

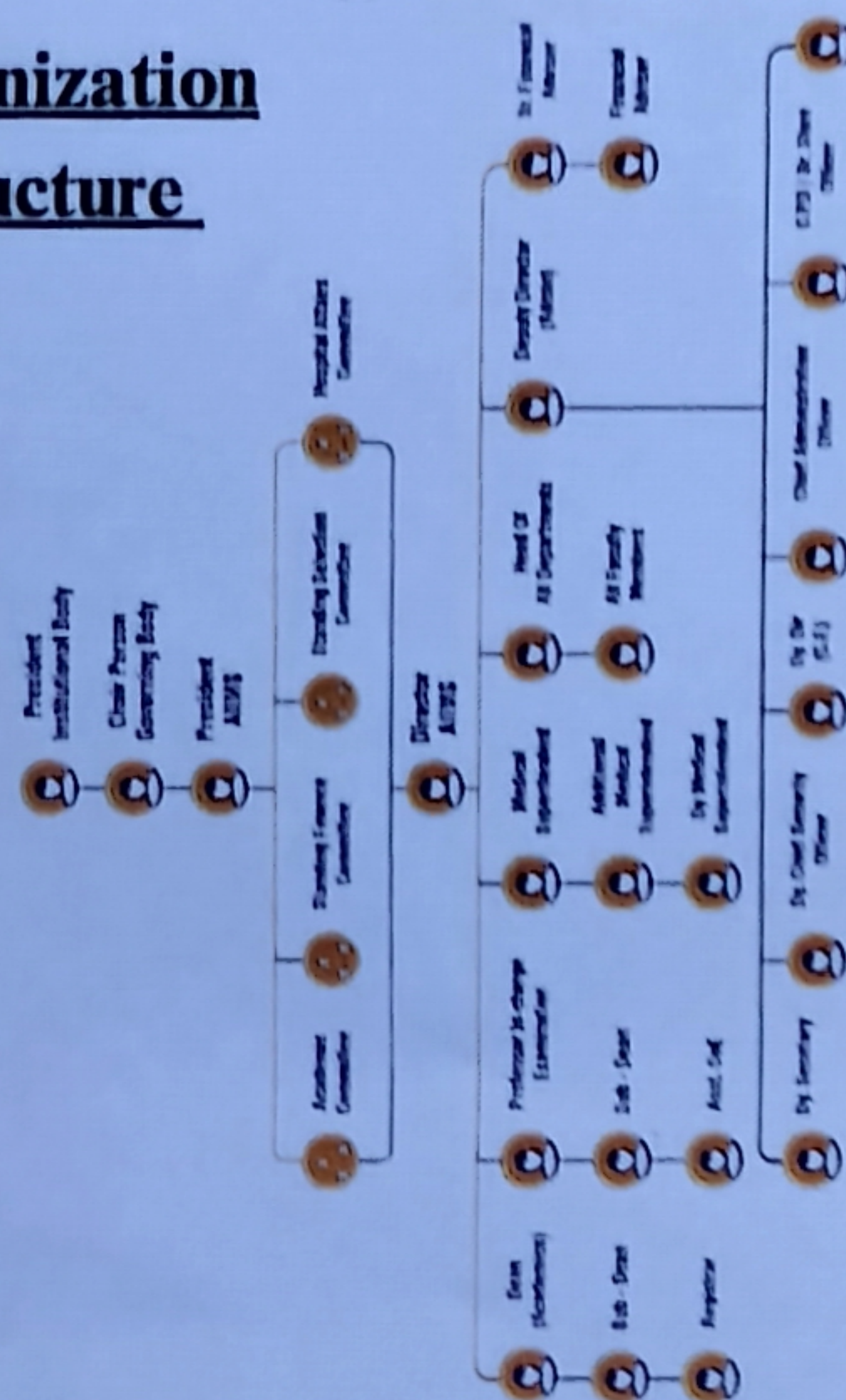
Faculty mentor- Dr. Sanjay Gupta
Organization mentor- Dr. Nitin Marathe

AIIMS Nagpur was established to serve as a nucleus for nurturing excellence in all aspects of health and wellness throughout India. AIIMS are a group of autonomous public medical institutes that have been declared by an Act of Parliament 1956 as "Institute of National Importance". All India Institute of Medical Sciences, Nagpur is one among the four AIIMS announced during the budget speech 2014-15 under Pradhan Mantri Swasthya Suraksha Yojana (PMSSY).

To develop a model patient care system which is accessible, affordable, acceptable and serves the needs of the community at large

To be a premier
medical institution that
provides accessible
and affordable patient
care, conducts
pioneering research,
and delivers quality
medical education

Organization Structure



- Deep insights into hospital administration interactions
- Learned about NABH and Kayakalp
- Conducted a detailed analysis of the discharge process, identifying key bottlenecks
- Created LAMA and DAMA forms
- Audited the compliance of surgical safety checklist in the OT
- Time management and communication skills
- Gained information about 'BPL' and National Health Scheme 'MJPIAY'
- Went on facility rounds with staff

<u>Strength</u> • Reputation and brand name • Good infrastructure • Government Support • Comprehensive Healthcare Services	<u>Weakness</u> • The location of the hospital • Staff shortage • Ongoing development • Retention issues
<u>Opportunity</u> • NABH Accreditation • Research and Development • Commencement of different departments • Advanced Laboratories	<u>Threats</u> • Private hospitals in the city • Rapid technological advancements in private hospitals • Bureaucratic delays

- Hands-on experience in hospital administration
- Learned the significance of SOPs in ensuring consistency, efficiency, and compliance
- Strategic recommendations for process improvements
- Building professional relationships
- Made a stack diagram of the hospital (OPD)

Objective- 1) Identify bottlenecks and determine the main factors for delays
2) SOPs for the staff to follow protocol
3) Enhance Patient Experience

Methodology- 1) Direct observation in wards
2) Interviews to gather qualitative data from the hospital staff.
3) Review of records from HMIS to analyze discharge records
4) Sample size- 50

Collected information on the discharge process flow from the nurses, discharge counter and administration. There are 3 categories in the hospital in which patients are categorized - General, BPL, MJPJAY. After analyzing the 3 processes there were inefficiencies found and most of the time was taken by MJPJAY category patients to get discharged

Discharge process flow data for 3 categories

Category	Total amount	Percent observed time from discharge summary in table
General	50	30.34 (1,684hours)
Spk	50	110.32 (294hours)
Not used	50	299 (54hours)

Average time observed



As MJPJAY patients took a lot of time, we solely tried to identify the cause of delays in the MJPJAY process

- Challenging to bring changes in hospital because familiarity of work
- Due to the busy schedule, it was difficult for them to find time to solve the issues.

- The discharge announcement by the doctors should be done one day prior
- Nursing officers should intimate the MJPJAY department as discharge is announced
- No BPL patient should go to MJPJAY department for clearance
- Digitization of signatures of HODs and department head doctors
- Weekly maintenance of the appliances
- Training should be given to the staff
- To create a SOPs for 3 categories
- Monthly audit to check the compliance

<u>Theoretical Understanding</u>	<u>Practical Understanding</u>
• In Essentials of hospital services we learnt about functioning of the departments • National Health Policies helped me know about the schemes • Principles of Management taught me several theories	• It helped to understand the functioning of the departments • It helped to understand MJPJAY scheme for the project I worked • This helped me how these principles work in a hospital setting

