

ABOUT FLORES HOSPITAL

“FLORES Hospital, a 100 bed super specialty tertiary care hospital is truly futuristic in its services & technology and brings together some of the most talented medical professionals in India. The hospital is equipped with state-of-the-art technology for better quality services. The hospital provides preventive, diagnostic, therapeutic, rehabilitative, and palliative and support services all under one roof and is designed to meet patient care and research requirements of the new millennium. It was Founded in 2018 under the parent company Mridula Health Care Pvt.ltd Hospital has a capacity of 100 beds. This hospital is accredited by NABH.”

VISION

Our Responsibilities is to fulfill our obligation towards society, the hospital, under the aegis of SDS Memorial Medical Research and Development Society, organizes free health checkup camps in places where medical facilities are not easily accessible

MISSION

Our vision is to continuously upgrade our health facilities so as to provide quality medical care always to one and all and make state of the art medical treatment affordable by all including the weaker sections of the society.

OBSERVATIONS

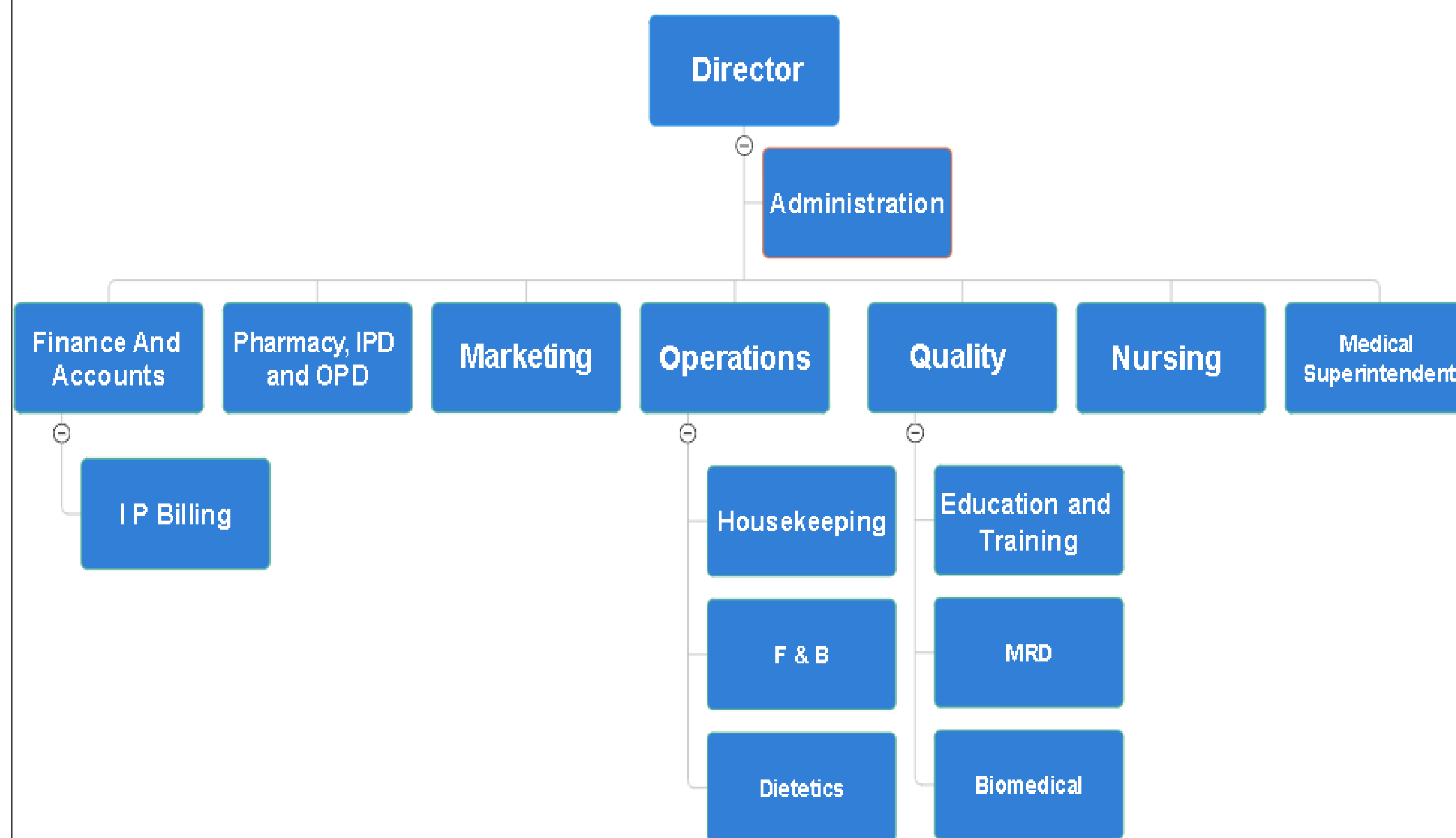
Major Gaps identified

- Inefficient Triage Processes
- Suboptimal Communication
- Poor Scheduling Practices
- No suggestion boxes in OPD area
- Lack of Signage
- Same queue for registered and non-registered patients
- Unavailability of token system
- There are Instances of Billing Inaccuracies by the Staff
- GDA Staff Is Insufficient in OPD area

SUGGESTIONS

- There Should Be Different Registration Desks for New and Old Patients in the OPD Area
- Proper signage should be there for better understanding for patients
- The Hospital Should Implement a Token System in the OPD Area and Use Displays Outside the Doctors' Rooms:
- Training on HMIS Utilization is Required
- Suggestion boxes should be placed in OPD area
- GDA Staff Should be hired for OPD.

ORGANOGRAM



ABOUT PROJECT

This project focuses on streamlining processes to reduce wait times and enhance patient experience .this can be achieved through better scheduling, efficient triage, and optimized use of resources.

OBJECTIVE

The objective is to reduce waiting time in OPD and improve overall patient satisfaction by streamlining processes and optimizing resource utilization.

METHODOLOGY

Observational Study was used to identify the problem of overcrowding in Opd. The entire process of Patient flow in Opd was meticulously Traced.

SWOT ANALYSIS

STRENGTH	Weakness
• Comprehensive Multi specialty care • The largest hospital within a 5-km radius. • Strong Connections with Local Physicians.	• Limited brand recognition • Operational challenges • Dependence on local patient base
Opportunities	Threats
• Expansion of services • Community Health Initiatives • Technology Advancement • Partnership and collaboration	• Competition from established hospital • Regulatory Changes • Economic factors

LEARNING AND USEFULNESS OF INTERNSHIP

- Understanding Healthcare Delivery System
- Interpersonal Skills
- Professional Development
- Career Clarification

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORITICAL UNDERSTANDING

Theory provides foundation of knowledge, and helps to understand the process going on in real time but practical exposure focuses more on the application, skill development and learning from experience & also how theoretical learning need to be modified according to real time situation so it becomes more useful for patient care.

CHALLENGES FACED DURING INTERNSHIP

- Communication with Department Incharge.
- Documentation of Inpatient Department (IPD) Patient Files Was Not Proper
- The hospital’s insufficient staffing has led to a decline in the quality of care.
- Lack of motivation within staff.

