

HISTORY



Established in 2007 by the Apollo Tires Group, Artemis Health Institute is a leading healthcare provider in Gurugram. It was the first hospital in the region to receive Joint Commission International (JCI) accreditation in 2013, highlighting its commitment to global healthcare standards. Within three years, Artemis also achieved National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation, reinforcing its dedication to quality care. Known for its advanced medical technology and skilled professionals, Artemis offers specialized services in cardiology, oncology, orthopedics, neurology, and more. The hospital emphasizes patient-centric care, innovation, and excellence, continually setting new benchmarks in the healthcare industry.

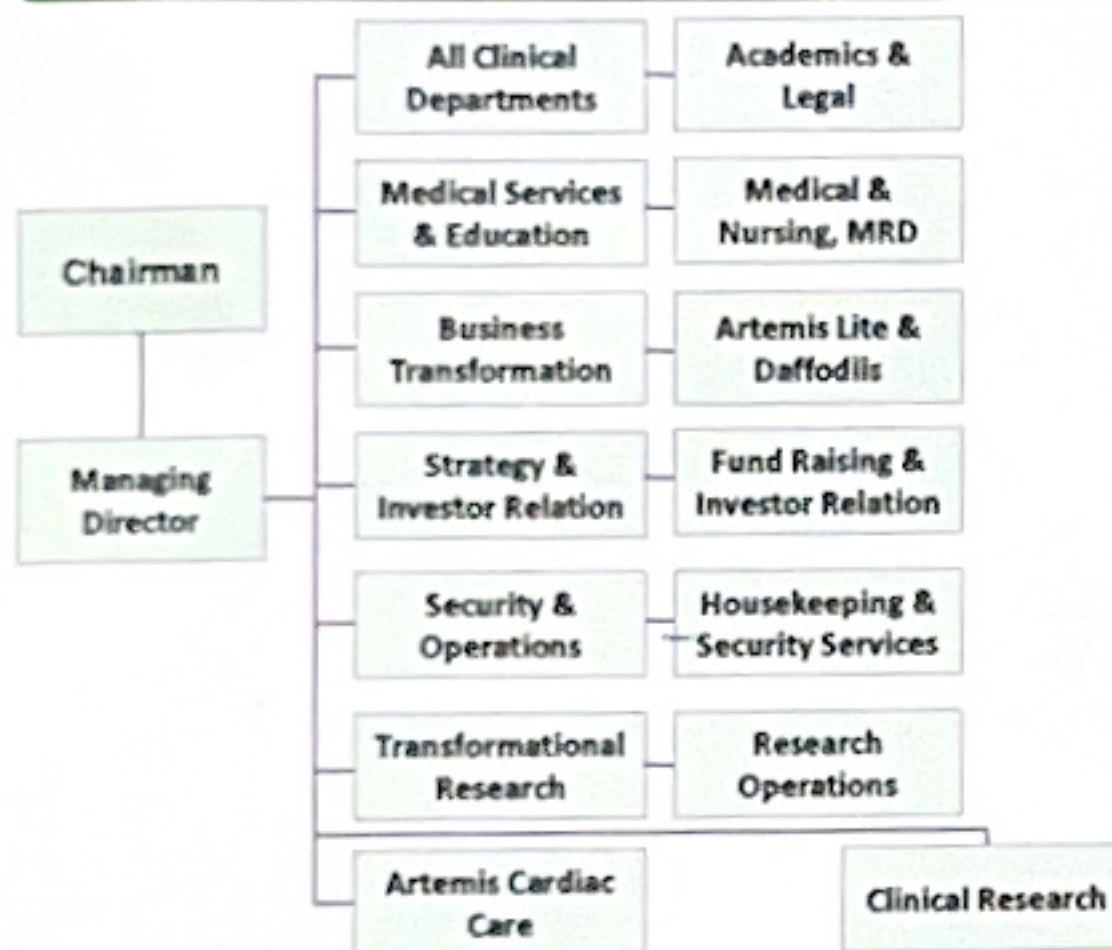
VISION

"To create an Integrated World Class Healthcare System, Fostering, Protecting, Sustaining and Restoring Health through Best in Class Medical Practices and Cutting Edge Technology developed through in depth Research carried out by the World's Best Scientific Minds"

MISSION

"To provide exceptional outcome for patient and families by providing excellent nursing care services through evidence based practices, cutting edge technology & compassionate care"

ORGANISATION STRUCTURE



SWOT ANALYSIS

Strength

- Good reputation and expertise in providing high quality medical care.
- Collaborated with national and international healthcare networks.
- Advance medical technology.

Weakness

- High cost of services.
- Delays due to delay in insurance approval
- Lack of coordination among departments

Opportunity

- Expansion of organisation and increasing bed capacity.
- Growing medical tourism in India.
- Increasing Healthcare Market

Threat

- Regulatory change in healthcare
- Rapid expansion in a highly competitive market
- Slow Integration of IT systems

"PROJECT ON EVENING OPD ASSESMENT"



Aim

"The aim of this study is to evaluate the newly established Evening OPD by analyzing patient sources, doctors' availability, and system readiness, while enhancing patient experience"

SCOPE & METHODOLOGY

- Time Period- 7 May 2024- 30 June 2024 from 5 PM to 8 PM
- Patient Types Covered- OPD
- Sample Size - 200
- Departments Involved- Key departments include Cardiology, Neurology, Orthopedics, Oncology, Pediatrics, and more
- Study Design: Descriptive Study to characterize the current state of Evening OPD within the hospital
- Sampling Type- Convenience Sampling

DATA ANALYSIS & FINDINGS

Source of Information



1. Sources of Patients: 47% from word of mouth, 29% from website/social media, 20% from doctor referrals, 2% from follow-ups, and 2% from text SMS.
2. Patient Experience Ratings:
 - Patients rated ease of contacting the hospital at 4.7/5(Average)
 - Average rating of billing and registration process was 4 out of 5
3. Evening OPD Average:
 - The Evening OPD sees an average of 37 patients per day.

LEARNING DURING INTERNSHIP



- Gained insights into various hospital processes, including admission and discharge procedures, CSSD lab operations, blood bank management, and TPA processes.
- Project Management: Managed multiple projects successfully
- Interdisciplinary Collaboration: Worked effectively with diverse teams.
- Data-Driven Decisions: Analyze data for better patient care.

USEFULLNESS OF INTERNSHIP



- Exposure to the working environment of the hospital setting
- Learn the challenges faced while implementing protocols and how to overcome that
- Developed skills and confidence, equipping for future challenges and opportunities

THEORITICAL VS PRACTICAL EXPOSURE

PRACTICAL

- Problem Solving
- Data Collection and analysis
- Organisation Understanding
- Communication planning in day to day conversation

THEORITICAL

- Learn all the same theoretically in classroom

CHALLENGES FACED



- Data collection from different stakeholder
- Managing different projects at same time
- Managing multiple task and adherence to deadlines
- Lack of data availability hinders the provision of accurate results

SUGESSTION FOR IMPROVEMENT

- Introduce pathology and diagnostic services during the evening OPD hours.
- Ensure the availability of senior consultants during the evening OPD sessions
- Clearly communicate to patients the importance of disclosing all medical conditions to prevent delays in claim approvals.
- Establish a policy to avoid initiating TPA discharges after 6 PM to ensure the TPA department can process claims before closing.
- Proper training is required for the staff to ensure a thorough understanding and efficient execution of the processes
- We should implement planned discharges by prioritizing rounds for likely discharge patients or preplanning discharges a day in advance to reduce delays.

