

INTERNSHIP REPORT
SRV HOSPITALS, BANGALORE

SUBMITTED BY: -
DR. PRATYUSHA MOHANTY

GUIDED BY:-
DR. S.P. CHATTOPADHYAY

1. INTRODUCTION-

SRV Hospitals was conceived in 2015 to bridge the gap between healthcare in the West and East by providing the finest and most contemporary technology in healthcare, state of the art infrastructure and personalised care even at mid-sized healthcare setups.

Our highly advanced tertiary care healthcare setups enable people to avail world-class healthcare services right where they live. Over the past few years, SRV Hospitals has been extending excellence in healthcare with its 5 state-of-the-art tertiary care hospitals in Mumbai, Bengaluru and Nashik.

In 2017, within the first two years of its conception SRV Hospitals brought the Mamata Hospital under its wing to enhance the quality of treatment for the localities of Dombivli. In 2020, SRV Hospitals opened in Tilak Nagar, Chembur and brought with them the philosophies and values that sets SRV apart from every other hospital to the region of Ghatkopar-Kurla.

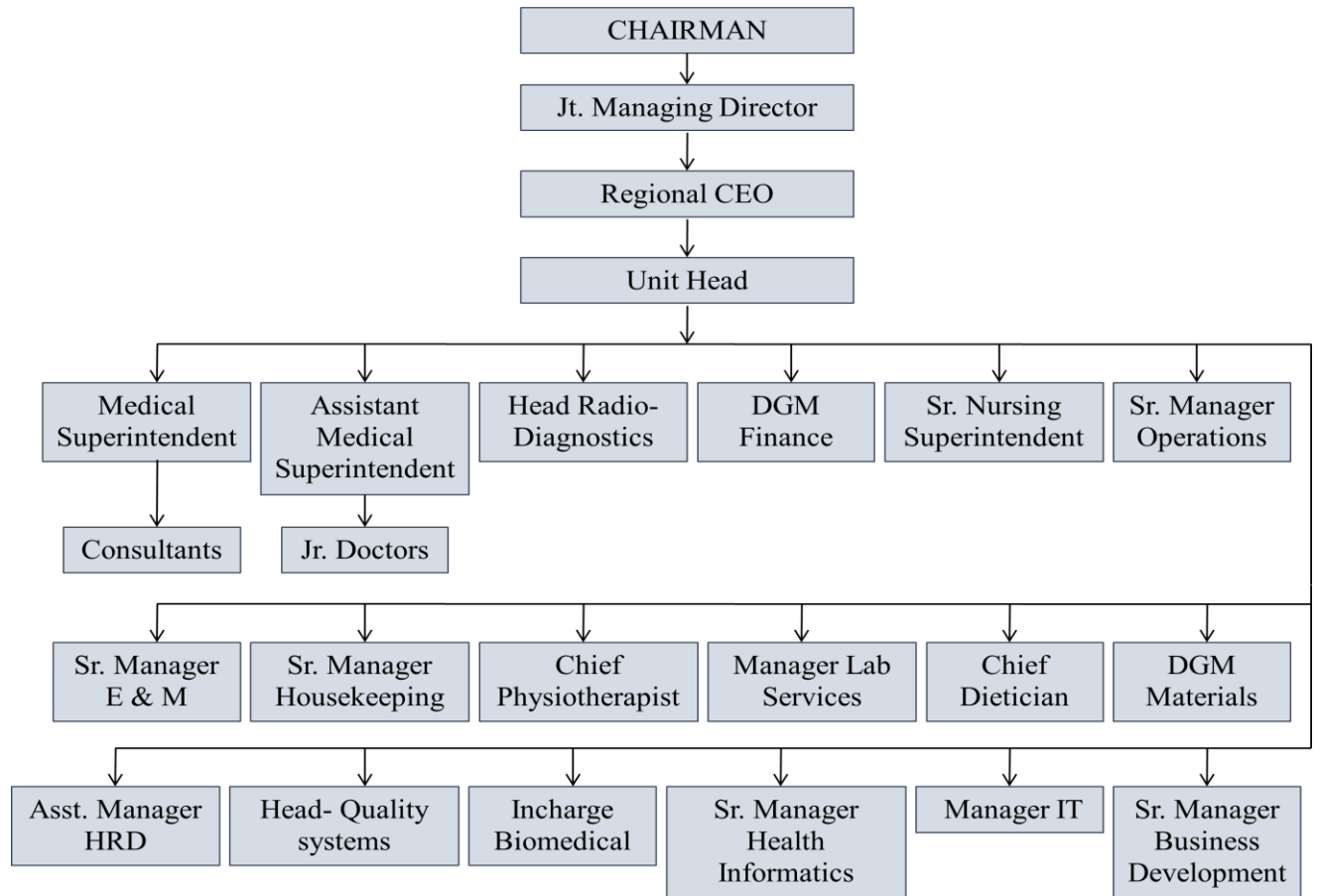
SRV Hospitals has led landmark changes in Mumbai through initiatives which benchmark our clinical excellence, our preventive health programme, our clinical protocols with best in class outcomes and patient centric caregiving. The care, comfort, respect and dignity along with the services that SRV offers creates trust and a lasting bond with its patients.

A cut above the other hospitals, less clinical and more personal, more approachable for patients and doctors who will be associated with us and more elegant; where the subconscious connection of hospitals with surgery, health problems, unwanted expenses, fear and stress is broken. We redefine or rather revisit the original meaning of hospitals, i.e. “A PLACE TO HEAL” and we do this with a heart; we are SRV Hospitals.

2. OBJECTIVES OF INTERNSHIP-

- To identify the primary factors influencing patient preferences in selecting mother and childcare units.
- To evaluate the relative importance of these factors in patient decision-making.
- To provide actionable recommendations for healthcare providers to improve service quality and patient satisfaction.
- Assess the quality of medical care provided in the mother and childcare unit.

3. ORGANIZATIONAL PROFILE-



4. SERVICE PROVIDED BY ORGANIZATION-

Clinical Services	Laboratory Services-
• Anaesthesiology • Cardiac Sciences- ○ Cardio Thoracic Surgery ○ Cardiology • Critical & Intensive Care • Dental & Maxillofacial Surgery • Dermatology • Emergency Medicine • Endocrinology • Gastroenterology • General Medicine • General Surgery • Neonatology • Nephrology • Neurosciences- ○ Neurology ○ Neurosurgery • Obstetrics & Gynaecology • Oncosciences- ○ Medical Oncology ○ Surgical Oncology ○ Radiation Oncology • Ophthalmology • Orthopaedics Sciences- ○ Orthopaedics Surgery ○ Joint Replacement surgery ○ Spine Surgery • ENT • Paediatrics • Plastic & Reconstructive Surgery • Psychiatry • Respiratory Medicine • Kidney Transplant • Urology • Vascular Surgery	• Clinical Biochemistry • Clinical Microbiology • Cytopathology • Histopathology • Haematology
	Diagnostic Services-
	• 2D Echo • Audiometry • CT Scan • Cath Lab • EEG • EMG/EP • Holter Monitoring • Mammography • MRI Scan • Spirometry • Treadmill Test • Ultrasonography • Urodynamic Studies • X-ray
	Transfusion Medicine-
	• Blood Transfusion • Blood Centre
	Professions Allied to Medicine-
	• Dietetics • Physiotherapy • Speech and Language Therapy
	Support Services-
	• Ambulance • Pharmacy

5. KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION-

White Paper: Enhancing Patient-Centered Care in Mother and Childcare Units

Introduction:

The choice of a hospital for maternal and childcare is a pivotal decision for expecting mothers and their families. This decision is influenced by various factors including the quality of medical care, availability of specialized services, hospital reputation, infrastructure, and personalized care. With the increasing emphasis on patient-centered care, it is imperative for hospitals to understand and prioritize patient preferences to enhance service delivery and patient satisfaction.

Objectives:

- Identify key factors influencing patient choice in selecting a hospital for maternal and childcare.
- Assess the quality of medical care provided in the mother and childcare unit.
- Develop strategies to improve patient experience based on identified preferences and expectations.
- Conduct surveys and interviews to gather insights from patients, staff, and the community.

Methodology:

To achieve these objectives, a mixed-methods approach was employed, combining quantitative and qualitative research methods. Surveys and interviews were conducted with patients, healthcare providers, and community members to gather comprehensive data. Additionally, observational studies and reviews of hospital records were conducted to evaluate the quality of care and infrastructure.

Findings:

- Patients prioritize hospitals with a reputation for high-quality medical care and successful outcomes.
- Availability of specialized maternal and childcare services, such as neonatal intensive care units (NICUs) and maternity wards, influences hospital choice.

- A positive reputation, built on patient experiences and community perception, strongly impacts patient choice.
- High levels of medical expertise and training among staff are associated with better patient outcomes.
- Continuity of care, where patients see the same healthcare providers throughout their pregnancy and childbirth, enhances patient satisfaction.

Recommendations:

- Develop and implement patient-centered care practices that prioritize personalized and compassionate care.
- Invest in modernizing facilities and ensuring a comfortable environment for patients and their families.
- Continuously train healthcare professionals to maintain high standards of medical expertise and patient safety.
- Engage in community outreach and gather positive testimonials to build a strong, positive reputation.
- Increase the availability of specialized maternal and childcare services to meet patient needs.

Conclusion:

Understanding and addressing patient preferences in maternal and childcare is crucial for hospitals to provide high-quality, patient-centered care. By focusing on the key factors that influence hospital choice, hospitals can enhance their service delivery, improve patient satisfaction, and achieve better health outcomes for mothers and children. Implementing the recommendations outlined in this white paper will help hospitals create a more supportive and responsive environment for maternal and childcare services.

6. KEY LEARNINGS FROM INTERNSHIP-

- Understanding the organizational structure of a hospital and the roles and responsibilities of various departments, by participating in hospital projects.
- Observed and inculcated how the things are managed by Management.
- Understanding the factors that contribute to a positive patient experience. Improved communication skills through interactions.
- Helped bridge the gap between theory and practice, letting use what learned at institute in actual situations and how it is managed.
- Effective time management helped to prioritize tasks, manage projects, maximize learning, and ensure compliance, also helped in professional growth and development.