

BRIEF HISTORY

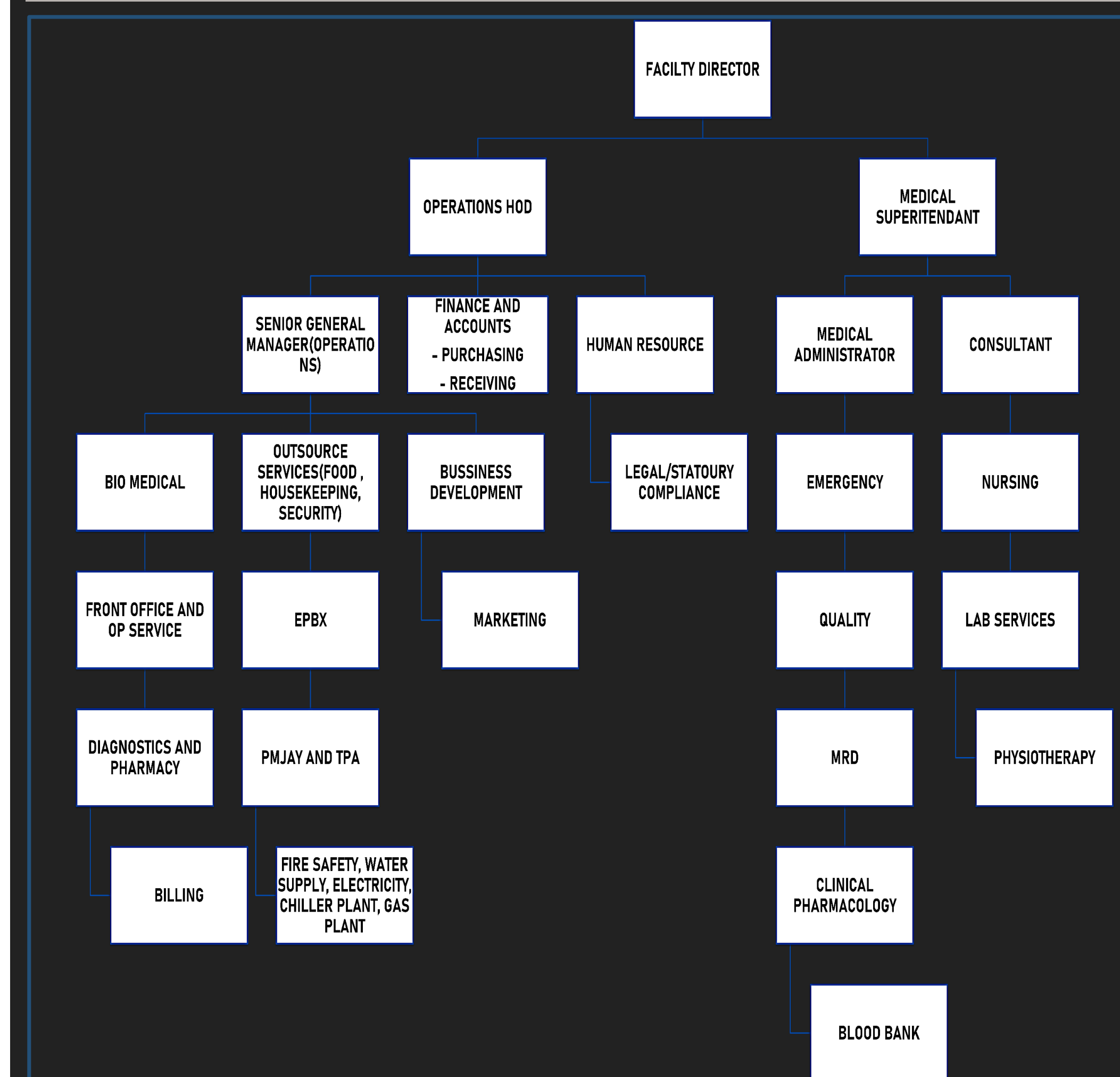


- Narayana Health is an Indian chain of multi-specialty hospitals, heart centers, and primary care facilities with its headquarters in Bengaluru, India
- It was founded by Dr. Devi Shetty in the year 2000
- Narayan Hospital Ahmedabad is accredited by NABH

ORGANIZATION VISION AND MISSION

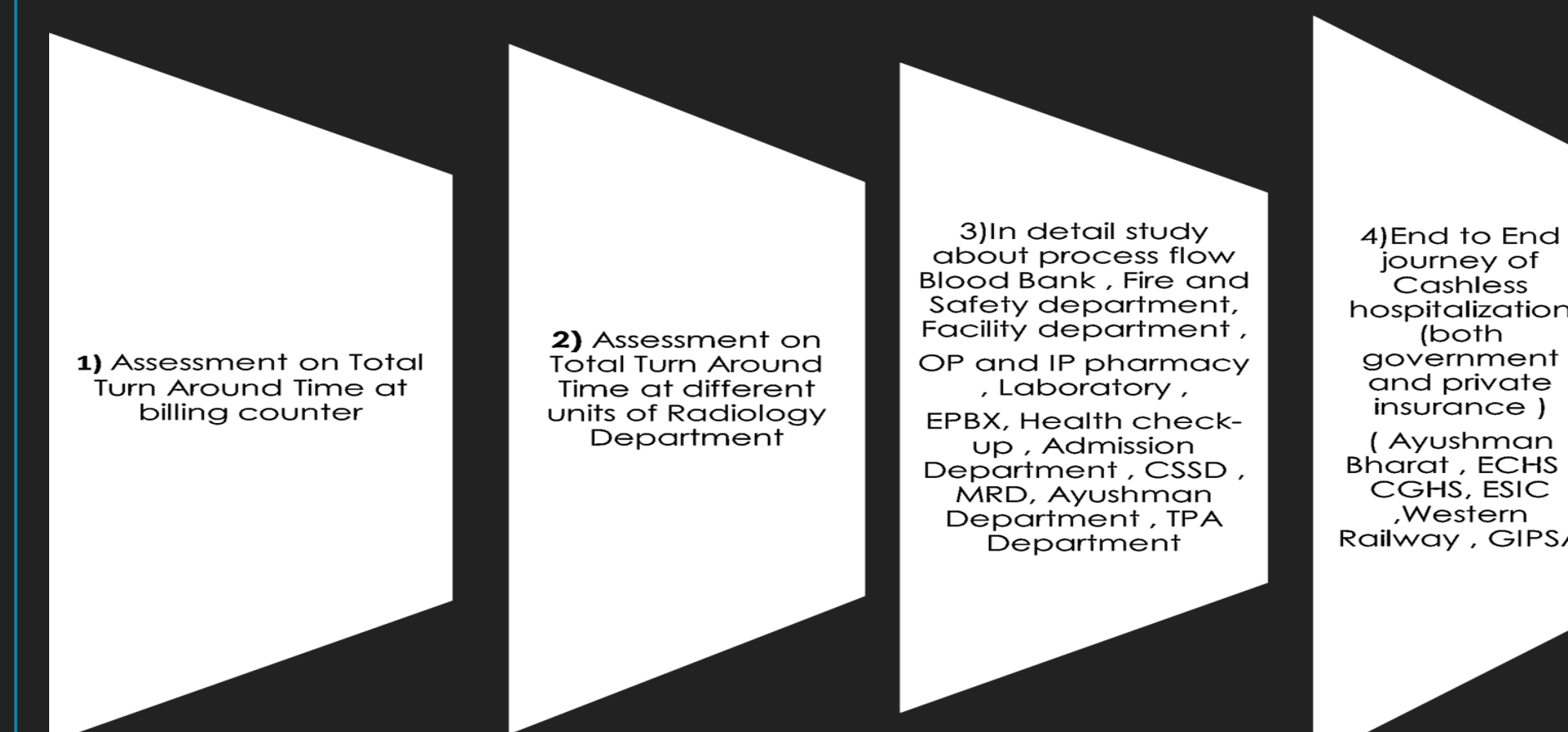
- VISION**- Our Vision is to provide high quality healthcare with care and compassion at an affordable cost on a large scale
- MISSION**-We at Narayan Multispecialty Hospital have a dream of making quality healthcare available to masses worldwide
- We seek to generate a strong financial performance and deliver long-term value to our shareholders through the execution of our business strategy

ORGANIZATION STRUCTURE



LEARNING AND VALUE ADDITIONS

OPERATIONS DEPARTMENT



MEDICAL ADMINISTRATION



PRACTICAL EXPOSURE

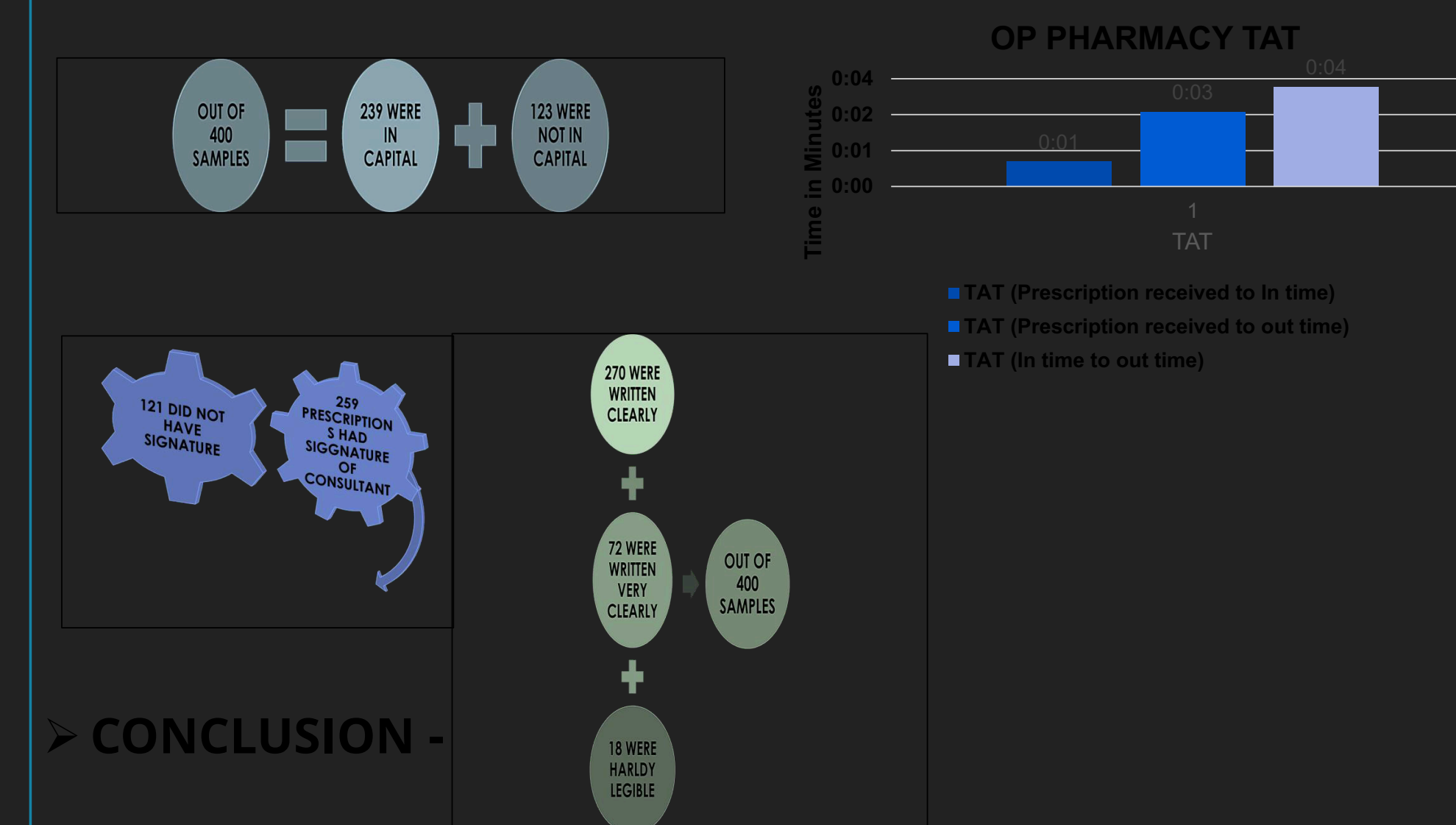
- Practical exposure at Operations and Medical Administration Department has been fruitful as it gave me first hand knowledge about various functions and process flow of different departments of hospital, The theoretical Knowledge helped in understanding the department functions better

PROJECT DURING SIP

- One of the 6 projects assigned to me during Summer Internship is Study of Drug dispensing process, Prescription Audit and Turn around time in Out patient Pharmacy
- OBJECTIVE** -
- To perform smooth outpatient drug dispensing
- To educate patients regarding good practices of administering
- To find the cause for delay in drug dispensing process
- To find errors in prescription written by consultant
- RESEARCH METHODOLOGY**- Descriptive and Observational
- STUDY DESIGN** - Quantitative Study
- PLACE**- OP Pharmacy, Narayana Hospital Ahmedabad
- DURATION OF STUDY**-11 days
- SAMPLE SIZE** - 400 Patients

DATA ANALYSIS-

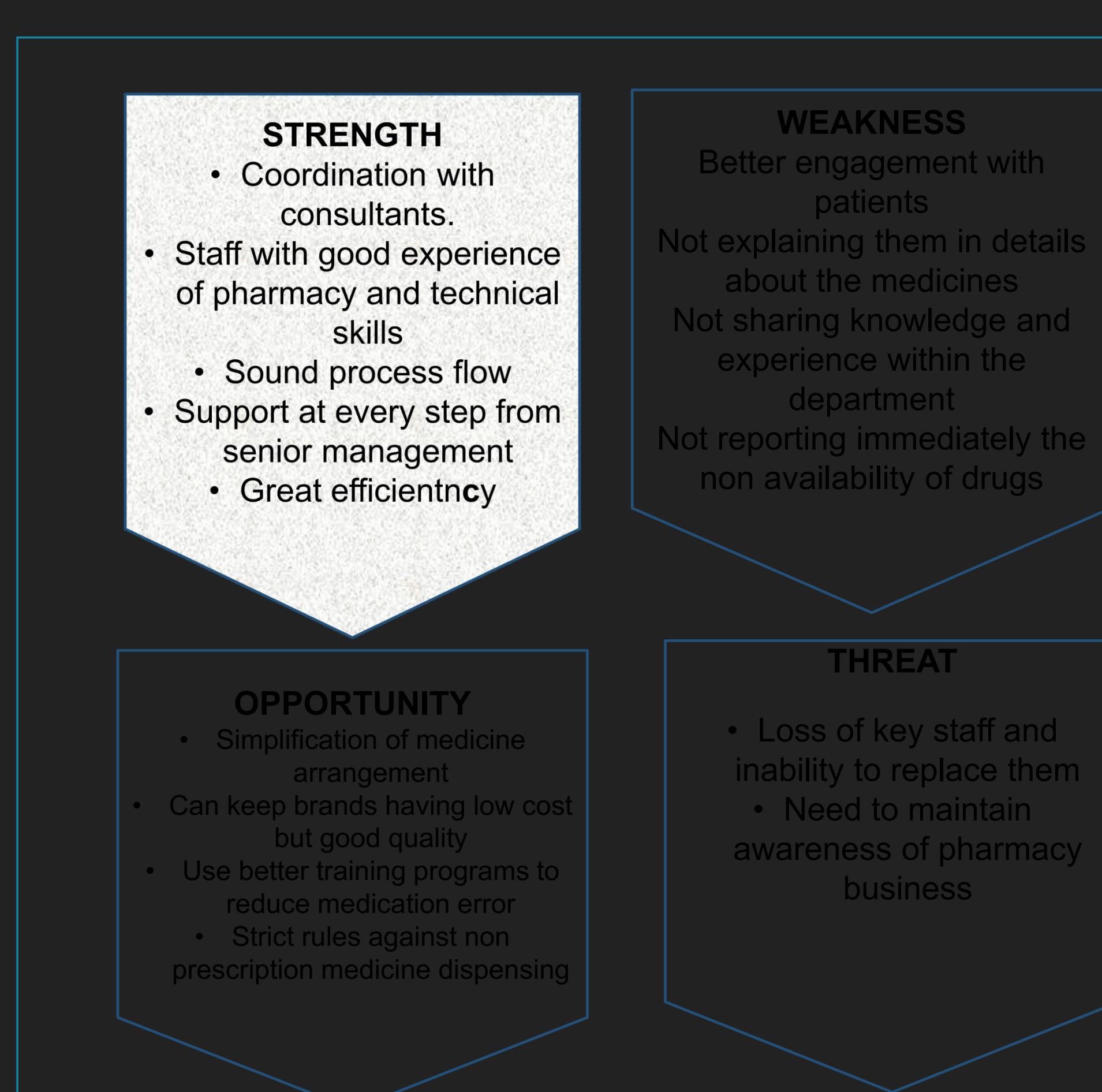
The average time taken from patient arrival in pharmacy till drug dispensing is **4:00 minutes**



CONCLUSION -

- In prescription audit it was found that many medicines were not available at pharmacy due to which they called the primary consultant to substitute the medicine which further increases dispensing time.
- Ayushman patients get free post op medicines of 10 days, but they are required to submit xerox of prescription and Ayushman card, about which they are not priorly informed

SWOT ANALYSIS



CHALLANGES FACED DURING INTERNSHIP

- Too much work to do all at once
- Mentors forget that we are new in this field
- Mentors focus on how to use us to get their work done, they wont see if it is beneficial to us or not.
- Large sample collection in 1 day, wont understand that it is not physically possible.
- Lack of positive feedback
- Demotivating and toxic work environment for interns and employees too
- Finding chances to pull each others legs.
- Not letting us know what manager at their position does

USEFULLNESS OF INTERNSHIP

- Help to gain valuable field experience
- Increase business networking
- Gain first hand corporate experience
- Preview of roles and responsibilities
- Exposure to different departments, which helps to choose between careers.
- Job offer

SUGGESTIONS

