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Vision and Mission

To be the most well-regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting-edge research. To serve. To excel.

Practical



- Real-world hospital operations
- Addressing miscommunication and staff issues
- Collaborating to solve operational problems.
- Refining patient care protocols
- Analyzed footfall patterns for improvement.



Theoretical

- Structured coursework on fundamentals
- Case studies and discussions
- Studied healthcare comm. & planning
- Learning healthcare planning and policy
- Applied strategic management

History

Dr. Balabhai Nanavati Hospital Mumbai, established in 1950, reintroduced as Nanavati Max Super Speciality Hospital in 2020 is a leading healthcare institution providing comprehensive medical services. It features 350 beds & 55 specialty departments.



PROJECT

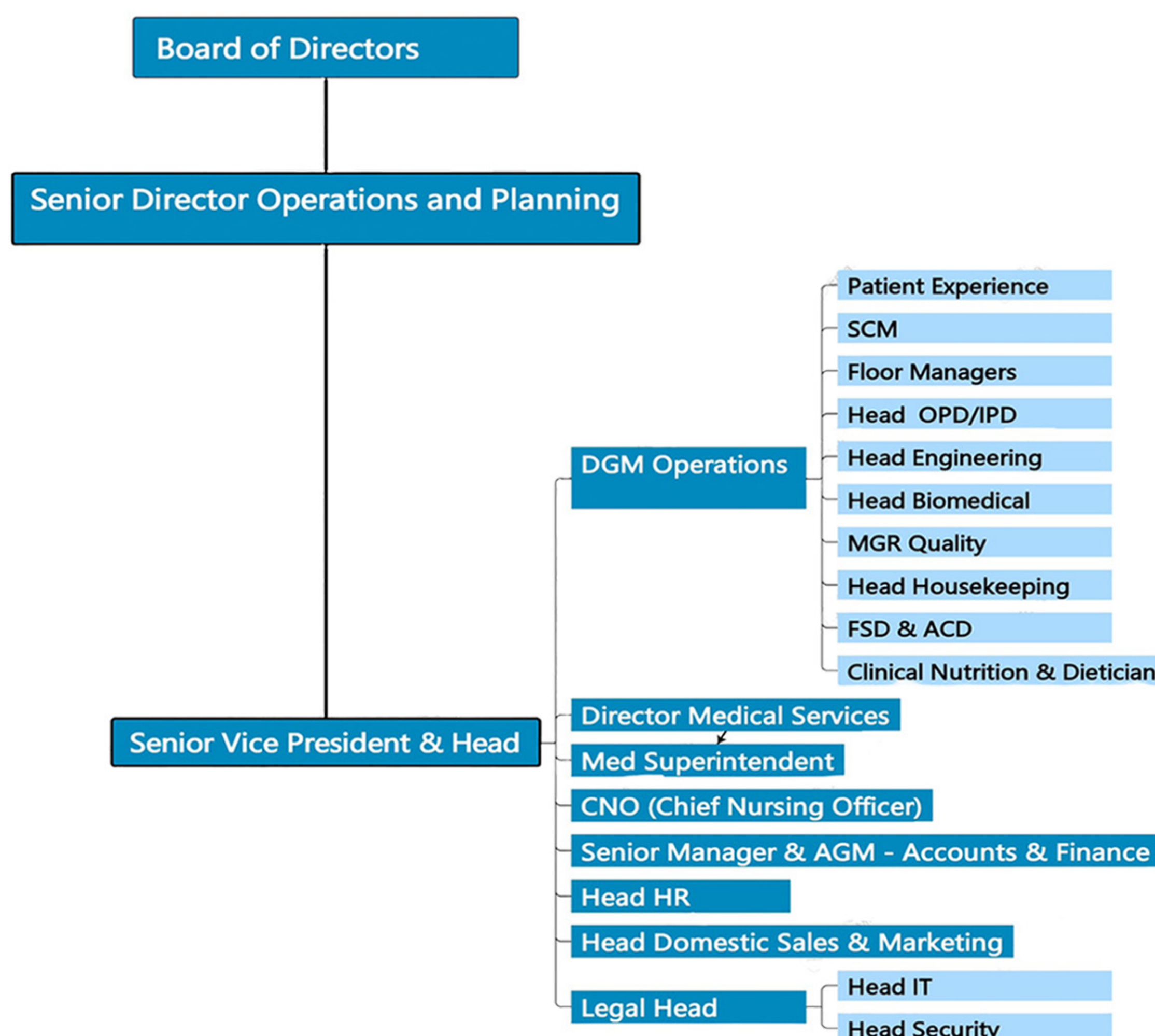
Objective:

Analyze IPD room footfall to identify peak times and task distribution.

Methodology:

- Data recorded manually over 1 month.
- Total n= 935 footfall were observed across multiple rooms and time slots
- Data analyzed using Excel, presented via charts.

Organization Structure



TOWS & SWOT ANALYSIS

Internal factors	Strengths (S)	Weakness (W)
	- Established silent hours (2-4pm) - Potential for staff upskilling - Infection control awareness - Structured hospital policies - Data-driven approaches	- Staff reluctance to move between wards - Inconsistent disinfection practices - Occasional understaffing - Training gaps in cleaning protocols - Communication issues
External factors	Opportunities (O)	W-O strategies
	- Reputed hospital in Mumbai - Training programs with AIIMS - Flexible staff deployment policies - Use Abbott's FreeStyle systems - UV disinfection technology - Strategic partnership with GE healthcare	- Use flexible staffing to address ward reluctance. - Implement Abbott's FreeStyle Libre for disinfection. - Enhance staff training with strategic partnerships.
	Threats (T)	W-T strategies
	- New infectious disease outbreaks. - Stricter NABH and regulatory compliance. - Amendments to National Health Policy. - Competition from hospitals like KDH. - Cybersecurity threats - Economic downturns	- Monitor diseases with data-driven approaches. - Enhance cybersecurity with GE Healthcare. - Improve infection control for NABH compliance. - Use UV disinfection for regulatory compliance. - Address staffing issues with flexible policies. - Optimize operations to combat economic downturns.
	S-O strategies	S-T strategies
	- Promote silent hours to boost hospital reputation. - Use data-driven methods while training. - Highlight infection control in international partnerships.	- Monitor diseases with data-driven approaches. - Enhance cybersecurity with GE Healthcare. - Improve infection control for NABH compliance.

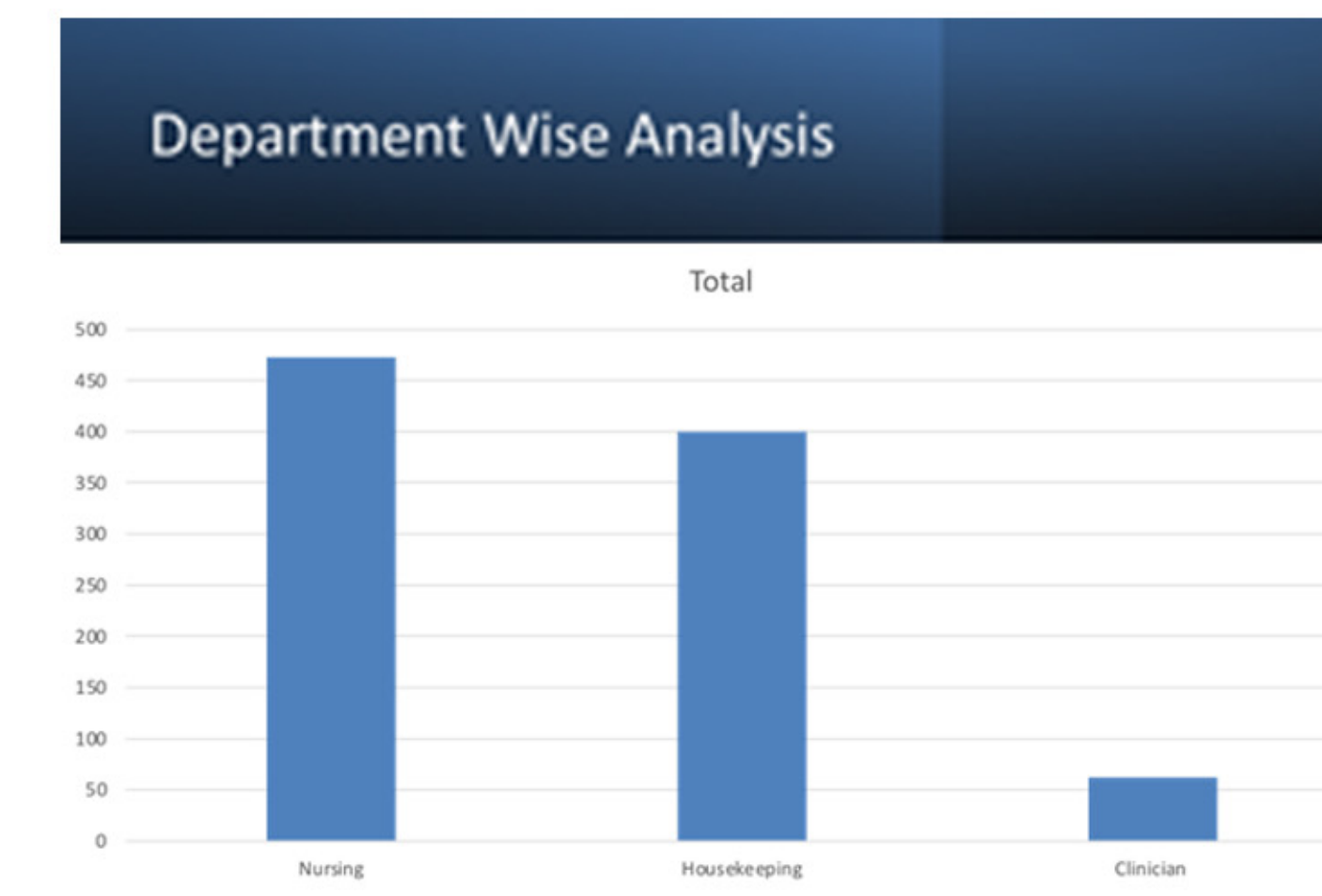


Fig. 1

Nursing showed higher footfall than housekeeping and cvlinicians.

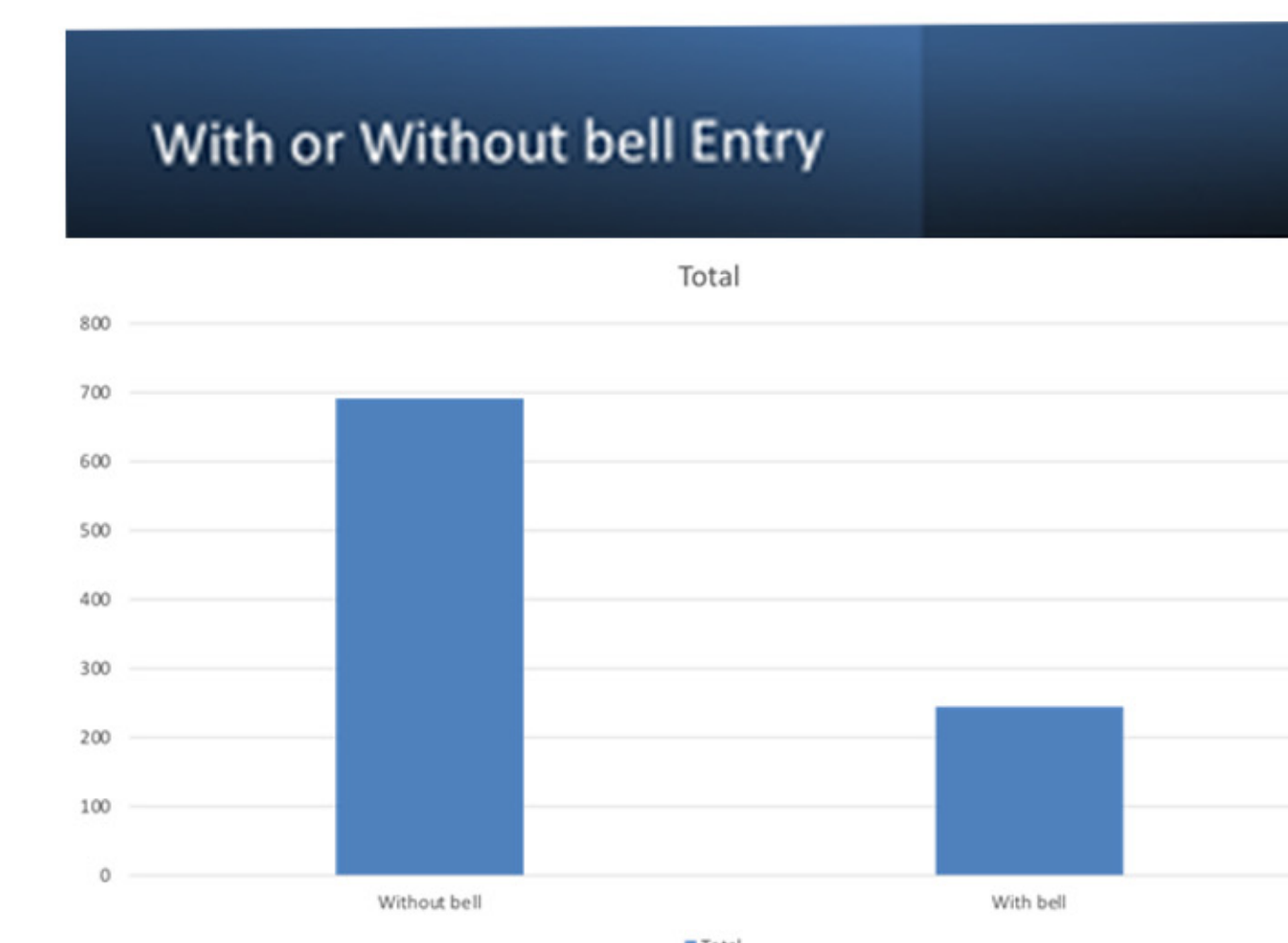


Fig. 2

-Majority of visits initiated without a bell.

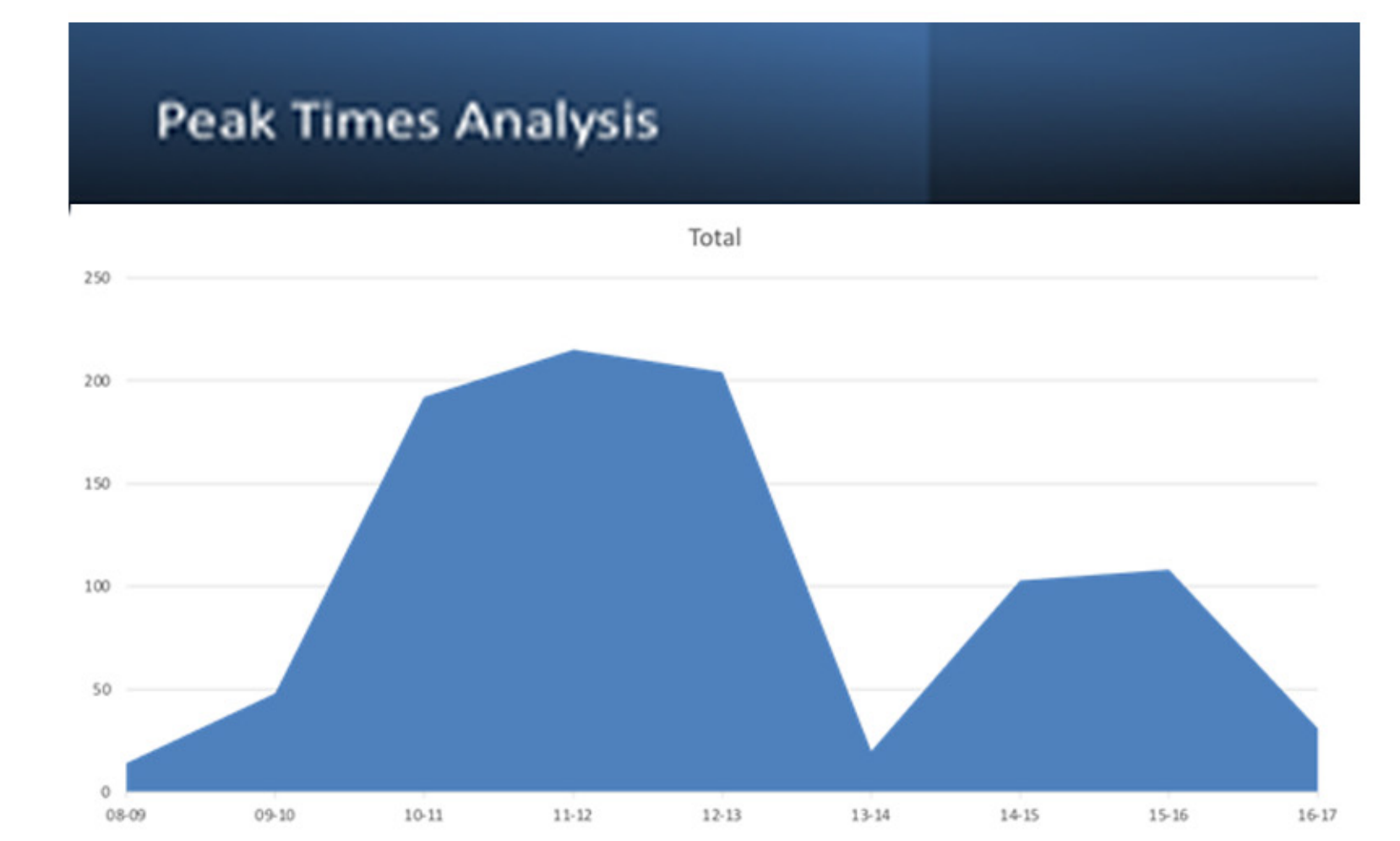


Fig. 3

Minimal footfall early morning and late afternoon. Peak time was late morning.

Challenges Faced During Internship

- Continuous monitoring of the footfall flow
- Dealing with doctor-staff miscommunication
- Managing inflexible staffing situations
- Addressing union-related challenges

Learnings During Internship

- Importance of data-driven decision-making
- Effective communication strategies and teamwork dynamics.
- Developed skills in analyzing and solving operational issues.
- Understood workflow dynamics in hospital department
- Implemented efficiency strategies for patient care.

Usefulness of Internship

- Hands on Exp. of hospital operations.
- Data analysis and management skills.
- Insights into patient care and hospital management.

Suggestions for Hospital

- Introduce standardised communication protocols.- Use Digital check-ins and visitor tracking.- Optimize staff schedules. Establish continuous improvement through feedback.
- Work on flexible staff movement policies with union collaboration