

ABOUT THE ORGANISATION

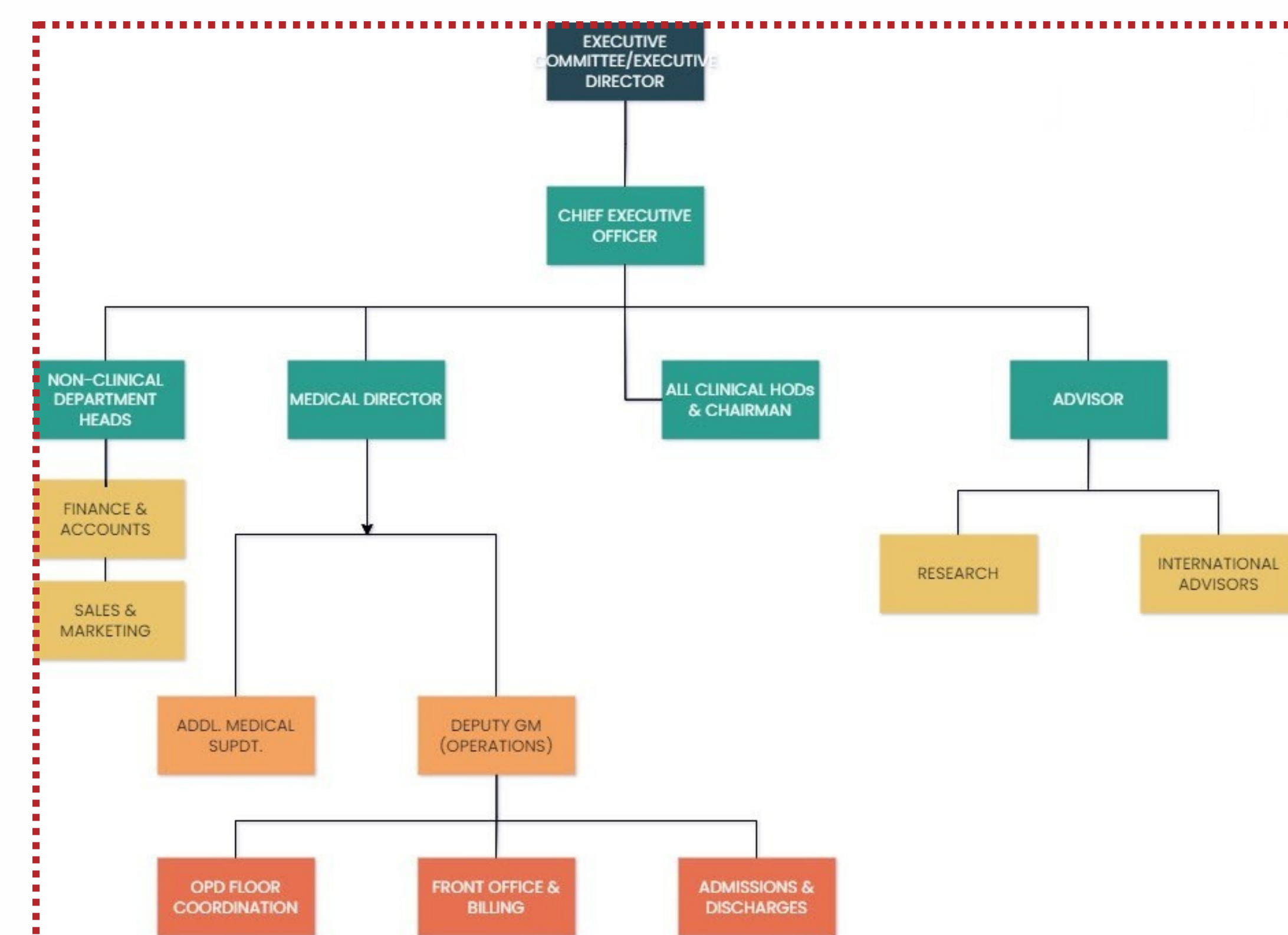
Pushpawati Singhania Hospital & Research Institute (PSRI Hospital) is a multi-specialty institute of national & international repute. It was established in the year 1996 as South East Asia's first and India's foremost institute providing advanced and comprehensive medical and surgical treatment for digestion-related diseases. The state-of-the-art facilities coupled with the latest equipment and renowned consultants ensure that patients from various states of India and foreign countries come for highly specialized tertiary-level treatment. It is promoted by the JK Group one of the leading business houses in India

MISSION & VISION OF THE HOSPITAL

Help the ailing people through chosen specialties by providing the best possible preventive, curative and promotive services for restoring their health and personal productivity.

Not to compromise with the values and the standards laid down & to achieve excellence in the healthcare delivery system, through hard work and human touch.

ORGANISATION STRUCTURE



USEFULNESS OF INTERNSHIP

- Gaining work experience in a hospital.
- Recognize the conditions necessary for different hospital subsystems to operate smoothly from the administrator's point of view.
- Building professional networks.
- Correlate theoretical concepts with day-to-day practical experiences.

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ABOUT THE PROJECT

AIM

This study aims to determine whether and to what degree a patient's experience in the IPD Wards of the hospital influences the hospital's business in terms of readmissions

OBJECTIVES

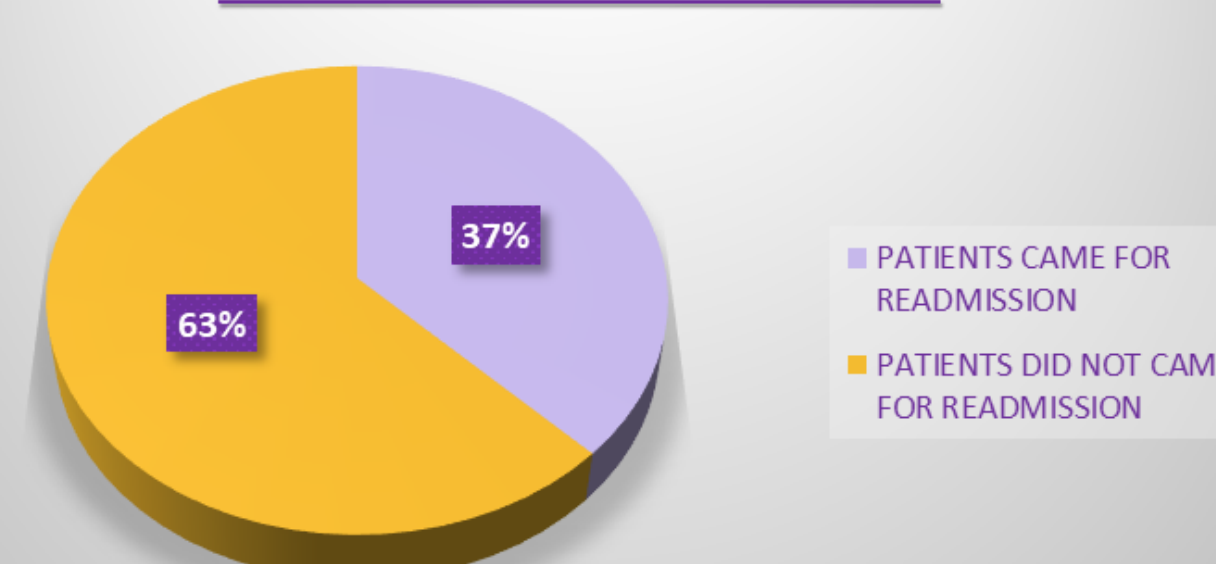
- To determine any relation between patient experience and satisfaction from hospital services in the IPD Wards and the hospital's business in terms of readmissions.
- To determine the percentage of feedback received from the patients at the time of discharge.
- To study the factors contributing positively and negatively towards the patient's experience.

METHODOLOGY

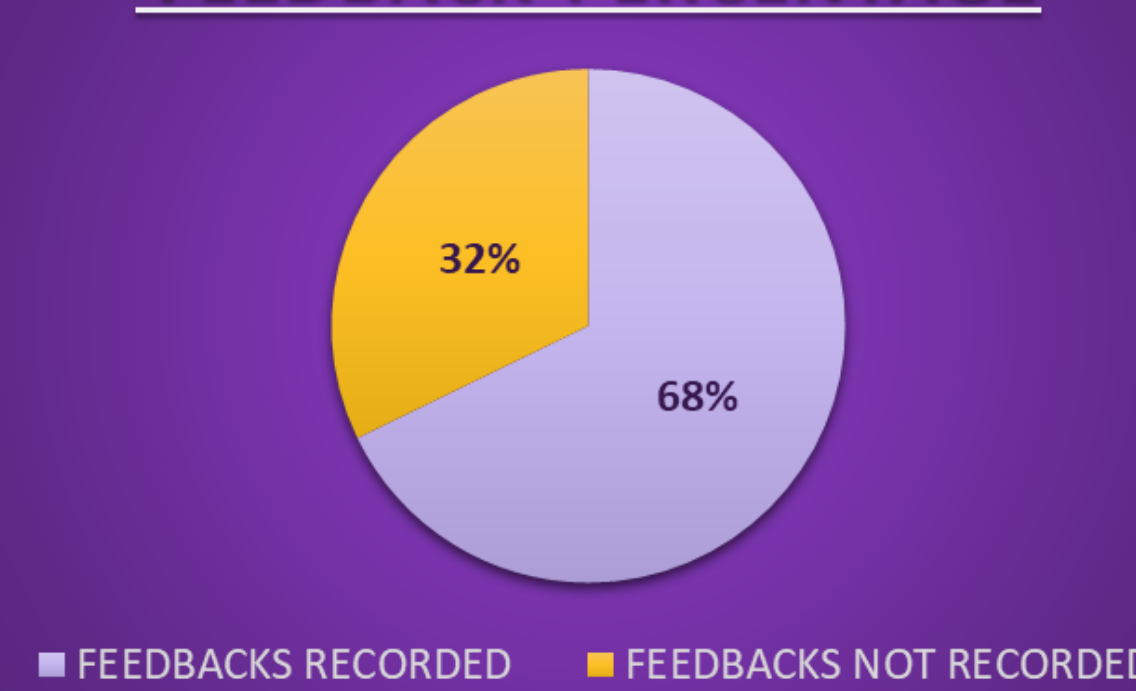
- The study was carried out for the patients discharged between March 1st 2024 to April 30th 2024 under the specialties Oncology and Nephrology which were 397 patients.
- Secondary data was gathered from structured questionnaires that patients had completed and submitted at the time of discharge.
- The raw data was transferred to Excel using the mathematical tool, Standard Mean.

FINDINGS

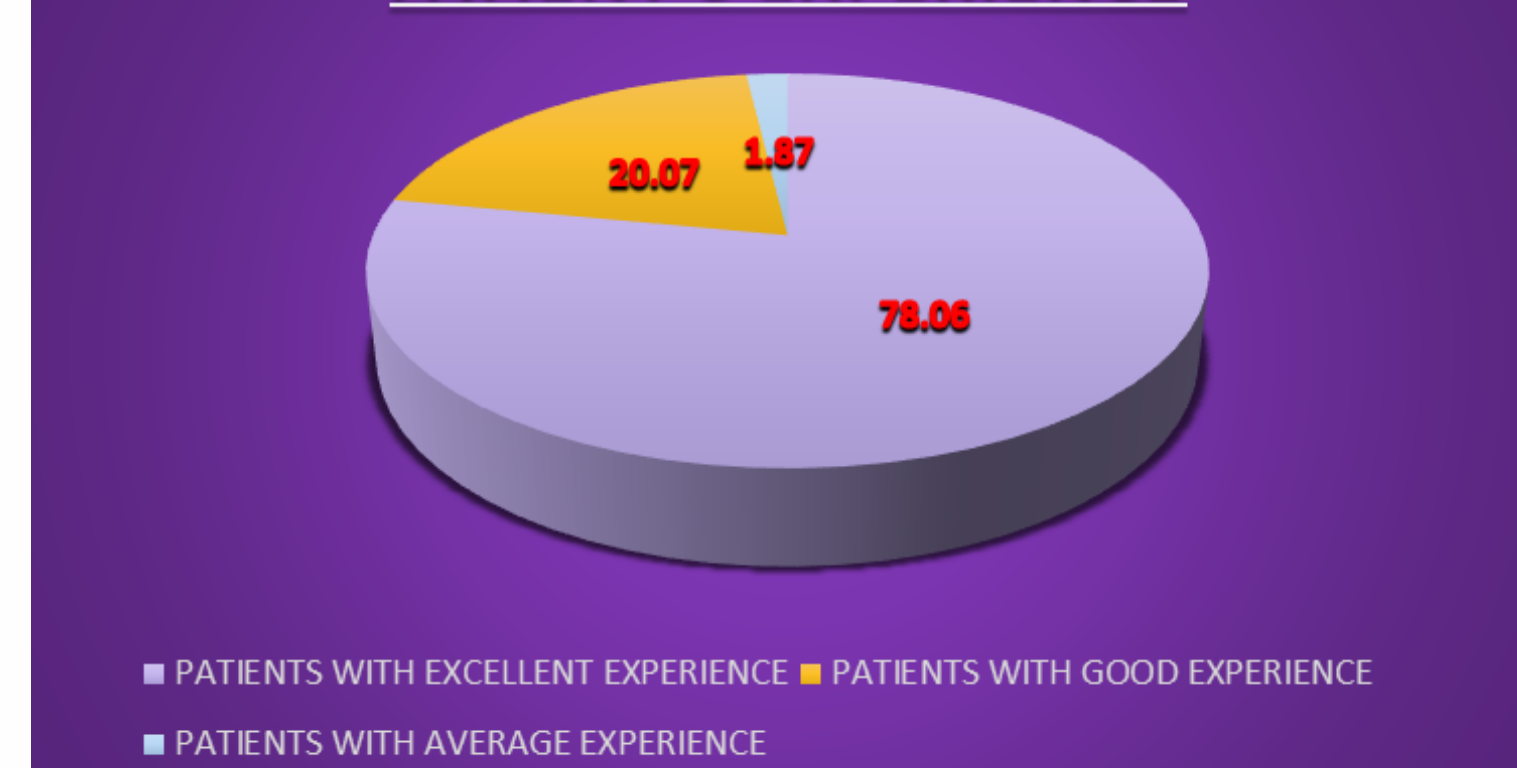
READMISSION PERCENTAGE FOR MARCH 2024-APRIL 2024



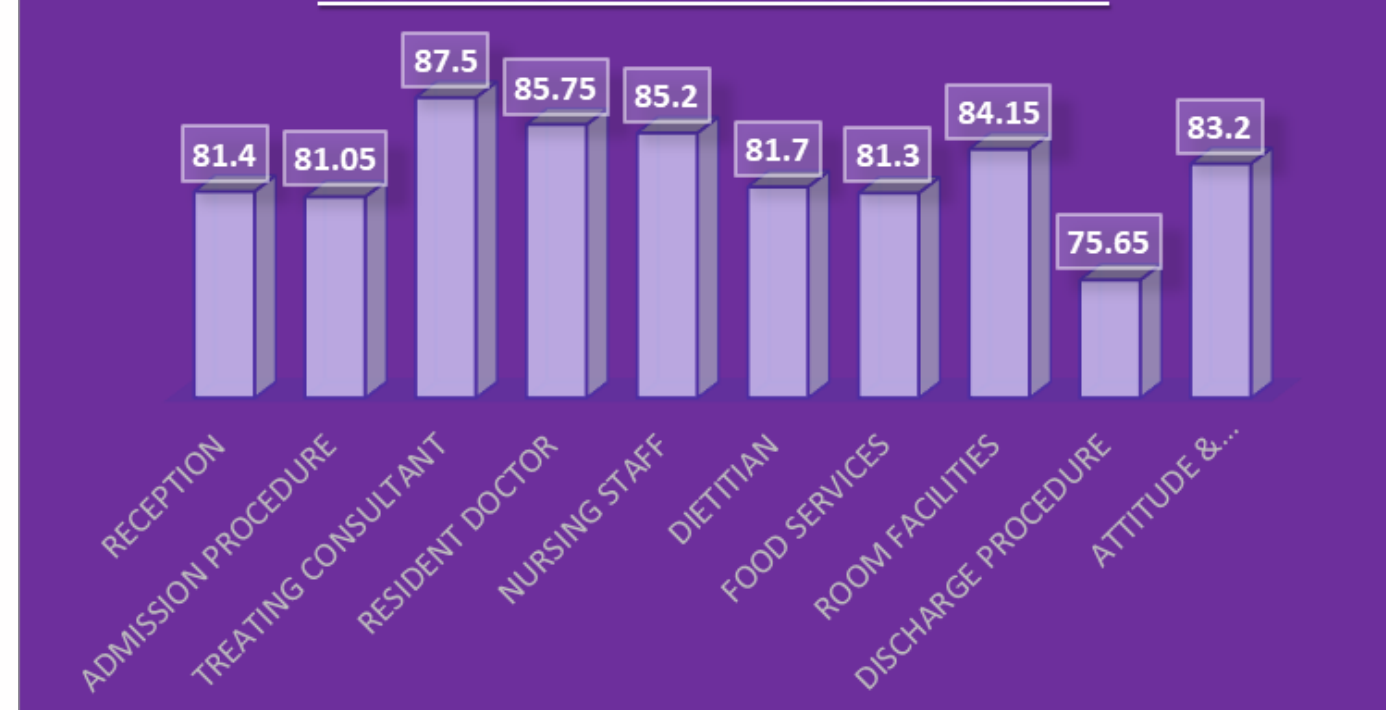
FEEDBACK PERCENTAGE



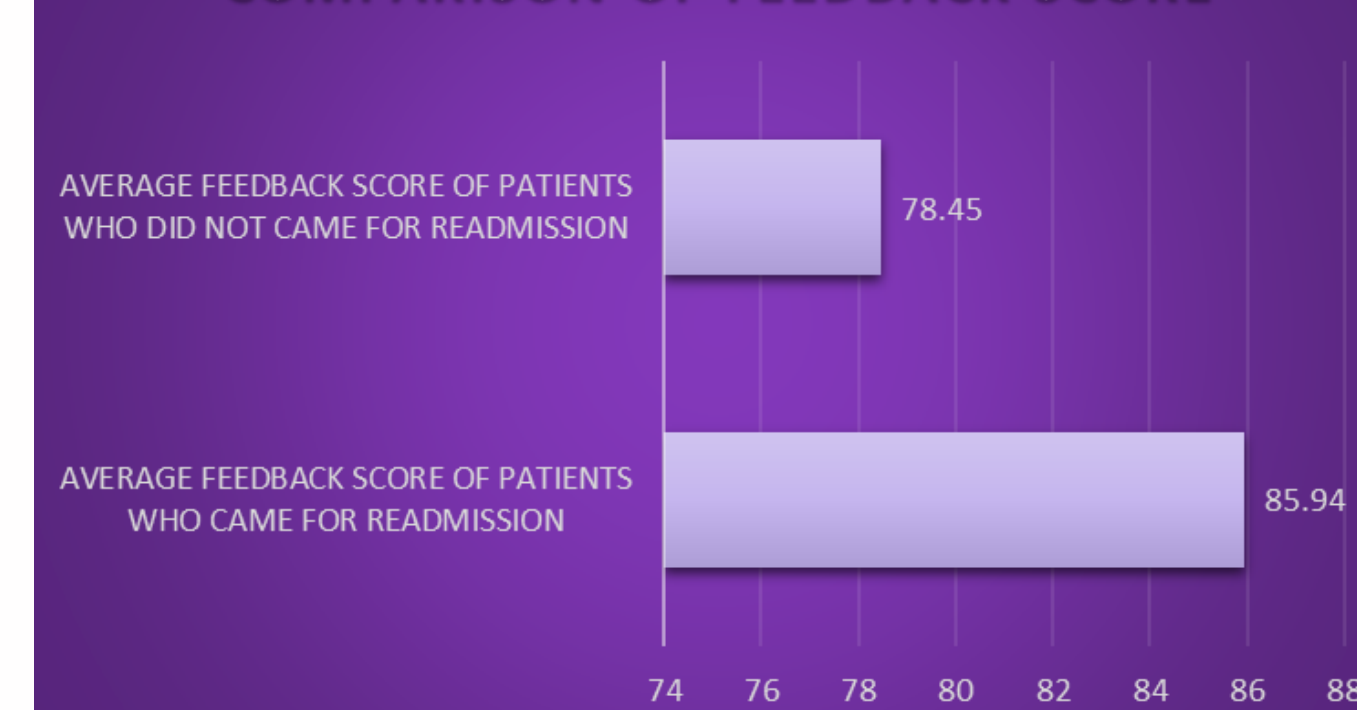
PATIENT'S EXPERIENCE



AVERAGE FEEDBACK SCORE



COMPARISON OF FEEDBACK SCORE



SUMMARY

Total no. of patients discharged b/w March -April 2024	1930
Number or Percentage of patients who took readmission	723 or 37.46%
Number or Percentage of patients who did not take readmission	1207 or 62.53%
Readmission percentage for Oncology Department from March-April 2024	113 out of 178 or 63.48%
Readmission percentage for Nephrology Department from March - April 2024	104 out of 219 or 47.48%
Total no. of patients discharged from Oncology & Nephrology Departments b/w March - April 2024	397
No. of feedbacks recorded among these 397 patients	269
No. of feedbacks not recorded among these 397 patients	128
Average Highest Feedback Score	87.5 in category Treating Consultant
Average Lowest Feedback Score	75.65 in category Discharge Process
Out of these 269 patients, Patients with Excellent experience	210
Out of these 269 patients, Patients with Good experience	54
Out of these 269 patients, Patients with Average experience	5
Average Feedback Score for patients who took readmission	85.94
Average Feedback Score for patients who did not take readmission	78.45

DIFFERENCE B/W THEORETICAL UNDERSTANDING & PRACTICAL EXPOSURE

THEORETICAL UNDERSTANDING

- The hospital's wards are designed as per Rigg's or Nightingale's model.
- Hospital is considered as a system and has subsystems such as support services, clinical & nursing services, administrative services, etc.

PRACTICAL EXPOSURE

- Hospital wards and services are planned based on available space and capital, rather than strictly adhering to theoretical concepts.
- A hospital's systems must work efficiently together to ensure a satisfactory patient experience, as any inefficiency in one system impacts the overall experience.

CHALLENGES FACED DURING INTERNSHIP

- Resistance faced in some departments in gaining information & experience.
- Lack of defined protocols and processes for interns sometimes led to confusion b/w staff members and interns.
- Coordinating with different departments to obtain data related to my project.

LEARNINGS DURING INTERNSHIP

- Hands-on experience of working in a hospital setup.
- Experience on collecting data, recording data, analyzing data and interpreting results.
- A close observation on international patient's catering practices.

