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Introduction

Rukmani Birla Hospital (RBH), Jaipur is a 230-bed multispecialty facility that provides extensive inpatient and outpatient care. It has been offering medical care to its patients since its founding, including outpatient services, neurology, gastroenterology, nephrology, cardiology, orthopedics, joint replacement, and more.

Vision To deliver the highest caliber of clinical expertise and patient care.

Mission To establish clinical centers of excellence with a solid foundation in academics, research, and evidence-based medicine to achieve optimal patient and clinical outcomes.

Core values

- Quality
- Innovation
- Teamwork
- Compassion

About the project

OBJECTIVES – To reduce the no show % by 3% due to reasons

- 1) Already took consultation
- 2) Same day consultation- Appt to walk in

Strengths

- Improved Patient Care
- Higher Appointment Utilization
- Patient Satisfaction
- Data Accuracy

WEAKNESS

- Resource Intensive
- Patient Compliance
- Operational Costs
- Technological Barriers

SWOT

OPPORTUNITIES

- Technology Integration
- Personalized Communication
- Enhanced Patient Records
- Partnerships with Tech Companies

THREATS

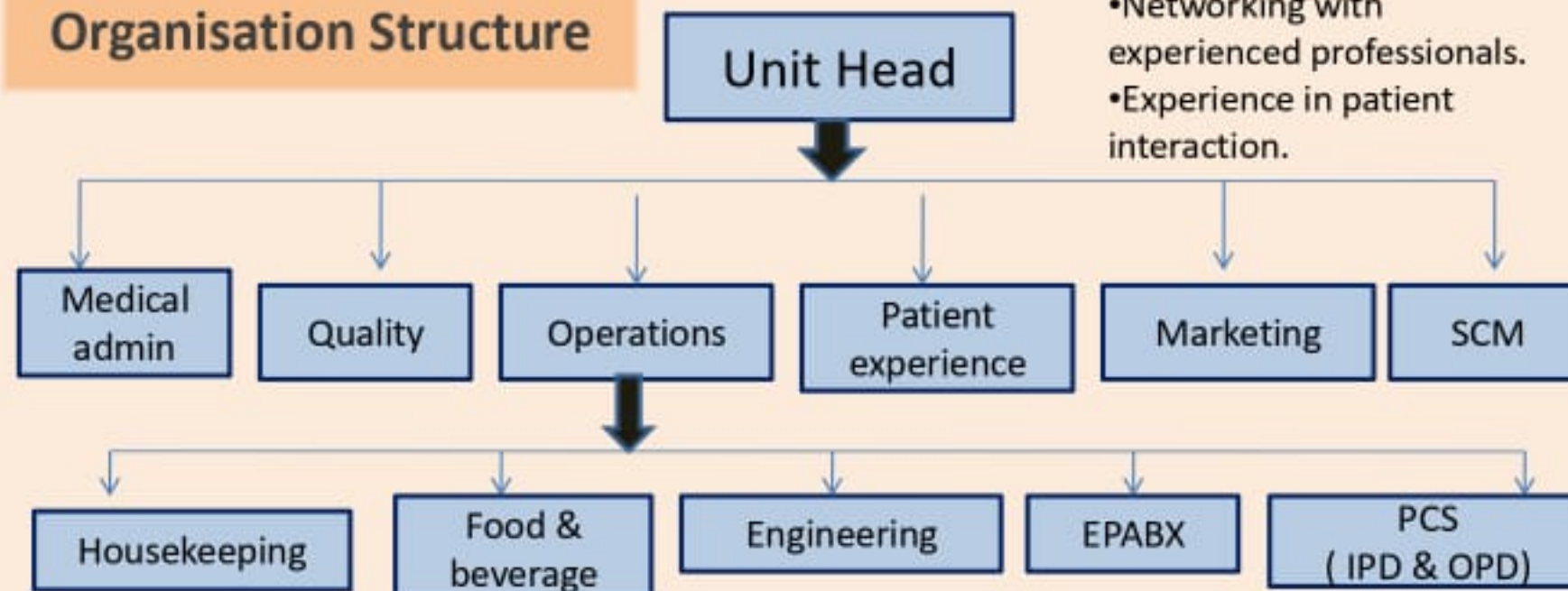
- Patient Privacy Concerns
- Staff Resistance
- Technological Failures
- Patient Annoyance

RECOMMENDATIONS

- For no shows -
- Mandatory rules must be made for the Saarthis to make appointment list before the patient comes & make it available at doctor's table.
- GRE's must maintain a checklist to ensure the patient registers with the same phone number at counter
- Reminder calls to the patient by the saarthis in morning to ensure the patient comes on time.
- Separate billing counters for appointment and walk in-s at OPD.



Organisation Structure



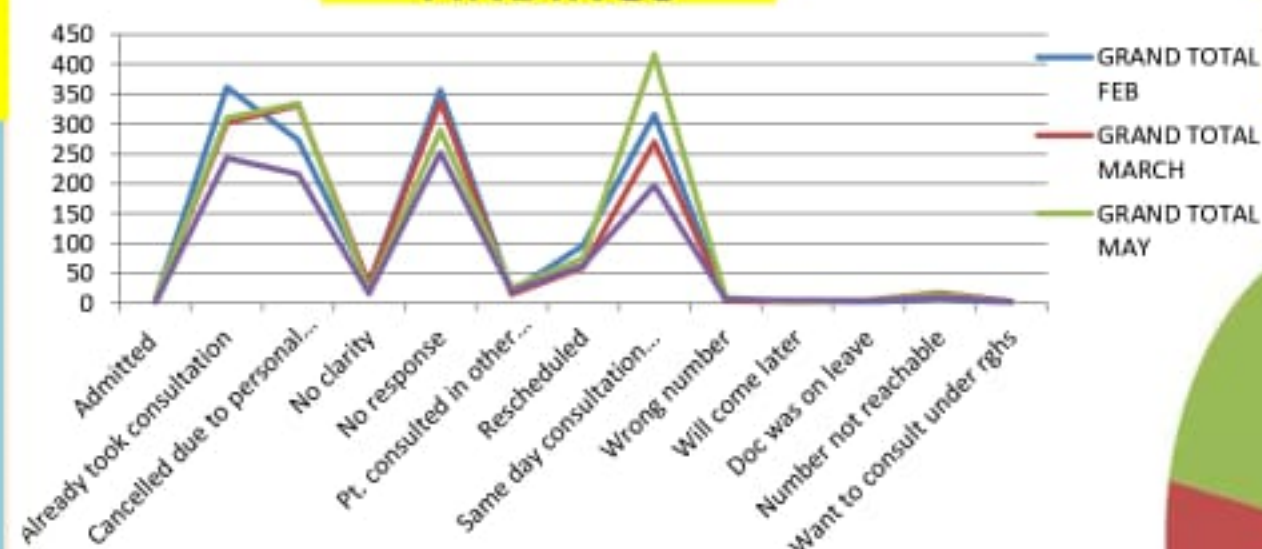
CHALLENGES FACED

- Data privacy and confidentiality
- Teamwork coordination
- Interdepartmental coordination
- Workload management
- Managing stressed patients during the implementation of new HIS software

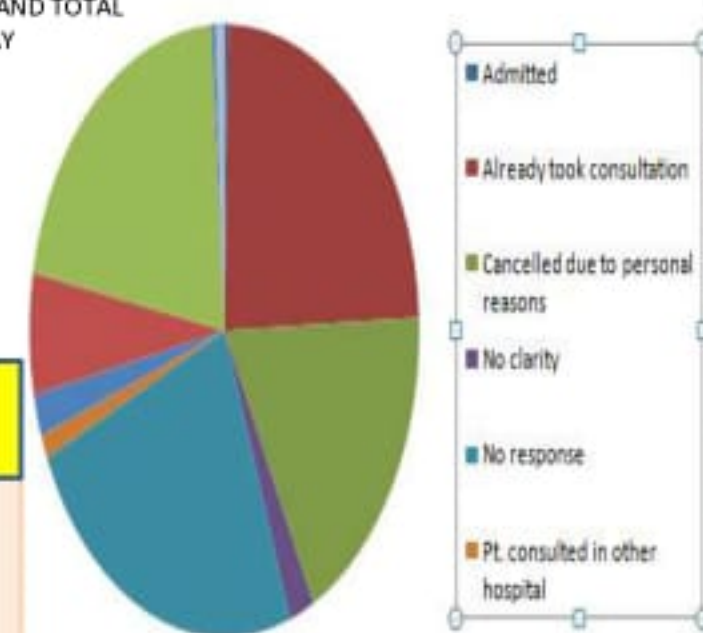
USEFULNESS OF INTERNSHIP

- Gaining practical skills and knowledge in the real world healthcare setting
- Gaining confidence in handling new challenges and responsibilities.
- Receiving guidance from experienced and skilled people from medical industry.
- Networking with experienced professionals.
- Experience in patient interaction.

FINDINGS



Reasons for No-Shows



Theoretical understanding

Helped in developing analytical, critical thinking and problem solving skills.

Practical exposure

Hands on experience on how to manage the situation during implementation on new HIS Software. It requires process improvement initiatives, workflow optimization, and patient care coordination.

Value addition

- Tackling anxious patients/ attendants.
- Teamwork skills and coordination
- Life skills – project management, patient coordination, resolving problems.

LEARNINGS

- Functioning of various departments of operations (EPABX, engineering, housekeeping, food and beverage, PCS (IPD & OPD).
- Functioning in EPABX Department and use of various softwares by them such as diago, ameyo, qikwell, zoho, etc.
- Roles of Saarthis to guide patients.
- Role of engineering department in overall operations of hospital.
- Oversight of the engineering department's inventory
- Functioning of STP, COMPOSTING machines,
- Regular audit in engineering department (grooming audit, staff files audit, pre-assessment discharge audit, history card audit for R.O PLANT, CHILLER Plant room, etc..)

