



SUMMER INTERNSHIP PROGRAM
PRESENTED BY SNEHAL (MBA HM-28, ROLL NO 1847)
NUTAN P. JAIN (UNIVERSITY MENTOR)



ABOUT ARTEMIS HOSPITAL

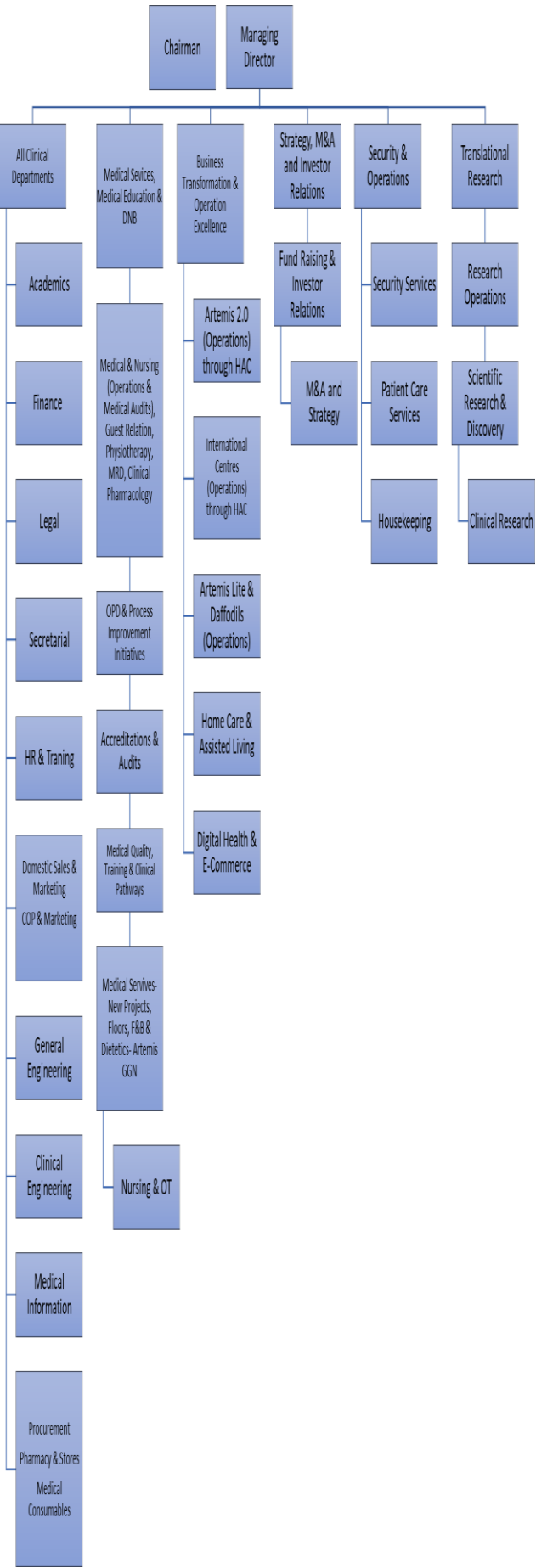
Established in 2007 with 550 beds. Artemis hospital was the first hospital in Gurgaon to receive accreditation from the prestigious Joint Commission International (JCI) in 2013. Artemis Hospital emerged as the first hospital in Haryana to achieve accreditation from the NABH, setting a new benchmark for quality healthcare in the region.

VISION AND MISSION

Vision
“To create an Integrated World Class Healthcare System, Fostering, Protecting, Sustaining and Restoring Health through best-in-Class Medical and cutting-edge Technology developed through in depth Research carried out by the World’s Best Scientific Minds.”

- Mission**
- “Deliver world class patient care services
 - Excel in the delivery of specialized medical care supported by comprehensive research and education
 - Be the preferred choice for the world’s leading medical professionals and scientific minds.
 - Develop, apply, evaluate and share new technology
 - Be an active partner in local community initiatives and contribute to its wellbeing and development.”

ORGANIZATIONAL STRUCTURE



Study on Discharge Turn Around Time

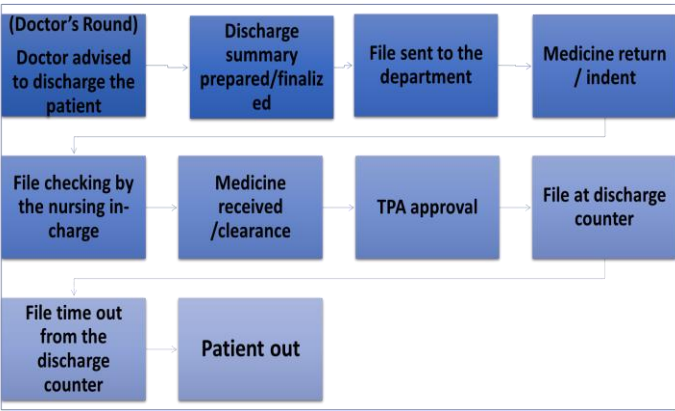
OBJECTIVES

- To study the process of discharge of patients from hospital
- To study the factors affecting the process of discharge

Methodology

- An observational study of the workflow was done from 20/05/2024 to 25/05/2024
- The patients were tracked during various phases of discharge flow from ward- Discharge summary- Nursing clearance- Pharmacy clearance- Bill intimation- Bill ready- TPA clearance- Financial clearance
- Time was noted for each phase and remarks were noted for reasons which affect the schedule timings of delay in discharge.
- Data was analyzed with the help of MS Excel.

DISCHARGE PROCESS FLOW



TOWER 1 : IPD – DISCHARGE TAT

STANDARD TIME FOR IPD DISCHARGE TPA PATIENTS – 3 Hrs.

TOTAL NO OF PATIENTS -40

< 2:45 hr.	2:45 – 3:00 hr.	> 3:00 hr.
6.5 %	14.6%	78.9%

EFFECT OF DELAY DISCHARGE

- Increased patient dissatisfaction
 - Longer length of stay
- Risk of hospital acquired infections
 - Negative Feedback

FACTORS AFFECTING DISCHARGE PROCESS

- Staffing Levels
- Patient Record Accuracy
- Communication
- Technology and IT Systems
- Patient Education
- Insurance and Billing

SWOT ANALYSIS

STRENGTH	WEAKNESS
• Artemis Hospital is known for its high standards in patient care, which can positively influence discharge processes. • Having a competent team ensures accurate and timely medical evaluations needed for discharge. • Good coordination among departments can expedite discharge procedures.	• Inadequate staffing or availability of discharge planners during peak times can cause delays. • Mistakes in patient records or discharge instructions can slow down the process. • Inadequate communication with patients about their discharge plans can result in confusion and delays. • Patients not following discharge instructions or returning for unexpected issues can affect overall TAT metrics.
OPPURTUNITIES	THREATS
• Collaborating with external care providers to ensure smooth transitions for patients.	• New healthcare regulations could impose additional requirements, impacting discharge times. • A surge in patient numbers could strain resources and extend discharge TAT.

LEARNINGS

- Importance of regular feedback and noting down complaints from inpatients regarding medical services and ensure and improve patient satisfaction
- Planned discharges, following up with the consultants for the finalization of discharge summary on time was part of the process as well.
- Communication skills
- Understanding hospital operations

SUGGESTIONS

- Inadequate staffing or availability of discharge planners during peak times.
- Develop clear discharge plans and instructions.
- Provide verbal and written explanations.
- Schedule follow-up calls.
- Ensure instructions are available in multiple languages.

USEFULLNESS OF INTERNSHIP

- ❖ Practical exposure about hospital and hospital management systems.
- ❖ Enhanced Learning on Hospital management.
- ❖ Building Professional Network

CORE VALUES

The corporate value system at Artemis is founded on three pillars – Service, Compassion and Integrity.

Respect for Associates
Care for Customers
Excellence through Teamwork
Always Learning
Trust Mutually
Ethical Practices

PRACTICAL EXPOSURE
THEORITICAL UNDERSTANDING

Practical knowledge helps us face the critical and complexity of the situation for real and deal it with your own ways which helps us understand the depth of the situation.

Theoretical work is important to understand the fundamental concepts and have know-how about how something works and its mechanism.

ONLINE COURSE ON HUMAN RESOURCE BY ACMEGRADE

Employees are the foundation of any organization to success their business.

- . HR requires strong leadership quality because they must lead.
- . They are often handling recruiting, training and hiring new employees by
 - Conducting interview and reading resumes.
 - Introducing new training techniques
 - Making job description, posting jobs online and creating a pool of potential candidates.

. HR is the first department that is involved in interaction with candidates in any organization

WORKPLACE SAFE AND INTERACTIVE

. MANAGING COMPANY RISK

- A good HR planning process helps companies get the most out of their employees and prepare them for future challenges. Whenever technology is changing must immediately act, what is the training required for the future.

. OBJECTIVES: -

1. To Be prepared for shifts in the business world and cultural changes.
2. To Figure out what kinds of jobs and skills will be needed in the future.
3. To Make sure to hire the right people on time to meet your company's needs, whether it's growing, shrinking, or changing direction.
4. To Ensure your team has the right skills, both technical and interpersonal, to work effectively and be more productive.

wastage index

measures how many employees leave a company in a year compared to the average number of employees during that same time

stability index

measures how many employees have stayed with a company for at least one year compared to the number of employees who were there a year ago.

DESIGN THINKING

- It is Human-centered: Focus on what employees need and want.
- Collaborative: Work together with others to find solutions.
- Iterative: Try different ideas, learn from them, and improve.

It helps create new and better solutions by understanding and addressing employees' needs.

Design Thinking Process

1. Learn About Your Audience
2. Empathize
3. DEFINE
4. Ideate
5. Prototype
6. Test

RECRUITMENT

OBJECTIVES:

1. - It is to locate and hire the potential candidates for a job, ensuring they fit well with the company's needs and culture.

2. Recruitment Policy:

- This is a set of guidelines that the company follows during the hiring process. It ensures fairness and efficiency.

3. Plan a Recruitment:

- This involves outlining the steps to attract, select, and hire candidates. It includes everything from identifying the need for a new hire to making the job offer.

4. To understand the Difference between Job Analysis & Description
Key Considerations in the Selection Process

1. Performance:

- Evaluating how well the selection methods predict job performance.

2. Validity:

- Ensuring the selection process accurately measures the qualities it's supposed to.

3. Effectiveness:

- Assessing how well the recruitment process works in practice.

4. Utility:

- Considering the cost-benefit analysis of the recruitment process.

5. Reliability:

- Ensuring the selection process consistently produces the same results over time.

6. Legality and Fairness:

- Making sure the recruitment process complies with legal standards and is fair to all candidates.

7. Applicant Reaction:

- Understanding how candidates feel about the recruitment process, which can affect the company's reputation and the candidate's decision to join.

COMPENSATION

- Effective compensation motivates employees to work hard and align their efforts with the company's goals

Motivation

-: Motivation is the drive that makes people choose certain behaviours over others.

- Three Key Element:

- Behavioural Choice: Choosing whether to take desired action.
- Intensity: Decision making on what intensity of effort to be made.
- Perseverance: Determining how long to continue the action.

Valence

- Valence is the perceived value of a reward.

Expectancy

- It is a belief that one can achieve the required mark of performance

PERFORMANCE APPRAISAL

Evaluating what each employee contributes to the company.

- Performance reviews often don't improve effectiveness and can be hard to quantify accurately with numerical scores.