



Sri Aurobindo
Hospital, Indore



BRIEF INTRODUCTION & HISTORY OF ORGANIZATION

Sri Aurobindo Hospital in Indore is a premier healthcare institution in central India that provides high-quality medical care to patients from across the region. The institute was established by Dr Vinod Bhandari in 2003. It is named after the Indian yogi and philosopher Sri Aurobindo. SAIMS also has the largest campus among medical colleges in Madhya Pradesh.

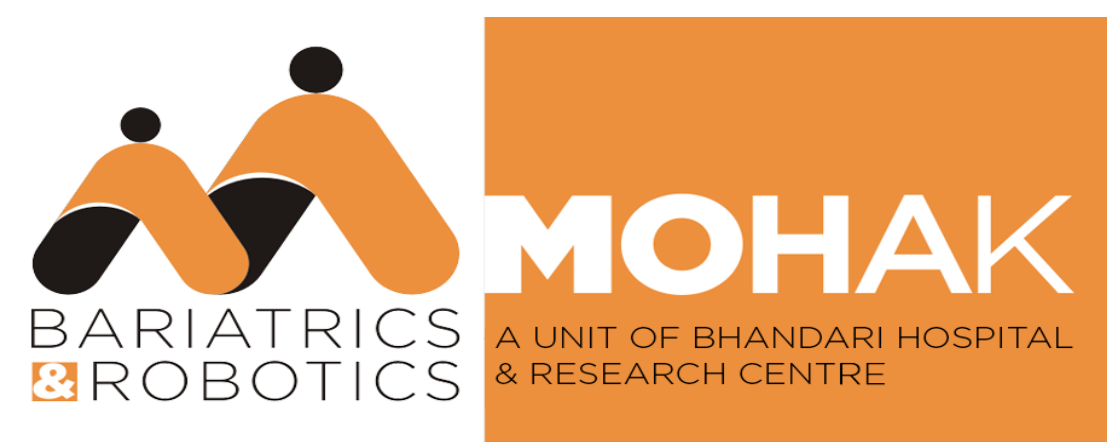
VISION

To become a premier institute of quality of education & provision of health care services in India.



MISSION

To achieve optimization & flexibility in utilizing the available resources as well as harnessing modern education technology tools to facilitate quality education and pedagogy to the students to achieve patient focused care, provide community service & engagement in research.



ORGANISATION STRUCTURE

Founder chairman

Chairperson

Director

CEO

Medical
Superintendent

General
Manager

Doctor

Nursing Staff

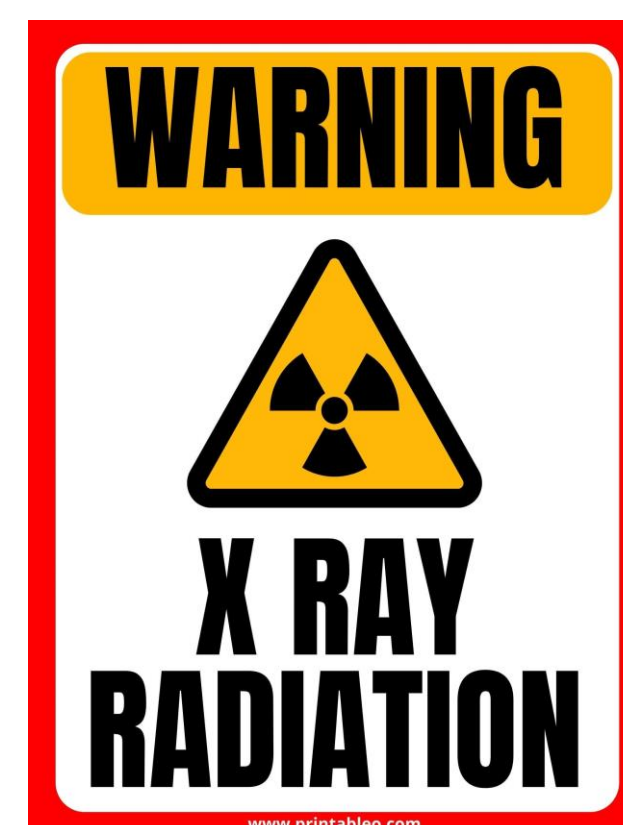
Para Medical
staff

Marketing Department

Quality Department

Operations Department

HR Department



STRENGTH:

- Enhanced Patient Navigation, reducing stress and improving the overall experience.
- Continuous development programs for training

OPPORTUNITIES:

- Access to grants and funds for patient care.
- Significant emphasis on the Ayushman Bharat scheme.
- Enhancing patient engagement and satisfaction through various camps.

SWOT

WEAKNESS:

- Signages are not present appropriately wrt location.
- Poor documentation practices affecting quality.
- Inconsistent data collection and reporting practices

THREAT:

- Rapid technological advancements outpacing the hospital's ability to implement and adapt.
- Due to the remote location of the camp, many patients did not return for follow-up care.
- Patient satisfaction.



AIM

To assess the effectiveness of hospital signage in navigation and to improve patient and visitor experience overall and make navigating a medical facility easier

BRIEF OF THE PROJECT

To evaluate how easily hospital signs can be seen and read by patients and visitors of various demographics. Whether the signage is appropriate in terms of size, font, color, and location. Additionally, to gather feedback from visitors and patients to understand their experiences and determine if the signage is indeed helpful in providing clear directions and improving their overall hospital experience.

USEFULLNESS OF INTERNSHIP

- To prepare for the NABH inspection, I visited each department under the quality head and learned about hospital signages.
- Organized a mega health camp where I counseled patients, maintained OPD data, managed crowd and accommodation arrangements for medical staff.

LEARNING DURING INTERNSHIP

- Conducting audits to identify gaps and areas for improvement.
- Ensuring all patient records are complete, and systematically organized.
- Conducting regular safety inspections of the hospital premises.

CHALLENGES FACED DURING INTERNSHIP

- Effective communication inter-departments.
- Performing internal audits to identify gaps and areas for improvement in detail.
- Proper signages was not there for patients in the camp.

SUGGESTIONS

- Implement training programs to enhance staff proficiency with modern tech.
- Proper signages for each location.
- Bed side calling system for patient.
- Improve TAT, especially at Pharmacies.
- Enhanced documentation practices and ensured accurate record entry.



THEORITICAL UNDERSTANDING

- Quality Improvement Frameworks and Methodologies
- Healthcare Standards and Accreditation
- Patient Safety and Risk Management

PRACTICAL EXPOSURE

- Process Improvement Initiatives
- Auditing and Compliance
- Patient and Staff Surveys
- Data Collection and Analysis
- Documentation and Reporting



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