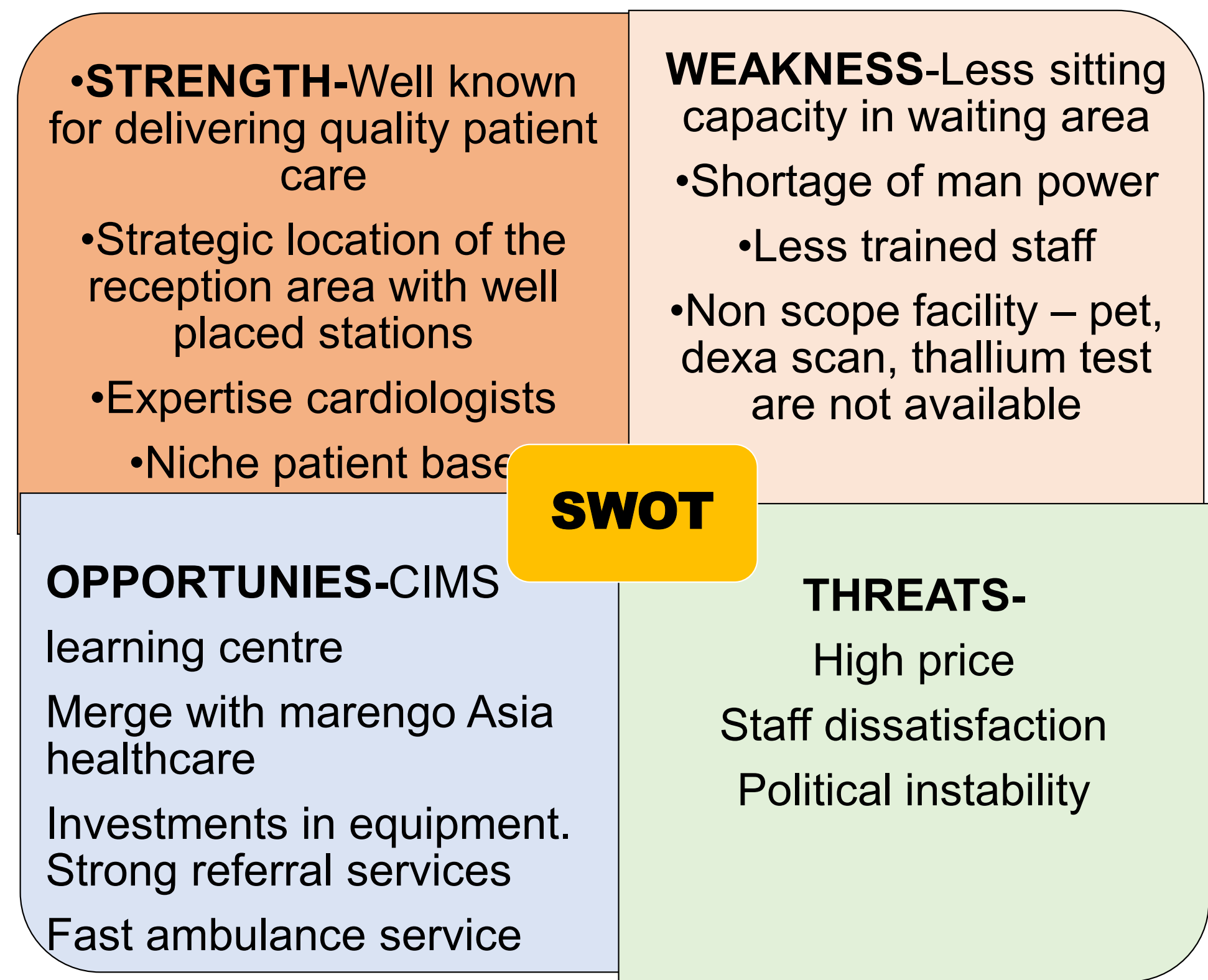
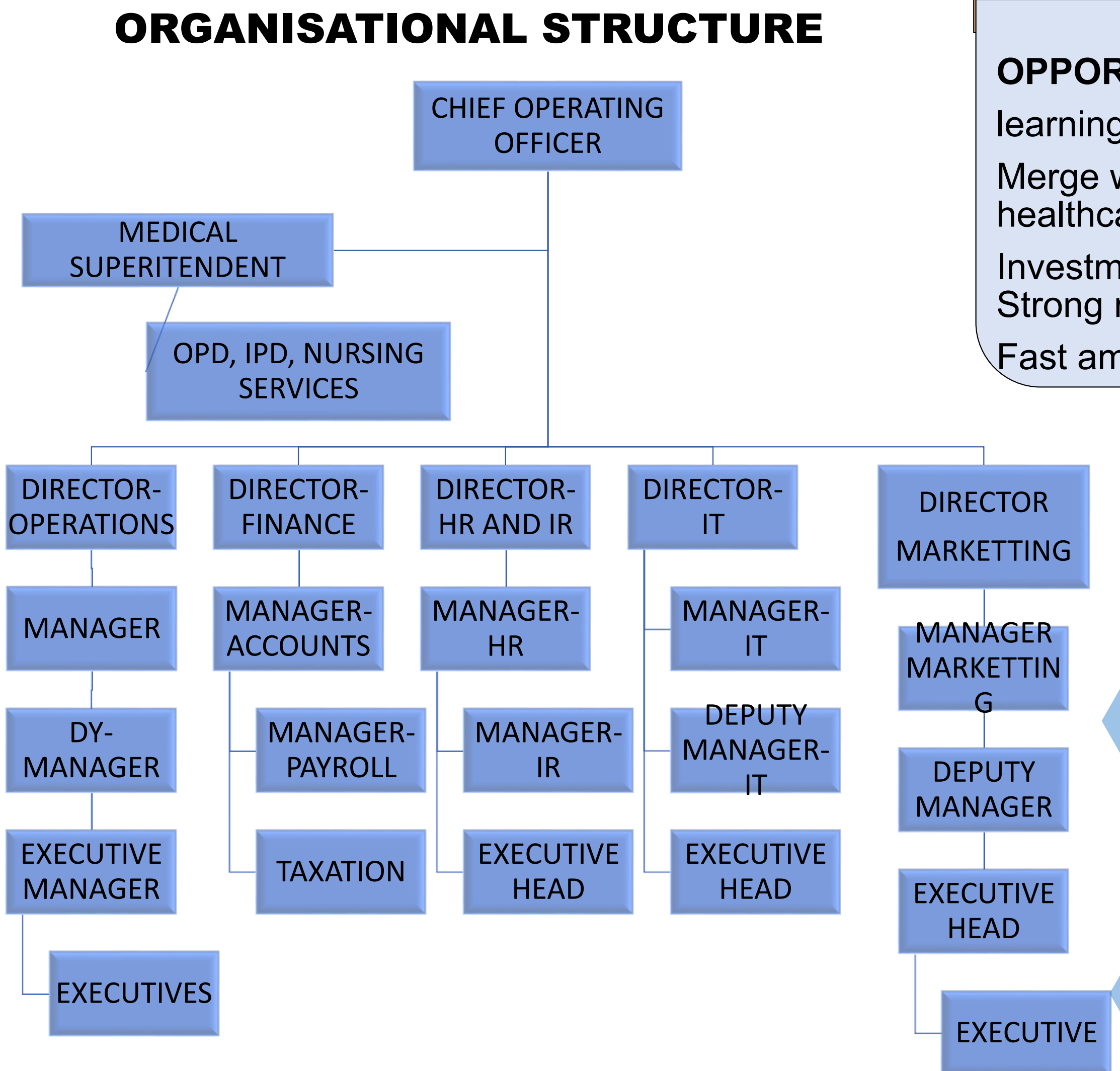
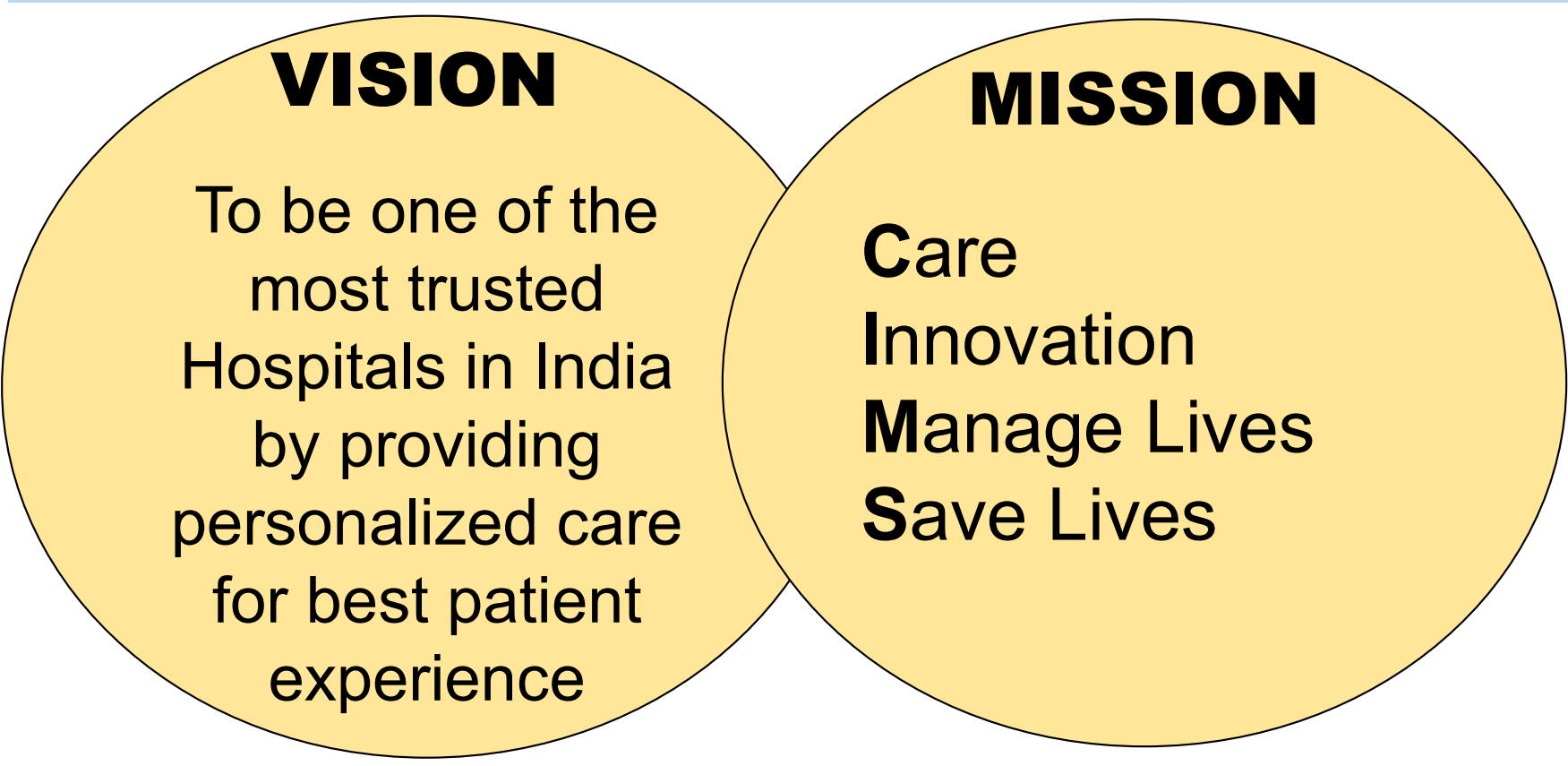


HISTORY –CIMS Hospital was established in 2010 in Ahmedabad by a group of leading cardiologists and cardiac surgeon Dr Keyur Parekh and his team to provide super specialty healthcare in the region..CIMS Marengo Asia Network Hospital is a 350-bedded multi-super specialty, modern, patient–friendly “Green Hospital” providing a range of outpatient and inpatient preventive, diagnostic and treatment services.

BRIEF INFORMATION ABOUT HOSPITAL INDUSTRY- Hospital industry has become one of India’s largest sectors, both in terms of revenue and employment., The hospital industry in India is forecast to increase to Rs. 8.6 trillion by FY22 from Rs. 4 trillion 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



DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK

This internship gave me a practical exposure which gave me a realistic awareness of everyday realities in healthcare . It gave me a real life experience about the problems faced in a corporate world ,which one can never experience through theoretical knowledge which only gives a brief knowledge about the fundamental concepts and their knowhow

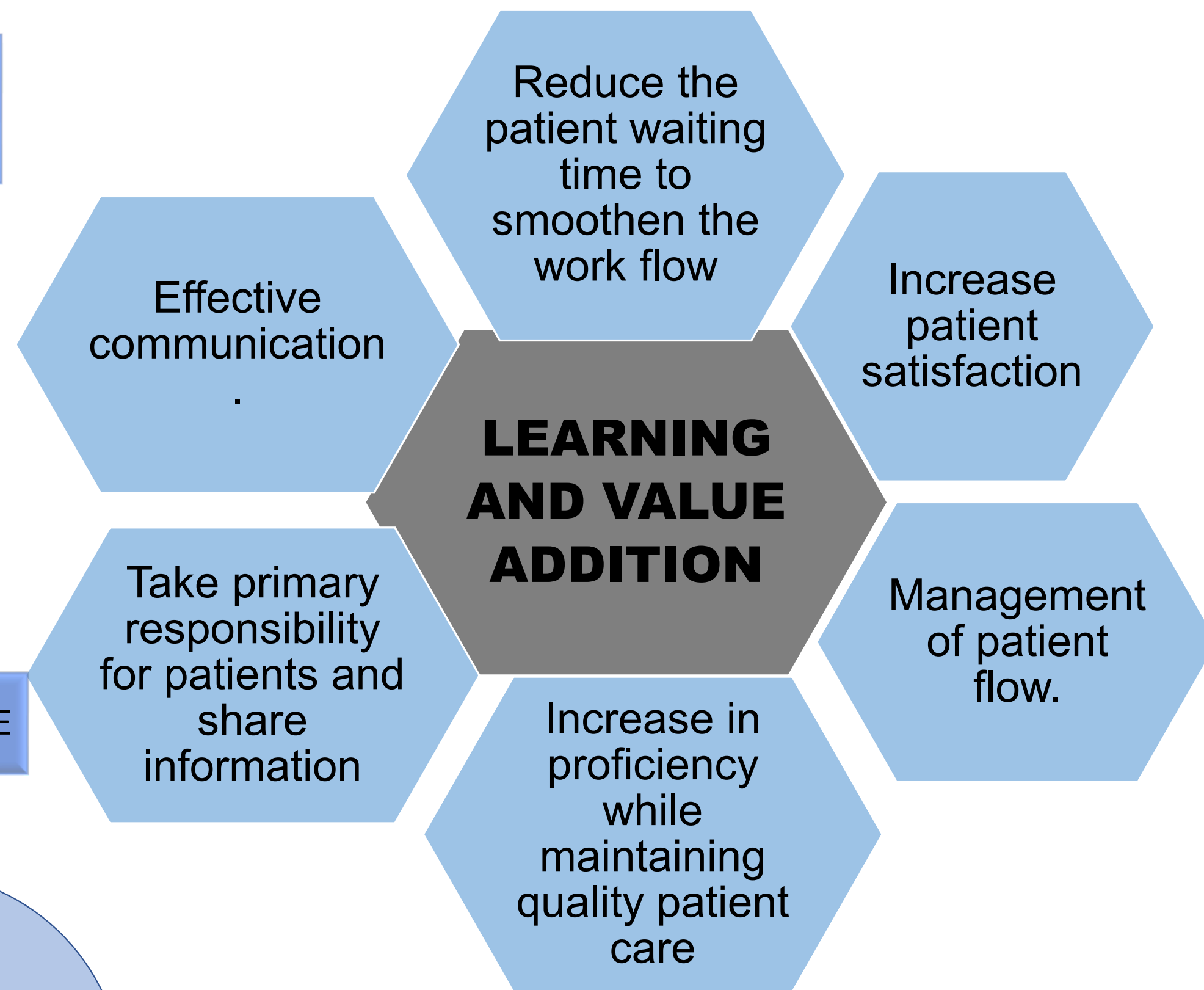
Practically being presents helped me to expand my professional network as well.

USEFULNESS OF INTERNSHIP

- Practical exposure to corporate world
- Dealing with patients
- Brief knowledge about hospital industry
- Expansion of professional network
- field knowledge

CHALLENGES FACED DURING INTERNSHIP

- Language barrier
- Start was a little more challenging as it was a totally new exposure to corporate world
- Calculating TAT of patients Multispeciality hospital was challenging as it was difficult to keep constant check on patients



PROJECT DONE DURING INTERNSHIP

TO CALCULATE TAT OF OPD FROM PATIENTS ENTRY TO EXIT

turn around time of the patients was calculated for 2 months which includes all the process from their entry to exit ,which includes time required for registration, billing, pathology ,ecg ,echo, radiology, doctors cabin,pharmacy,exit

DEPARTMENT	AVERAGE TIME TAKEN
registration	10-11 mins
billing	10-11 mins
pathology	1 hour 40 mins
ecg	4-5 mins
echo	12-15 mins
Doctor’s cabin	15-17 mins
pharmacy	11 -12mins

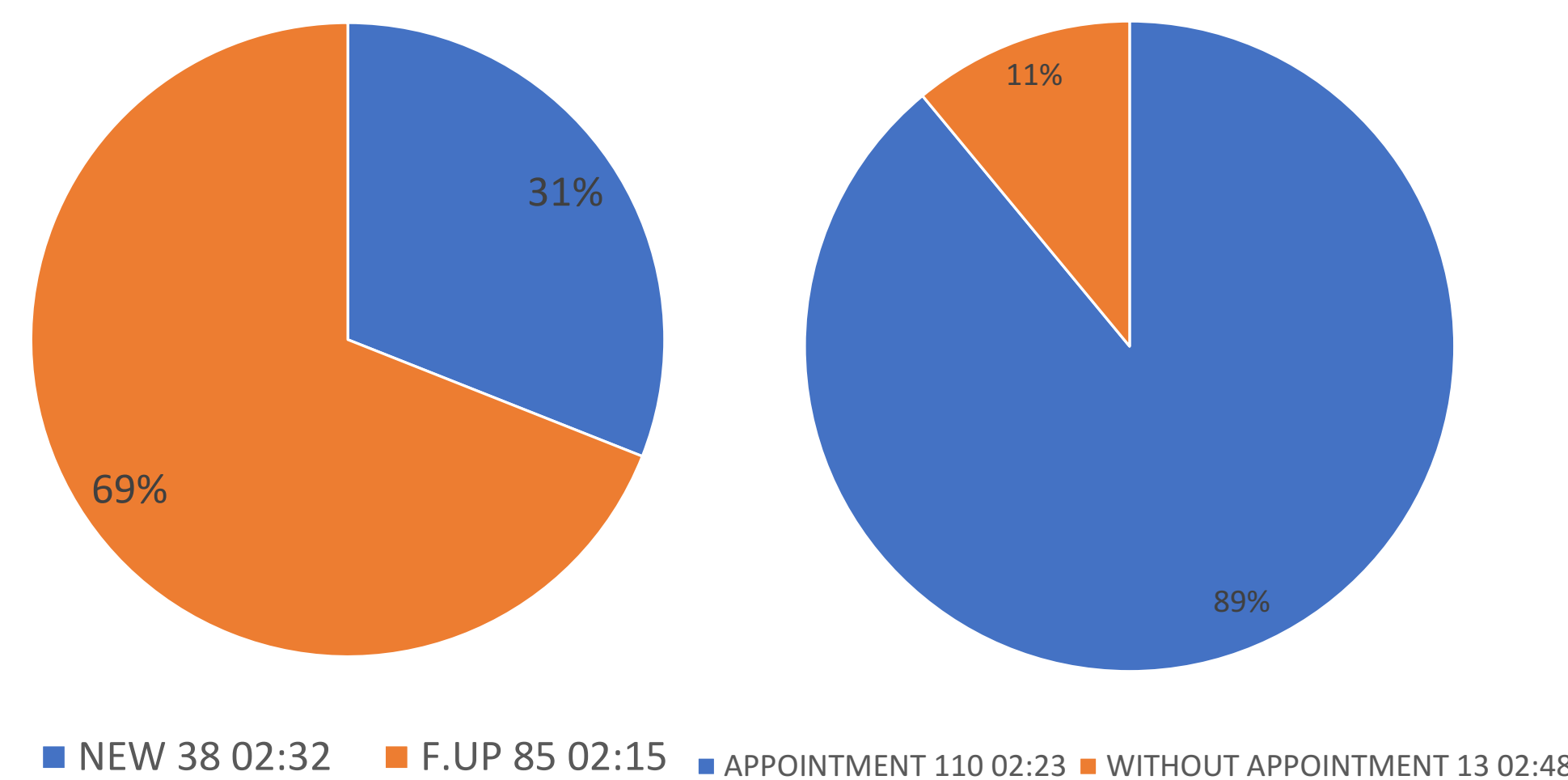
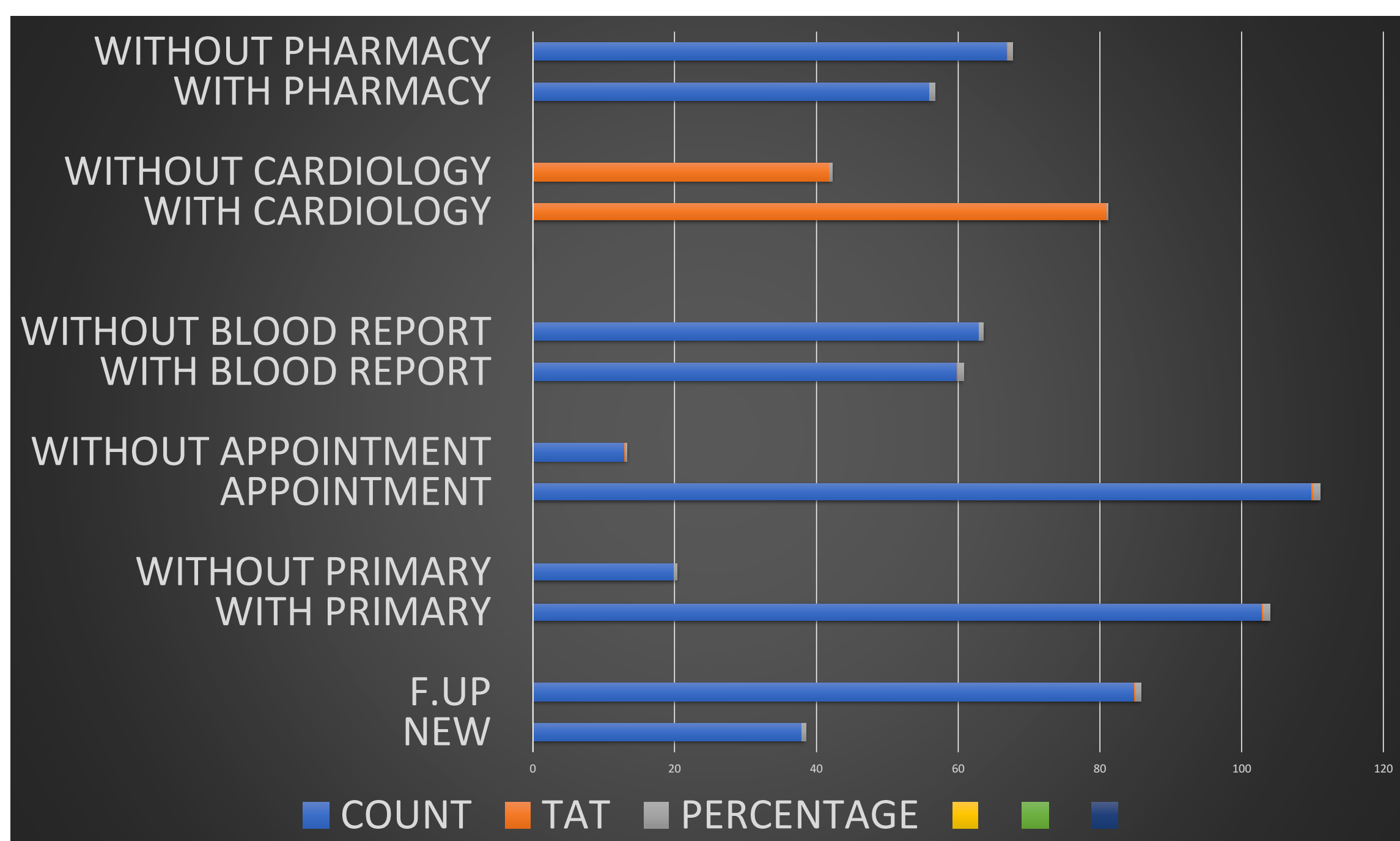
AVERAGE TURN AROUND TIME OF PATIENTS IN OPD IS OBSERVED TO BE 2 HOURS 26 MINS

Summary of the data collected

	COUNT	TAT	%
NEW	38	02:32	31%
F.UP	85	02:00	69%
WITH PRIMARY	103	02:32	84%
WITHOUT PRIMARY	20	01:48	16%
APPOINTMENT	110	02:23	89%
WITHOUT APPOINTMENT	13	02:48	11%
WITH BLOOD REPORT	60	03:18	49%
WITHOUT BLOOD REPORT	63	01:35	51%
	COUNT	TAT	
WITH CARDIOLOGY	WITH ECG	81	02:34
WITHOUT CARDIOLOGY	WITHOUT ECG	42	02:08
WITH PHARMACY	56	02:24	46%
WITHOUT PHARMACY	67	02:00	54%

SUGGESTION TO ORGANISATION

- It takes 10-11 mins for the billing so there is a need to increase billing desk
- Help desk should be made at the center of the registration counter
- There should be a research conducted on the scheduling of the IPD and OT and efficient utilization of OT so that OPD timings should not clash with them
- The patient waiting time at OPD can be utilized, by engaging the patient and its relatives activities about health related issues
- All the calls coming for the appointments should be strictly limited to call center only
- More man power is needed specially on Monday and Wednesday.



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