

INTRODUCTION

TATA MAIN HOSPITAL (TMH) is the largest private sector hospital in eastern India. Tata Main Hospital (TMH), the Medical Division of Tata Steel and its eight clinics at Jamshedpur provide curative healthcare services to the employees of Tata Steel and their families. Apart from TMH and the clinics at Jamshedpur, TMH also extends its facilities to non-Tata Steel patients from Jamshedpur and its surrounding areas.

TMH was established in 1908, soon after Tata Steel was born in 1907. It is an 983-bedded, secondary care hospital equipped with modern facilities. There is one health centre (Sonari) and eight dispensaries (South Park, Kadma, Sonari and Sidhgora) located across Jamshedpur that form the peripheral centres and provide primary level healthcare.

Strength

Experienced Staff: The administration department is staffed with experienced professionals who have extensive knowledge in healthcare management.
Established Procedures: Well-established standard operating procedures (SOPs) ensure smooth operations and consistent quality.
Financial Stability: Strong financial management ensuring adequate funding for hospital operations and improvements.

Weakness

Focuses on injectable medications only, potentially overlooking trends in other forms of medications.
Relies on historical data without considering real-time adjustments or external factors that might influence future supply and demand.

SWOT ANALYSIS

Opportunities

Technology Adoption: Adoption of new technologies such as AI-driven healthcare solutions.
Training Programs: Developing comprehensive training programs to improve staff skills and reduce turnover.

Threats

Staff Absenteeism: High absent rates leads to disruptions in operations and lowers overall productivity.
Communication Gaps: Potential for miscommunication between different departments, affecting coordination and efficiency.

Organization Structure



MISSION & VISION

Mission

Consistent with the vision and values of the founder Jamsetji Tata, Tata Steel strives to strengthen India's industrial base through the effective utilization of staff and materials. The means envisaged to achieve this are high technology and productivity, consistent with modern management practices.

Vision

We aspire to be the global steel industry benchmark for Value Creation and Corporate Citizenship.



LEARNING DURING INTERNSHIP

Understanding Operations Management Efficiency and Workflow: Gain insights into how non-clinical departments contribute to overall hospital efficiency.
Interdepartmental Coordination Communication Skills: Develop skills in coordinating with various departments to ensure seamless integration of services.
Procurement: Learn about the procurement processes for necessary supplies and equipment.
Labor Relations: Understand labor relations and how to maintain a productive and motivated workforce.
Customer Service and Patient Experience Patient Satisfaction: Realize the impact of these departments on patient satisfaction and overall hospital experience.
Career Advancement Broader Perspective: Gain a broader perspective of hospital operations, which can be valuable for career advancement in hospital administration.
Networking: Build a network with professionals in various departments, enhancing career opportunities.

PRACTICAL EXPOSURE

Standard Operating Procedures (SOPs): Familiarize yourself with SOPs for each department, ensuring that you understand and can implement them effectively.
Emergency Protocols: Learn how to handle emergencies, such as equipment failures or contamination incidents, ensuring patient safety and operational continuity.

Suggestions:

fostering a collaborative and supportive environment among staff. Encourage open communication, teamwork, and continuous improvement initiatives.

Need to train staff about time management.

Appreciation must be given to new employees to provide support, guidance and sense of familiarity.

Challenges faced during hospital internship

- Collecting Data due to privacy and confidentiality
- Limited knowledge on various departments.
- Communication

Usefulness of internship:

- Understand and learned how various departments operated.**
- Learning from experienced healthcare professionals.**

Presented By : Kajal Chowdhury

Roll. No.: 1724

Mentor : Dr. S.P. Chattopadhyay

IIHMR University, Jaipur

MBA Hospital and Health Management

Hospital Mentor: Dr. Chirantan Bose

TATA Main Hospital, Jamshedpur