



**SIP- Apollo Hospital,
Ahmedabad**
**Presented by-
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MBA-HM**

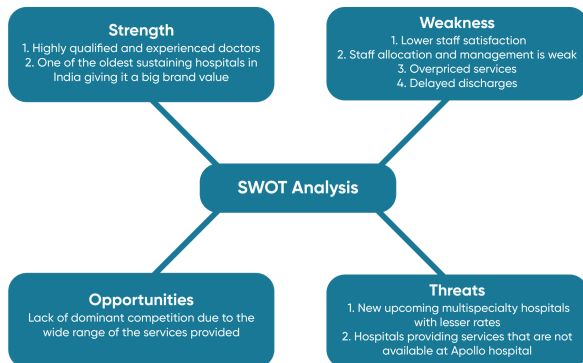
History- Apollo Hospitals, Ahmedabad was founded on the 11th of May 2003 by the founder of Apollo Hospitals chain, Dr. Prathap C Reddy

Vision- Apollo's vision for the next phase of development is to 'Touch a Billion Lives'.

Mission- Our mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of humanity.

DESCRIPTION- It is a multispecialty quaternary care hospital and one of the cornerstones of healthcare infrastructure in Gujarat. The hospital has a capacity of 400 beds in which 287 are operational and is accredited by the NABH and JCI.

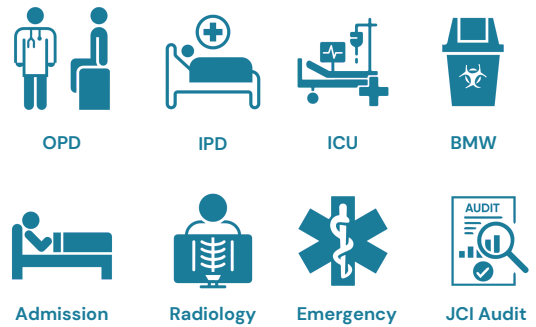
DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK - Theoretical work only provided with the base of what a concept is all about whereas practical exposure helped in implementing that knowledge and gain valuable insights through the ground work.



Level-I: Governance									
Board of Directors									
Level-II: President - Apollo Hospitals Division									
Chief Operating Officer									
Level-III: Hospital Leadership									
Medical	Nursing	Operations	HR	Finance	Purchase	Quality	Marketing	IT	
Level-IV: Department/Service Leaders									
Specialties Consultants Emergency Diagnostics Blood Bank JMS Dietary Rehab MRD Paramedics Pharmacy Social Work Infection Control Research	Nursing Services Nursing Institute	Operational Patient Services Housekeeping F&B Engineering Biomedical Front Office Admissions Billing & TPA International Patient Services Telecom	Human Resources & Training	Finance & Accounts Internal Audits	Procurement	Clinical & Non Clinical Quality Accreditation	Domestic & International Marketing	IT Systems & Infrastructure	



LEARNING AND VALUE ADDITIONS DONE DURING INTERNSHIP



CHALLENGES

- Difficult Patient interaction.
- Data is not made easily available for analysis.

USEFULNESS

- Great Exposure.
- Co-relating both theoretical and practical knowledge.
- It instilled confidence.
- It helped to gain a mindset for the day-to-day operational activities.
- Helped in understanding the work culture of the hospital industry.

SUGGESTIONS

- Work on employee satisfaction.
- Management can be better regarding staff duties allocation.
- More recruitment of staff.
- Token display system at OPD is confusing. Add patient's name Instead of UHID.
- Discharges can be made on time if all the discharge summaries and reports are maintained timely.
- Install more signs (Posters, Charts, monitor display) and follow lines (color coded) for patients directing them to their desired departments.
- The Self registration form is confusing and some questions can be modified.
- Patient inconvenience and waiting time can be reduced on high rush days by placing experienced staff rather than trainees at the OPD and admissions counters.