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Brief history and description about organization

Eternal Hospital

Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) established on 5th October 2013 -this landmark Healthcare Institute was founded by Dr. Samin K. Sharma, world- renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA.

The hospital is JCI (Joint Commission International) accredited and affiliated from The Mount Sinai Hospital, New York, USA. Hospital is also NABH & NABL accredited.

Eternal Hospital is an 250 bedded hospital and has state-of-the-art technology focusing on the specialties like Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopaedic & Joint Replacement, Spine Surgery, Nephrology, Paediatrics, Gynaecology, Critical Care, Urology, Pulmonology, Gastroenterology, Diabetes and Endocrinology and many more.

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Organisational Vision and Mission



Vision

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

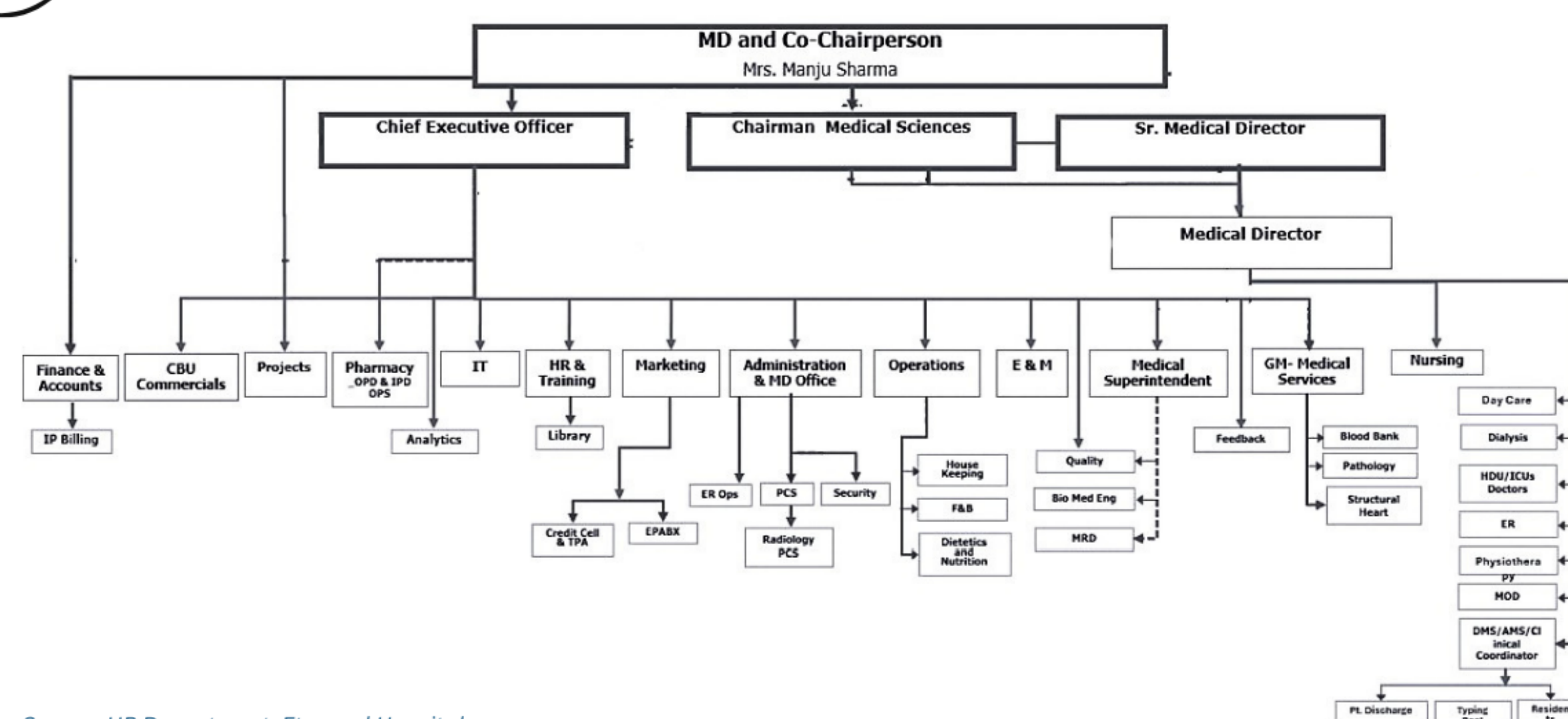


Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

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Organisational Structure



Source: HR Department, Eterenal Hospital



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Difference practical exposure at SIP organisation and theoretical understanding

- Hands-on experience in quality improvement projects
- Participation in real-world inspections, contrasting with theoretical learning
- Experiencing Day-to-Day Challenges and Problem-Solving in Real-Time
- Observing and understanding the actual workflows of various departments
- Communication and Teamwork

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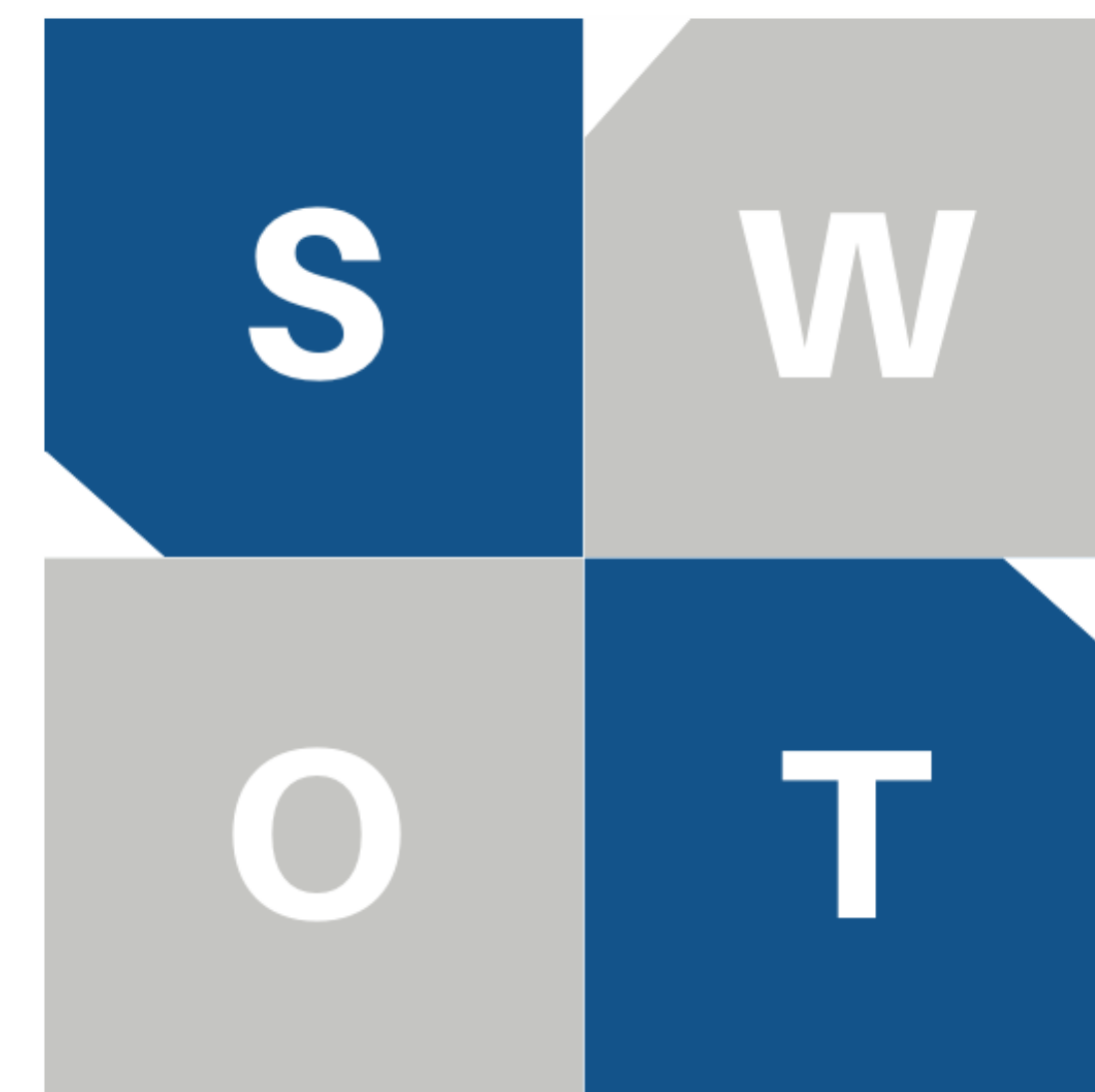
SWOT Analysis- Patient Care Services Department

STRENGTHS

- Location of Admission Desk
- Experienced Staff
- First point of contact for In-Patients
- Coordination among the staff members of department

OPPORTUNITIES

- Scope of Digital Process for IP Admissions - Self Admission Process
- Increasing Expectations of patients based on Hospitality Experience
- Improving Awareness of Patient; Better Health seeking behavior



WEAKNESSES

- Lack of Coordination with Other Departments
- Improper Displays and Absence of Counter Numbers
- Inconsistent Availability of Support Staff (GDAs)
- SOPs are not easily accessible
- Counselling Process
- Space for Financial Counselling Chambers

THREATS

- Low Conversions of OPD to IPD
- High Competition in Vicinity of Hospital
- Negative Publicity through Social Media and Biased Reviews

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Challenges faced during internship

- Lack of motivation among staff members to train interns
- Lot of approvals required to explore different areas
- Hesitation of staff in sharing relevant information and other concerns related to confidentiality
- Limited access to Clinical Areas like OT and Cath lab

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Learnings during internship

Contributed to several impactful projects and played a key role in the successful 'Mount Sinai International' inspection visit to Eternal Hospital on June 15th and 16th, 2024. Explored the critical aspects of various departments including PCS - OPD/IPD, Billing & TPA, Laundry, Food and Beverages, A/R Marketing, Emergency, Radiology, OP & IP Pharmacy, Medical Records Department, CSSD, and IT

Project Undertaken:

Evaluation of Admission TAT

A minor study involving a sample size of 52 patients was conducted to analyze Turnaround Time (TAT) in different time slots, based on admission categories: 'Same Day Admission' and 'Planned Admission'. TAT considers the time taken while completing the whole IPD Admission Process (see the flowchart)

'Same Day Admission' refers to patients advised by a Consultant to be admitted on the same day. These patients wait until formalities are completed and a bed is allocated to them.

'Planned admissions' include patients who have already received counseling and only need to complete paperwork while awaiting bed allocation.

This study is significant because delays in these processes can lead to patient suffering and frustration. It is also aligned with the Accreditation Standards for Hospitals (5th Edition, April 2020) set by the NATIONAL ACCREDITATION BOARD FOR HOSPITALS & HEALTHCARE PROVIDERS (ref. AAC.2 - The organization has a well-defined registration and admission process).

IPD Admission Process

The In-Patient Admission Process is a part of Hospital Operations usually overseen by The Patient Care Services (PCS) Department. The Process follows the below flow chart:

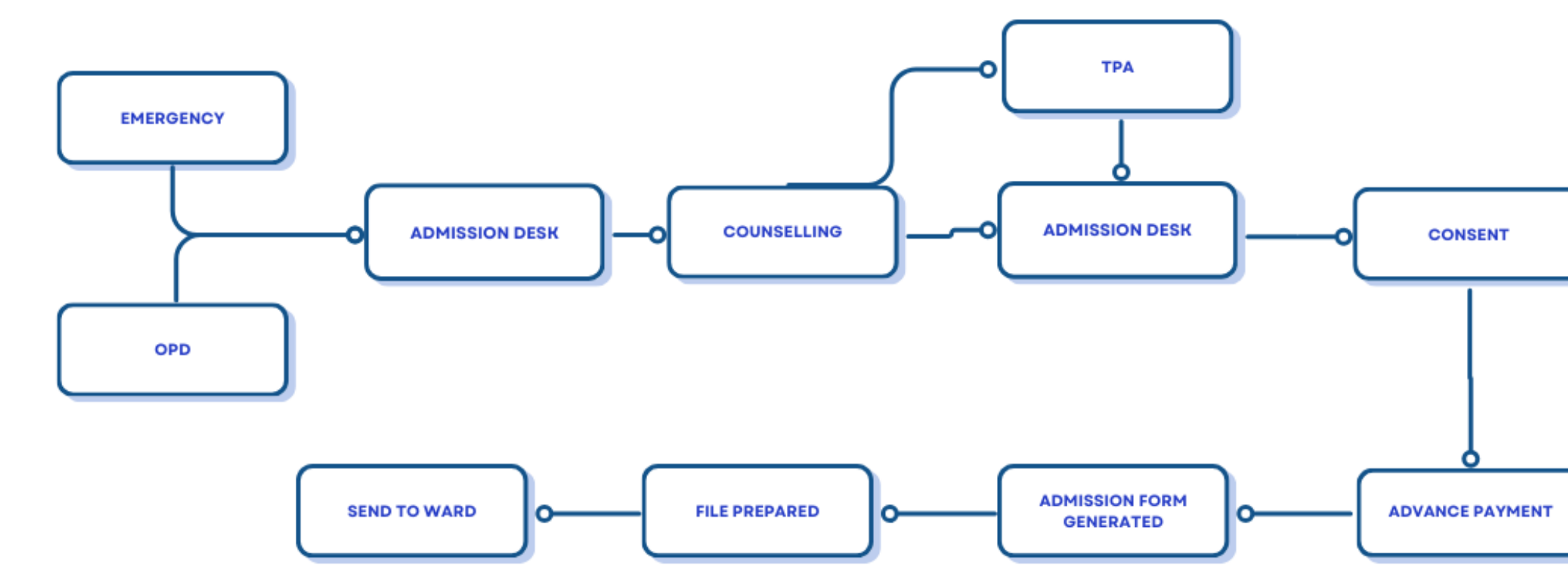


Fig: Admission Process Flowchart



Fig: IPD Admissions Desk



Fig: Counselling Chambers

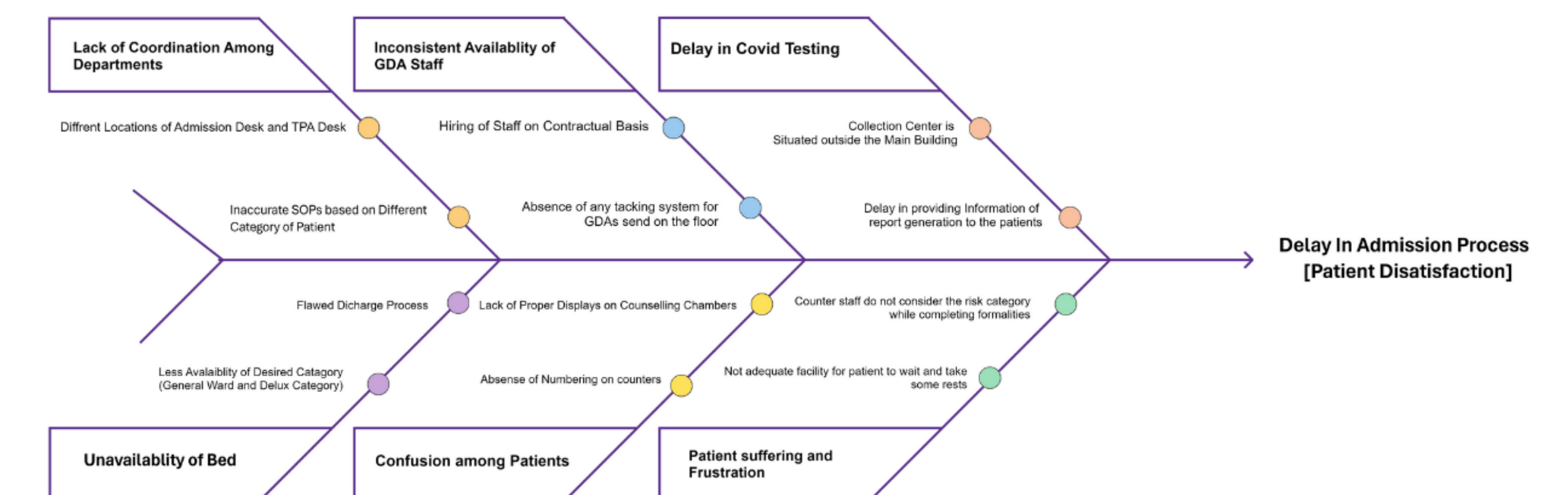
Results and Findings

Findings:

- TAT varies according to rush hours (11 AM to 2 PM)
- Planned Admissions are completed mostly in preferred time
- Average TAT in Same Day Admissions is 1 hour 07 minutes ranging from lowest- 16 minutes to highest- 3 hours 34 minutes
- Average TAT in Planned Admissions is 42 minutes ranging from lowest- 13 minutes to highest- 1 hour 18 minutes
- Covid Testing for surgery patients is causing a considerable increase in IPD TAT

09:00-09:59	0:45	0:13	1:17
Planned	0:45	0:13	1:17
10:00-10:59	0:40	0:21	1:18
Planned	0:45	0:21	1:18
Same Day	0:34	0:24	0:51
11:00-11:59	1:08	0:21	3:34
Planned	0:40	0:23	1:09
Same Day	1:22	0:21	3:34
12:00-12:59	0:54	0:16	2:28
Planned	0:43	0:21	1:17
Same Day	1:00	0:16	2:28
13:00-13:59	2:55	2:55	2:55
Same Day	2:55	2:55	2:55
14:00-08:59	0:54	0:15	2:14
Planned	0:38	0:15	1:01
Same Day	0:59	0:24	2:14
Grand Total	0:57	0:13	3:34

Cause- Effect Analysis



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Usefulness of internship

The internship allows students to gain practical knowledge and link the theoretical concepts with their real world application. It is also useful in development of skills like Communication Skills, Teamwork, Public Dealing, Real-time Problem solving and several other soft skills.

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Suggestions

- Two well trained counsellors in peak hours and One Full-Time Financial Counsellor could be present with proper counselling chambers to streamline the counselling process.
- Counsellors may have improved soft skills like psychological understanding and better sales techniques.
- Digital Process for IP Admissions - Self Admission Process
- There can be improved coordination between Financial Counsellors and TPA department for better experience in Pre-Auth process [Admission Desk and TPA desk could be closely situated]
- Better Coordinated Discharge process for early availability of beds
- Counter status signages [Open/Close] and numbering of counters along with timing displays.