



NARAYANA HEALTH MULTISPECIALITY HOSPITAL, JAMSHEDPUR AT OPERATIONS DEPARTMENT

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HISTORY

Narayana Health Limited is a chain of multispeciality hospital provider in India. It was founded by Devi Shetty founded Narayana Hrudalaya (NH) in the year 2000 with a 280-bed heart hospital in Bangalore. Since 2014, the group operates Health City Cayman Islands in Grand Caymen From 2016 onwards, NH has increased its presence in New Delhi, Gurgaon and Mumbai, by opening premium multispecialty hospitals, in order to boost margins. In 2022, NH announced that it is looking to set up a 1000-bed advanced specialty hospital.

DESCRIPTION

Narayana Health Hospital, Jamshedpur, is a 211 beds multispeciality hospital with primary and tertiary medical care in all major specialties. The hospital has established in 2008 to provides world-class medical healthcare service provider in the region to the people of Jharkhand, Bihar, Odisha, West Bengal & Chattisgarh. It has been delivering exceptional clinical care for over 16 years with first major region hospital accredited cover National Accreditation Board for Hospitals (NABH).

Narayana Health is centered on delivering exceptional patient care leveraging technological advancements and enhancing operational efficiency.

• VISION

To make healthcare accessible to all world-class clinical services provides to patients.

• MISSION

THEORETICAL APPROACH

1. I have gained knowledge about different departments in their functioning in hospital.
2. I gained knowledge about different types wards and billing procedures used in IDP admin cell.
3. I observe all departments that operates from OPD to Emergency that their having two patients enter and medical treatment.
4. I knowledge to understand electronic health records system through admit patients.
5. They provides me to gain access on OT and doctor consultant services and treatment.

PRACTICAL APPROACH

1. I facilitated the completion of admission forms for arriving at the hospital.
2. I entered data for dialysis and chemotherapy patients into the electronic health records system.
3. In system, directly entered emergency patient register and admitted in EHR.
4. I admitted patients to give admission form to fill it and then I printed an addressor and admission slip to put it on patient file and sent them to ward.
5. I entered corporate department patient referrals through corporate/scheme or insurance to take direct admission.

CHALLENGES FACED

1. High workload and multitasking through patient admission.
2. To take permission with doctors to admit patient every time.
3. Delay of inpatient admission due to chemo and dialysis patient arrive anytime.
4. Delay of monitoring bills and process ongoing though discharge.
5. Collecting information and data of a patients on a big scale organization.

USEFULNESS

1. It helps gaining lots of practical exposure and experience day by day due to patient admission, appointment scheduling, estimation process, transfer tariffs.
2. It helps gained knowledge by providing managers and planning resources to patient problem and solution.
3. I gained more knowledge interaction between doctors and managers to provides cost of patients bills and cost of packages.
4. I interact between patient party to counselling and negotiate

LEARNING

1. I learned patient flow in OPD and day care patients, process of IPD from admission to discharge.
2. Use of electronic health records system in IPD admission cell.
3. Estimates of costs for various medical services, including surgeries, diagnostic tests, treatments, and nursing care.
4. I learned patents discharge with the help of final bill and handover all documents.
5. I cleared for OT and final clearance arrival for surgery.

SUGGESTIONS

- 1.To providing training to the clinical staff in the nursing homes once a month ensuring minimal loss, quick service to patients and improving overall healthcare quality of the area.
- 2.Lack of Manpower.
- 3.Lack of system.
- 4.Two or more managers can handle situations in emergency ward.

GAP IDENTIFIED

1. The delay between final bill release of chemotherapy and dialysis day care patients and their discharge procedure takes around 4 hours.
2. Bed occupancy rate is over 98% for the past year which shows the resources are not being utilized properly.
3. There have to another department that separates the bridges from dialysis, chemotherapy patients and discharge cell must be separated from admission cell.



STRENGTH

1. Reputed and Branded Hospital
2. Multispeciality Services
3. Advanced Medical Technologies
4. Expert Medical Staff
5. Patient-Centric Counselling

WEAKNESS

1. High-Cost Leverage in Tariffs Wards
2. Complex Management Structure
- 3.Staff Burnout
4. Dependence on Technology

SWOT ANALYSIS

OPPORTUNITIES

1. Expansion and Growth Partnership and Collaborations
3. New Medical Department
4. Advancement of OT and Surgical Equipment

THREAT

1. More Competition like TATA MAIN HOSPITAL, TATA MOTORS HOSPITAL, ASG HOSPITAL, MGM HOSPITAL, MEDICA HOSPITAL
2. Public Health Crisis
3. Downfall of Emergency
- 4.Financial and Cost-Cutting Employees

ORGANISATION STRUCTURE

