

ABOUT HOSPITAL

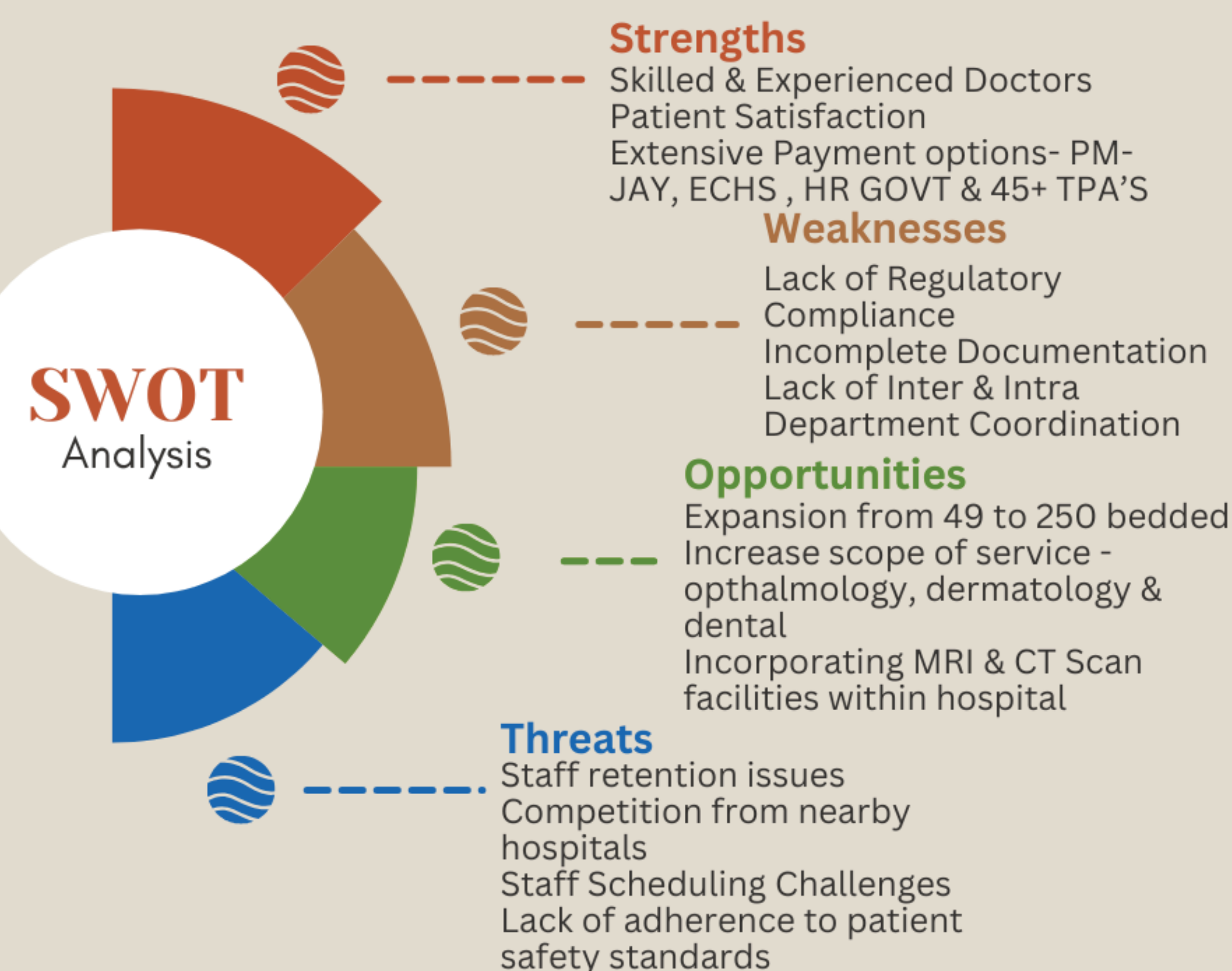
Noble Heart is one of Rohtak's leading & NABH accredited super specialty hospital. It is a multi-specialty hospital providing comprehensive, seamless and integrated world class healthcare services in Rohtak. With a team of professional doctors the hospital offers treatment in different medicines and surgery under one roof. The hospital has well trained and experienced doctors & nurses who are committed to provide high standards

VISION & MISSION

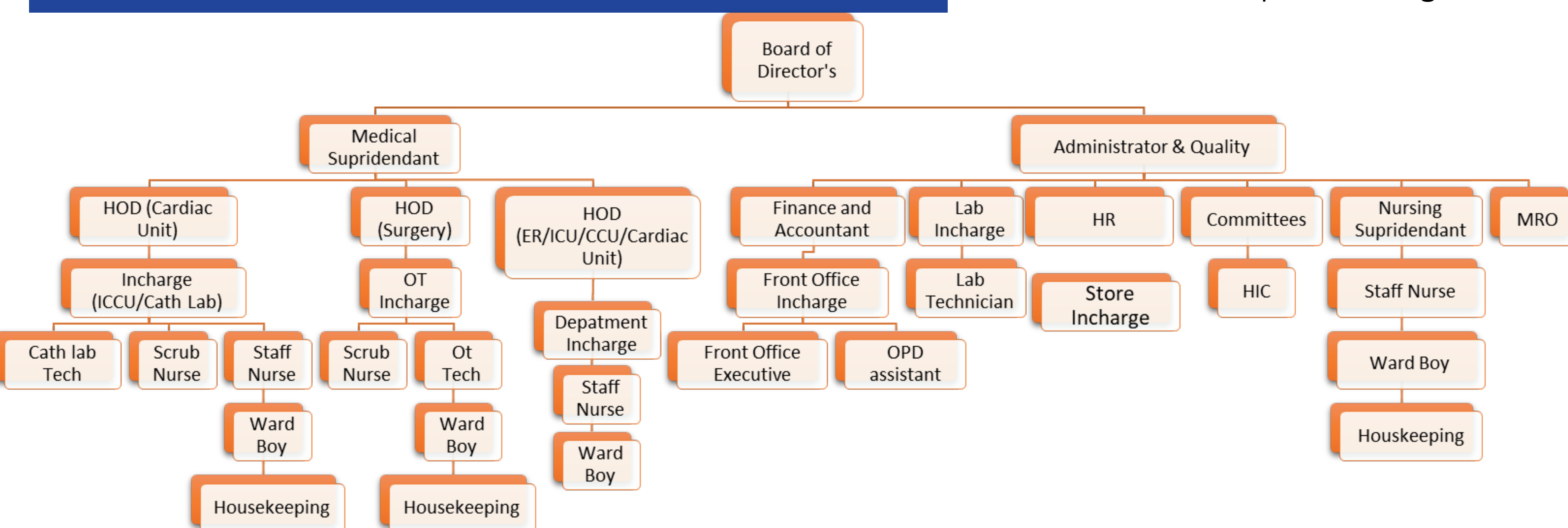
VISION- To Evolve as a Benchmark in Quality Healthcare Available to One and all

MISSION - To provide affordable quality healthcare by compassionate medical professionals with special attention to clinical excellence , patient safety and patient satisfaction

SWOT ANALYSIS



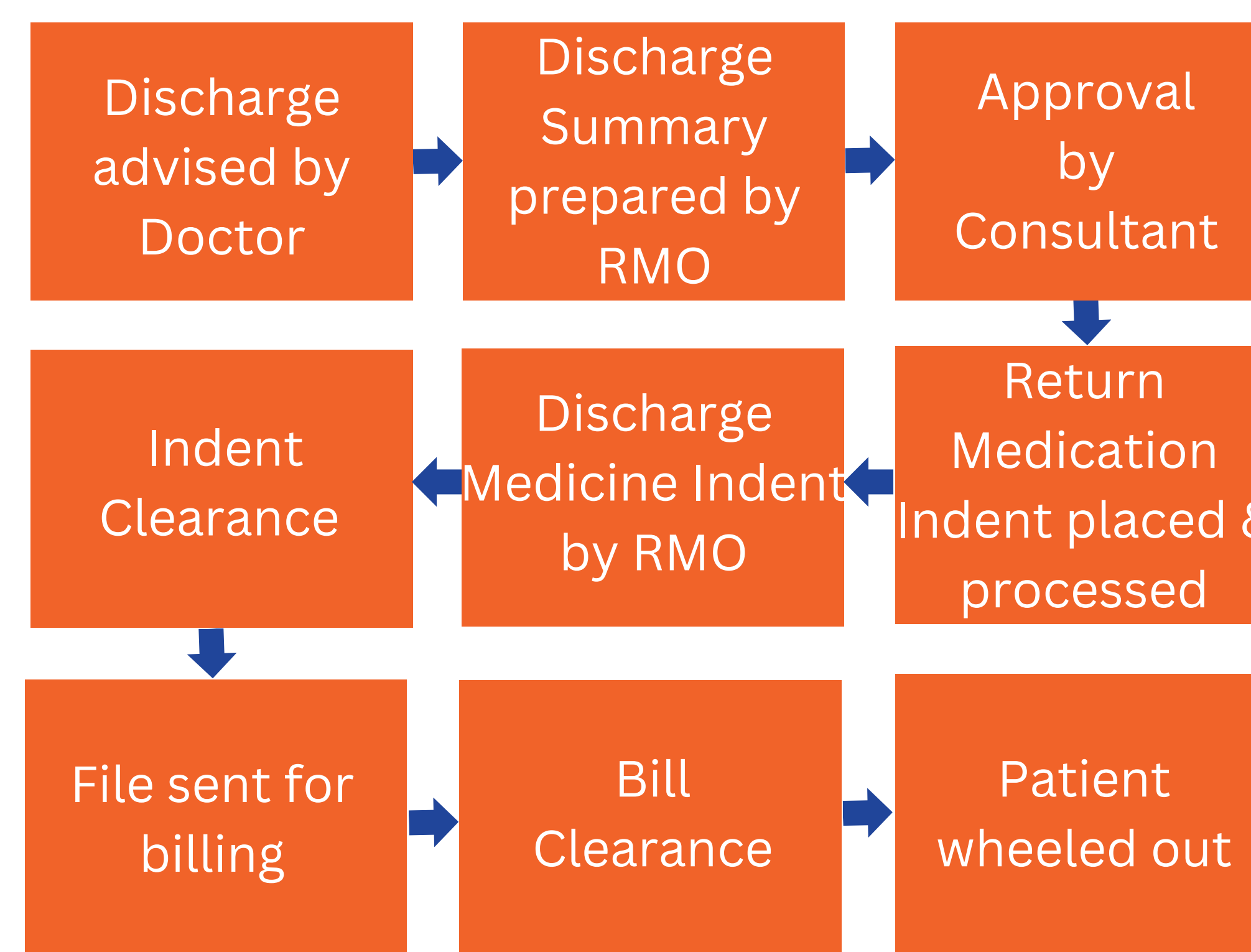
ORGANIZATION STRUCTURE



OBJECTIVE

- To study the hospital discharge process
- To find the average discharge turnaround time
- To identify the reasons contributing to delay in discharge process

DISCHARGE PROCESS



METHODOLOGY

Data Collection - Real time data collected based on direct observation

Data Type – Primary Data

Sample Size – 100

Inclusion Criteria

IPD- Patients admitted in GW-1,GW-2, Private & Semiprivate ward

Exclusion Criteria

Patients admitted to critical care units: CCU/ICU/HDU

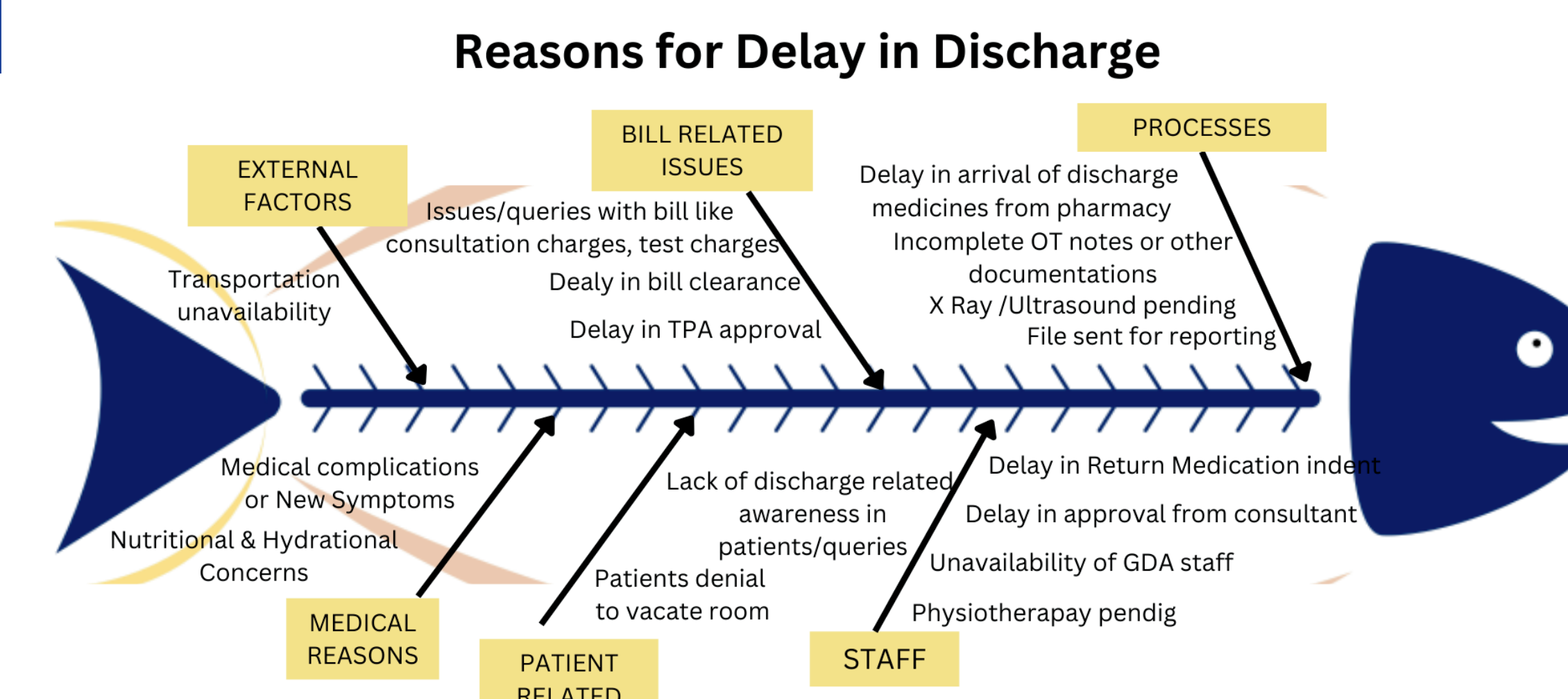
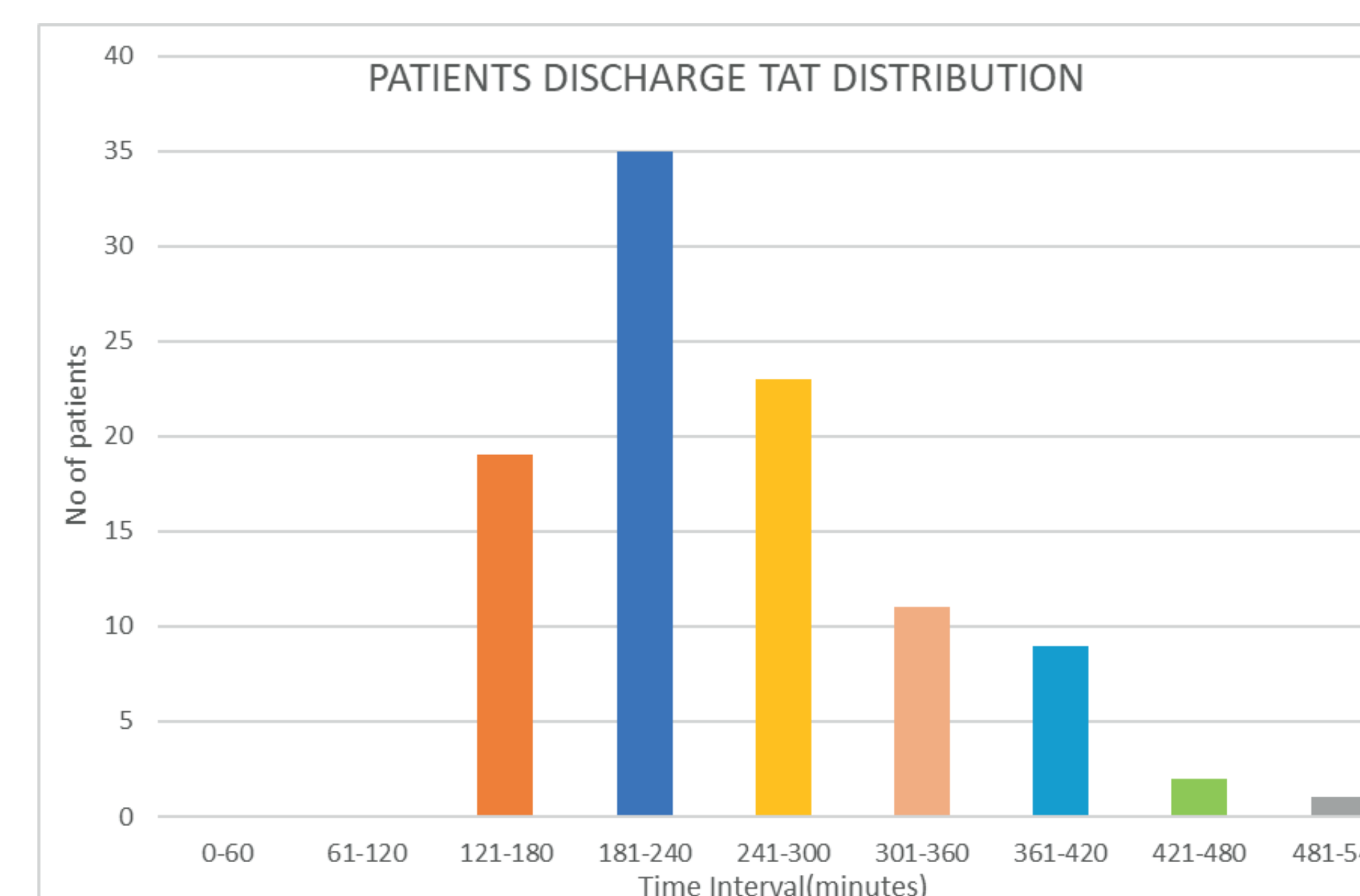
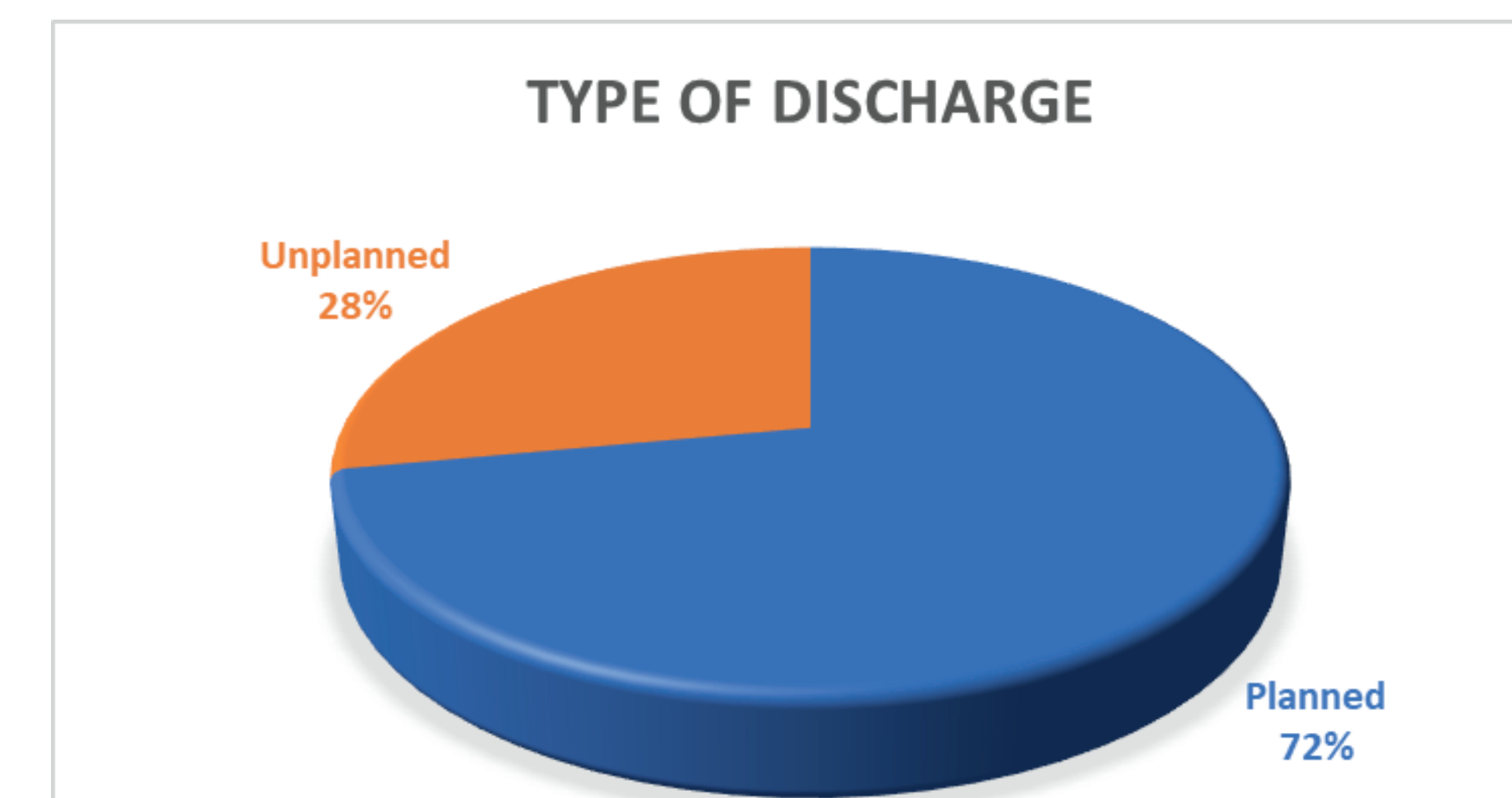
Patients who left against medical advice (LAMA).

Patients transferred to other healthcare facilities

Patients who expired during their hospital stay

DISCHARGE TAT

The average Discharge TAT is 4.03 hours (241.95 minutes)



LEARNING DIFFERENCE

THEORETICAL UNDERSTANDING-It provide comprehensive knowledge of management principles & framework. It involve learning using case studies, simulations & hypothetical scenarios.

PRACTICAL EXPOSURE- Offers the reinforcement & application of knowledge. Incorporates encountering & addressing real time challenges & dynamic situations.



SUGGESTION

- Implementing shift-end documentation reviews supervised by the Nursing Incharge or NS
- Advance scheduling of diagnostic tests based on anticipated discharge time
- Set specific time frames to complete diagnostic reports
- Immediate return indent processing after doctor advises the discharge
- Optimize staff scheduling

LEARNINGS DURING INTERNSHIP

- Gained valuable insights into hospital operations, quality standards & HR management
- Patient Safety Practices
- Data Management
- Emergency response coordination
- Compliance understanding
- Navigating organizational hierarchy

USEFULNESS OF INTERNSHIP

- Understanding of Hospital Dynamics
- Real-world Readiness
- Networking Opportunity
- Patient Interaction
- NABH Surveillance Exposure
- Adaptability & flexibility to work setting

CHALLENGES FACED DURING INTERNSHIP

- Lack of cooperation from nursing staff during data collection
- Language barrier arose when staff frequently communicated in local Haryanvi language
- Limited task variety
- Unstructured task allotment

PRESENTED BY-
SAIYADA NAUSHEEN ALI
ROLL NUMBER-1805
BATCH-MBA HM 28