



Summer Internship Program- Yashoda Hospital, Hyderabad

STAFF TRAINING FOR OPERATIONAL EFFICIENCY

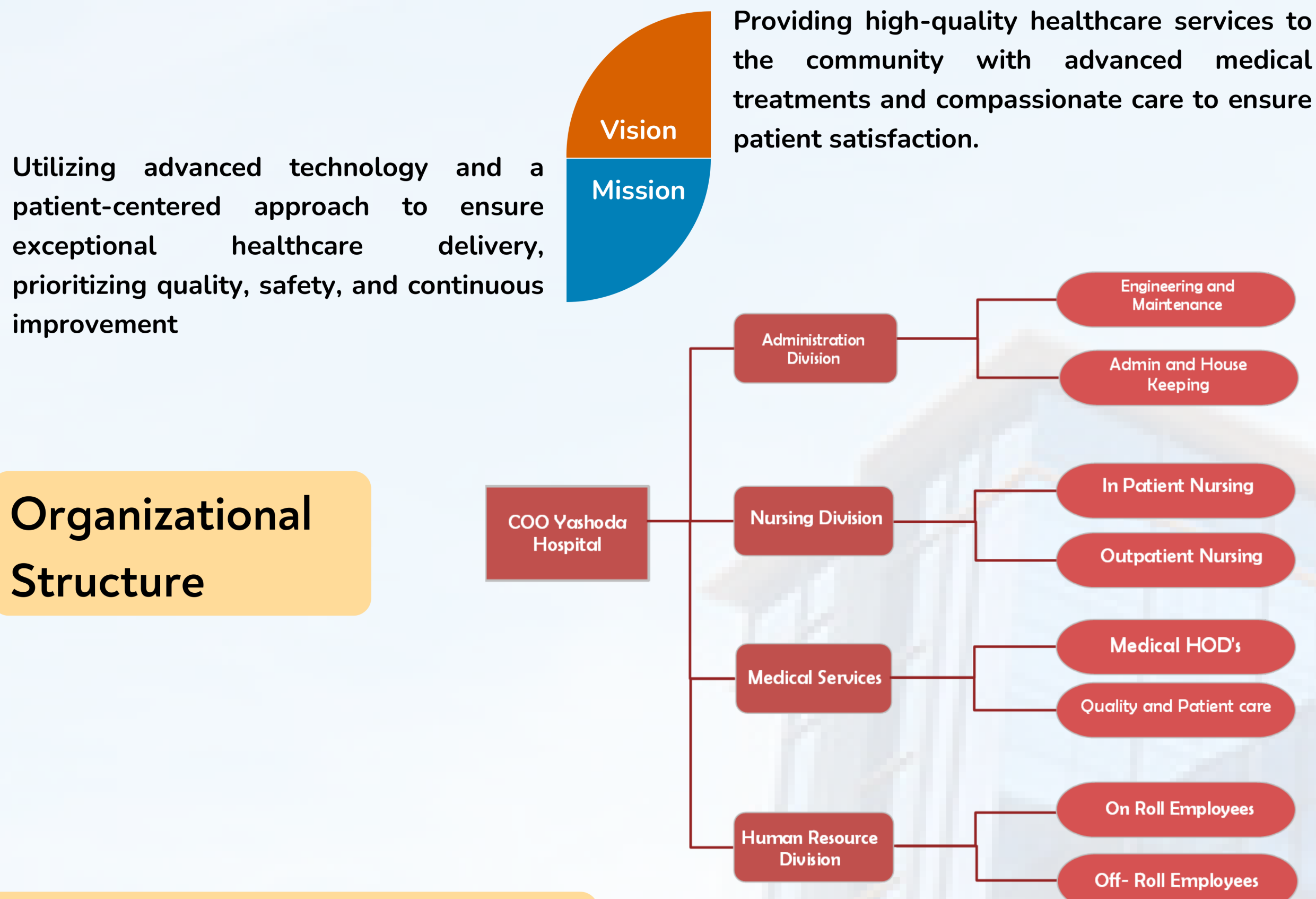
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Industry Sector Profile

Yashoda Hospitals is a leading healthcare provider in Hyderabad, known for its state-of-the-art facilities, expert medical professionals, and comprehensive care across various specialties. Staffed with over 10,000+ employees, treating patients from over 45+ countries, with 4 branches and 30 years of experience.



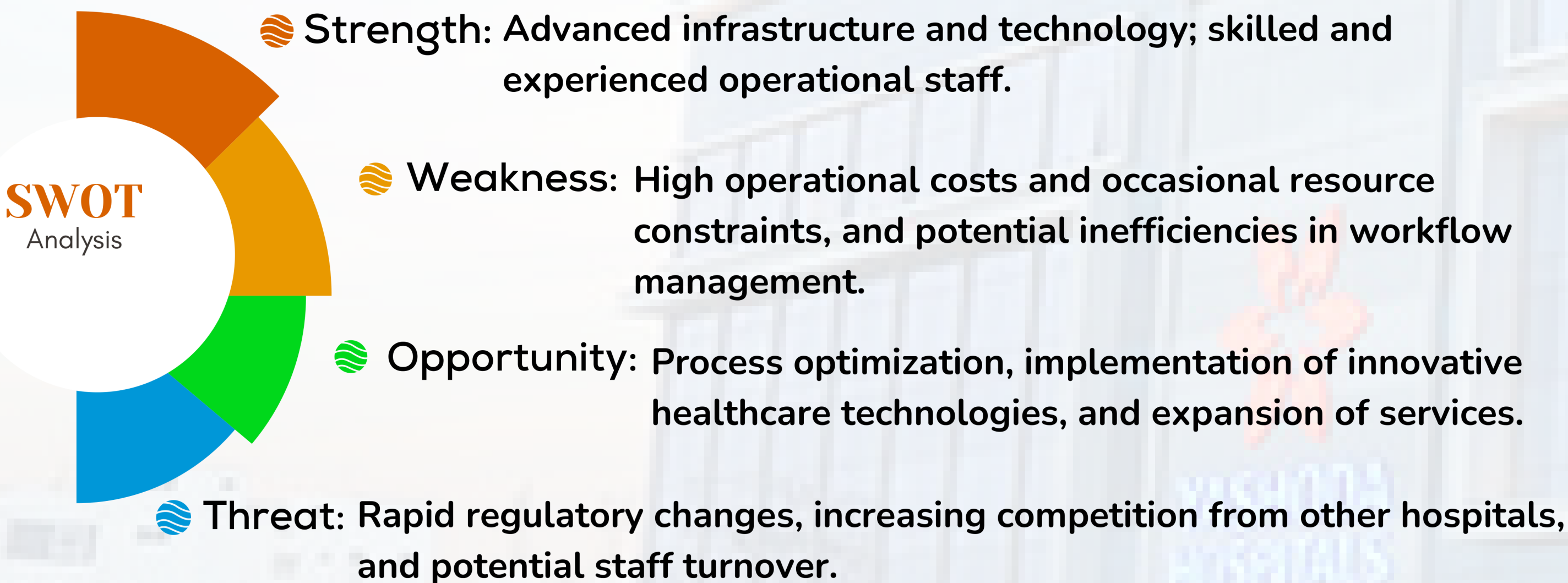
Organizational Structure

Learning and Value Additions

Difference Between Practical Exposure and Theoretical Understanding

Practical Exposure: Hands-on experience through active participation in healthcare tasks and responsibilities, applying knowledge, and developing skills in real-world situations.

Theoretical Understanding: Acquiring knowledge of operations, policies, and procedures necessary for hospital management through academic study and coursework.



Activities Done

- Blood Donation Camp Volunteer Management
- Young Doctors Camp Organization
- Training Sessions
- Health Camp Preparation and Execution

Challenges:

- Managing heavy workloads and multiple responsibilities.
- Ensuring effective inter-departmental communication.
- Adapting to a fast-paced environment while maintaining patient care standards.

Project Undertaken

Staff Training Program for Operational Efficiency:

Introduction:

In response to opening a new branch and hiring new staff, Yashoda Hospital, Hitech City, initiated a two-month training program to enhance staff proficiency in using hospital management software. The program aimed to equip all staff, especially new hires, to handle the software effectively, thereby improving operational efficiency and patient care by reducing task completion times and minimizing errors.

Objectives:

- To identify skill gaps and training needs among the staff.
- To design and implement a training program addressing these needs.
- .To evaluate the effectiveness of the training program in improving operational efficiency.

Type of Research and Sample

- Type of Research:** Evaluation Research (Applied Research)
- **Sample Type:** Non-Randomized Convenience Sample of 254 staff members.
- **Sample Characteristics:** Includes various roles from emergency, administration, nursing, and support staff.
- **Data Collection Methods:** Pre- and post-training assessments, surveys, and performance metrics analysis.

Components of Training

1. Assessment of Current Operations and Training Needs

Surveys and Questionnaires
Interviews and Focus groups

2. Development of Training Modules

Literature review
Regulatory and Compliance Research
Content Development

3. Implementation of the Training Program

Pilot program
Workshops and Seminars
Online Modules
Interactive Sessions

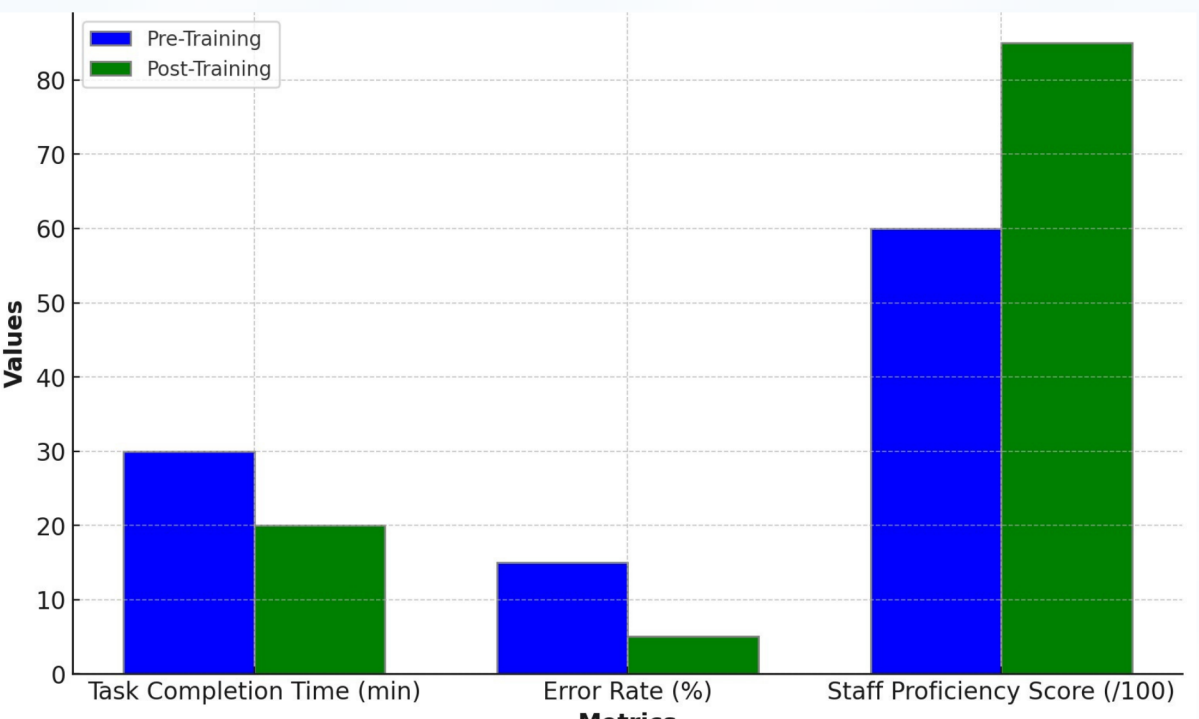
4. Evaluation and Feedback

Pre- and Post-Training Assessments
Performance Metrics
Staff Feedback

Outcomes

Metric	Pre-Training Period	Post- Training Period	Improvement(%)
Average Task Completion Time	30 Minutes	20 Minutes	33.3%
Error Rate	15%	5%	66.7%
Staff Proficiency Score	60/100	85/100	41.7%

Comparison of Pre-Training and Post-Training Metrics



Findings

1. Addressed Skill Gaps: Training addressed significant gaps in navigation, data entry, and reporting.
2. Training Completion: 95% of staff completed the training.
3. Positive Feedback: 90% of participants found the training relevant and beneficial.

Conclusion

Developing and implementing a focused staff training program is crucial for hospitals aiming to enhance operational efficiency. This initiative equips staff with essential skills and knowledge, leading to improved process efficiency, better resource management, and enhanced patient care outcomes.

Usefulness of the Internship

- Practical application of theoretical knowledge for skill development.
- Exposure to diverse hospital management aspects.
- Networking opportunities within the healthcare industry.
- Insight into healthcare management complexities and challenges.
- Enhanced communication and teamwork skills.
- Hands-on experience in decision-making and resource allocation.
- Preparation for future hospital management careers.
- Personal and professional growth through overcoming challenges.

Suggestions

- Implementing training and education programs for staff impact.
- Adopting electronic documentation systems.
- Addressing staffing shortages through hiring qualified personnel.
- Streamlining administrative processes with automated patient registration.
- Integrating health record systems and digital scheduling.

