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Organization History, Vision & Mission

HISTORY

- Delhi's Apollo Hospital, founded in 1995, belongs to India's pioneering corporate healthcare chain, Apollo Hospitals. Renowned for super-specialty care and international accreditation.

VISION AND MISSION

- Vision:** Apollo Hospitals' overall vision is likely "To Touch a Billion Lives".
- Mission:** Their mission statement is most likely "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".

Objective

- Identify bottlenecks
- Reduce wait times
- Boost efficiency
- Enhance patient care
- Improve communication
- Prioritize improvements

Methodology

- TIME PROCESS MAPPING (TPM):**
- Mapping the Flow
 - Data Analysis
- VALUE STREAM MAPPING (VSM):**
- Define the Value Stream
 - Identify Waste

SWOT Analysis

Strengths

- Improved Efficiency and Throughput
- Enhanced Patient Care
- Standardized Procedures
- Potential cost savings

Weakness

- Data Collection Challenges
- Initial investment
- Relies on accurate data collection

Opportunities

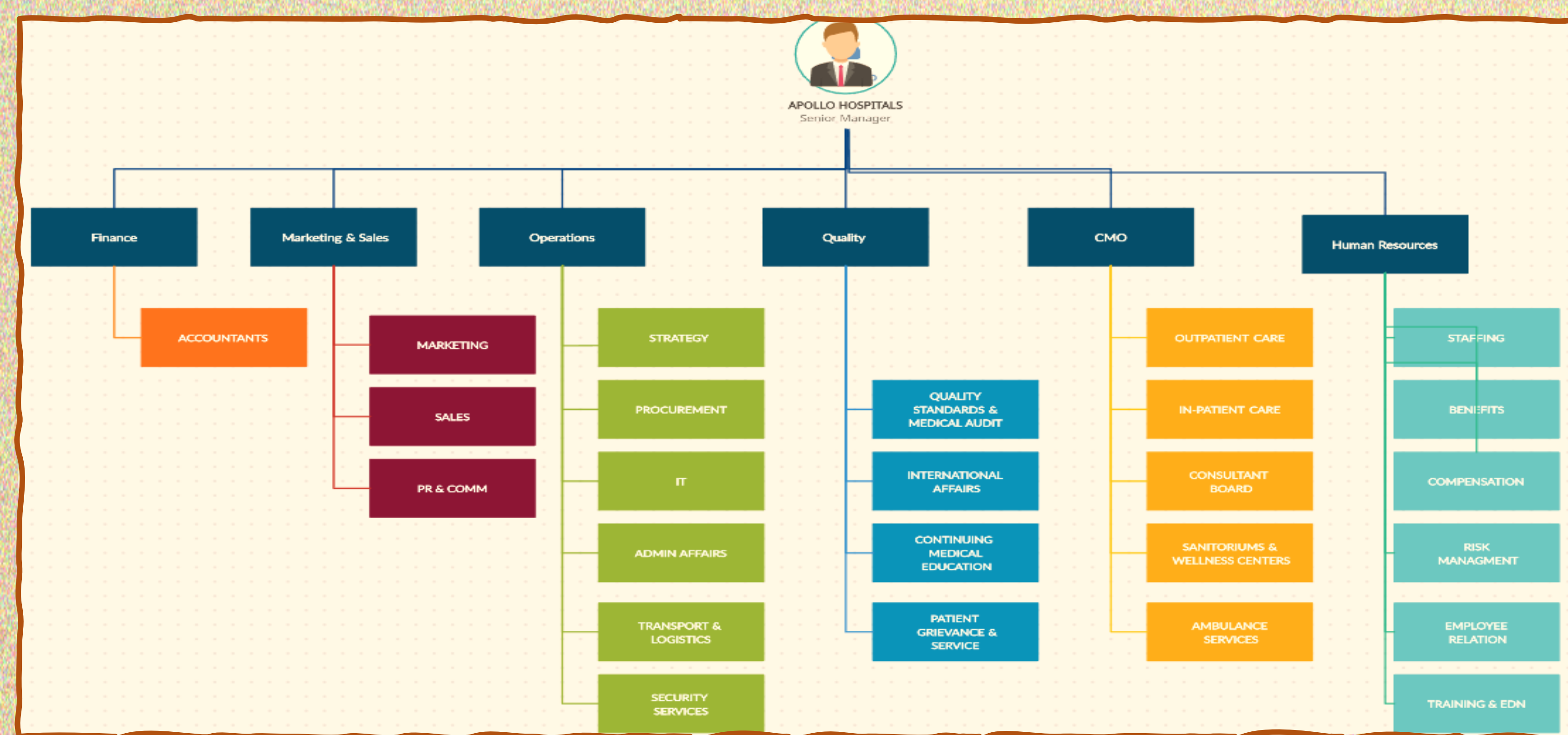
- Continuous Improvement Culture
- Scalability and Sustainability
- exploring new technologies and workflows

Threats

- Lack of Follow-up
- Data Security Concerns
- Resistance to Change



Organizational Structure



Theory Understanding VS Practical Exposure

- Identifying and eliminating waste (Muda) in a process.
- Emphasize the 7 wastes -TIMWOODS: Transport, Inventory, Motion, Waiting, Overproduction, Defects, Overprocessing, Skills.
- Applying theory to real-world situations - Measuring cycle times, identifying bottlenecks, tracking defect rates.

Implementing Theoretical Knowledge To Enhance Practical Exposure

- Leveraging time process mapping theory, identified inefficiencies in the hospital's patient's entrance in the department to exit from the department process.
- By collaborating with colleagues, we mapped the workflow and implemented the 5S (Sort, Set in order, Shine, Standardize, Sustain)- framework to streamline procedures. This resulted in reduced wait times highlighting the value of TPM for enhanced hospital efficiency and patient care.

Learnings

- Understanding Hospital Operations**
- Standardizing procedures and workflows** - Ensured consistency and reduced errors across different shifts and staff members
- Enhanced Problem-Solving Skills:** TPM strengthened my ability to analyze complex processes, identify root causes of issues, and develop data-driven solutions.

Usefulness

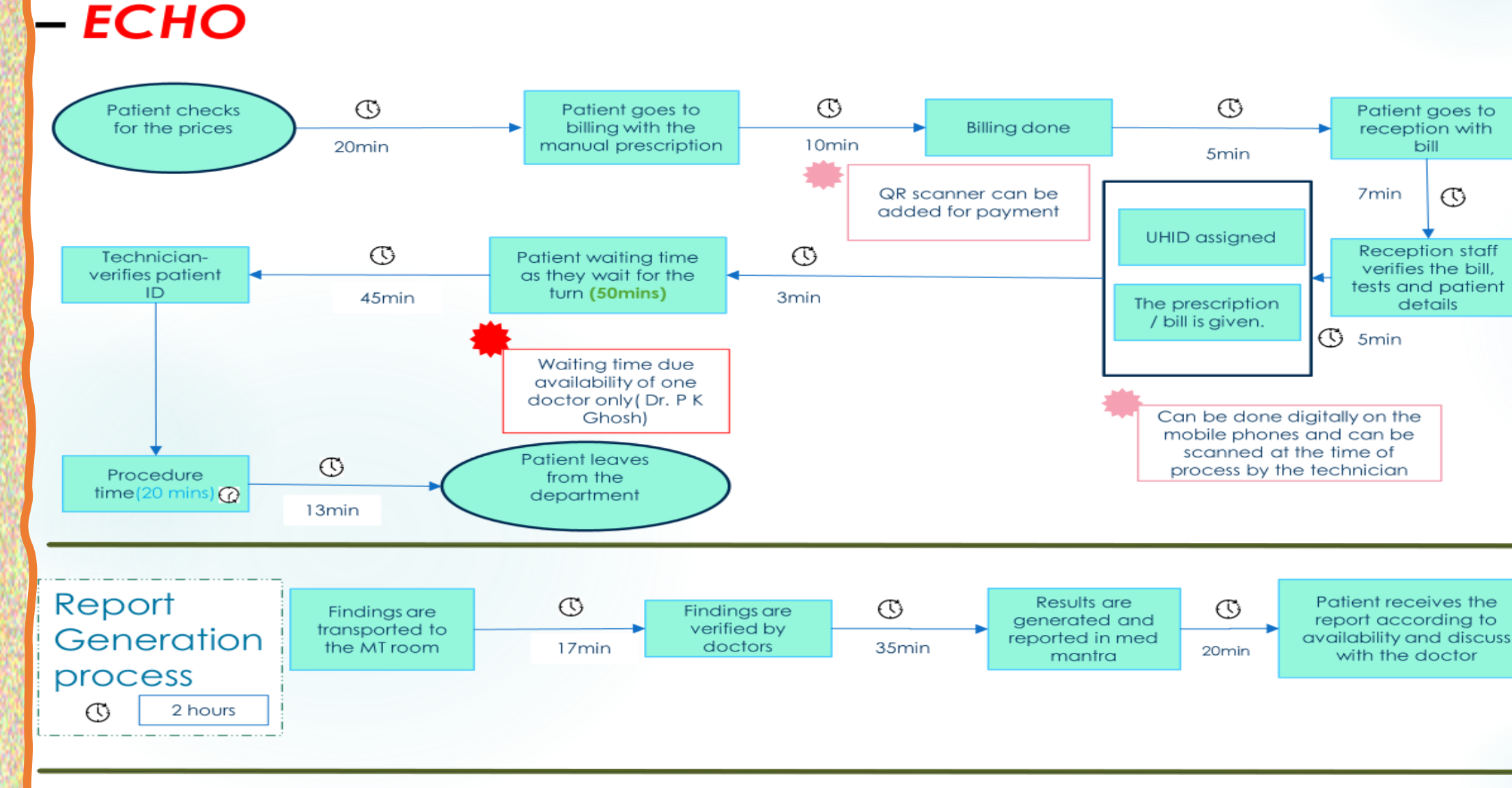
Findings

Team Formation

Process Selection

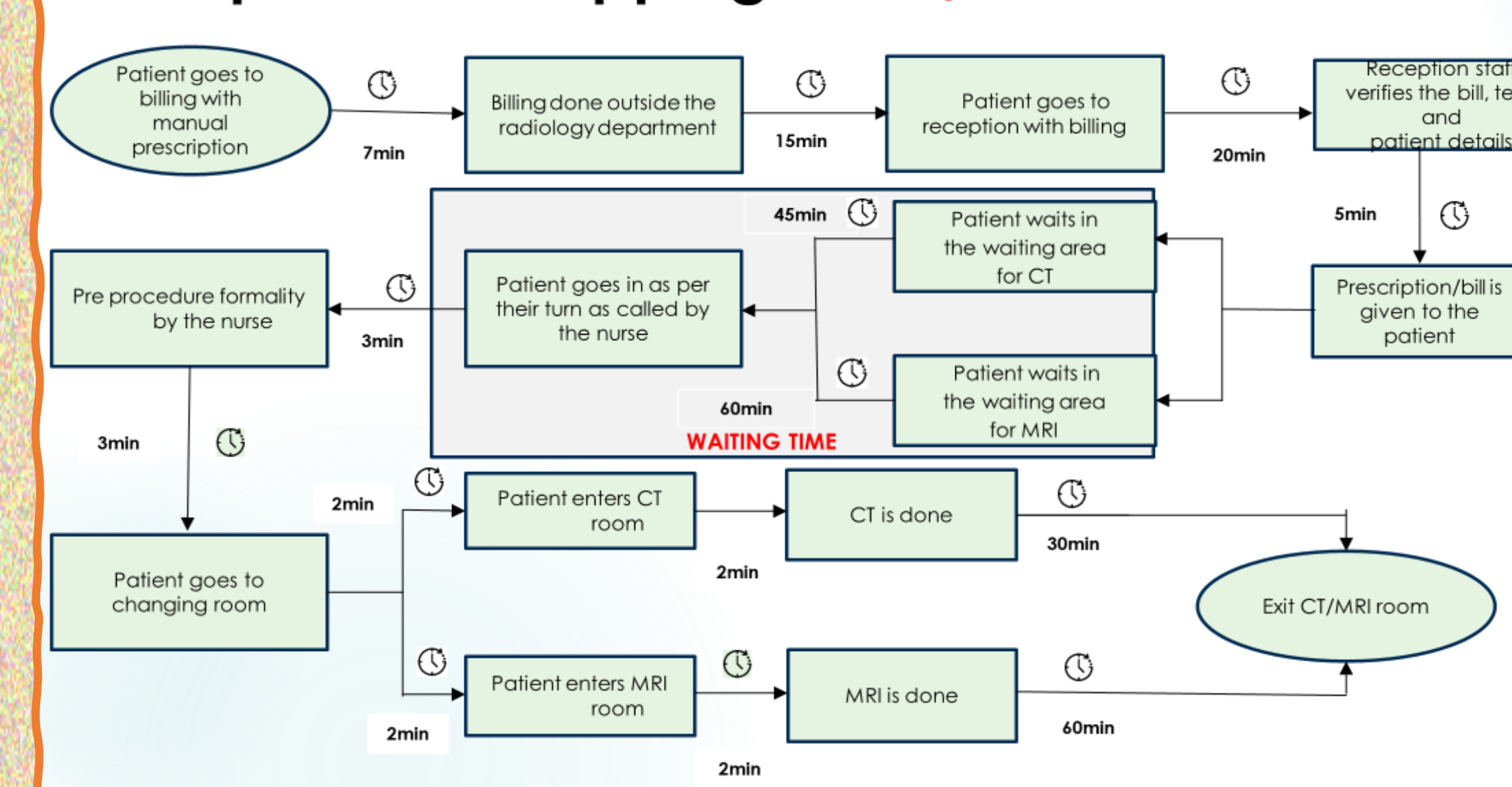
Data Gathering

Process Mapping of Cardio Diagnostics Department - ECHO



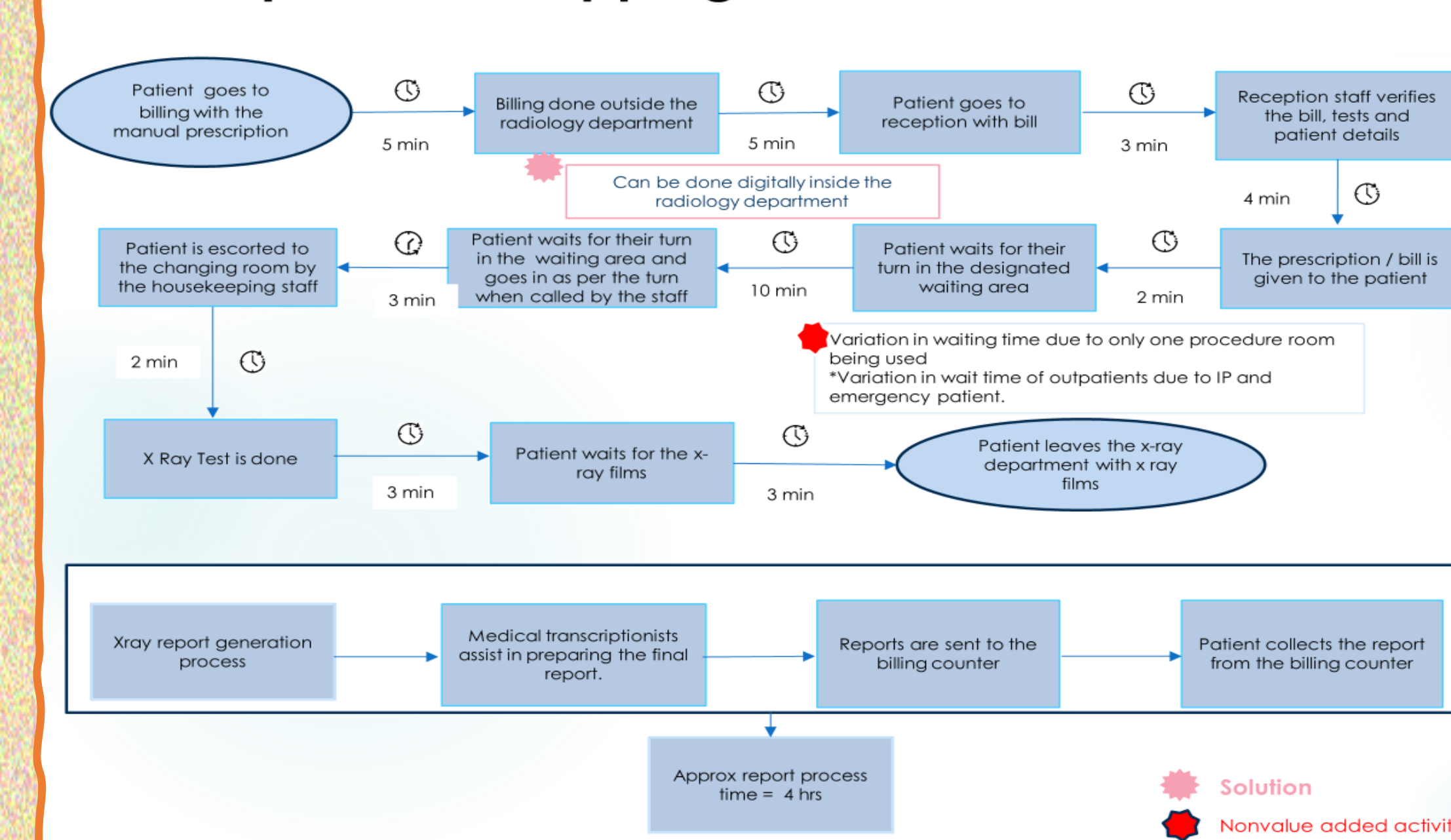
1. Cardio Diagnostics Department (ECHO)

Time process mapping of CT/MRI scan



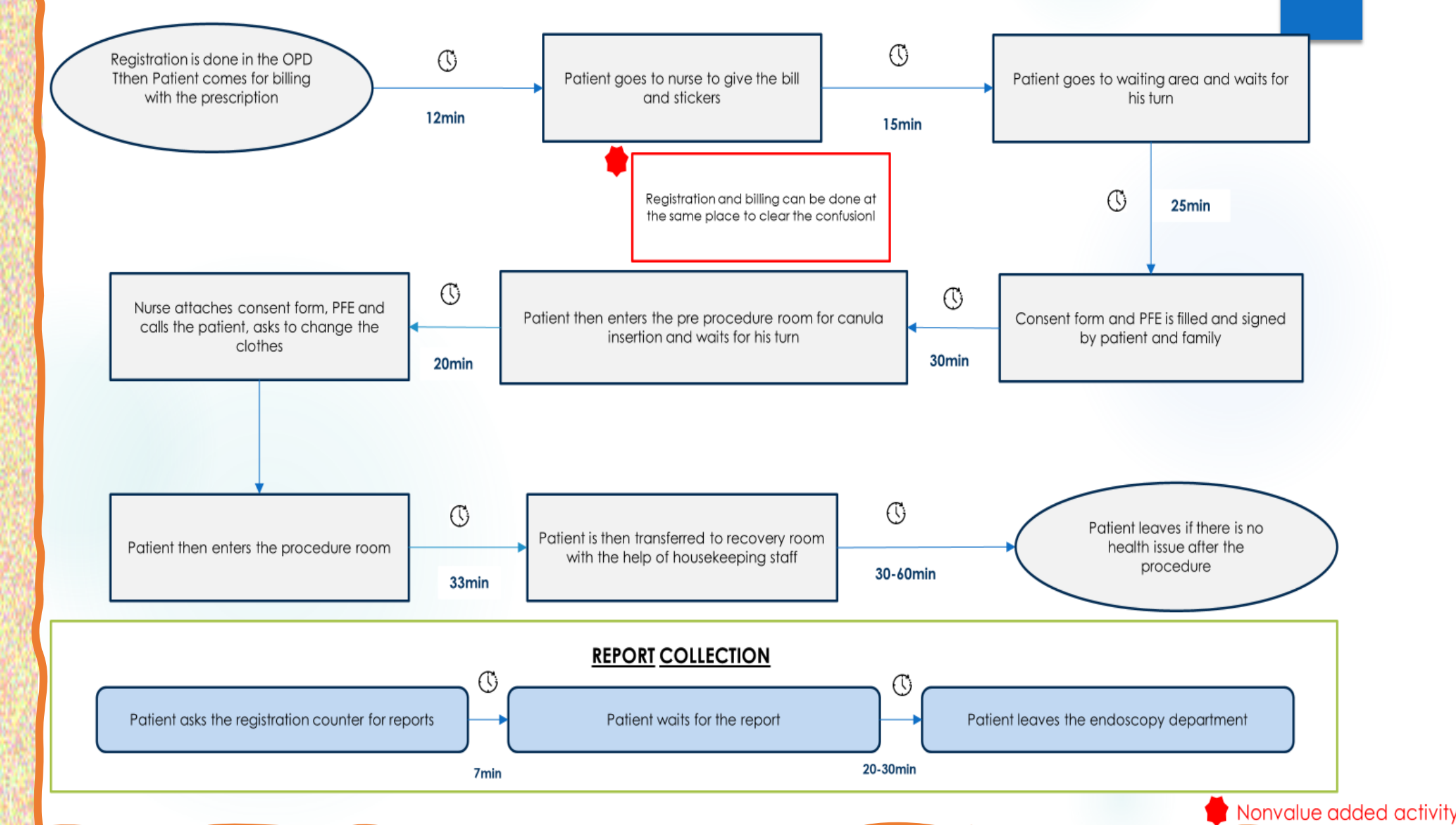
2. Radiology Department (CT/MRI)

Time process mapping of X-RAY



3 Radiology Department (X Ray)

Time process mapping of Endoscopy



4. Endoscopy Department

Challenges

- Variability and Complexity:** Apollo Hospital Delhi likely has a diverse patient population with varying needs. This, combined with the size and potential departmental specializations, could make capturing the true variability of processes a challenge.
- Fragmented Technology Systems:** Hospitals often have a mix of old and new technology systems. This fragmentation can make it difficult to collect consistent time data across the entire process.

Suggestions

- Expand TPM & VSM to additional departments
- Staff training;
- Implement data dashboards or reports to track key performance indicators (KPIs) after TPM & VSM implementation.
- Establish a dedicated team or committee responsible for overseeing the ongoing implementation and refinement of TPM & VSM across the hospital