



Lab Conversion Report of Cloud Nine Hospital, Bengaluru

By Ankit Jangir MBA HM(Roll No. :-1679)



About Hospital

At Cloudnine, we believe that a child is life’s greatest gift and pregnancy is one of the most magical experiences nature can offer. This gift deserves to be nurtured and cared for, not just at birth, but for the entire duration of your pregnancy. Which is why, to ensure a healthy and happy pregnancy, Cloudnine provides you with world-class medical expertise, state-of-the-art facilities, a space filled with love and laughter and staff dedicated to the holistic well-being of you and your baby.

Vision

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children

Mission

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.

SWOT Analysis

Strength :-

- **Wide Network:** Multiple branches across major cities in India, making it accessible to a larger population.
- **Specialized Care:** Focus on maternity, gynecology, neonatology, and pediatrics with advanced medical technology and facilities.

Weakness :-

- **High Costs:** Services at Cloudnine are often more expensive compared to many other maternity hospitals
- **Limited Services for Complex Cases:** While excellent for routine maternity care, Cloudnine may lack the comprehensive multi-specialty services required for extremely complex medical cases.

Opportunity :-

- **Technological Advancements:** Adopting the latest medical technologies and digital health services can enhance patient care and operational efficiency.
- **Partnerships and Collaborations:** Collaborating with other healthcare providers and insurance companies can broaden service offerings and patient access.

Threat :-

- **Competition:** Intense competition from other well-established maternity hospitals and emerging players offering similar services at competitive prices.
- **Patient Safety and Satisfaction:** Any incidents related to patient safety or dissatisfaction can damage the hospital's reputation and brand.

Learning during Internship

- **Clinical Skills:** Hands-on experience in patient care, diagnostics, and treatment procedures.
- **Medical Knowledge:** Exposure to various medical conditions, treatments, and best practices in maternity, fertility, and childcare.
- **Healthcare Technology:** Familiarity with hospital information systems, medical devices, and technology used in patient care.
- **Team Collaboration:** Working effectively within multidisciplinary teams, understanding roles, and coordinating care.
- **Professionalism:** Adhering to ethical standards, maintaining patient confidentiality, and developing a professional demeanor.

Challenges Faced

- **Workload Management:** Balancing multiple tasks and duties can be overwhelming. **High-Pressure Environment:** Dealing with critical medical situations and emergencies. **Learning Curve:** Adapting to hospital protocols, medical terminology, and technology. **Communication Barriers:** Effective interaction with patients, families, and staff. **Emotional Stress:** Handling difficult cases, patient outcomes, and maintaining professionalism.
- **Time Management:** Prioritizing tasks and managing time efficiently. **Limited Practical Experience:** Applying theoretical knowledge in real-life scenarios can be challenging

Organisation structure



Report Objectives

Assess the overall outpatient department (OPD) performance, including the number of visits and tests conducted.

- Evaluate the efficiency of laboratory services by comparing the number of prescribed and completed tests.
- Analyze specific departments' performance, such as obstetrics and gynecology (OBG), pediatrics, and fertility, by tracking their OPD visits and lab test conversions.
- Provide detailed statistics on individual doctors' performances, including the number of OPD visits and tests prescribed and completed.

Findings

Total OPD	2136	Total OPD	2135	Total OPD	2136
Total paediatric OPD	801	Total Fertility OPD	136	Total paediatric OPD	801
Prescribed lab test	56	Prescribed test	58	Prescribed lab test	56
Done	44	Done lab test	43	Done	44
Lab conversion	78%	Lab conversion	74.00%	Lab conversion	78%

Theoretical Understanding

- **Medical Knowledge:** Understanding anatomy, physiology, and pathology related to maternity, neonatology, and pediatrics. Learning about different medical conditions, diagnostic criteria, and treatment options.
- **Clinical Guidelines:** Studying hospital protocols and standard operating procedures. Familiarity with clinical guidelines and evidence-based practices.
- **Ethics and Professionalism:** Knowledge of medical ethics, patient confidentiality, and informed consent. Understanding the importance of professionalism and patient-centered care.
- **Healthcare Systems:** Insight into healthcare management, hospital administration, and policy-making.

Practical Exposer

- **Clinical Skills:** Conducting physical examinations, taking patient histories, and performing diagnostic tests. Assisting in procedures like deliveries, surgeries, and neonatal care.
- **Patient Care:** Developing bedside manners and effective communication skills with patients and families. Providing holistic care, including emotional and psychological support.
- **Technical Proficiency:** Operating medical equipment and technology, such as ultrasound machines, ventilators, and electronic health records (EHR) systems.

Suggestion

- Establish a Hospital Canteen.
- Improve Appointment Scheduling and Patient Flow.
- Reduce Lab Test and Scan Costs.
- Enhance the Refund Process.
- Enhance Communication for Patient Discharge.

Usefulness of Hospital Internship

- Hands-on clinical experience.
- Exposure to diverse medical cases.
- Learning from experienced healthcare professionals.
- Interprofessional collaboration