



A STUDY ON PLANNED AND EMERGRNCY ADMISSION IN RELATION TO
PATIENT EXPERIENCE AT MAX HOSPITAL, SHALIMAR BHAG

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BRIEF HISTORY AND DESCRIPTION OF THE ORGANIZATION

The Max Super Specialty hospital's Shalimar Bagh branch was founded in 2011 and is the first facility in India to be recognized by HIMSS. In addition to receiving accreditation for its super-specialty facility from NABL and NABH, the center was also awarded the First Global Green OT accreditation.

It has 30 operating theatres, over 90 critical care bed, and the widest spectrum of clinical care, education and research with 348 of experienced doctor, 300 installed beds facility and 34 specialties. More than 4lakh patient have received successful treatment and patients from over 132 countries have trusted Max Healthcare for state-of-the-art medical care.

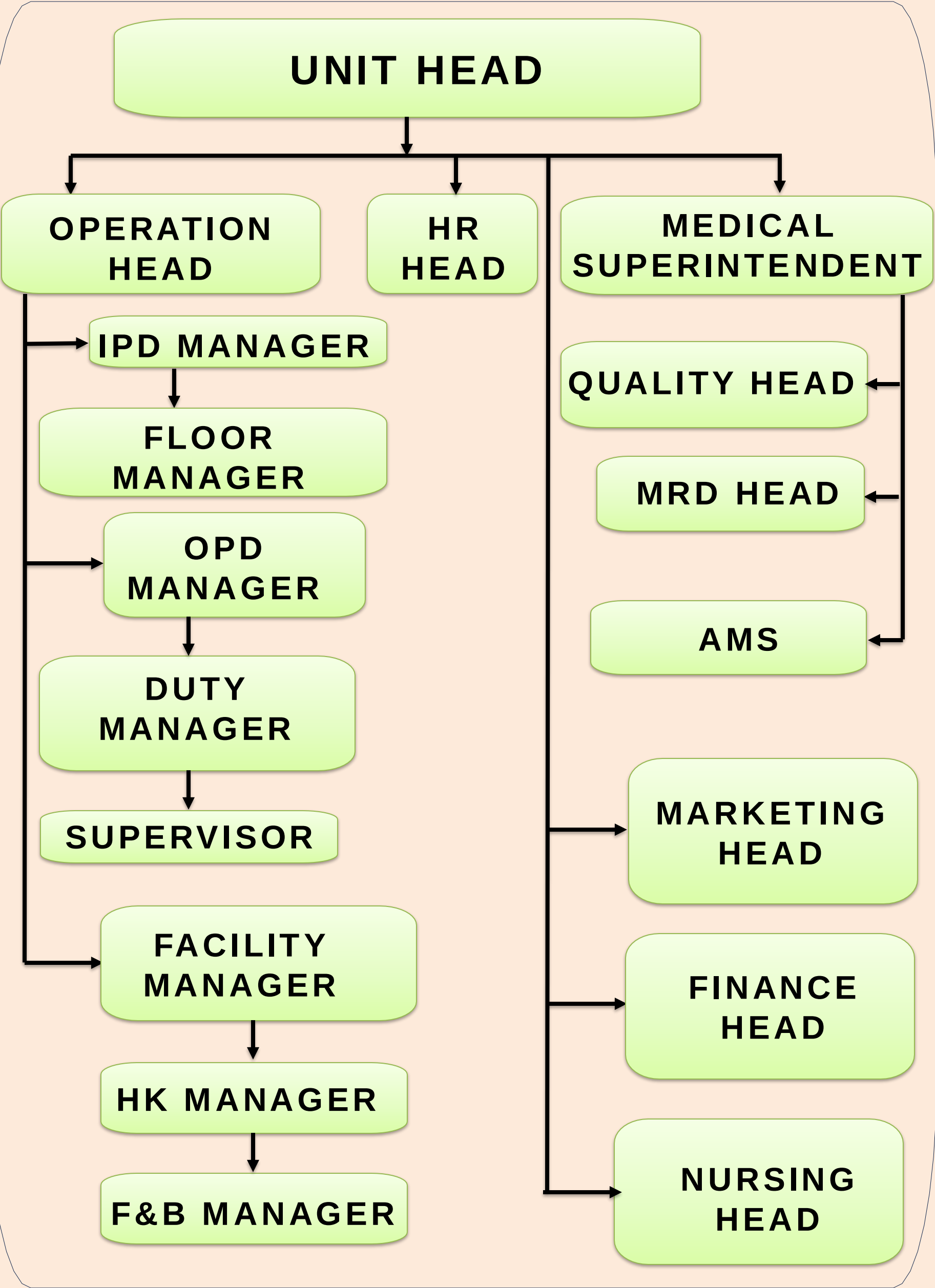
MISSION

To deliver world class health care services by creating institutes of excellence in integrated medical care, teaching and research.

VISION

At Max Healthcare, our vision is to be the most well-regarded healthcare provider in India committed to the highest standard of clinical excellence and patient care, supported by latest technology and cutting-edge research.

ORGANIZATIONAL STRUCTURE



PRACTICAL EXPOSURE

- Deals with the implementation of work.
- Internships provide opportunities to apply theoretical knowledge to real-life situations in a healthcare setting.
- To adapt working conditions
- Interaction with patient and Dealing with staff and doctors on ground.

THEORITICAL UNDERSTANDING

- Deals with documentation of file
- Conceptual Framework like understanding of fundamental concepts, theories and models.
- Gap analysis and problem-solving methods

SWOT ANALYSIS OF HOSPITAL OPERATION

STRENGTH

- Good treatment result
- Trained and skilled staffs
- Advance medical and surgical equipment like Robotic Sugery Machines
- Experience doctors and nurses
- Efficient processes

WEAKNESS

- Staffing constraints
- Communication challenges
- Infrastructure limitation
- Limited Resources like transport, wheelchair
- Wrong Patient Billing

SWOT

OPPORTUNITY

- Collaborative Partnership
- Staff training and development
- Medical Tourism
- Telemedicine Expansion
- Regulatory Changes

THREATS

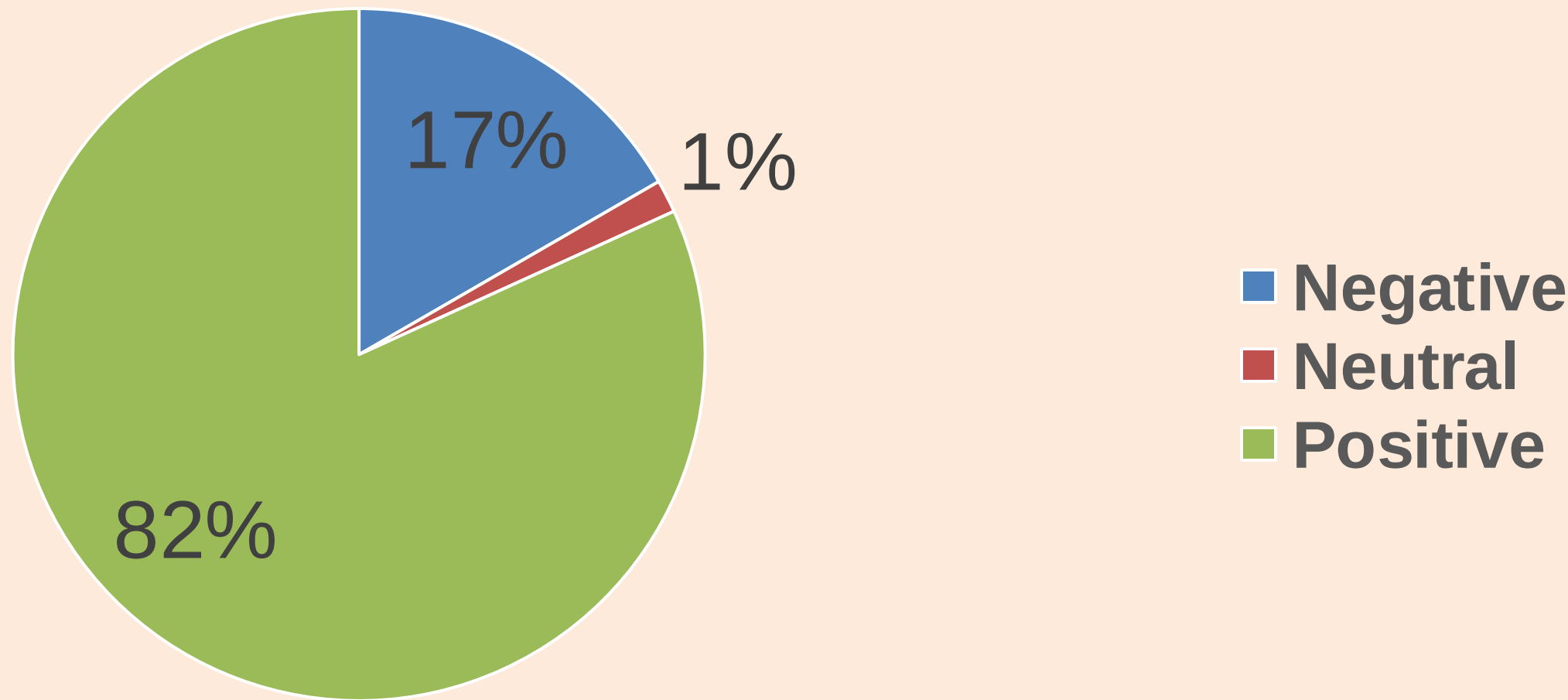
- Competition
- Logistics (Transportation)
- Technological Disruption
- Dissatisfied Patients

PICTURE AT THE ORGANIZATION

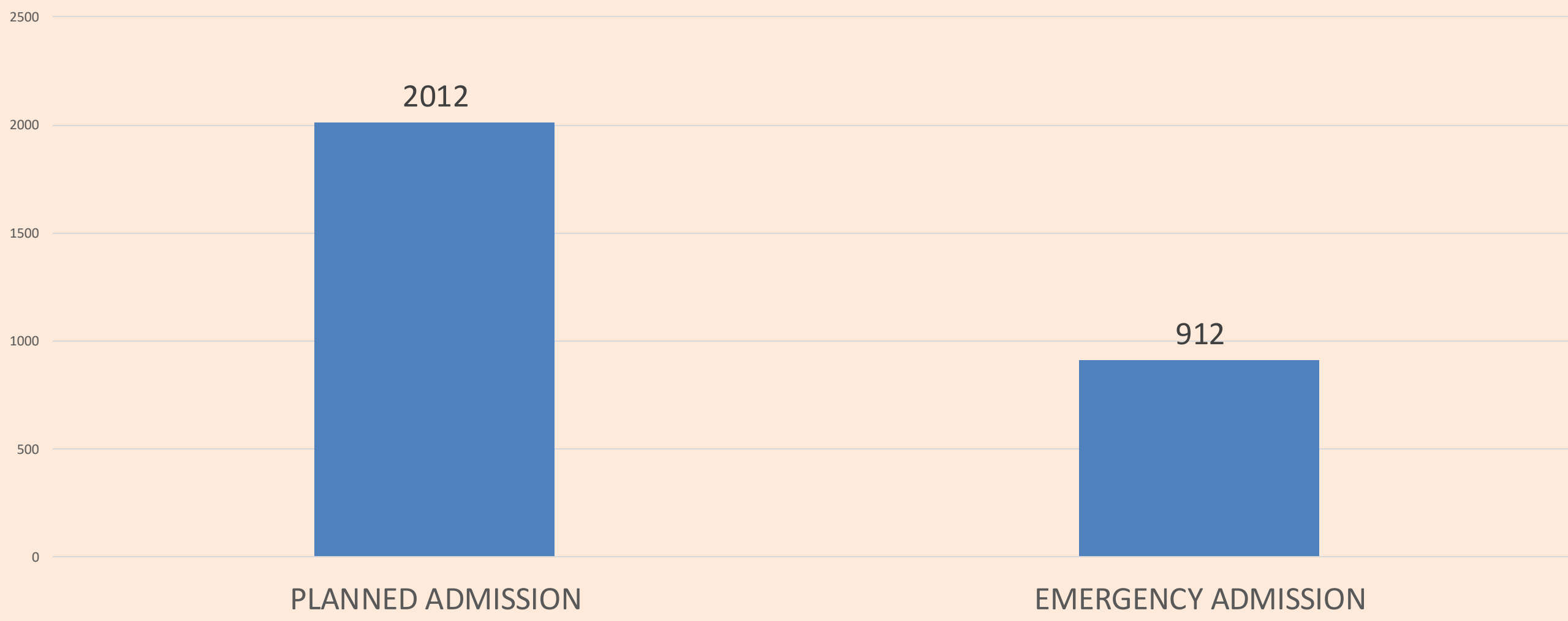


ANALYSIS

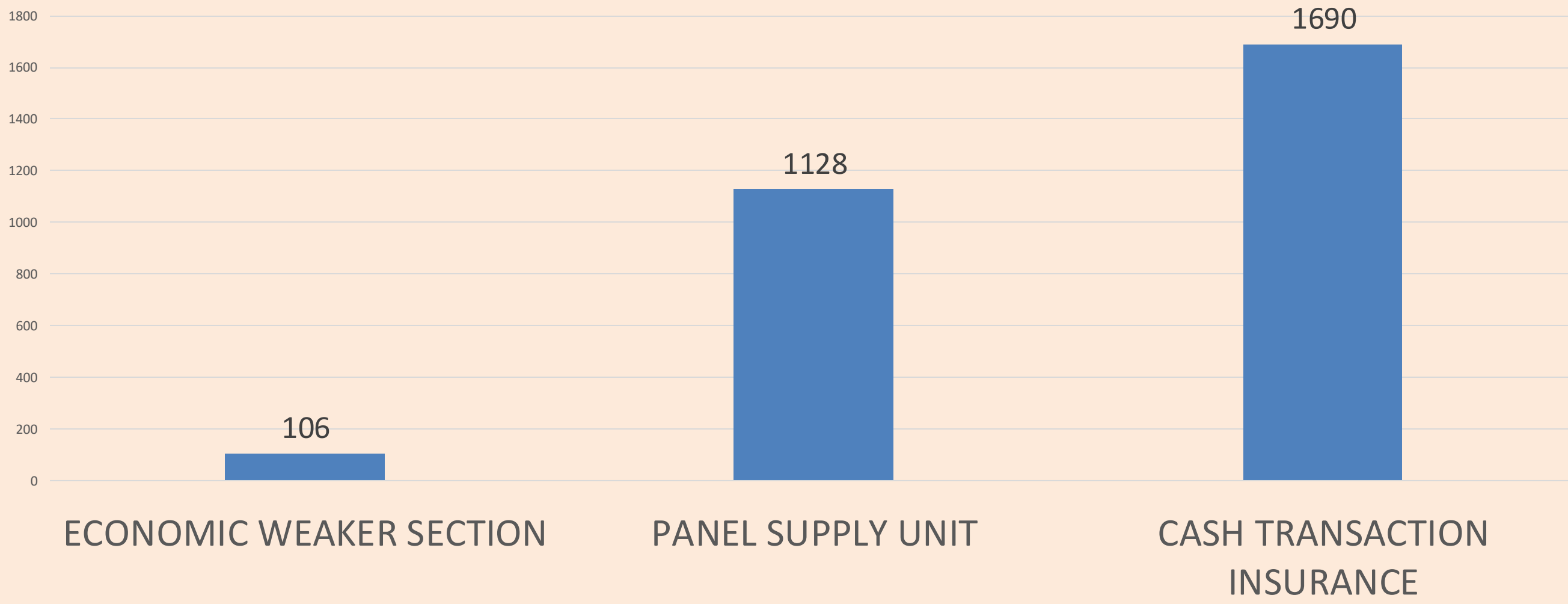
PATIENT EXPERIENCE



DISTRIBUTION OF PATIENTS BASED ON TYPE OF ADMISSION



DISTRIBUTION OF PATIENTS IN DIFFERENT CATEGORIES



USEFULNESS OF INTERNSHIP

- Exposure of various department in a hospital and their interdependency.
- Teamwork Skills
- Different clinical terms which I got to know.
- Work Experience

SUGGESTIONS

- Appropriate number of trained manpower should be assigned in the respective area of admission process.
- Separate Admission Counter to be start working for Senior Citizen Patients.
- Use of Electronic Health Record(EHR) to minimize paperwork delay.

CHALLENGES

- Time Management: To mangle multiple tasks simultaneously.
- Coordination with other departments for initiation of smooth admission process.
- Communication with nursing staff and other staff of the department.

LEARNINGS

- Understanding Working cultures and workplace.
- Practical Exposure
- Communication abilities in terms of how to communicate with patients, juniors and higher authorities in the organization.

PROJECT UNDERTAKEN:

A Study on Planned and Emergency Admission in Relation to Patient Experience Management.

Objective:

- To Study the Process of the Admission of Patients in the Selected Hospital.
- To understand about the patients' experiences for the process of admission
- To identify various categories of patients during admission

Admission Process:

- Doctor advice for admission.
- Patient registration for admission.
- Document collection of the patient or parents/ attendant(if patient is minor or vulnerable)
- Enroll the patient for Admission Log
- Bed allocation for the patient coordinating with the Bed Manager
- Generating Face Sheet which contains patient details and doctor's info.
- Taking consent from the patient or attendant which to be attach with the patient file
- Issuing Wrist Band for the patient and visitor and attendant pass
- Collection of deposit amount which is 30% for ward admission, 50% for the ICU admission and 90% for surgery patient from the estimation of the treatment. (The amount is refundable for cashless patients)
- Shifting the patient to Ward or ICU