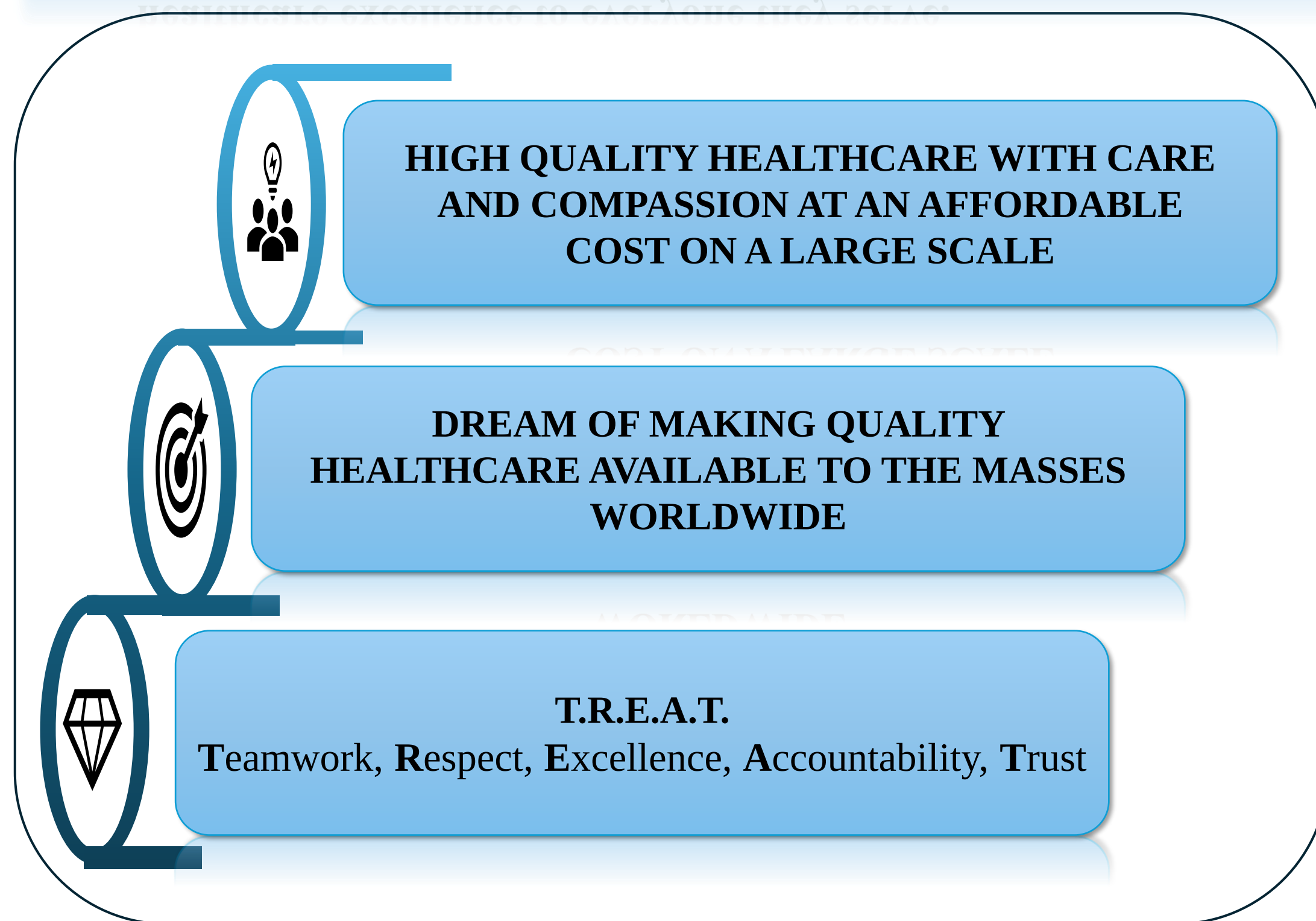
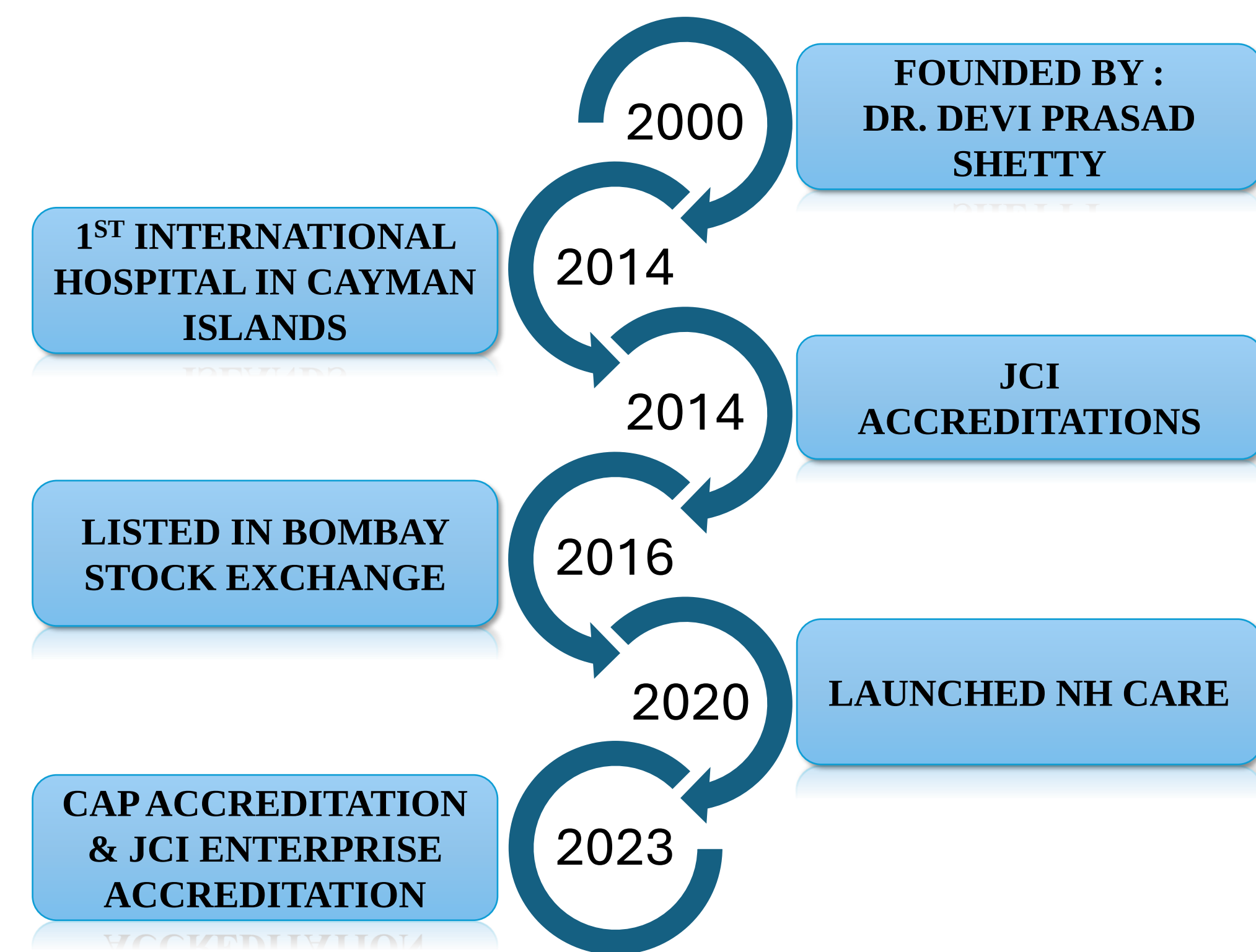


DR. ANKITA SOOD | ROLL NO. : 1680 | MBA HM 28 | BATCH 2023-2025
FACULTY MENTOR : MR. ASHISH BANDHU | ORGANISATION MENTOR : DR. RUPALI GURSALE

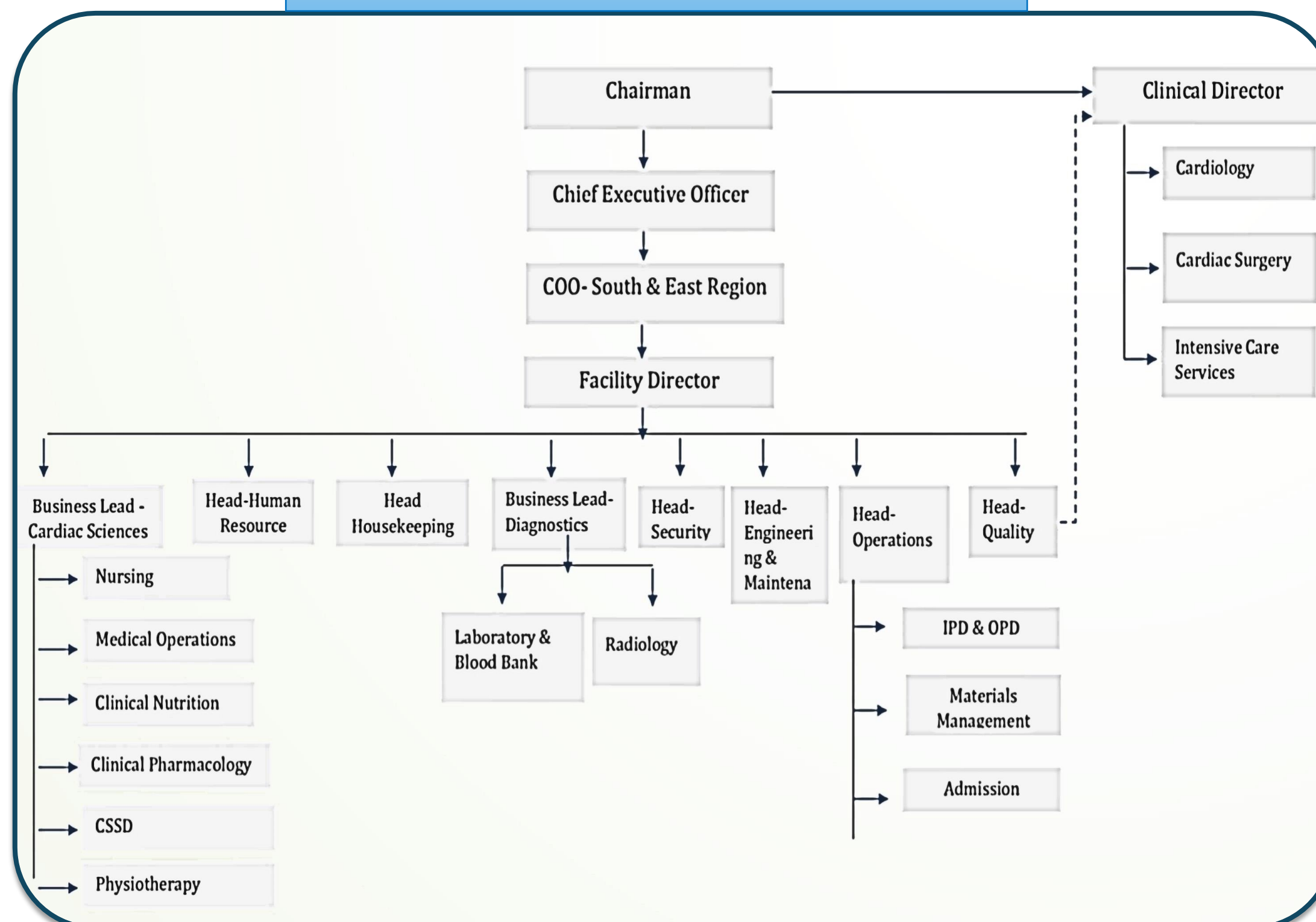
- ✓ Trusted by millions for over 23 years, NABL & JCI-accredited network comprises 21 hospitals and numerous clinics across India.
- ✓ With over 4K+ top doctors & 110+ specialties, strive to deliver healthcare excellence to everyone they serve.



BRIEF HISTORY



ORGANOGRAM

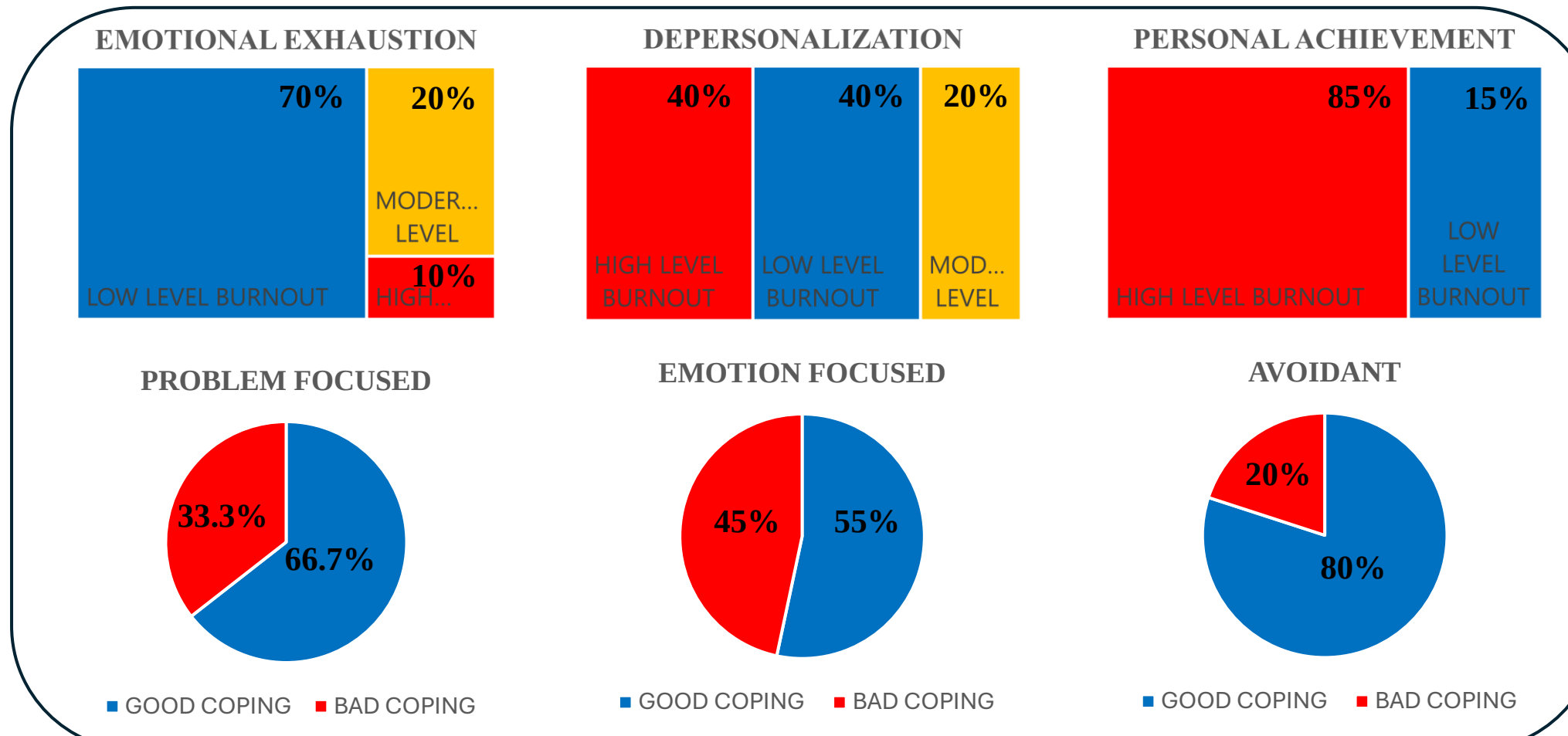
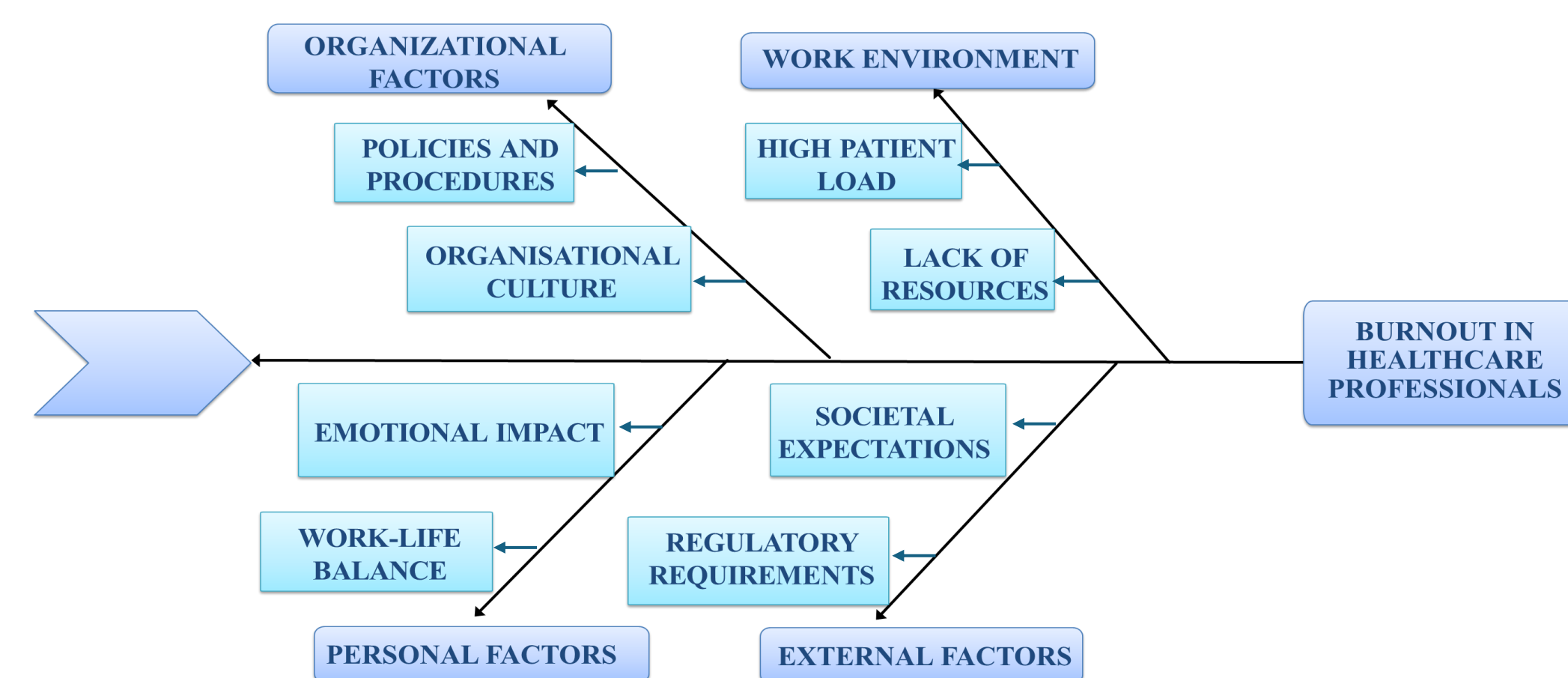


STUDY 1: Mental Health and Burnout in the Medical Profession: Identifying Stressors and Effective Coping Strategies for Physicians.

- In a study conducted by the Indian Medical Association, 82 percent of doctors in India are under stress.

RESEARCH METHODOLOGY

Location Of Study : Narayana Health, Bangalore
Study Design : Cross Sectional Study
Study Period : 30 Days
Sample Size : 65 Healthcare Workers
Type Of Data : Primary Data
Data Collection Procedure : Through Google Form Survey and Face-to-Face Interviews
Data Collection Tools : Maslach Burnout Inventory Brief C.O.P.E.
Data Analysing Tool : Ms Excel

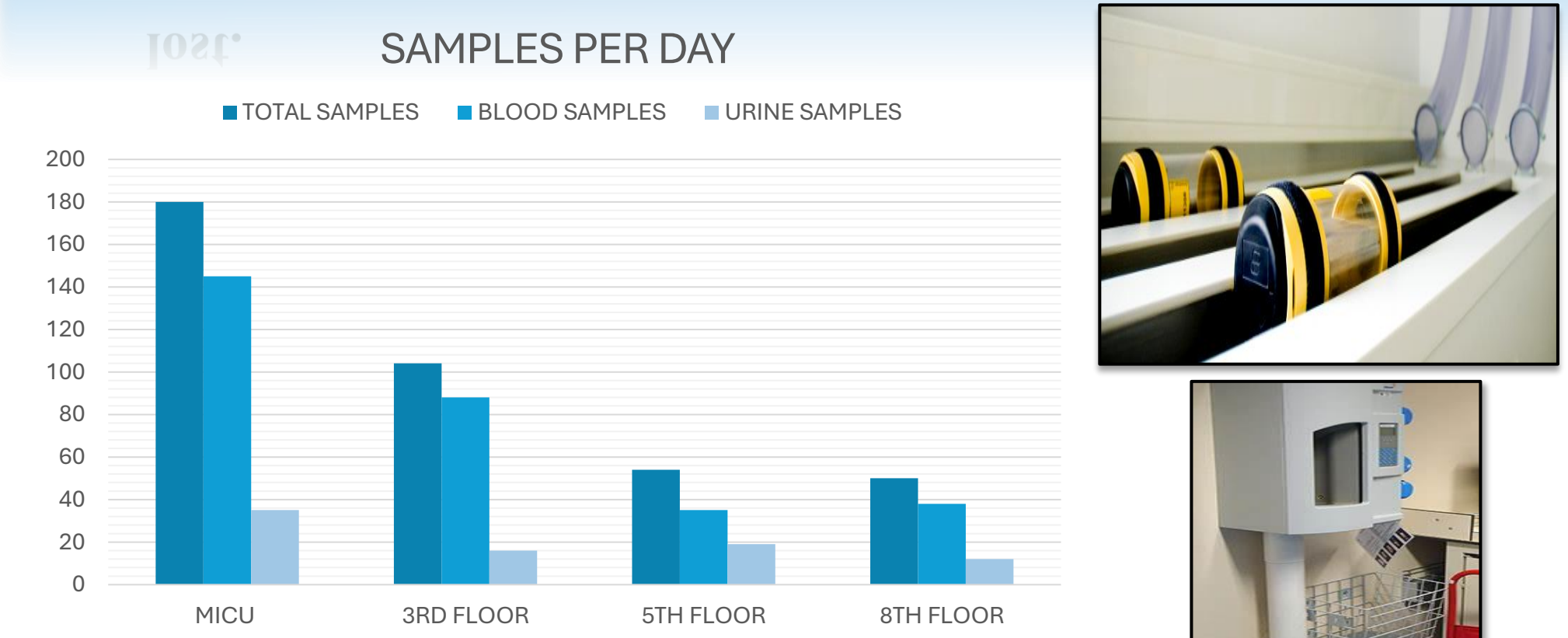


SUGGESTIONS

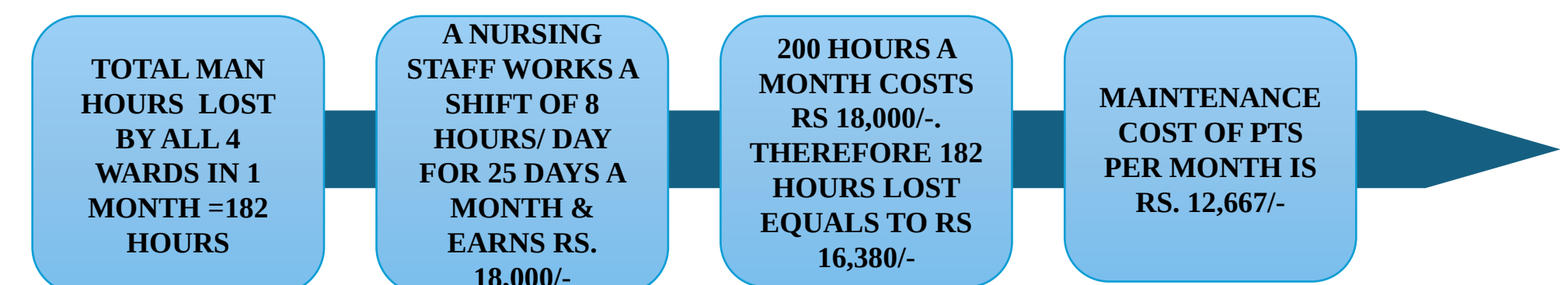
- ✓ Counselling Services: Provide confidential counselling and psychological support.
- ✓ Wellness Programs: Establish peer support groups and wellness activities like yoga, meditation, and stress management workshops.

STUDY 2: Evaluating the Impact of Pneumatic Tube System Upgrades on Hospital Workflow and Patient Care.

- An observational study was done to determine the benefits of the pneumatic tubing system.
- Direct observation and real time tracking of samples transfers during OPD timings. The staff was asked to track the minimum and maximum time taken to carry the samples for testing.
- Average time was multiplied by the total number of samples transported in a day to calculate the man hours lost.



DEPART- MENT	HBT (TOTAL TIME IN MINS)	PTS (TOTAL TIME IN MINS)	TIME SAVING IN MINS
MICU	27	6	21
3RD FLOOR	30	7	23
5TH FLOOR	40	9	31
8TH FLOOR	50	13	37

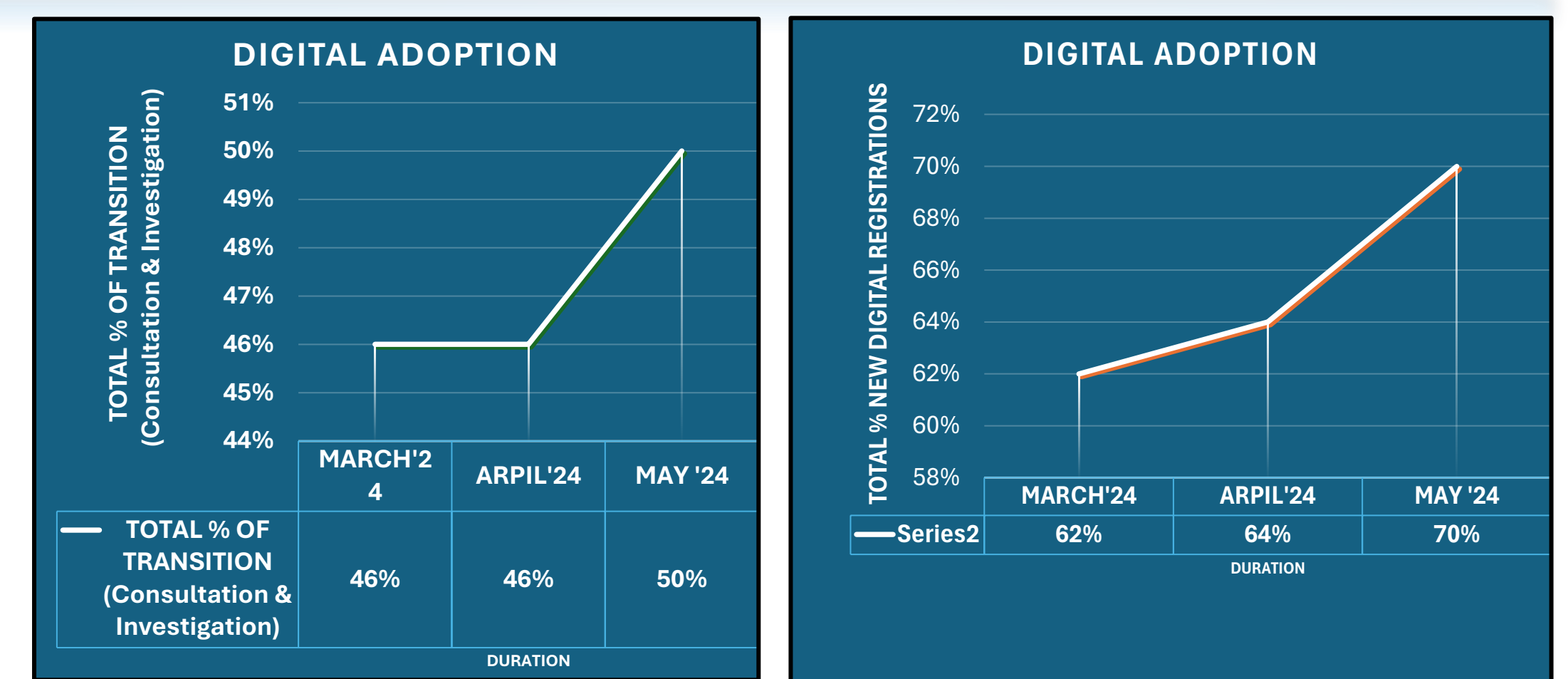


INFERENCE

- ✓ Pneumatic tube system is a valuable alternative to conventional human based transport system.
- ✓ As observed in the study conducted, there is a significant reduction in time taken to transport samples by PTS as compared to HBTS.
- ✓ On the basis of this observational study we can conclude that not only it saves time but is also cost effective to use PTS.

STUDY 3: Revolutionizing Healthcare: The Profound Impact and Promising Future of Electronic Health Record (EHR) Digitization.

- A digital version of a patient's chart and includes a comprehensive collection of patient health information, such as medical history, diagnoses, medications, treatment plans, immunization dates, allergies, radiology images, and laboratory test results.



SUGGESTIONS

- ✓ Promote the NH Care app.
- ✓ Enrich user competence via comprehensive training initiatives and robust support infrastructure.
- ✓ Refine the NH Care app interface to optimize usability and elevate user satisfaction.
- ✓ A systematic feedback mechanism for continuous enhancement.

STRENGTH

- Brand name.
- Comprehensive care by topnotch doctors.
- NABL,JCI,CAP accreditations.
- World class infrastructure & Cutting edge technology.

OPPORTUNITY

- Expansion & growth.
- Medical tourism market.

WEAKNESS

- High cost of treatment.
- Longer wait time for walk ins.
- Employee turnover.

THREAT

- Staffing challenge
- Data security & privacy concern.
- Competitive landscape

CHALLENGES FACED

- ❑ Navigating the language barrier was a major challenge in patient communication.
- ❑ Manual data collection from consultants caused delays and was tedious, as some doctors were initially resistant to completing the forms.
- ❑ Conversations with nursing and housekeeping staff about sample delivery times were challenging due to their busy schedules.

LEARNING & USEFULLNESS

- ✓ Observation of hospital operations from an administrative perspective.
- ✓ Exposure of corporate hospital.
- ✓ Importance of patient satisfaction.
- ✓ Networking opportunities.
- ✓ Self development:
 - ✓ Negotiation skills
 - ✓ Communication skills
 - ✓ Conflict resolution skill

THEORETICAL LEARNING

- ❑ Establishing a foundation in medical and healthcare concepts, terminology, and best practices.
- ❑ Understanding of research methodology for improved comprehension.
- ❑ Principles of healthcare management.
- ❑ Healthcare policy and regulations.
- ❑ Quality improvement and patient safety.

PRACTICAL LEARNING

- ❑ Opportunities for skill enhancement aimed at bolstering operational efficiency.
- ❑ Practical exposure to decipher intricacies and hurdles within daily operations.
- ❑ Cultivation of leadership acumen and adept team oversight capabilities.
- ❑ Proficiency in crisis navigation and adept decision-making amidst challenging circumstances.