

1- ORGANIZATION'S HISTORY

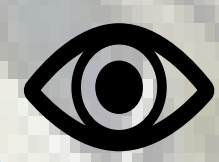
1978, Kirtilal Manilal Mehta—a diamond merchant fondly known as Bapaji, who in 1956 founded the Antwerp-based diamond company Gembel NV—established the Lilavati Kirtilal Mehta Medical Trust in memory of his late wife, Lilavati Kirtilal Mehta. The trust has been managed, controlled, and administered by Mehta family members Prabodh Kirtilal Mehta, Rashmi Mehta, and Chetan Prabodh Mehta.

In 1997, the trust established Lilavati Hospital, with 314 beds, 12 operating theaters, 300 consultants, intensive care units (ICUs), and 1,800 staff members to provide care for 300 in-patients and 1,500 out-patients daily.

2- ORGANIZATION'S VISION AND MISSION

VISION

"MORE THAN HEALTHCARE, HUMAN CARE"



MISSION

"TO PROVIDE AFFORDABLE HEALTHCARE OF INTERNATIONAL STANDARD WITH HUMAN CARE."

3- BRIEF INFORMATION ABOUT HOSPITAL INDUSTRY

The hospital industry in India is forecast to increase to Rs. 8.6 trillion (US\$ 132.84 billion) by FY22 from Rs. 4 trillion (US\$ 61.79 billion) in FY17 at a CAGR of 16–17%. The Government of India is planning to increase public health spending to 2.5% of the country's GDP by 2025.

5-LEARNING AND VALUE ADDITIONS



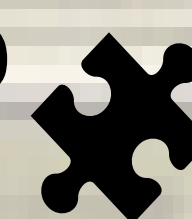
- Risk analysis, root cause analysis.
- Continuous quality improvement- NABB, NABH, NABL, PROM, PREM.
- MRD AUDITS.
- OPD operations and management.
- Soft skills development.
- Key performance indicators.
- Patient safety according to IPSCG

8-PRACTICAL EXPOSURE VS THEORETICAL WORK



Practical exposure to the industry have given a close insight to the core operating areas of the hospital and a thorough field exposure and knowledge on how to apply theoretical concepts practically in the organization. Made familiar to the work culture and how the corporates work and helped enhancing my soft skills.

6-CHALLENGES FACED DURING INTERNSHIP

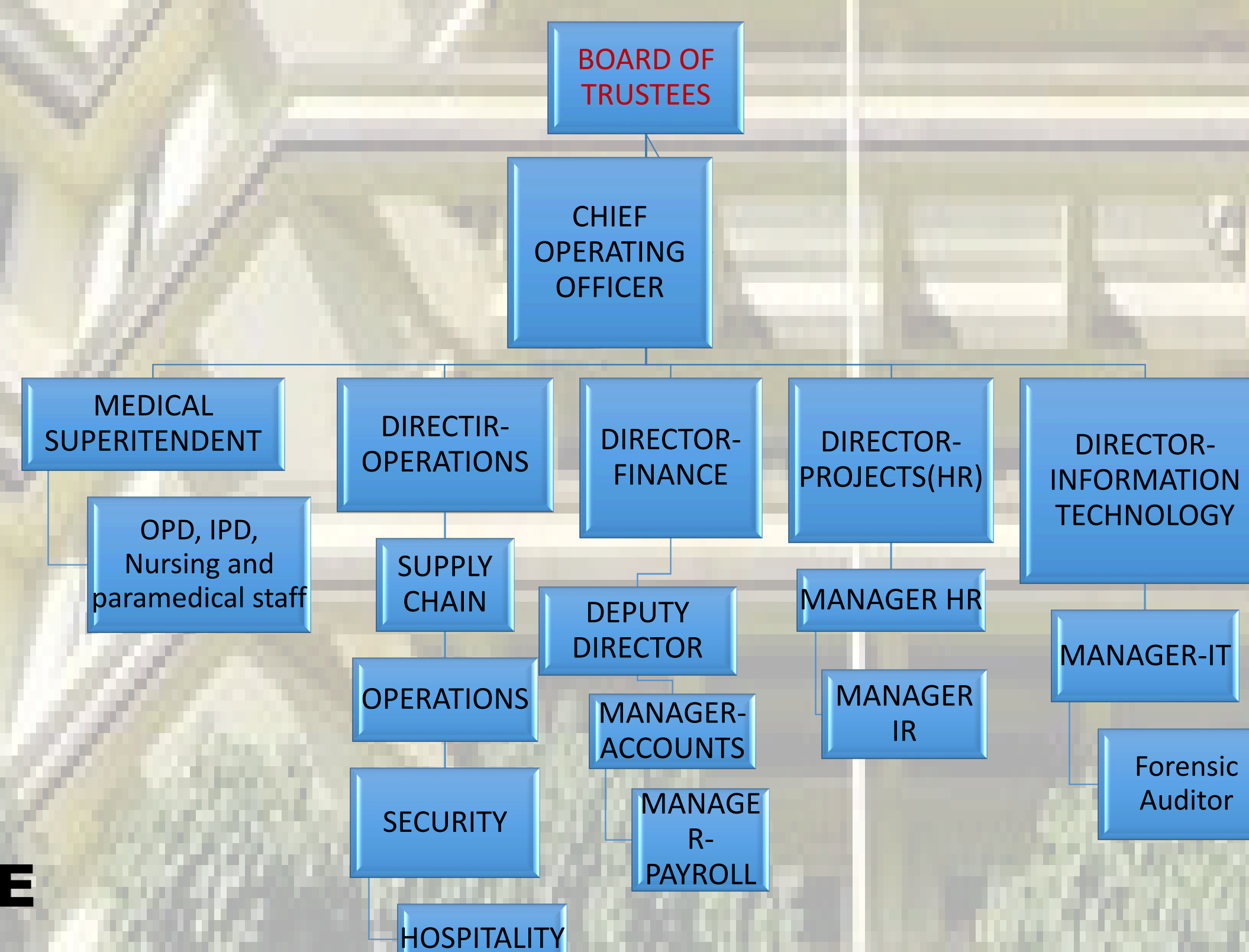
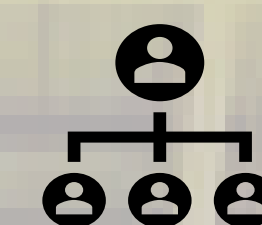


- Difficulty in data collection.
- Time management
- Less work

9-PROJECT UNDERTAKEN DURING SIP

Study and creation of Patient Reported Outcome Measure (PROM) of a tertiary care hospital in Mumbai. It was a **cross-sectional study** with **simple random sampling** on a sample size of **50 IPD patients**, with an objective to assess the generic health status of IPD patients pre and post treatment based on **physical health** (mobility, self-care, routine activities, pain/discomfort), **mental health** (anxiety/depression), **social health** (social activities) and **overall health** of the patients. This helped in analysis of quality care delivered to the patients by self- assessment of their health status with an **increase of 7% good overall health** post treatment. As most of the patients in the sample have undergone surgical procedures, there was slight difficulty faced by them during self-care leading to fall of 4% score post treatment.

7-ORGANIZATION STRUCTURE



4- SWOT ANALYSIS OF THE ORGANIZATION

STRENGTH-High success rate, Continuous investment in clinical equipment, Personalized care, A strong brand name, Niche patient base, Excellent location, Broad Portfolio.

WEAKNESS-Employee turnover, Compliant, Conversion rate, waiting time High, Staff participation limitation, Limited success beyond Core business.

OPPORTUNITIES- Quality physician and staff Expansion of under-served area, Cost effectiveness, Enter New Market, New Technologies.

THREAT-Staff dissatisfaction, Political instability, High price Security breaches, Unsatisfied patient

SWOT

10-USEFULNESS OF INTERNSHIP

- Practical exposure
- In-depth knowledge of core operating procedures of hospital industry.
- Expansion of professional network.

11-SUGGESTIONS

Patient reported Outcome Measures (PROM) should be implemented in the hospitals as The use of PROMs in routine clinical care can help ensure symptoms and health status are identified, acknowledged and addressed, which helps in improving quality care.

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