

HISTORY

Max Healthcare, founded in 2000 by Analjit Singh, is a leading healthcare company in India. Its first hospital, Max Medcentre, was established in South Delhi. The company expanded its presence in Delhi NCR, including opening the Max Super Specialty Hospital in 2006. In 2012, it partnered with South African healthcare company Life Healthcare. The group continued to expand its network, adding more specialty hospitals and healthcare facilities across North India.

DESCRIPTION

Max Hospital Gurugram, a modern healthcare facility in North India, has treated over 5 lakh patients across 36 specialized fields. With 16 ICU beds, 6 PICUs, 7 NICUs, and 5 Cardiac Care beds, it offers a world-class healthcare experience with state-of-the-art technology, modular Operation Theatres, and NABH accreditation.



SWOT analysis of the hospital

Strengths

- a) Highly skilled and experienced medical professionals, including doctors, nurses, and technicians.
- b) Advanced Technology
- c) Strong reputation and brand recognition in the community.
- d) Convenient location, easily accessible to a large population.

Weaknesses

- a) Limited number of beds and facilities can lead to long wait times.
- b) Variability in patient satisfaction levels.

Opportunities

- a) **Expansion:** Opportunities to expand services and facilities.
- b) **Aging Population:** Rising demand for healthcare services due to an aging population.
- c) **Preventive Care:** Increasing focus on preventive care and wellness programs.
- d) Attract quality physicians and staff.

Threats

- a) **Competition:** Increased competition from other hospitals and healthcare providers.
- b) **Economic Factors:** Economic downturns affect patients' ability to afford care.
- c) **Dissatisfied patients.**



usefulness of hospital internship

Internships provide practical experience, skill development, exposure to medical fields, professional networking, and patient care skills. It enhances communication, empathy, and decision-making abilities, prepares interns for independent practice, and fosters personal and professional growth. Internships also enhance employability and career growth.

VISION

To be a leading healthcare institution recognized for delivering innovative, compassionate, and patient-centered care, while continuously advancing medical knowledge and fostering an environment of excellence, respect, and collaboration



Enhancing Patient CARE in MAX GURUGRAM Hospital

Improving patient care at the hospital involves various factors such as quality of care, convenience, communication, accessibility, accuracy, reliability, responsiveness, and empathy. This project focuses on identifying and implementing strategies to enhance these aspects, aiming to improve the patient experience and health outcomes.

PURPOSE OF PROJECT

1. Improve Quality of Care
2. Enhance Convenience
3. Strengthen Communication
4. Increase Accessibility
5. Ensure Accuracy
6. Enhance Reliability
7. Improve Responsiveness
8. Promote Empathy

difference between theoretical and practical understanding

In hospital operation, Theoretical understanding, derived from textbooks and research, is crucial for clinical decision-making and problem-solving. Practical understanding, focus on real-world application, skills, development in patient care and critical thinking. Continuous learning is essential.

learning during the internship in the hospital

hospital operations, emphasizing the importance of understanding patient flow management, healthcare administration, resource management, financial management, data management, compliance, project management, patient experience, emergency preparedness, technology integration, leadership skills, ethical and cultural competence, healthcare laws and regulations, data analysis, and patient-centered care.

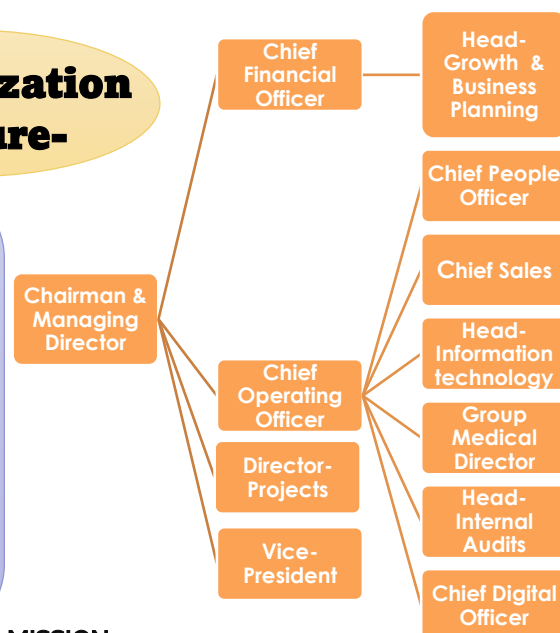


Challenges Faced During Hospital Internship

- Working effectively within multidisciplinary teams
- Bridging the gap between theoretical knowledge and practical application.
- Continuous learning and adaptation are necessary to stay updated.



Organization structure-



Suggestions

- Prioritize patient experience by improving bedside manners, reducing wait times, and involving patients in decision-making.
- Use collaborative tools and regular meetings to ensure everyone is informed and aligned.
- Optimize scheduling and staffing to ensure adequate coverage and reduce burnout.

MISSION

The mission is to improve the health and well-being of our community by providing high-quality, compassionate, and accessible healthcare services. We are dedicated to advancing medical knowledge through research and education, and we strive to create a safe and supportive environment for patients, families, and staff."

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Project- Enhancing Patient CARE in Hospital

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