

PSRI Hospital is a premier healthcare institution in Delhi and our country. It was established in 1996 by two illustrious Professors of AIIMS New Delhi viz. Prof. B.N Tandon and Prof. K. K. Malhotra. Now it is a prestigious NABH Accredited multi-specialty 200+ bed super specialty institute having all major super specialties. It was promoted by the JK Group one of the leading business houses. PSRI hospital has listened to the top 5 hospitals in India, renowned for top liver and kidney transplant hospitals in India.

SWOT ANALYSIS

STRENGTHS

- Advanced Medical Technology
- Highly Skilled Multidisciplinary Team
- Perform robotic surgery with precision, ensuring minimally invasive procedures that optimize patient outcomes and accelerate recovery.
- A prestigious hospital at the city centre.

WEAKNESSES

- The hospital's urology services are outsourced, hence there is no in-house urology team available.
- Surgical delays undermine operational efficiency and patient care standards.
- Surgery costs are prohibitively high

OPPORTUNITIES

- Expanding and increasing bed capacity present growth opportunities for the hospital.
- Innovate surgical procedures and technology for cost-effective healthcare access

THREATS

- High nurse attrition rates jeopardize staffing stability and quality of patient care.
- Nearby healthcare upgrades intensify competition, requiring substantial investment to remain competitive.

- ### CHALLENGES

 - Lack of cooperation from certain staff members in providing project data.
 - Restricted access to some departments, hindering comprehensive understanding.
 - Limited to observing the project process without active participation.

LEARNINGS

- Standardized Protocols
- Effective Communication
- Adequate Staffing
- Compliance

RECOMMENDATIONS

- Lean Management
- Clear pre-operative communication
- Flexible blocks
- Transportation assistance
- Reminder system installation

THEORETICAL

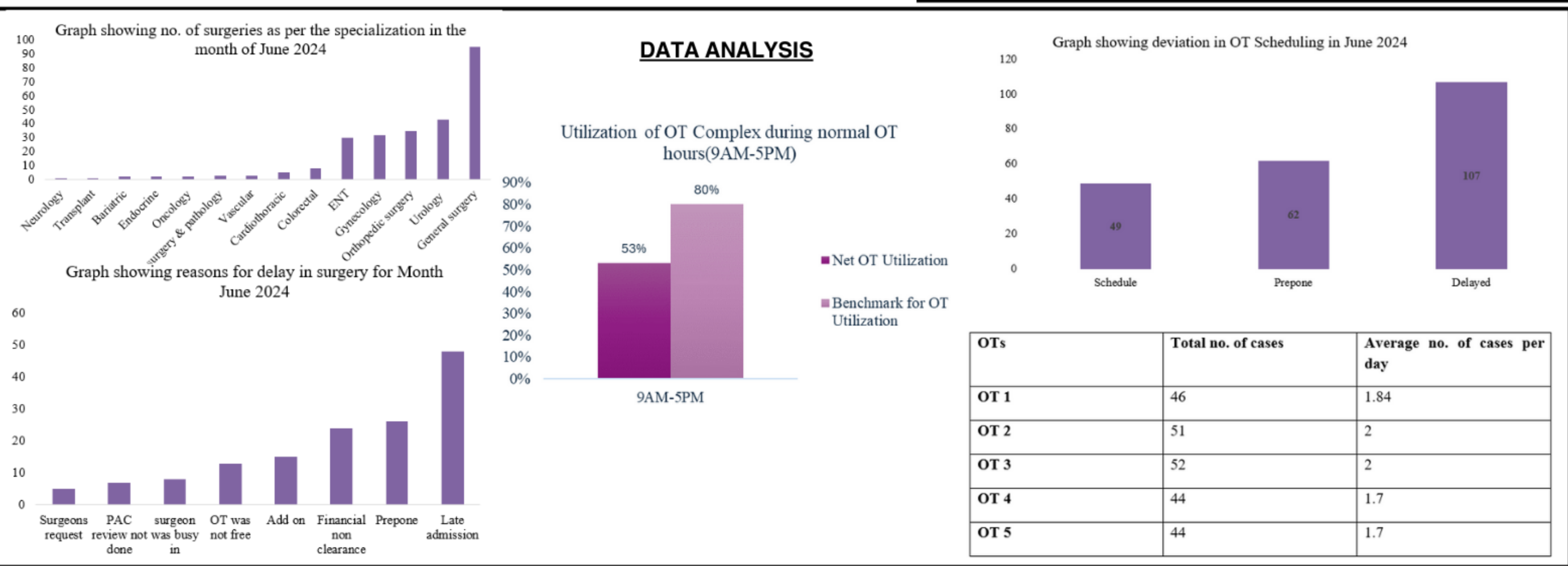
Learning about hospital management concepts and principles through books and classes.

USEFULNESS

- Personal skill development
- Networking
- Communication, and problem-solving skills.

PRACTICAL

Gaining hands-on experience by working in a hospital, learning how to handle real-world tasks and problems.



CONCLUSIONS

In June 2024, 237 surgeries were performed, with general and laparoscopic surgeries being the most common. OT utilization was 53%, with 20% of surgeries completed within 15 minutes, and 45% delayed. Delays were primarily due to late patient arrivals, financial issues, and rescheduling of other surgeries. Post-op recovery time was 1 hour 30 minutes.