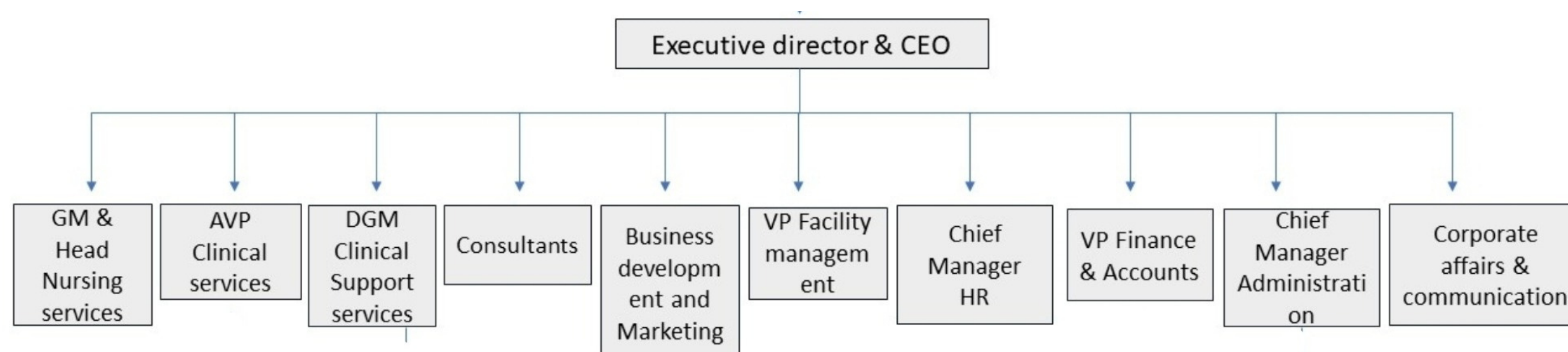


Brief history about organization

Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute is India's one of the most advanced quaternary care facilities located in Mumbai. As the flagship social initiative of the Reliance Group headed by Anil Dhirubhai Ambani, the hospital is designed to raise India's global standing as a healthcare hub, with emphasis on excellence in clinical services, diagnostic facilities and research.

Organization structure



Vision

"We aim to be a global healthcare institution that combines the best in medical treatment with strong ethical principles and a culture of care and compassion."

Mission

"To be an institution that offers comprehensive quality healthcare services under one roof through transparent patient-centric care ensuring patient safety, privacy and dignity. An institution where Every Life Indeed Matters."



Need of the study

This study was crucial to improve hospital operations. By focusing on reducing waiting times, optimizing key processes, and leveraging advanced technologies this study has provided the necessary insights and recommendations to drive these improvements.

Challenges Faced During Internship

- Balancing time effectively
- Adjusting to workplace culture
- Using criticism constructively
- Applying theory to practical tasks

SWOT ANALYSIS

STRENGTHS

1. Thorough initial documentation for systematic intake
2. Clear, structured admission steps minimize confusion

WEAKNESSES

1. Slow discharge process due to approvals and payments reduces patient satisfaction
2. Delays in bed allotment and consultations frustrate patients

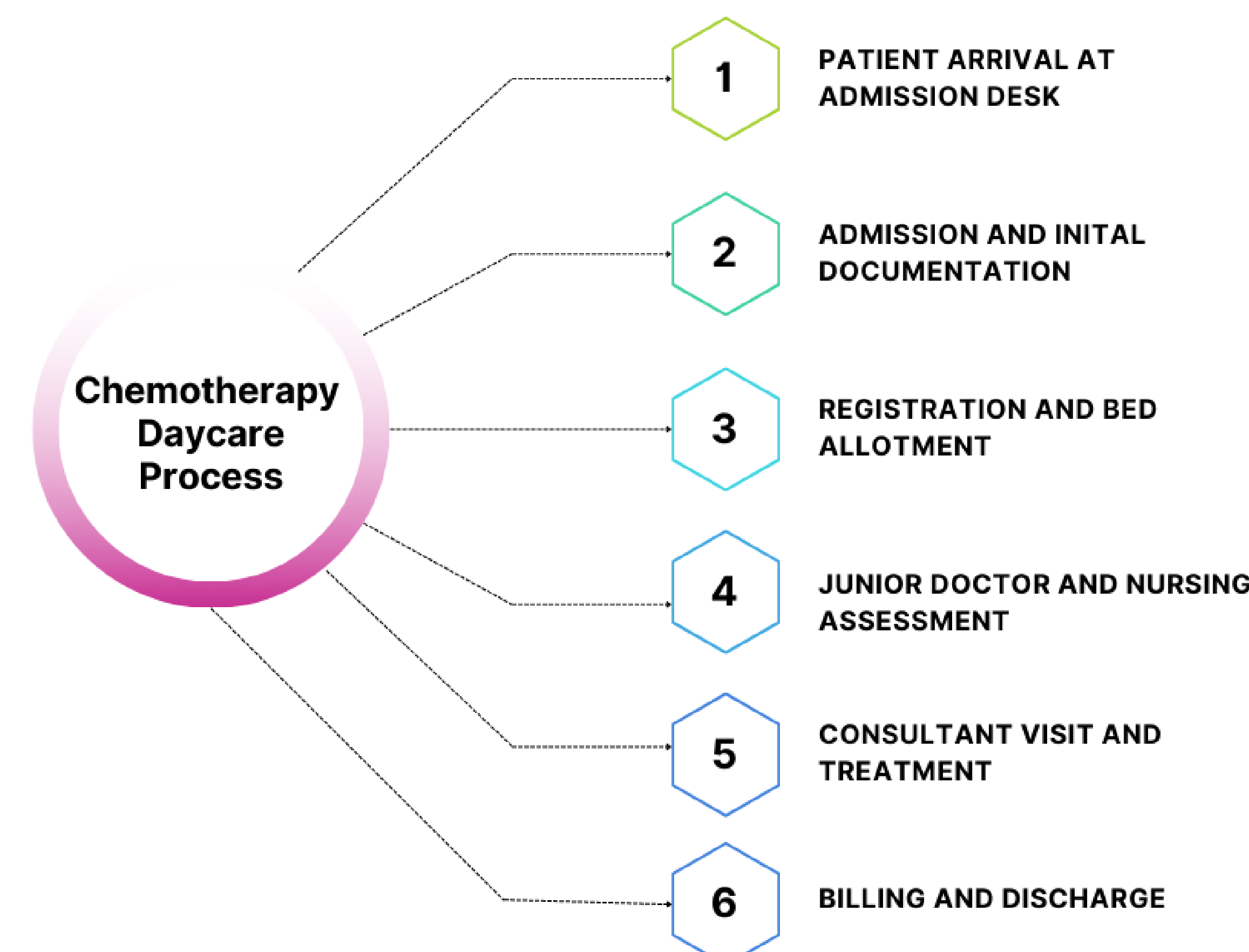
OPPORTUNITIES

1. Bed reservation system to reduce waits and optimize usage
2. AI scheduling to optimize appointments and reduce waiting

THREATS

1. Long waits cause negative experiences and complaints
2. Variable admission/discharge times create inefficiencies

WORKFLOW PROCESS



Difference between practical exposure and theoretical knowledge

- Practical exposure enhances problem-solving; theory gives frameworks
- Theory broadens understanding; practical exposure provides specific skills

Learnings During Internship

- Technical Skills Development
- Professional Growth
- Problem-Solving Abilities
- Industry Insights

Observations

- Variable waits for admission; quick processing; busy mornings; skilled staff
- Long pre-consultation wait
- Delays from TPA approvals during discharge

Suggestion to the Organization

- Implement bed reservation system with bed number
- Optimize consultant schedules to reduce delays
- Streamline discharge with expedited TPA approval
- Implement AI-driven scheduling systems

Usefulness of Internship

- Skill Enhancement
- Career Exploration
- Professional Networking
- Resume Building