

Organization

History-1969-1979: First private hospital with cutting-edge facilities in Kolkata.1989-1999: Established BM Birla Heart Research Center, the first Indian hospital to receive NABH award.1999-2019: Launched Rukmani Birla Hospital (RBH) in Jaipur in 2016.

Background- The CK Birla Group operates hospitals in Gurugram (CK Birla), Jaipur (RBH), and Kolkata (CMRI, BM Birla Heart Research Centre). CK Birla Hospital in Jaipur is a 230-bed multi-specialty hospital. RBH offers 24-hour specialized healthcare with highly trained staff.

Learning

Operational Insight: Practical experience in hospital operations, linen management, and data analysis.

Problem-Solving: Identified process gaps and proposed efficiency improvements.

Communication: Enhanced skills in data presentation, report writing, and professional communication.

Sustainability: Engaged in eco-friendly projects promoting hospital sustainability.

Coordination: Highlighted the importance of effective interdepartmental communication.

Suggestions

Forecasting: Improve daily case forecasting for linen needs.

Standardization: Update linen pack quantities and items.

Quality: Enhance linen quality, size, and fabric type.

Communication: Improve communication between CSSD, linen department, and OTs.

Record-Keeping: Standardize and share linen usage records.

Inventory Management: Adjust inventory to meet current demand (35-40 cases/day).

Just-in-Time: Adopt just-in-time linen dispensing.

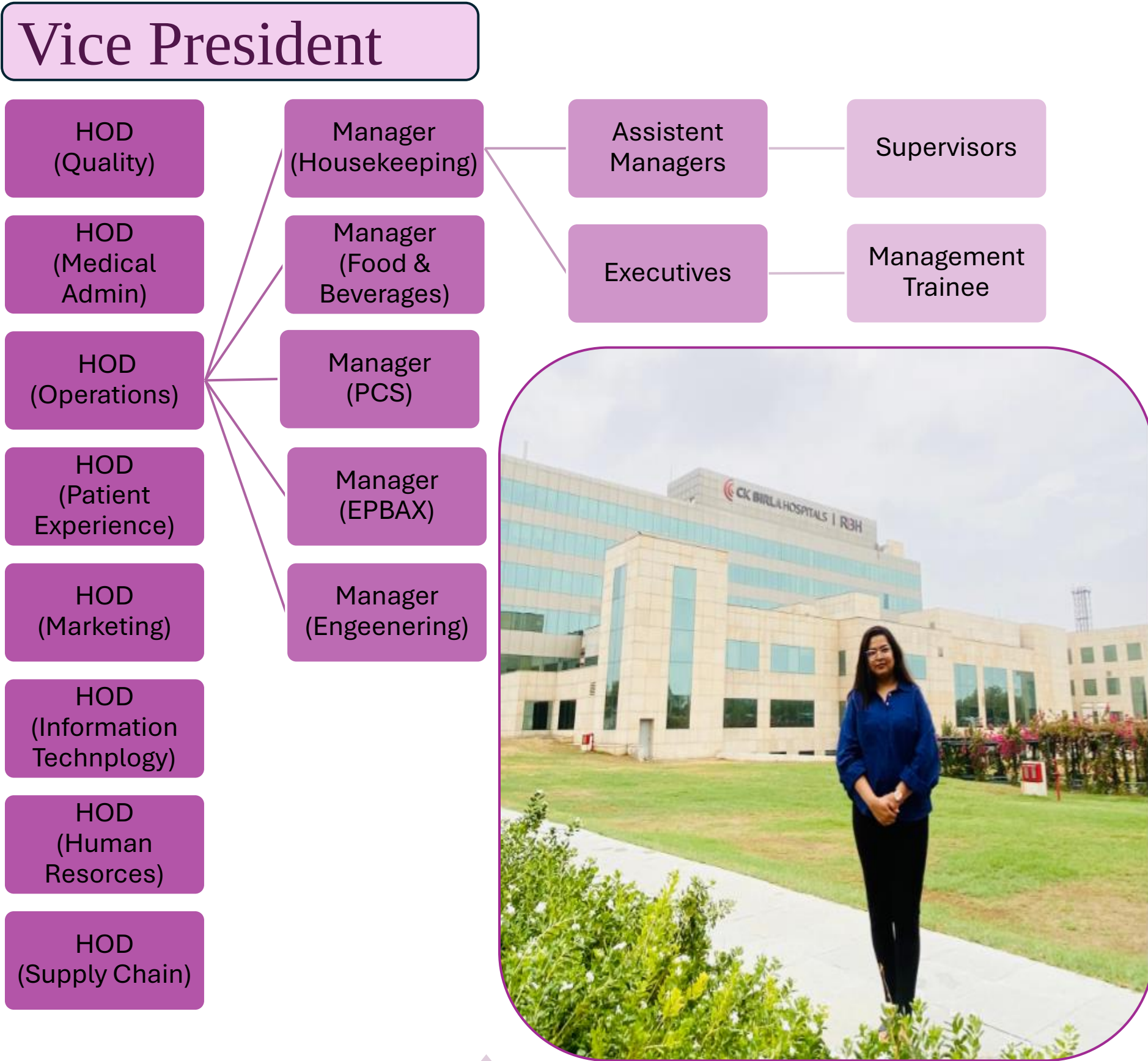
Monitoring: Regularly monitor and replace discarded items.

Laundry Process: Send dirty linen to laundry twice daily.

Shortages: Identify and address root causes of linen shortages.

Staff Training: Train staff on proper linen handling and usage.

Organization Structure



Challenges

Communication Gaps: Ineffective communication between CSSD and OTs.

Data Discrepancies: Managing linen inventory and data accuracy.

Quality Control: Ensuring high-quality and well-maintained linen.

Staff Training: Improving linen handling and management training.

Process Standardization: Standardizing linen usage and record-keeping.

Inventory Management: Aligning inventory with current demands and schedules.

Vision

To provide the best of Patient Service & Clinical Excellence.

Mission: To set the bar for providing an incomparable patient experience through clinical and service excellence in an exclusive environment that holds innovation and quality, as well as compassion, accountability, and transparency.

Key Principles: The foundation of RBH has been laid on three key principles that define the ethos: Clinical Excellence, Ethical Conduct and Patient Centric

Core Values: Quality, Teamwork, Innovation and Compassion.

Usefulness

Hands-On Experience: Gained practical insights into hospital operations and linen management.

Problem-Solving Skills: Identified and addressed discrepancies in linen inventory and supply processes.

Data Analysis: Developed skills in data collection, analysis, and presentation using tools like Excel.

Process Improvement: Applied Lean Six Sigma and DMAIC methodologies to improve operational efficiency.

Interdepartmental Coordination: Enhanced understanding of the importance of communication between departments (CSSD, OTs, housekeeping).

Quality Control: Addressed issues related to linen quality and maintenance.

Professional Development: Improved skills in report writing, creating presentations, and professional communication.

Project

*To establish an efficient system for distribution and retrieval of green linen between the CSSD and OTs.

*To prevent any surplus or deficit of green linen in both departments.

*To ensure the green linen are utilized effectively and efficiently within the OTs.

A mixed-methods approach was used, combining quantitative data analysis with qualitative insights

Quantitative Method:

Study Area: CK Birla Hospital, Jaipur

Design: Analytical and descriptive study

Period: 30 days

Sample Size: 275 (11 items × 25 days)

Sampling: Systemic sampling

Data Collection: Primary data

Analysis: Microsoft Excel

Type: Quantitative

Qualitative Method:

Data Collection: Observations and staff interviews

Design: Descriptive study

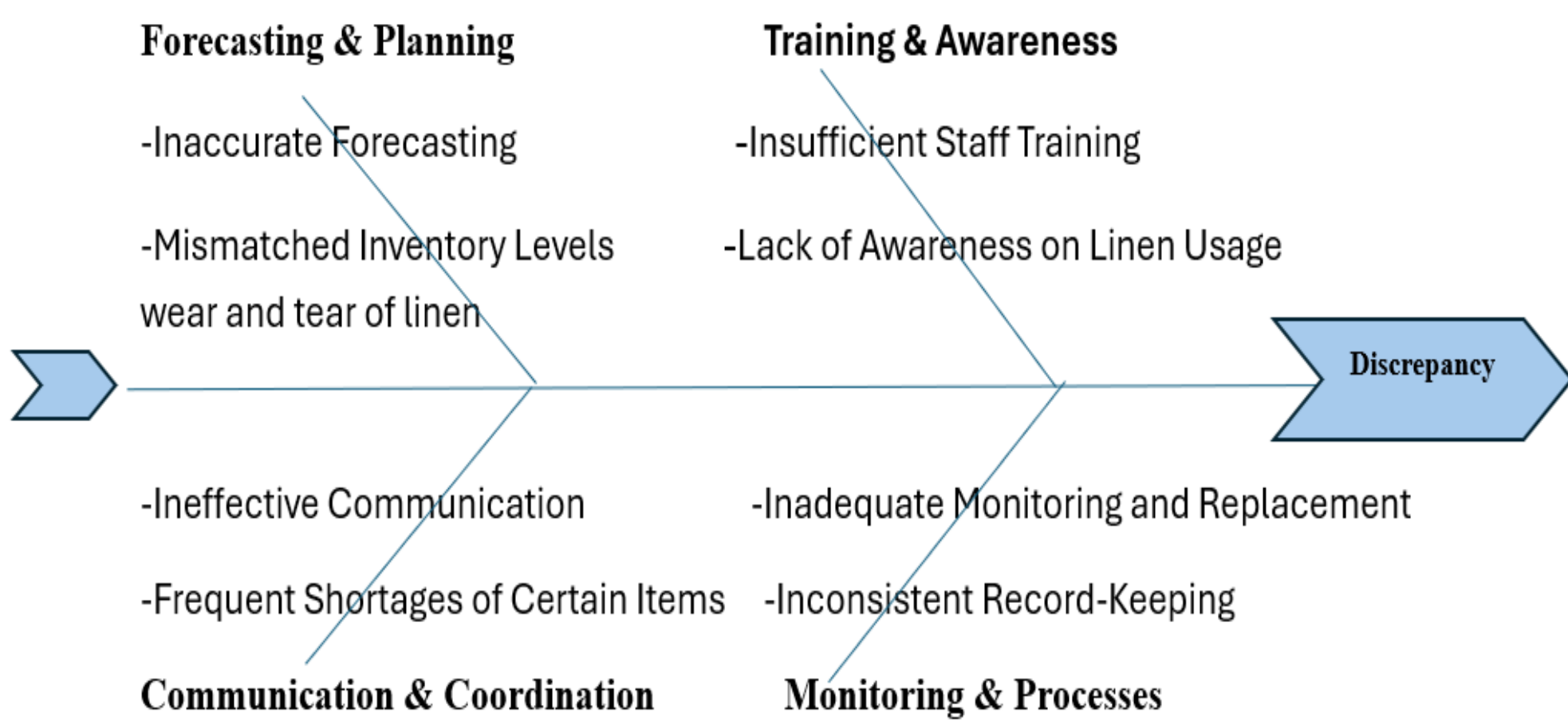
Scope: All departments using green linen

Duration: 1 month

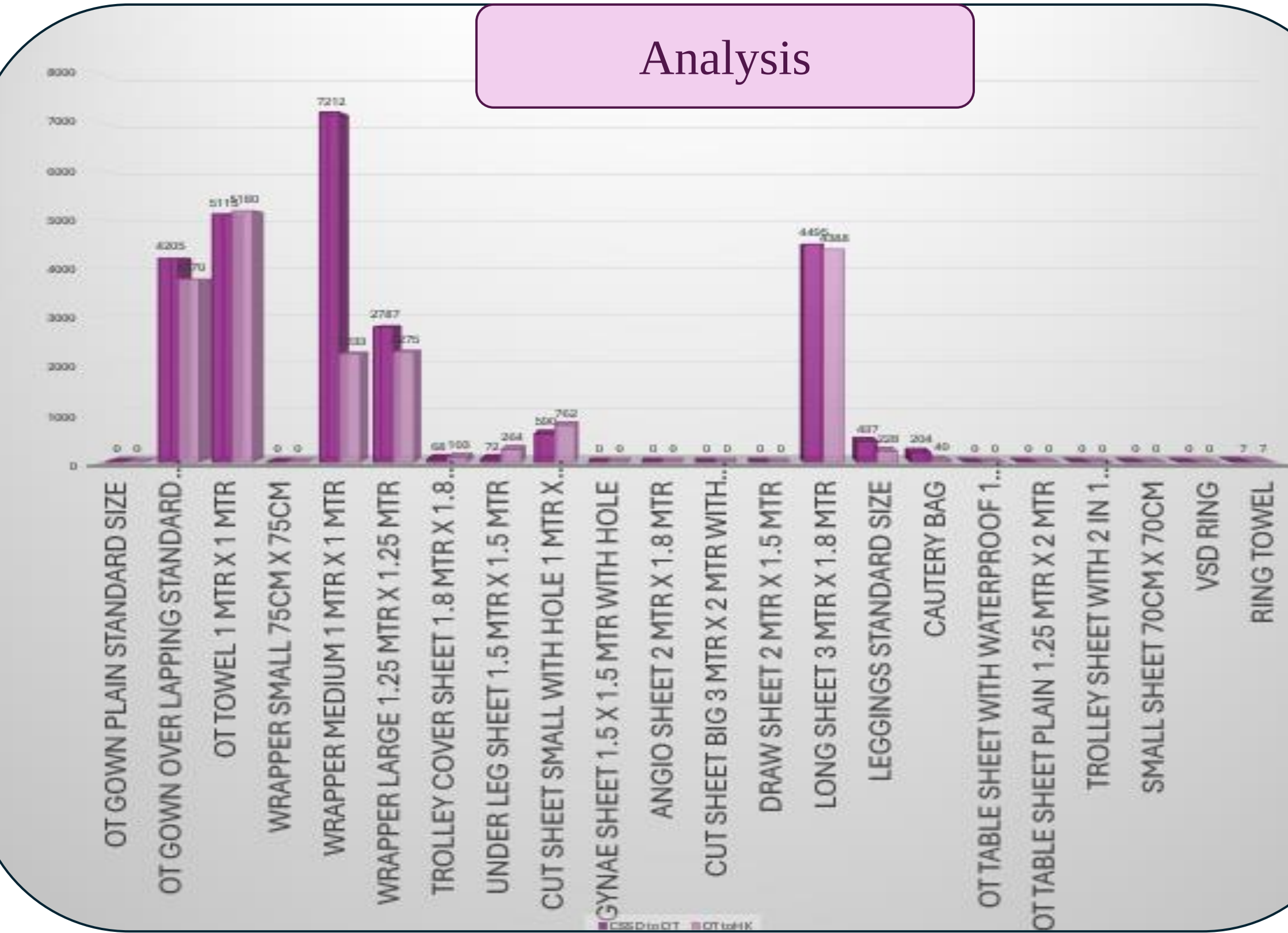
Sample Size: 10 staff interviewed

Fishbone Analysis

Qualitative Analysis:- A fishbone or Ishikawa diagram for root-cause analysis of discrepancy



Analysis



Plant Distribution



Operations Department



Interns Batch 2024



Linen Department



Engineering Department



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