

SUMMER INTERNSHIP PROGRAME

at

ARTEMIS HOSPITAL, GURGAON

From 6th May 2024 to 15th July 2024

A REPORT BY

Snehal (1847)

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Nutan P. Jain

(Professor, IIHMR, Jaipur)



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A unit of Artemis Medicare Services Ltd.

Dated: 28th May, 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms Snehal** has successfully completed her internship in the Department of Operations, Gurugram from 06th May, 2024 till 28th May, 2024.

During this internship, she was found to be sincere and hardworking.

We wish her all the best for future.

For Artemis Medicare Services Ltd,

Flt. Lt. Saras Malik

(Chief People Officer)

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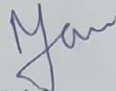
Home Care
Services
SOLACE
BY ARTEMIS

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Snehal** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May – July 2025.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 23rd July 2024



Nutan P. Jain
Professor



**ONLINE COURSE ON HUMAN
RESOURCE BY ACMEGRADE**

Reporting Format

(Weekly)

Name of the Organisation: Artemis Hospital, Gurgaon

Area/ Department/ Project of Summer Internship Program: Department of operations

Name of the Student: Snehal

Roll no:1847

Stream: Hospital and Healthcare management

Week no: 1(6th May-24 to 11th May-24)

From: ...6th May 2024...to...5th July 2024 ..

Activity Done	- Orientation about hospital and the department. - Observed functioning of call centre at hospital. Patients can contact the call centre to book appointments with doctors, specialists, or for diagnostic tests and procedures. Call centre handles both internal as well as external queries When an emergency arises, designated staff members initiate the code announcement by the hospital's intercom system. Learned about the codes like Blue (cardiac arrest), Code Red (fire), Code White (Death), Code Yellow (missing patient), etc. - Observation in the main reception area Help patients to download the “PHR” app for registration. Observed at reception how to give appointments to the patient who has come without an appointment. guide the patient to the respective departments and assist in scheduling appointments if needed. also handle rescheduling or cancellations of appointments. also to handle patients complain in IPD daily routine and maintain sheet of the issues and resolves them. - Observation in emergency billing and emergency ward Its 15 bedded Upon arrival, patients are assessed through a triage process to determine the severity of their condition and prioritize care based on medical urgency. Triage nurses or doctors evaluate patient's vital signs like temperature, pulse, B.P to determine patient will be admitted in emergency ward or in normal OPD. - Observation in the OPD Proper token is given at the entrance of the hospital to make the rush of the OPD less. I observed that if the patient has come for the first time, they have to register first either through Artemis app which is free or by form that costs 200.
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Linking theory (Classroom learning) with practice at your organisation	- Hospital as a system. - Role of hospital administrator. - Accident and emergency services
Gaps identified on the working area.	- Patients face difficulty in downloading apps by themselves and face problems with internet connection. -Registration form is only available in English Language while some patients are not comfortable in English. - Of each 10 observations, about 3-4 times it was observed that the Doctors are not available at appointed time.
Suggestions for improvement	• Free Wi-Fi availability for patients to easy access of the registration app. • Bilingual registration forms.
Plan for the next week	- TPA and IPD observation.

Signature of the Student

Snehal

Approved by the IIHMR University's Mentor

Reporting Format

(Weekly)

Name of the Organisation: Artemis Hospital, Gurgaon

Area/ Department/ Project of Summer Internship Program: Department of operations

Name of the Student: Snehal

Roll no:1847

Stream: Hospital and Healthcare management

Week no: 2(13th May-24 to 18th May-24)

From: ...6th May 2024...to...5th July 2024 ..

Activity Done	- Observed at TPA department how to interact with patient during cashless claim process, explain them the procedure and assist with documentation. - Observed the accuracy and speed with which TPA manages insurance claims, handle patient billing processes, sending out statements, answering billing inquiries and managing payment collection. - Learned about GIPSA and empanelled hospitals. - Observed at IPD counter – time taken to process patient admission and their bed allocation. - Observed at IPD billing – after patient is discharged to generate bill that includes accommodation, treatment procedure, medication charges, diagnostic charges. - Observed that explanation is given to patient at IPD billing why they are being charged and for what. - I also observed that if patient has insurance coverage hospital submits claims to insurance company for reimbursement and after reimbursement patient is responsible for paying remaining amount.
Linking theory (Classroom learning) with practice at your organisation	N/A
Gaps identified on the working area.	- Patient experienced long waiting time at TPA desk leading to frustration and increases the errors in documentation because of shortage of staff. Poor communication between billing staff, patients and doctor's coordinators leads to misunderstanding and delay in billing process.
Suggestions for improvement	Assess adequacy of staff at the TPA desk during peak hours to reduce wait time for patients.

Reporting Format

(Weekly)

Name of the Organisation: Artemis Hospital, Gurgaon

Area/ Department/ Project of Summer Internship Program: Department of operations

Name of the Student: Snehal

Roll no:1847

Stream: Hospital and Healthcare management

Week no: 3(20th May- to 28th May-24)

From: ...6th May 2024...to...5th July 2024 ..

Activity Done	Duty at Preventive Health Desk, AHWP (Artemis health and wellness Centre) is focused on promoting health, wellness, and preventive care for patient. - Observed that - Individuals interested in participating in the AHWP can enrol in the program through call centre or direct walk-in patient can register through reception. - First patient makes themselves registered through PHR APP and fill a questionnaire which includes their basic details, their clinical history, operative history and get preference to choose their physician for health check-up through questionnaire. - There is also changing room for both male and female. - Guided the patient to their specific department for tests like Ultrasound, dental, ophthalmology was in tower 1 and AHWP was in tower 2. - After all the test compilation of report is done in AHWP and the post consultation appointment is also given by them. - Explore the packages of all Domains for health checkups. Went to floors and took feedback from patients regarding medical services Started my project on DISCHARGE TAT and started taking data
Linking theory (Classroom learning) with practice at your organisation	N/A
Gaps identified on the working area.	N/A
Plan for the next week	TO work on project discharge tat and take patients feedback in IPD

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Signature of the Student

Snehal

Approved by the IIHMR University's Mentor

CHANGING MY ORGANIZATION

The Intern met with car accident on 26th May 2024 in Gurgaon and got several glass injuries on face and clavicle fracture. I could not continue my internship at Artemis hospital, Gurgaon and when I informed the organizational mentor and asked for alternative work/assignments he did not respond.

Informed the appropriate authorities at IIHMR U, and suggested for online internship, if possible.

I found an opportunity with ACMEGRADE for 2 months online course – on human resource, paid internship.

The program was scheduled from 15th June to 15th august 2024 (ongoing)

From 15th June 2024 to 15th august 2024

Course objectives - is to provide participants with the essential knowledge and skills needed to effectively manage and develop an organization's workforce.

Contents – Includes topics like HR planning, recruitment and selection, training and development, compensation and benefits, performance appraisals, and employee relations, Design thinking,

From: ...15th June 2024...to...15th July 2024 ..

The course was also taught at IIMMR U, and therefore, new learnings are mentioned.

MODULE 1: HUMAN RESOURCE PLANNING

LEARNINGS

HRM

- . 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

- To create workplace safety policy particularly for women employees going in a workplace there will be lot of nuisances in the office environment and lot of pressure on the women, so safety is very important.
- Addressing employee concerns and complaints because there is friction between manager and employee sometimes so there should be grievances mechanism.
- There should be some committee looking any discrimination and harassment in the workplace.

MANAGING COMPANY RISK

- By analysing statistical risk using company data.
For example – if someone wants to leave the organization, HR has to access the company risk. If I am working in a company, there is so many patents and files by the company. so whenever I am leaving the company, I have to hand over patents or formulations particularly for pharma and chemical company as they can take away the formula and chemical composition that is the trade secret for their business and that has to be protected by the HR.
- Addressing and preventing potential lawsuits
For example – there was a person from Wipro, he joined another company. Company filed lawsuit because he signed agreement that he cannot join the competitor with the same business for another 1 or 2 years. so these are the lawsuits filed by the HR.
- Protect the organizations data and upholding privacy for sensitive information so personal data like Aadhaar card phone no should not be sold out to third party

HR PLANNING

- HR Management bridges gap between employee performance & the organisation strategic objectives.
For example, if the company has 100 crores, they want to become 1000 crore for next 5-year, strategy should be filled by HR by recruitment and selection, building employee relation and benefits.
- Role of HR manager
 - . recruitment
 - . learning and development
 - . building employee relations
 - . compensation and benefits.
- 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.
5. To Help employees grow in their careers to keep them happy and valuable to the company.
6. Set up and maintain good HR practices like hiring, training, paying, and managing employee performance.
7. Spend the HR budget efficiently to get the most benefit.
8. Make sure the company sticks to its own policies and the laws set by the government.

ASSESSMENT OF FUTURE INTERNAL SUPPLY

means looking at the current employees in a company and figuring out who could be ready for higher roles or new jobs in the future. It's about planning to make sure there are enough skilled people within the company to fill important positions as they become available. This helps the company stay strong by developing its own talent and not always having to hire from outside.

. staff turnover affects the number of workers an organization has. It can be voluntary or compulsory.

Voluntary turnover happens when employees choose to leave. This can include:

- Moving to a different job
- Leaving to start a family, start a business, or pursue full-time education
- Moving for a partner: You leave your job because your partner needs to move to a different place.
- Retirement: You stop working because you've reached retirement age, either by your choice or because your company has a mandatory retirement age.
- Health problems: You quit your job due to your own health issues.

Compulsory reasons for leaving a job:

- Misconduct: You're fired because of bad behaviour or breaking company rules.
- Health problems: You're let go because your health condition makes it impossible for you to work.
- Redundancy: You're laid off because your job is no longer necessary.

ASSESSMENT OF EXTERNAL SUPPLY

refers to evaluating factors outside a company that affect hiring and workforce availability.

economic factors:

- Local unemployment rates: How many people in the area are looking for jobs.
- The level of interest rates: How expensive it is to borrow money, which can impact business growth and hiring.
- The infrastructure: The quality of roads, utilities, and services that affect business operations and workforce mobility.
- The degree of competition: *How many other businesses are in the area competing for the same pool of workers.

MODULE 2: WASTAGE AND STABILITY INDEX AND DESIGN THINKING

wastage index

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

Example:

- If 60 people leave and the average number of employees is 200, then the wastage index is calculated as $(60 / 200) * 100$, which equals 30%.

Importance:

- The wastage index helps organizations understand turnover rates and workforce stability. A higher percentage indicates higher turnover, which might suggest issues like employee dissatisfaction or retention challenges that need attention.

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.

Example:

- If 170 employees have worked for at least a year and there were 200 employees one year ago, the stability index would be $(170 / 200) * 100$, which equals 85%.

Importance:

- The stability index helps organizations assess their employee retention rate. A higher stability index percentage indicates that more employees are staying with the company, which generally reflects better employee satisfaction and stability within the workforce.

DESIGN THINKING

- It is Human-centred: 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 (

- Construct a clear point of view based on the needs and insights of your employees.

4. Ideate

- Brainstorm and come up with creative solutions to improve the employee experience.

5. Prototype

- Create representations of your ideas, such as new policies, programs, or tools.

6. Test

- Test these ideas with employees to see how well they work and make necessary adjustments.

"empathize" means

- Understand Employees: Get to know who your employees are and what they need.

- See Their Experience: Understand how they feel about current HR policies and programs.

- Recognize Their Challenges: Learn about the problems and difficulties they face at work.

DEFINE:

- Analyse What You Learned: Look at what you know about your employees.

- Identify the Main Problem: Define the key issue you want to solve.

- Start Small: Focus on a small but important part of the problem, like making the job application process easier.

IDEATE:

- Brainstorm Solutions: Think of many creative ideas to solve the problem.

- Choose the Best Ideas: Pick the most promising ideas to work on.

- Be Open-minded: Think outside the box and let your imagination run free.

PROTOTYPE:

- Select Viable Ideas: Choose a few ideas that are valuable and easy to implement.

- Build Your Solutions: Develop these ideas into practical solutions to meet employees' needs.

JOURNEY MAPPING:

- Journey mapping is a way to track and understand all the interactions (or touchpoints) an employee has with your organization, and to highlight the key moments that are important to them.

- Components of a Journey Map:

- Personas: These are fictional profiles representing typical employees, showcasing their needs, goals, feelings, opinions, expectations, and problems.

- Timeline: This refers to the specific period (like a week or a year) or different stages (like awareness, decision-making, etc.) of the employee's experience.

- Emotion: This maps the employee's emotional highs and lows, showing their frustration, anxiety, happiness.

Touchpoints: These are the specific actions and interactions employees have with the organization.

- Channels: These indicate where the interactions happen, such as on the company website, app, call centre, or in person.



Signature of the Student

Snehal

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MODULE 3: RECRUITMENT AND SELECTION

LEARNINGS

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 b/w Job Analysis & Description.

RECRUITMENT POLICY

- Emphasizes promoting current employees and developing their skills for potential new roles within the company.
- Ensures all applications are processed quickly, thoroughly, and politely. This helps maintain a positive reputation and candidate experience.
- Make sure that hiring decisions are fair and not influenced by a person's sex, race, age, disability, or any other unrelated factor.
- Ensure that all information given during the recruitment process is accurate and truthful. No false information should be provided.
- When a job becomes available because someone retires or leaves for other reasons, the recruitment process begins to fill that position.
- Companies may hire external agencies to handle some parts of the recruitment process. This is known as outsourcing.

Job Analysis

- Job analysis is key for managing employees well. It starts with defining jobs correctly, which helps in recruiting the right people, managing and motivating employees, and setting the foundation for performance evaluations.
- Job analysis is often needed during changes in the organization.
 - For example, during major expansions when many new staff are needed, job analysis helps define the roles accurately for better recruitment and efficiency.
- The size of the company can affect how job analysis is done.
 - For critical positions, like in a nuclear power station, hiring the wrong person can cause significant damage, showing how important it is to analyse the job accurately.

Objective of Job Analysis

- The goal is to understand and define the job itself, not to evaluate how well the current employee is performing the job.

Job Descriptions:

- Job descriptions can be simple or detailed, but they all include some essential elements:
 - Job Title: The name of the position.
 - Job Location: Where the job is based.
 - Reporting Structure: Who the job holder reports to.
 - Subordinates: Who reports to the job holder.
 - Purpose: The overall goal of the job.
 - Duties: The main tasks and their importance.

SELECTION

Selection Process

Successful recruitment and selection are considered vital skills for HR professionals:

- Recruitment is a fundamental task for the HR department.

- The manager is ultimately responsible for their staff, making recruitment crucial.
- Staff are often the biggest expense for a company, so hiring the right people is important for financial efficiency.
- It's essential for managers and new hires to form strong working relationships from the beginning to ensure effective collaboration.

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.

Signature of the Student

Snehal

Approved by the IIHMR University's Mentor

MODULE 4: TRAINING AND CSR

LEARNINGS

TRAINING

OBJECTIVES:

HR professionals can improve employees' job performance by:

- Recruitment and Selection: Ensuring employees have the right abilities.
- Training and Development: Providing the necessary knowledge and skills. Training as a Systematic Process

1. Needs Assessment:

- Identify who and what is the training required for.

2. Content Creation and Delivery:

- Plan and provide the training to maximize learning and ensure employees can apply what they learn on the job.

3. Evaluation:

- Assess how well the training worked, how it can be improved, and if it should continue.

Needs Assessment

1. Proactive Needs Assessment:

- Done regularly to plan training programs and set budgets.
- Involves identifying training needs and developing plans in advance.

2. Reactive Needs Assessment:

- Done in response to specific requests for training programs.

This process is used to solve problems. It starts with defining the problem, identifying its root cause, and then designing a solution.

Training Methods

Training methods should be chosen based on how well they help achieve the training program's objectives. Different methods can vary in how actively they engage the learner.

CSR (Corporate social responsibility)

CSR is how businesses contribute to the social good while conducting their operations.

Socially responsible companies use CSR to:

- Combine economic goals (making money)
- Address environmental issues (protecting the planet)
- Achieve social objectives (helping people and communities)

This approach ensures that the company's growth benefits society.

Basic Elements of Corporate Social Responsibility (CSR)

1. Respect for Human Rights: Treating everyone fairly and with dignity.
2. Respect for Different Views Valuing diverse opinions.
3. Diversity & Non-discrimination: Promoting equality and inclusion.
4. Social Contribution: Giving back to the community.
5. Dialogue: Engaging in conversations with stakeholders.
6. Self-realization & Creativity: Encouraging personal growth and innovation.
7. Fair Dealings & Collaboration: Ensuring ethical practices and working together.
8. Community Feedback: Listening to and acting on community input.
9. Positive Value-added: Creating beneficial impacts.
10. Long-term Development: Focusing on sustainable economic and social progress.

Six CSR Strategies

1. Rejection Strategy:
 - Reaction: Deny or ignore social responsibility.
 - Degree of Social Responsibility: Very low.
2. Adversary Strategy:
 - Reaction: Actively oppose social responsibility efforts.
 - Degree of Social Responsibility: Low.
3. Resistance Strategy:
 - Reaction: Put up a fight against taking responsibility.
 - Degree of Social Responsibility: Low.
4. Compliance Strategy:
 - Reaction: Meet the minimum requirements for social responsibility.
 - Degree of Social Responsibility: Moderate.
5. Accommodation Strategy:
 - Reaction: Accept social responsibility when pressured.
 - Degree of Social Responsibility: High
6. Proactive Strategy:
 - Reaction*: Take the initiative to set a positive example in the industry.
 - Degree of Social Responsibility: Very high

Signature of the Student

Snehal

Approved by the IIHMR University's Mentor

MODULE 5: COMPENSATION AND PERFORMANCE APPRAISAL

LEARNINGS

COMPENSATION

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

-: Employees often compare their pay and benefits with those at other companies.

-: Employees care about whether their pay is fair compared to what they could earn elsewhere.

Motivation

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

- Three Key Elements:

- 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.

- Different people value different rewards. For example, some might love an all-expenses-paid trip, while others might not find it appealing.

Instrumentality

- Definition: It is believed that a promised R&R will actually be given if the required actions are performed.

- Importance: Employees won't be motivated if they don't believe the required recognition will be awarded according to their performance.

Expectancy

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

- This belief is influenced by a person's assessment of their skills and capabilities.

- People are more motivated when they believe they can perform well.

Compensation Systems

- Job-based Pay: Pay is based on the duties an employee performs.

- Skill-based Pay: Pay is based on the skills an employee has.

- Point System: Jobs are assigned numerical values to compare the value of contributions within and across organizations.

Recent Trends

1. Increased Caregiver Benefits

- COVID-19 made employees manage work and caregiving for children or elderly family members.

- Companies offer flexible stipends for childcare or eldercare and allow the use of paid time off during family medical leave.

2. Mental Health and Wellness Support:

- Untreated mental health conditions lead to lost productivity, worsened by the pandemic.

- Companies introduce weekly "no-meeting days," bring in mental health professionals, and provide flexible wellness stipends for activities like yoga, meditation apps, or gym memberships.

3. Schedule Flexibility:

- Flexible log in & log off timings.

- Freedom to opt for work from home or hybrid shifts.

- Opportunities to take sabbaticals without losing current position.

4. Work From Home (WFH)

- Due to the global health crisis, employees had to set up home offices at their own expense.

- As a response, companies are now offering home office reimbursements or remote work stipends.

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.

Contamination

- Measuring irrelevant factors in performance evaluations.

- A biased supervisor might give unfairly low ratings to a minority employee.

Deficiency

- Failing to measure important aspects of performance.

- Measuring insurance sales monthly without assessing the effort put into building client relationships.

360 DEGREE APPRAISAL

- A comprehensive performance review method that gathers feedback from multiple sources.

- Sources of Feedback:

- Self-Appraisal: The employee evaluates their own performance.

- Supervisor Appraisal: Feedback from the employee's direct manager.

- Peer Appraisal: Input from colleagues at the same level.

- Subordinate Appraisal: Feedback from employees who report to the individual.

- Customer Appraisal: Evaluation from clients or customers who interact with the employee.

Signature of the Student

Snehal

Approved by the IIHMR University's Mentor

COMPILED REPORT

Name of the Organisation: Artemis Hospital, Gurgaon

Area/ Department/ Project of Summer Internship Program: Department of operations

Name of the Student: Snehal

Roll no:1847

Stream: Hospital and Healthcare management

Activity Done	<u>Learned about the general working of departments:</u> • Observation at Enquiry Desk to understand the patient flow and process of billing and offline registrations and Online registration by PHR app. • Understand the workings of PHR app for new, revisit and follow-up patients. <u>PREVENTIVE HEALTH CHECK DESK:</u> • Promote Health Checkup Packages: Provide all-inclusive packages for a variety of medical specialities. • Patient counselling: To help patients understand their health state, provide thorough counselling about prospective disorders. • Make sure that departments such as Food and Beverages, Diagnostics, Nutrition Services, and Physiotherapy work together seamlessly. • Support for Accessibility: To improve patients' comfort and mobility while they are in the hospital, provide wheelchairs and stretchers to those who are physically disabled. • comprehensive analysis of the operational challenges and patient care issues on the 3rd and 4th floors of Artemis Hospital. The 3rd floor primarily accommodates general wards, twin sharing rooms and private executive room, while the 4th floor includes twin sharing and private executive rooms. Both floors have mixed speciality and have all specialities patient admitted on the floors. • To assess the 3rd and 4th floors of Artemis Hospital, identify key issues affecting their operation, and propose actionable recommendations. • <u>Hospital Floors description</u> • 3rd Floor – Total 47 beds • Consist of 16 general wards (4 beds in a room) • Twin sharing room • Private room • 4th floor – Total • Twin sharing room- • Private room- <u>PROJECT ON DISCHARGE TAT</u>
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	• Discharge TAT is defined as the period between a patient being deemed ready for discharge and the actual process of discharge completion. • Timely discharge improves patient flows, reduces wait times and optimizes bed utilization. • Discharge within the set TAT contributes to patient satisfaction, reduce healthcare costs, and enhances overall operational efficiency. • Present causes of delay in discharge process involves administrative delays such as delay in paperwork, insurance verification and documentation. • Care coordination challenges: difficulties in arranging follow up care, transportation and home health services. • Bed-availability: limited bed capacity leading to delays in patient transfers. • Inter-departmental communication gap: inefficient communication gap among health care providers and departments. • Impact of delays includes (a) increased patient dissatisfaction (b) longer length of stay leading to higher healthcare costs (c) risk of hospital acquired infections due to extended stay in hospital. • Discharge TAT tracker created on excel sheet for 1 week. The data for each planned patient was recorded on an excel sheet based on real time process. • <u>Methodology</u> -An observational study was done on discharge patient process flow. -An observational study of the workflow was done from 20/05/2024 to 25/05/2024 -The patients were track 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 analysis- Data was analyzed with the help of MS Excel.
Linking theory (Classroom learning) with practice at your organisation	- Hospital as a system. - Role of hospital administrator. - Accident and emergency services
Gaps identified on the working area.	- Patients face difficulty in downloading apps by themselves and face problems with internet connection. - Awareness about the “Pre-Booking appointment” feature needs improvement, especially to revisiting patients. - Patients rely heavily on staff for registration. - Patients still prefer hard copies of reports and bills. <u>Issues in the floor</u>

	- Inadequate General Duty Assistants (GDA) staffing. - Patients express dissatisfaction with nursing service delays. - New patients experience challenges in accessing meals as dieticians do not visit after admissions. - Patients are unaware of their discharge status. - Patient files are not organized in designated locations. - <u>Issues in Emergency Department</u> 1. Delayed Service for Serious Patients: Staff delays in attending to new patients in serious condition from emergency gate. 2. Narrow Emergency Gate: The emergency entrance is too narrow, causing congestion and delays. 3. Unavailable Wheelchairs and Stretchers: Insufficient availability of wheelchairs and stretchers when needed. 4. Limited Seating in Waiting Area: Insufficient number of seats in the waiting area for patients and their companions.
Suggestions for improvement	• Wi-Fi availability for patients for easy access to the registration app. • Include payment options for scheme patients in the PHR app. <u>Recommendation: on floors issues</u> 1. Inadequate General Duty Assistants (GDA) Staffing. • Flexible Scheduling: Implement flexible scheduling to cover peak times and reduce workload pressure on existing staff. • Training Programs: Provide ongoing training to improve efficiency and effectiveness of current GDAs. 2. Patients Express Dissatisfaction with Nursing Service Delays • Enhance Nurse-to-Patient Ratios: Adjust nurse staffing levels to ensure a manageable nurse-to-patient ratio. • Triage System: Implement a triage system to prioritize patient needs based on urgency. • Regular Rounds: Schedule regular nursing rounds to check on patients and address their needs proactively. 3. New Patients Experience Challenges in Accessing Meals • Dietician Visits: Establish a protocol for dieticians to visit new patients within a certain time frame after admission. • Meal Assistance: Assign a GDA or a nurse to ensure new patients receive meals and understand the meal schedule. • Clear Communication: Provide written and verbal instructions about meal services to new patients upon admission. 4. Patients Are Unaware of Their Discharge Status: • Discharge Planning: Develop a standardized discharge planning process that includes regular updates to patients and their families • Clear Communication: Ensure doctors and nurses communicate discharge plans clearly and answer any questions from patients • Recommendations: in emergency department • Impart training on emergency response protocols (daily briefing)

	• Broaden the emergency entrance by widening it to accommodate smoother patient flow and implementing clear traffic flow directions to prioritize emergency vehicles. • Maintain an adequate supply of wheelchairs and stretchers near the entrance and implement a tracking system to replenish supplies and ensure availability.
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Signature of the Student

Snehal

Approved by the IIHMR University's Mentor