

BRIEF HISTORYABOUT ORGANIZATION

P. D. Hinduja National Hospital and Medical Research Centre is a multi-specialty, tertiary-care hospital in Mumbai, It is a 400 bedded hospital P.D.Hinduja hospital has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement services and more.

VISION & MISSION

To Provide Quality Healthcare For All i.e. healthcare that is Affordable Value based ,Ethical ,Transparent ,Outcome based,Backed by Technology & Innovation
To create P. D. Hinduja Hospital & Medical Research Centre a world class medical institution by delivering quality medical care to all patients, as well as continuous medical education to all the doctors & training of nurses and by undertaking basic & clinical research with the focus on the needs of the country.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

For improved data analysis, I understand the proper technique for gathering data and make use of the appropriate data collection tools.

SWOT ANALYSIS	
STRENGTH - Strong brand name - Skilled persons (attendants) - High success rate - Excellent patient base - Prime location - Personalized care	WEAKNESS - Patient wait times - Limited number of lifts to transport patients - Poor floor management - Limited patient transportation assistance like wheelchairs , stretchers
OPPORTUNITIES - Used Advanced technology for patient transportation - Common tracking application	THREATS - competition with Other hospitals in technology - Advanced application used in other hospital - Advanced infrastructure available in other hospital

RECOMMANDATION & SUGGESTIONS

- Implement better communication tools and protocols to ensure smooth coordination between staff and attendants. Common Tracking application for all attendants
- Establish a reservation system for wheelchairs to manage availability and reduce waiting times during peak hours.
- Prepare a rout plan with less obstacles for easy access to move patients bed or wheelchairs
- Set clear roles and responsibilities for attendants, and ensure that patient transfer duties are included in their job descriptions. and ensure compliance through regular supervision and performance reviews
- Implement a lift usage schedule to prioritize patients with mobility issues and ensure minimal waiting times.
- Assess the current wheelchair technology and identify specific needs for new technology wheelchairs that can improve patient mobility and comfort.

NAME – VEDASHREEAGAWANE
1666 , HM-28

AIM OF THE STUDY

Improve quality of care and maximize hospital resource usages by reducing patient transportation delay inside the hospital

OBJECTIVES OF THE STUDY

- To improve Response Time
- To improve communication channel Department
- To find out the current and desire state of patient transportation service in hospital

CHALLENGES FACED DURING INTERNSHIP

Due to the limited space in the hospital's OPD facility, it is challenging to record the pick-up and drop-off times during peak hours. It is also challenging to collect the patient's HH number during data collection.

methodology

- **Study Design:** Descriptive observational study
- **Study Setting:** Out patient department in OPD building of Hinduja Hospital
- **Study duration:** 4 weeks
(3 weeks- data collection, 1 weeks- Data Analysis)
- **Sample Size:** 110 (15-20 patients were personally tracked each day)
- **Data collection process:-** Transportation Initiation , Pick-Up Time ,Drop-Off Time Completion Time

