

SUMMER INTERNSHIP PROGRAM

at

NARAYANA HEALTH, BANGALORE

From 2nd MAY 2024 to 2nd JULY 2024

A REPORT BY

Dr. Ankita Sood

Master of Business Administration

MBA HM-28

2023-25

UNDER THE MENTORSHIP OF

Mr. Ashish Bandhu, Assistant Professor



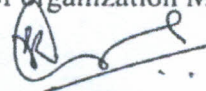
CERTIFICATE

This is to certify that Dr. (Ms.) Ankita Sood of academic year 2023-25 of Masters of Business Administration- Hospital and Health Management has worked with our organization for her summer internship from 2nd MAY 2024 to 2nd JULY 2024.

The overall performance shown by her during the period was excellent.
This certificate is being issued to meet the requirements of the IIHMR University.

Date: 1/7/24

(Signature of organization Mentor)



Name: Dr. Rupali Pankaj Gursale

Designation: Deputy Medical

Superintendent



01/07/2024

Seal/Stamp of the Organization

Mazumdar Shaw Medical Center

(A Unit of Narayana Hrudayalaya Limited) CIN: L85110KA2000PLC027497

Hospital Address: Narayana Health City, 258/A, Bommasandra Industrial Area, Anekal Taluk, Bangalore 560099 | Tel +91 80 712 22222 | Fax +91 80 2783 2648

Registered Office Address: 258/A, Bommasandra Industrial Area, Anekal Taluk, Bengaluru - 560099



Appointment
1800 309 0309



Email:
info.msmc@narayanahealth.org

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IIHMR University Faculty Mentor Approval

This is to certify that Dr. (Ms.) **Ankita Sood** of academic year 2023-25 of **Institute Of Health Management Research** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 22/07/24

Ashish
(Signature of Faculty Mentor)

Name: Mr. Ashish Bandhu

Designation: Assistant professor

REPORTING FORMAT (WEEKLY)

Name of the Organisation: **NARAYANA HEALTH, BANGALORE**
Department during SIP: **OPERATIONS MANAGEMENT**
Name of the Student: **DR. ANKITA SOOD**
Roll no: **1680** Stream: **MBA HM 28**
Week no: **01**
From: **02nd MAY 2024** To: **5th MAY 2024**

ACTIVITY DONE	• Induction to work culture and organisation. • Learning through observation of Outpatient Department of hospital. • Hands on experience on the online portal – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Interaction with the team handling the Outpatient department. • Observe daily functionality of the Outpatient department.
LINKING THEORY (classroom learning) with practice at your organisation	• Hands on experience on the online portal – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Functions of the Outpatient department. • Daily activities of Outpatient department. • Synergy between the different departments for the smooth functioning of the hospital.
GAPS IDENTIFIED	• Errors at the time of new registration patients cause wrong information or misspelled names. • Reports from outsourced labs take a long time to reach the patient, that in turn causes distress.

on the working area.	• No time slots specific for walk in patients during the day. • Increased response time for refunds in payments.
SUGGESTIONS for improvement	• Details filled at the time of new registration should be checked and cross checked with the patient. • Outsourced laboratory reports should be uploaded directly to the app along with other reports. • Separate time slots between appointments for walk ins to prevent long queues.
PLAN for the next week	• Further hands-on experience on the online portal – ATHMA SaaS. • Further hands-on experience on the specialised app – NH Care • Exploring the Inpatient department of the hospital and understand their daily functionality.

REPORTING FORMAT (WEEKLY)

Name of the Organisation: **NARAYANA HEALTH, BANGALORE**

Department during SIP: **OPERATIONS MANAGEMENT**

Name of the Student: **DR. ANKITA SOOD**

Roll no: **1680** Stream: **MBA HM 28**

Week no: **02**

From: **06th MAY 2024** To: **12th MAY 2024**

ACTIVITY DONE	• Learning through observation of Outpatient Department of hospital. • Managing and maintaining the data for patients in Outpatient department. • Learning through observation of Inpatient Department of hospital. • Hands on experience on the HMIS – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Understanding the process of Admissions, Cost estimation and Billing for the patients.
LINKING THEORY (classroom learning) with practice at your organisation	• Hands on experience on the hospital management information system (HMIS) portal – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Functions & daily activities of the Inpatient department. • HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital.

GAPS IDENTIFIED on the working area.	• Delayed TAT for patients getting discharged, caused due to nursing delays or approval of insurance claims. • Inability of the patients to pay for the admissions, and other bills causes distress.
SUGGESTIONS for improvement	• Supervising the insurance claims for approval to reduce TAT and increase efficiency. • Decreasing the TAT for discharge summary, and clearance from various departments, i.e., pharmacy, service.
PLAN for the next week	• Further hands-on experience on the HMIS – ATHMA SaaS. • Further hands-on experience on the specialised app – NH Care • Exploring the Emergency department as well as the Intensive Care Unit of the hospital and understand their daily functionality. • Discussion for the topic of the SIP project.

REPORTING FORMAT (WEEKLY)Name of the Organisation: **NARAYANA HEALTH, BANGALORE**Department during SIP: **OPERATIONS MANAGEMENT**Name of the Student: **DR. ANKITA SOOD**Roll no: **1680** Stream: **MBA HM 28**Week no: **03**From: **13th MAY 2024** To: **19th MAY 2024**

ACTIVITY DONE	• Learning through observation of MICU of hospital. • Managing and maintaining the data for patients in the MICU. • Learning through observation of MICU of hospital. • Hands on experience on the HMIS – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Counselling of patients, attendants and their families regarding cost estimation, condition of patient.
LINKING THEORY (classroom learning) with practice at your organisation	• Hands on experience on the hospital management information system (HMIS) portal – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • Functions & daily activities of the MICU. • HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Zoning of MICU. • Staffing pattern of the MICU. • Infection control in MICU. • Quality assurance in MICU.

GAPS IDENTIFIED on the working area.	• Delayed TAT for patients getting transferred, caused due to unavailability of the preferred bed or ward. • Inability of the patients to pay for the admissions, and other bills causes distress. • DAMA for patients under MLC.
SUGGESTIONS for improvement	• Supervising the insurance claims for approval to reduce TAT and increase efficiency. • Decreasing the TAT for transfer of patients to ward after confirming with attendants for financial clearance. • Sanitizer outside every wing of the MICU.
PLAN for the next week	• Further hands-on experience on the HMIS – ATHMA SaaS. • Further hands-on experience on the specialised app – NH Care • Exploring the Obstetrics and gynaecology department of the hospital and understand their daily functionality. • Discussion and finalising the topic of the SIP project.

REPORTING FORMAT (WEEKLY)Name of the Organisation: **NARAYANA HEALTH, BANGALORE**Department during SIP: **OPERATIONS MANAGEMENT**Name of the Student: **DR. ANKITA SOOD**Roll no: **1680** Stream: **MBA HM 28**Week no: **04**From: **20th MAY 2024** To: **26th MAY 2024**

ACTIVITY DONE	• Learning through observation of Obstetrics and gynaecology department of hospital. • Managing and maintaining the data for patients in the Obstetrics and gynaecology department. • Learning through observation of Obstetrics and gynaecology department of hospital. • Counselling of patients, attendants and their families regarding cost estimation, condition of patient. • Transfer of patients to and from wards and discharge process for the patient.
LINKING THEORY (classroom learning) with practice at your organisation	• Hands on experience on the hospital management information system (HMIS) portal – ATHMA SaaS. • Hands on experience on the specialised app – NH Care • HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Various HAI that affects wards. • Infection control in Obstetrics and gynaecology department. • Quality assurance in PICU. • Zoning in PICU. • Patient experience enhancement, patient satisfaction feedback.

GAPS IDENTIFIED on the working area.	• Unavailability of beds and wards, where mother and baby can be admitted together for observations. • Emotional support counselling of new mothers.
SUGGESTIONS for improvement	• A maternal wing or ward, dedicated to newborn babies and mothers allotted the bed together. • Patient feedback forms for a better understanding of satisfaction. • Counselling to new mothers to help through the process.
PLAN for the next week	• Further hands-on experience on the HMIS – ATHMA SaaS. • Further hands-on experience on the specialised app – NH Care • Exploring the Operation Theatre of the hospital and understand their daily functionality. • Finalising the topic and blueprint of the SIP project.

REPORTING FORMAT (WEEKLY)

Name of the Organisation: **NARAYANA HEALTH, BANGALORE**

Department during SIP: **OPERATIONS MANAGEMENT**

Name of the Student: **DR. ANKITA SOOD**

Roll no: **1680** Stream: **MBA HM 28**

Week no: **05**

From: **27th MAY 2024** To: **2nd JUNE 2024**

ACTIVITY DONE	• Learning through observation of Operations theatre of hospital. • Managing and maintaining the data for patients in the Operations theatre. • Learning through observation of Operations theatre. • Booking slots for doctors for the Operations theatre. • Transfer of patients to and from wards and discharge process for the patient. • Building a survey form for doctors for their stress and burnout test. • Working on the digitization of EHR.
LINKING THEORY (classroom learning) with practice at your organisation	• HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Various HAI that affects wards. • Infection control in Operation theatre. • Quality assurance in Operation theatre. • Zoning in Operation theatre. • Patient experience enhancement, patient satisfaction feedback. • CSSD functioning for operation theatre. • Roster for the Operation Theatre.

GAPS IDENTIFIED on the working area.	• Unavailability of ample Operation theatres in accordance to ration of patients causing routine procedures to be delayed in case of emergency. • Increased doctor stress and burnout ratios.
SUGGESTIONS for improvement	• Increase in the number of operation theatres. • Increase in the number of health care professionals work force to reduce burnout for doctors. • Survey forms for stress and burnout for medical professionals to understand the cause behind it and improve the coping strategies.
PLAN for the next week	• Collecting data and survey forms from doctors regarding the mental health of doctors. • Exploring the Oncology department of the hospital and understand their daily functionality. • Finalising the topic and blueprint of the SIP project.

REPORTING FORMAT (WEEKLY)Name of the Organisation: **NARAYANA HEALTH, BANGALORE**Department during SIP: **OPERATIONS MANAGEMENT**Name of the Student: **DR. ANKITA SOOD**Roll no: **1680** Stream: **MBA HM 28**Week no: **06**From: **3rd JUNE 2024** To: **9th JUNE 2024**

ACTIVITY DONE	• Learning through observation of Oncology Department of hospital. • Managing and maintaining the data for doctors regarding their stress and burnout survey. • Identifying the various challenges faced by doctors through observational learning. • Internal auditing of doctor's mental health status using Maslach burnout inventory and brief COPE. • Conducting a comprehensive trend analysis of the data received from doctors, to identify and interpret patterns, correlations, and temporal shifts in healthcare variables over a specified period • Working on the digitization of EHR.
LINKING THEORY (classroom learning) with practice at your organisation	• HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Various HAI that affects wards. • Coordination and communication between doctors and patients. • Patient experience enhancement, patient satisfaction feedback. • Understanding the organizational hierarchy.

GAPS IDENTIFIED on the working area.	• Language barriers hinder patients' ability to comprehend directions and necessary actions. • Decentralized billing creates difficulties for patients and increases the distance they must travel to complete the billing process.
SUGGESTIONS for improvement	• Implement multilingual support and clear signage to help patients overcome language barriers in understanding directions and necessary actions. • Centralize billing systems to streamline patient access and reduce travel distance for billing procedures.
PLAN for the next week	• Collecting data and survey forms from doctors regarding the mental health of doctors. • Develop and implement a comprehensive program aimed at providing coping mechanisms and strategies to mitigate burnout among hospital physicians. • Finalising the topic and blueprint of the SIP project.

REPORTING FORMAT (WEEKLY)

Name of the Organisation: **NARAYANA HEALTH, BANGALORE**

Department during SIP: **OPERATIONS MANAGEMENT**

Name of the Student: **DR. ANKITA SOOD**

Roll no: **1680** Stream: **MBA HM 28**

Week no: **07**

From: **10th JUNE 2024** To: **16th JUNE 2024**

ACTIVITY DONE	• Learning through observation of various Support Service Department of hospital. • Managing and maintaining the data for doctors regarding their stress and burnout survey. • Identifying the various challenges faced by doctors through observational learning. • Internal auditing of doctor's mental health status using Maslach burnout inventory and brief COPE. • Working on the streamlining Hospital Operations: A Study on Enhancements in Pneumatic Tube System Performance.
LINKING THEORY (classroom learning) with practice at your organisation	• HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Various HAI that affects wards. • Coordination and communication between doctors and patients. • Patient experience enhancement, patient satisfaction feedback. • Understanding the organizational hierarchy. • Understanding methods to increase operation efficiency.

GAPS IDENTIFIED on the working area.	• Persistent stigma associated with seeking mental health support, leading to reluctance among doctors to seek assistance. • Absence of anonymous reporting systems for mental health issues, which could encourage more doctors to seek help without fear of repercussions.
SUGGESTIONS for improvement	• Launch educational campaigns to increase awareness about mental health, emphasizing that seeking help is a sign of strength, not weakness. • Maintaining a healthy work-life balance, contributing to increased stress and mental health issues.
PLAN for the next week	• Analysing data from survey forms from doctors regarding the mental health of doctors. • Develop and implement a comprehensive program aimed at providing coping mechanisms and strategies to mitigate burnout among hospital physicians. • Finalising the blueprint of the SIP project.

REPORTING FORMAT (WEEKLY)Name of the Organisation: **NARAYANA HEALTH, BANGALORE**Department during SIP: **OPERATIONS MANAGEMENT**Name of the Student: **DR. ANKITA SOOD**Roll no: **1680** Stream: **MBA HM 28**Week no: **08**From: **17th JUNE 2024** To: **23rd JUNE 2024**

ACTIVITY DONE	• Learning through observation of Pharmacy of hospital. • Managing and maintaining the data for doctors regarding their stress and burnout survey. • Systematically collecting and analysing comprehensive data on the digitization of Electronic Health Records (EHR). • Internal auditing of doctor's mental health status using Maslach burnout inventory and brief COPE. • Working on the streamlining Hospital Operations: A Study on Enhancements in Pneumatic Tube System Performance.
LINKING THEORY (classroom learning) with practice at your organisation	• HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Medication management in pharmacy. • NABH guidelines for Management of medication. (MOM) • Patient experience enhancement, patient satisfaction feedback. • Understanding methods to increase operation efficiency.

GAPS IDENTIFIED on the working area.	• To assess patient awareness and utilization of bill payment methods through the NH Care app • The extent to which patients are able to use the NH Care app to its full capacity.
SUGGESTIONS for improvement	• Integrate in-app tutorials to improve patient awareness and utilization of the NH Care app, focusing on bill payment methods. • Simplify the app interface and provide 24/7 customer support for immediate assistance.
PLAN for the next week	• Analysing data from survey forms from doctors regarding the mental health of doctors. • Develop and implement a comprehensive program aimed at providing coping mechanisms and strategies to mitigate burnout among hospital physicians. • Finalising the blueprint of the SIP project.

REPORTING FORMAT (WEEKLY)Name of the Organisation: **NARAYANA HEALTH, BANGALORE**Department during SIP: **OPERATIONS MANAGEMENT**Name of the Student: **DR. ANKITA SOOD**Roll no: **1680** Stream: **MBA HM 28**Week no: **09 & 10**From: **24th JUNE 2024** To: **2nd JULY 2024**

ACTIVITY DONE	• Learning through observation of MRD of hospital. • Systematically collecting and analysing comprehensive data on the digitization of Electronic Health Records (EHR). • Internal auditing of doctor's mental health status using Maslach burnout inventory and brief COPE. • Interaction with conversion team for digital marketing. • In-depth understanding for the working of conversion team for digital marketing.
LINKING THEORY (classroom learning) with practice at your organisation	• HOSPITAL AS A SYSTEM: Synergy between the different departments for the smooth functioning of the hospital. • Medication management in pharmacy. • NABH guidelines for Management of medication. (MOM) • Patient experience enhancement, patient satisfaction feedback. • Understanding methods to increase operation efficiency. • Importance of follow up, for the purpose of value, ethics and courtesy towards patients.

GAPS IDENTIFIED on the working area.	• The hospital's Medical Records Department is facing a document overload. Furthermore, staff members fail to inform patients that data from previous Medical Record Numbers (MRNs) will be lost if those MRNs are merged.
SUGGESTIONS for improvement	• Implement a streamlined document management system and ensure staff consistently inform patients about potential data loss when merging Medical Record Numbers (MRNs). • Facilitate a session to motivate doctors and provide them with effective coping strategies for enhanced hospital performance.
PLAN for the next week	• Analysing data from survey forms from doctors regarding the mental health of doctors. • Finalising the blueprint of the SIP project.

COMPILED REPORTING FORMAT

Name of the Organisation: **NARAYANA HEALTH, BANGALORE**

Department during SIP: **OPERATIONS MANAGEMENT**

Name of the Student: **DR. ANKITA SOOD**

Roll no: **1680**

Stream: **MBA HM 28**

ACTIVITY DONE	OUTPATIENT DEPARTMENT (OPD) • Inducted into the work culture and organization. • Observed the daily operations of the OPD. • Gained hands-on experience with the ATHMA SaaS portal and NH Care app. • Interacted with the OPD team to understand their workflow. • Managed and maintained patient data in the OPD. INPATIENT DEPARTMENT (IPD) • Observed the daily operations of the IPD. • Gained hands-on experience with ATHMA SaaS and NH Care. • Understood the processes of admissions, cost estimation, and billing for patients. • Managed and maintained patient data in the IPD. MEDICAL INTENSIVE CARE UNIT (MICU) • Observed the daily operations of the MICU. • Counselling patients, attendants, and families regarding cost estimation and patient condition. • Managed and maintained patient data in the MICU. OBSTETRICS AND GYNAECOLOGY DEPARTMENT • Observed the daily operations of the Obstetrics and Gynaecology Department. • Managed and maintained patient data.
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ACTIVITY DONE

- Counselling patients, attendants, and families regarding cost estimation and patient condition.
- Handling patient transfers and discharge processes.
- Observing operations in the theatre and managing data.
- Booking slots for doctors in the operations theatre.

ONCOLOGY DEPARTMENT

- Observing the daily operations of the Oncology Department.
- Managing data for doctors' stress and burnout surveys.

SUPPORT SERVICES DEPARTMENT

- Observing the daily operations of various support services.

PHARMACY DEPARTMENT

- Observing the daily operations of the Pharmacy.

MEDICAL RECORDS DEPARTMENT (MRD)

- Observing the daily operations of the MRD.

DIGITAL MARKETING

- Interacting with the digital marketing conversion team.
- Gaining an in-depth understanding of the conversion team's workflow for digital marketing.

SUMMER INTERNSHIP PROJECT

- Working on the digitization of Electronic Health Records (EHR).
- Building a stress and burnout survey form for doctors.
- Identifying challenges faced by doctors through observation.
- Conducting internal audits of doctors' mental health using the Maslach Burnout Inventory and Brief COPE.
- Analysing trends in healthcare variables based on data from doctors.

	• Enhanced the performance of the Pneumatic Tube System. • Identified challenges faced by doctors through observation. • Analysed data on the digitization of EHR.
LINKING THEORY (classroom learning) with practice at your organisation	HOSPITAL MANAGEMENT SYSTEMS: • A Hospital Management Information System (HMIS) is an integrated software platform that manages hospital operations, including patient records, billing, scheduling, and administrative tasks. • ATHMA SaaS Portal: Understanding the functionalities and applications of the ATHMA SaaS portal for hospital management. • NH Care App: Gaining insights into the specialized NH Care app used for patient management and care co-ordination. DEPARTMENT FUNCTIONS AND DAILY ACTIVITIES: • A hospital administrator oversees and coordinates the operations of various departments, ensuring efficient, effective, and compliant delivery of healthcare services. • Outpatient Department (OPD): Learning the workflow, daily activities, and patient management processes in the OPD. • Inpatient Department (IPD): Understanding the roles, responsibilities, and day-to-day operations within the IPD. • Medical Intensive Care Unit (MICU): Observing and comprehending the critical care processes, zoning, staffing patterns, infection control, and quality assurance in the MICU. • The various departments and their functioning were observed under guidance.

**LINKING THEORY
(classroom learning)
with practice at your
organisation**

SYNERGY BETWEEN DEPARTMENTS:

- Recognizing the importance of interdepartmental communication and collaboration for the seamless functioning of the hospital.
- Understanding how various departments interact and support each other to provide comprehensive patient care.

INFECTION CONTROL AND QUALITY ASSURANCE:

- Standards for quality assurance in hospitals include protocols and benchmarks for patient care, safety, efficiency, and regulatory compliance to ensure consistent and high-quality healthcare delivery.
- Understanding the types and impact of various HAIs that affect hospital wards
- Learning about preventive measures and control strategies to minimize the risk of HAIs.
- Learning about infection control protocols in different departments, including Obstetrics and Gynaecology, PICU, and Operation Theatre.
- Understanding the measures taken to ensure quality assurance in patient care and safety.

PATIENT EXPERIENCE ENHANCEMENT:

- Understanding the methods used to enhance patient experience and gather patient satisfaction feedback.
- Learning the importance of patient feedback in improving healthcare services and patient care quality.

ORGANIZATIONAL HIERARCHY AND COMMUNICATION:

- Comprehending the organizational hierarchy within the hospital.
- Recognizing the significance of effective communication and coordination between doctors, patients, and healthcare staff.

LINKING THEORY (classroom learning) with practice at your organisation	MEDICATION MANAGEMENT: • Understanding the NABH guidelines for the Management of Medication (MOM) and their application in the hospital setting • Learning about medication management protocols in the pharmacy department. OPERATIONAL EFFICIENCY: • Identifying methods to increase operational efficiency in various departments. • Understanding the importance of follow-ups, value, ethics, and courtesy towards patients in maintaining high standards of care. ZONING AND ROSTER MANAGEMENT: • Zoning in hospitals involves the strategic allocation of spaces for different functions, such as patient care, diagnostics, administration, and support services, to optimize workflow and efficiency. • Learning about zoning practices in critical care units like MICU and Operation Theatre. • Understanding the process of managing rosters for optimal staffing and resource allocation in the Operation Theatre.
GAPS IDENTIFIED on the working area.	ERRORS IN PATIENT REGISTRATION • Incorrect or misspelled patient information during registration leads to issues in medical records and communication. DELAYED LAB REPORTS • Reports from outsourced labs take an excessive amount of time to reach patients, causing distress and potentially delaying treatment. LACK OF WALK-IN TIME SLOTS • No specific time slots are designated for walk-in patients, causing scheduling conflicts and delays in care.

**GAPS IDENTIFIED
on the working area**

SLOW REFUND PROCESSING

- Increased response time for processing refunds in payments frustrates patients and complicates financial management.

DELAYED DISCHARGE TURNAROUND TIME (TAT)

- Patients experience delayed discharges due to nursing delays and slow insurance claim approvals.

DELAYED TRANSFER TAT

- Delays in patient transfers are caused by the unavailability of preferred beds or wards.

FINANCIAL INABILITY

- Patients unable to pay for admissions and other bills face significant distress, affecting their overall experience and health outcomes.

DISCHARGE AGAINST MEDICAL ADVICE (DAMA) ISSUES

- Patients under Medico-Legal Cases (MLC) often leave against medical advice, posing legal and health risks.

INSUFFICIENT BED AVAILABILITY

- Unavailability of beds and wards for mother and baby joint admissions affects care and observation.

LACK OF EMOTIONAL SUPPORT

- Insufficient emotional support and counselling for new mothers can affect mental health and postpartum recovery.

LIMITED OPERATION THEATRES

- A shortage of operation theatres leads to routine procedures being delayed, especially in emergencies.

LANGUAGE BARRIERS

- Language differences hinder patients' understanding of medical directions and necessary actions.

GAPS IDENTIFIED on the working area	DECENTRALIZED BILLING • Billing processes are decentralized, causing patients to travel long distances within the hospital to complete payments. DOCTOR STRESS AND BURNOUT • Increased stress and burnout among doctors impact their ability to provide optimal care. MENTAL HEALTH STIGMA • Persistent stigma around mental health support prevents doctors from seeking help, leading to untreated issues. LACK OF ANONYMOUS REPORTING • The absence of anonymous reporting systems for mental health issues discourages doctors from seeking assistance. NH CARE APP UTILIZATION • Assessment needed on patient awareness and utilization of the NH Care app for bill payments and its overall functionality. MEDICAL RECORDS MANAGEMENT • The Medical Records Department faces document overload and fails to inform patients about data loss when merging MRNs, leading to patient dissatisfaction and potential loss of crucial medical history.
SUGGESTIONS for improvement	VERIFICATION OF REGISTRATION DETAILS • Ensure that details filled at the time of new patient registration are checked and cross-checked with the patient to prevent errors and ensure accuracy. DIRECT UPLOAD OF LAB REPORT • Outsourced laboratory reports should be uploaded directly to the hospital's app, ensuring timely access for both patients and healthcare providers.

**SUGGESTIONS
for improvement**

DEDICATED TIME SLOTS FOR WALK-INS

- Allocate separate time slots between appointments specifically for walk-in patients to prevent long queues and improve patient flow.

**EFFICIENT INSURANCE CLAIM
SUPERVISION**

- Supervise the insurance claims process closely to reduce turnaround time (TAT) and increase efficiency, ensuring quicker approvals.

STREAMLINED DISCHARGE PROCESS

- Reduce the TAT for discharge summaries and clearances from various departments, including pharmacy and service, to expedite patient discharges.

PATIENT TRANSFER EFFICIENCY

- Decrease the TAT for transferring patients to wards by confirming financial clearances with attendants promptly.

MATERNAL AND NEWBORN WARD

- Establish a dedicated maternal wing or ward where newborns and mothers can be allotted beds together for better care and observation.

PATIENT FEEDBACK MECHANISMS

- Implement patient feedback forms to gain insights into patient satisfaction and identify areas for improvement.

COUNSELLING FOR NEW MOTHERS

- Provide counselling services to new mothers to support them through the postpartum process.

INCREASE IN OPERATION THEATRES

- Increase the number of operation theatres to accommodate both routine and emergency procedures without delays.

**EXPANSION OF HEALTHCARE
WORKFORCE**

- Hire more healthcare professionals to reduce the workload and burnout among doctors.

**SUGGESTIONS
for improvement**

STRESS AND BURNOUT SURVEYS

- Distribute survey forms to healthcare professionals to understand the causes of stress and burnout and develop effective coping strategies.

MULTILINGUAL SUPPORT AND CLEAR SIGNAGE

- Implement multilingual support and install clear signage to help patients overcome language barriers and understand directions and necessary actions.

CENTRALIZED BILLING SYSTEM

- Centralize billing systems to streamline access and reduce the distance patients must travel to complete billing procedures.

MENTAL HEALTH AWARENESS CAMPAIGNS

- Launch educational campaigns to increase awareness about mental health, emphasizing that seeking help is a sign of strength.

WORK-LIFE BALANCE FOR STAFF

- Promote a healthy work-life balance among staff to reduce stress and improve mental health.

IN-APP TUTORIALS FOR NH CARE APP

- Integrate tutorials within the NH Care app to improve patient awareness and utilization, especially for bill payment methods.

SIMPLIFIED APP INTERFACE AND SUPPORT

- Simplify the app interface and provide 24/7 customer support to offer immediate assistance to patients.

STREAMLINED DOCUMENT MANAGEMENT

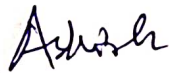
- Implement a streamlined document management system and ensure staff inform patients about potential data loss when merging Medical Record Numbers (MRNs).

MOTIVATIONAL SESSIONS FOR DOCTORS

- Facilitate sessions to motivate doctors and equip them with effective coping strategies, enhancing overall hospital performance.



Signature of student



Signature of faculty mentor