



HISTORY OF BLK -MAX

Dr. B. L. Kapur, an obstetrician and gynecologist, founded a Charitable Hospital in 1930 and a Maternity Hospital in 1947. He initiated a 200-bed hospital in Delhi in 1956, which became a premier multispecialty institute by 1984. BLK-Max is a Super Specialty Hospital with 650 beds, 125 critical care beds, and 20 modular operation theatres. It has established several Centers of Excellence, including cancer, bone marrow transplant, heart, neurosciences, and pediatrics

THEORETICAL KNOWLEDGE

I learn a lot about healthcare management practice in organization from classes and lectures. I sharpened my analytical and critical thinking skills by studying case studies, research papers, and academic materials.

PRACTICAL EXPOSURE

I gained hands-on experience in places like the ICU or OPD, watching and taking part in real healthcare tasks and patient interactions. I deal with real-time challenges, learning to think on your feet and solve problems in practical situations.

LEARNINGS

Visited various departments including OPD, IPD, ICU, TPA, IPD billing, dispatch, pharmacy, CSSD, and emergency.- Assisted the floor manager during rounds to ensure patient satisfaction and care. Became familiar with hospital systems such as EHR and HIS. Observed and supported the patient admission process in the IPD department, from admission to discharge and billing. Worked on improving patient satisfaction and identified major issues faced by patients during their stay.

METHODOLOGY

STUDY DESIGN – Analytical Study
DURATION OF STUDY - 10 days from 10 JUNE 2024 TO 19 JUNE 2024
STUDY AREA- Inpatients AT BLK MAX DELHI
SAMPLE SIZE- 100 patients from different floors
Inclusion criteria – all IPD patients
Exclusion criteria – OPD patients, emergency and day care patients
DATA COLLECTION- Primary Data Collection
Data collected through feedback and interview.

MISSION

To deliver excellent quality care, advance through research and education, uphold integrity and ethics, adhere to global healthcare standards, and provide quality healthcare for all.

CHALLENGES

- Access to resources and tools was limited.
- Adapting to the organizational culture within a short time frame proved challenging.
- Understanding the complex hierarchical structure was difficult.
- Access to data was restricted.
- Some staff members displayed non-cooperative behavior.
- Managing the time properly.

AIM

The aim of patient satisfaction in IPD is to ensure that patients receive holistic, compassionate, and effective care that not only treats their medical conditions but also supports their overall well-being and recovery process.

SWOT ANALYSIS

STRENGTH

- Experienced Staff Member
- Enhanced Patient Care & Satisfaction
- Advanced Technology
- Super specialist and expertise
- Accredited with JCI, NABH, NABL.

WEAKNESS

- Manpower is less.
- Sitting area is not sufficient.
- Longer waiting time due to high patient demand
- High operational costs

THREAT

- Rising Costs of medical supplies, advanced medical technology.
- Competition from other multispecialty hospitals.
- Economic slow down
- Cybersecurity Risks

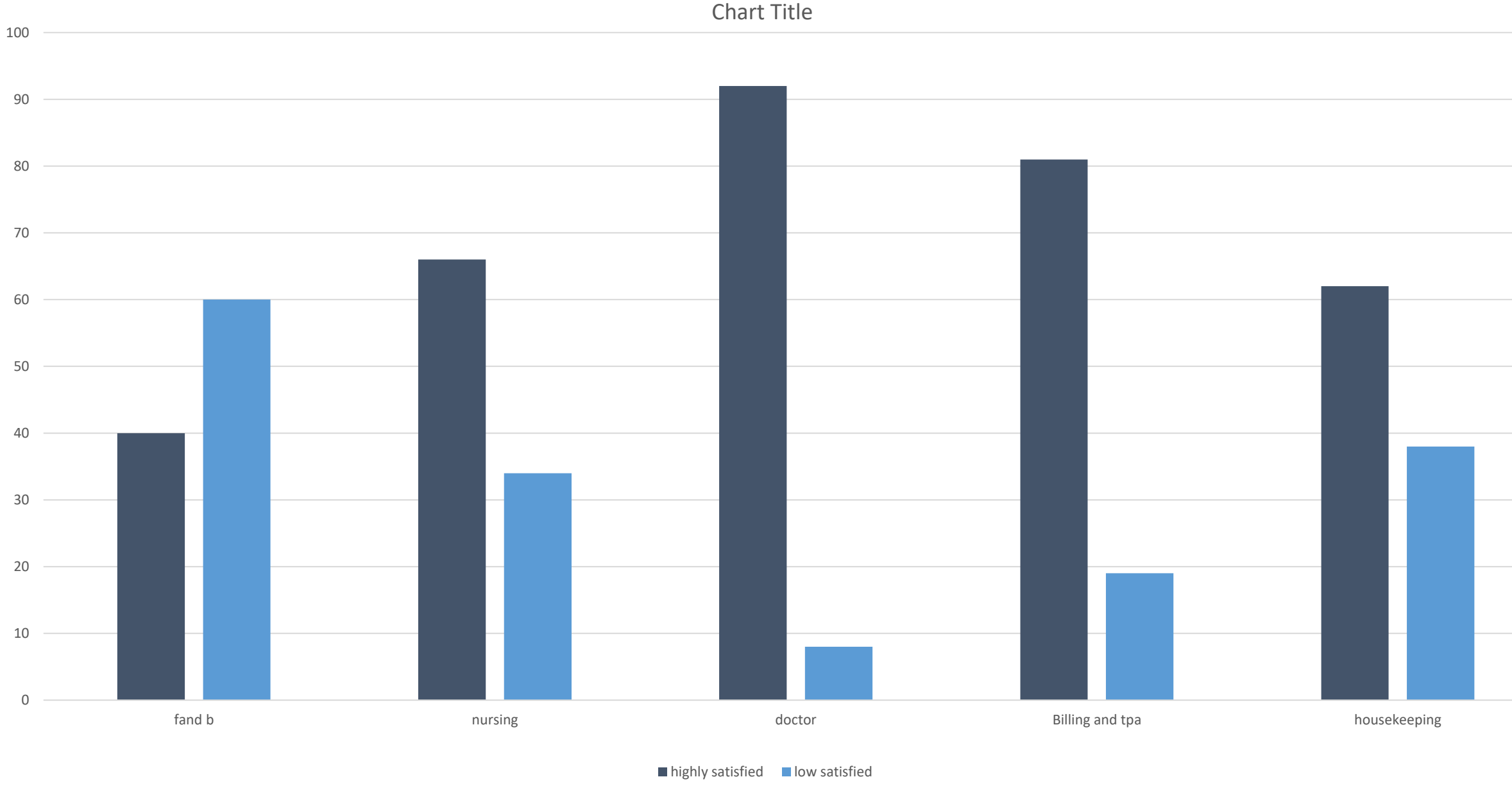
OPPORTUNITY

- Increasing brand and services awareness.
- New Technology.
- Innovation in Healthcare
- Market Expansion

USEFULNESS

- Gained a comprehensive understanding of IPD, ICU, OPD, and TPA operations.
- Boosted confidence.
- Enhanced communication and coordination skills.
- Developed insights into hospital workflows and patient care.
- Gained valuable work experience

FINDINGS



INTERPRETATIONS

60% of inpatients are dissatisfied with the food and beverage services, and the quality of the food served. Additionally, 34% of patients are dissatisfied with the behavior and responsiveness of the nursing staff. Housekeeping services and room cleanliness are also areas of concern, with 38% of patients expressing dissatisfaction. Furthermore, 19% of patients are not satisfied with the billing and TPA department. Lastly, 8% of patients are dissatisfied with the behavior and treatment provided by the doctors.

SUGGESTIONS

- Implement a user-friendly feedback system that allows patients to provide their feedback, suggestions, and complaints
- Increase the number of experienced nursing staff.
- Conduct regular inspection and audits to monitor the quality of cleaning
- Each floor will be equipped with a microwave for food warming purposes.
- All rooms, wards, lobbies & washrooms must be cleaned & examined on a regular basis.
- Canteen food quality should be improved to reduce the food compliant.
- Using digital tools to improve information management, communication, and coordination among healthcare providers
- Implement efficient payment systems, such as mobile payment apps or self-service kiosks, to reduce the time taken for billing

ORGANIZATION STRUCTURE

