

INTERNSHIP REPORT

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Organization-EHCC Hospital, Jaipur

Batch- MBA-HM 27 (Hospital stream), Year-2022-2024

Period of Internship-18th March -15th June

Department- Operations & Analytics

INTRODUCTION

Vision- A center of excellence in area of medicine with highest international standard at affordable cost for the community around the globe

Mission- To redefine healthcare by improving outcomes & experience of patients through cutting edge research & personalized clinical care including innovative, preventive, diagnostic, therapeutic & rehabilitation services.

Core Values-

- Integrity
- Patient Centricity
- Hospitality
- Excellence
- Accountability
- Respect for All
- Teamwork

EHCC Hospital started as a High-end cardiac center in 2013, became a multispecialty Hospital in 2015. Its journey of affiliation with Mount Sinai began in 2013. Accreditations include NABH in 2016, NABH Nursing Excellence & NABL in 2017 & JCI in 2019.



ORGANIZATIONAL PROFILE

EHCC is a multispecialty Hospital consisting of Hospital Main Building & is divided into A, B & C block with additional DG area & Parking area.

- Plot Size- 7500 sq.m
- Total beds-300, Operation-251
- Total floors- 2 Basements+ Ground+7 Floors
- No of OT-7, Cath Labs-2

Hospital Layout

Lower Basement

- MRD
- Engineering
- Clinical Research
- Gas Plant
- Water Pump Room

Upper Basement

- IPD Pharmacy
- F&B
- Mortuary
- Dialysis
- TPA
- Laboratory
- STP

G Floor

- OPDs
- Emergency
- Radiology
- OP Pharmacy
- Endoscopy
- Procedure Room

Mezzanine Floor

- Management block
- Physiotherapy
- Wellness-PHC
- IT
- OPDs
- NIC
- Neuro ICU

First Floor

- Cath Lab
- MICU-1,2
- Heart Command-1,2,
- Cardiac OPDs

Second Floor

- OTs
- CTVS ICU
- SICU

Service Floor

- **CSSD**
- **Biomedical Engineering**

Third Floor

- **HDU**
- **Patient Rooms**
- **General Ward**
- **Discharge Lounge**

Fourth Floor

- **Eternal MOM**
- **NICU**
- **Patient Rooms**

Fifth Floor

- **MICU-3**
- **Patient Rooms**
- **General Ward**

SCOPE OF SERVICES

Clinical Services –

- Anesthesia
- Dental
- Dermatology
- ENT
- Obstetrics & Gynecology
- General Surgery
- Internal Medicine
- Orthopedics
- Pediatrics
- Pulmonology
- Urology
- Cardio Thoracic & Vascular Surgeries (CTVS)
- Interventional Cardiology
- Heart Transplant
- Kidney Transplant
- Endocrinology
- GI Surgery
- Gastroenterology
- Non-Invasive Cardiology
- Nephrology
- Rheumatology
- Plastic Surgery
- Neurology
- Neuro & Spine surgeries
- Ophthalmology

Support Services-

- Ambulance service
- Dietetics
- Physiotherapy
- Blood Bank
- Pathology
- Radio Diagnosis
- Pharmacy

KEY ACTIVITIES/PROJECT

- Maintain Daily MIS for both units-EHCC & EHS -
 1. Admissions
 2. Discharge
 3. Bed Occupancy- ICU Occupancy & Ward Occupancy, Department wise, Midnight & Current Occupancy
 4. OPD visits-New & Review
 5. PHC packages
 6. ER Footfall
 7. No of Surgeries
 8. No of Cath Lab
 9. Feedback collection
 10. Average Length of Stay
- Monthly Master Sheets
 1. Admissions – Department wise & Doctor wise
 2. Discharge Outcome Analysis
 3. Surgeries
 4. OPD New & Review Patients
 5. Feedback collection through various sources such as Google reviews, Feedback box, Digital Feedback Kiosks, Zceppa, IDTR Rounds, Patient Welfare Officers (PWO), Emails
- Daily Business Report – Revenue & Collection from OPD, IPD, Cash, RGHS, TPA, Pharmacy
- Office of Patient Experience –
 1. Rewards & Recognitions (R&R) data -monthly & half yearly compilation & analysis according to the scoring system criteria
 2. Participate in IDTR (Interdisciplinary Team Rounds) for both IPD & OPD areas to collect patient feedback, address patient complaints & grievances and improve patient satisfaction.
 3. Monthly FPGC Meeting presentation- Coordinate with different departments such as Patient Welfare Office (PWO), Nursing, Operations including Dietetics, Housekeeping, F&B, Medical Admin etc.
 4. Supervise the compilation of monthly Patient Satisfaction Index (PSI) & Net Promoter Score (NPS) data for capturing patient satisfaction by coordinating with PWO
 5. Complaints closure on Krypton platform to address any patient grievances, Root cause analysis (RCA) & Corrective & Preventive Action (CAPA)
- Miscellaneous studies-
 1. DSA Study- Study of Digital Subtraction Angiography package the value-added services & cost centers for cost containment
 2. DJ Stenting Study

3. Study of Pharmacy Repeat patients to identify customer loyalty
 4. Study of Investigation wise census for various doctors
 5. Worked on price revision for Surgeries, IPD packages, Investigations etc.
 6. Laboratory TAT analysis
 7. Doctor wise performance analysis
 8. Refund analysis to identify the common errors
 9. Departmental review for Preventive Health Checkup – wellness
 10. Study on Average Length of Stay for IPD Packages
- CEO Office Management
 1. Fetch any data required by senior management
 2. Data cleaning & analysis
 3. Consultant coordination
 4. Appointment scheduling
 5. Operational Projects

KEY LEARNINGS

- Hospital orientation program- Tour of the entire hospital premises & introduction to various departments & personnels
- Created a Hospital Profile mapping the entire facility
- Introduction to PHC department & KRA (Key Responsibility Areas) received
- Coordinate with various departments such as Radiology, NIC (Non-Invasive Cardiology), Ophthalmology, Dental, ENT, PCS, Doctor coordinators (Cardiology, Internal medicine), Path Lab for smooth operations
- Counselling clients regarding the importance of preventive health checkups, understanding customer's needs, any specific concern, their medical history & recommend them packages accordingly
- Brief the customers regarding any pre-requisite for tests & also how each investigation is performed & its purpose.
- Report dispatching for the package including all test reports, films & prescriptions
- Ensure the packages are completed within the TAT
- Maintain daily data for package patients & perform comparative analysis at the end of the month
- Coordinate with Marketing team for execution of various Corporate packages according to the MOU & facilitate smooth conduction of various employee & pre-employment health checkups
- Coordinate with PCS staff to ensure smooth appointment booking, registration & billing process
- Presented project proposal for dissertation to Senior Management & MRD. This included project work already done at SDMH, RBH & BMCHRC
- Scope of services of Hospital
- Mission & Vision of Hospital
- Organogram
- Various schemes & payers
- Facility design
- Scope of PHC
- Process flow for PHC packages – order of tests
- Types of packages- Cardiac (Basic/Advance/Premium), Whole Body (Basic/Premium), Diabetic, Mid-week, International, Well woman, Cancer screening, Pre-marital, Healthy Lung etc.
- Corporate tie-ups
- PHC TAT
- Doctor wise analysis
- Documentation standards for PHC customers
- Importance & Mechanism of various tests such as Pap smear screening, Echo screening, TMT, Audiometry, PFT, various radiographic investigations such as CT Angiography, Bone Mineral Densitometry (BMD), LFT, RFT components, Urine analysis components & other pathological investigations

- Induction program- Infection control, Emergency codes, Fire Safety training, BLS, Ergonomics by Physiotherapy team, Quality standards & accreditations with NABH & JCI, Hospital Committees
- Strategic design features of modern Hospitals- Interstitial space- Mezzanine floor, Service floor
- Rights of customers – Right to Privacy, Right to Confidentiality, Right to Information, Right to Complain & seek redressal, Right to Second opinion etc.
- Importance of patient feedback
- Health Promotion strategies
- Analytics & data driven decision making
- Data cleaning
- Hospital Management Information System (HMIS) & its modules
- Pricing of Services in hospital
- Hospital Utilization indices such as Bed Occupancy rate, ALOS, OPD footfall, ER footfall, IPD admissions & discharges
- Department wise index
- Doctor wise index
- Patient Satisfaction Index
- Net promoter Score
- Impact calculations