja, and Narayana Hospitals. ✓ Threat from new entrants such as Accord Hospital (superior technology-based) and Amma Hospital (2000 bedded hospital).



DEPARTMENT WISE GAPS



Asset	Metric	March'22	April'22	May'22
OCCUPANCY		75%	76%	82%
ICU	% of ICU Patient attendants updated on the patients condition / line of treatment daily	99%	99%	DNA
OT	Scheduled surgeries cancelled / rescheduled beyond 4 hours	14%	16%	19.57%
	% of Planned Surgeries performed	62%	63%	64.35%
WARDS	Discharge Metrics			
	% of planned discharges executed	72%	69%	66.40%
	% of Non-TPA Patients (Cash/ Govt./ PSU/ Corporate/ International) where Length of Discharge is within 90 mins	42%	34%	43%
	% of TPA Patients where Length of Discharge is within 240 mins	43%	33%	32%
	% of patients where cross referrals are seen by the specialist within TAT	100%	100%	100%
OPD	Patients waiting for doctor consult >15 mins post appointment	7%	7%	7.78%