

NAME - MAYANK KHADELWAL, 1746
COURSE - MBA HM 28

FACULTY MENTOR - DR. GOUTAM SADHU
ORGANIZATION MENTOR - MR. NAVEEN JINDAL

ABOUT THE ORGANIZATION

RBH is A 230-bed Multi-Speciality Hospital in Jaipur, offering comprehensive Inpatient and Outpatient services based on clinical excellence, ethical practices, and a patient-centric approach. The Hospital features 24 specialized Healthcare Departments equipped with state-of-the-art Medical Technology and staffed by highly trained professionals.

HISTORY

It was the first private hospital of the city and the foundation stone was laid by late BM Birla along with YB Chavan, then defence minister of India. Integration of research into clinical practice and provision of quality medical care to all section of the society was the guiding principle of the hospital.

OBJECTIVES

- To manage Patient Data, Billing, inventory & other critical functions Efficiently.
- To Automate routine tasks to reduce manual effort and errors.
- To Provide real-time data and analytics to support decision-making
- To enhance patient experience by offering an efficient system for accessing their health reports and prescriptions digitally.

METHODOLOGY

- Data Creation & Management In MS-Excel.
- Microsoft Teams & Google Meet for Online Training of users.
- Imaging Equipment and Technology.
- Lean Imaging Procedures.
- Inter-department collaborations.
- Emergency Prepare.
- Financial Sustainability.

MISSION

To create Clinical Centers of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

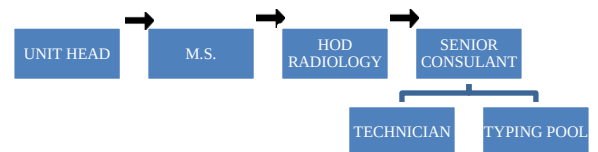
VISION

To provide best of Patient Service & Clinical Excellence.

CORE VALUE OF CKB

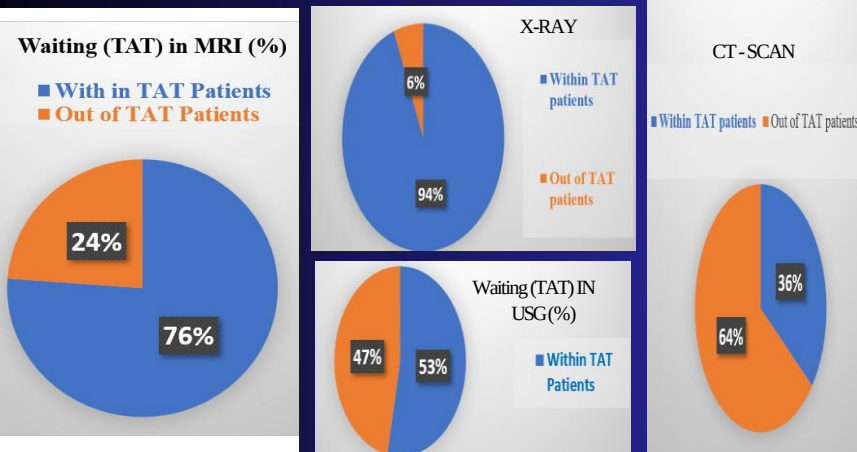


DEPARTMENT STRUCTURE



STUDY FINDING & ANALYSIS

RADIOLOGY ANALYSIS



STRENGTH

1. Advanced Technology
2. Expert Staff
3. Comprehensive Services

WEAKNESS

1. Overall services are good in radiology department but few services has moderately.
2. Coordination is good but there is scope for communication.

OPPORTUNITIES

1. Telemedicine Integration
2. Subspeciality Development
3. Quality Improvement Initiatives
4. Increasing Demand

SWOT ANALYSIS

THREATS

1. High competition between Narayana Health, Apex, Fortis Escorts, etc.
2. Technological Obsolescence

RECOMMENDATIONS

1. Based on training needs analysis (TNA) training to be provided for the staff in radiology.
2. The proper appointment should be followed for patients amongst radiology OPD patients.
3. The machine should be maintained timely
4. GDA staff should be available in radiology department especially during peak hours of hospital.
5. Should maintain reports proper based on procedure

CHALLENGES

- Challenges in patients data collection due to multiple rescheduling of patients.
- Patient with full bladder is one of the reason behind rescheduling. Problem facing due to software change.

LEARNING

I Learned about importance of quality management & patient safety in health service delivery.
I have learnt project management, patient coordination, task management, resolving problems.
To developed the understanding about hospital management system. Understanding the hospital organization working culture.

USEFUL OF INTERNSHIP

1. Hospital industry exposure.
2. Networking with Hospital industry member.
3. Opportunity to gain the work experience in Hospital
4. Opportunity to improve communication skills.