

INTERNSHIP REPORT

Introduction

This report details my internship experience at Meta16labs Healthcare and Analytics Pvt Ltd, where I worked on various projects to enhance healthcare management systems. The internship spanned from March 15, 2024, to June 15, 2024.

Project: A COMPREHENSIVE STUDY ON PATIENT SATISFACTION AT EYE SOLUTION

Duration: April 01 2024 – June 29, 2024

About organisation

MetahOS makes running healthcare facilities a breeze by bringing your entire hospital together on one Operating System. Patients, Staff, Facilities and Medical Records are all connected through an easy to use interface that you can access from everywhere. Secure Two-Way Communication Channel between Doctor and Patient; Security to Safeguard All Sensitive Private Patient Information; Works well with Low Speed Internet; Simple and Easy-to-Use; Prescreen Patients.

Objective

To analyze factors influencing patient satisfaction at an ophthalmology center

My Contributions:

Data Analysis:

Based on feedback from 102 respondents, the ophthalmology centre excels in easy appointment scheduling (72%) and efficient same-day consultations (68%). Staff are commended for their helpfulness and friendliness (67%), and operational efficiency is rated highly by 79% of respondents. Areas for improvement include addressing scheduling issues (5%), negative staff interactions (4%), longer wait times (12% waited over three days), and slight dissatisfaction with operational efficiency (1%). Recommendations include improving communication and technology, enhancing staff training, monitoring wait times, and customizing outreach efforts to enhance overall service and patient satisfaction.

Conclusion: Increasing the number of online booking alternatives, offering continuous training to staff in patient-centered care and communication, putting rules in place to regularly monitor and control wait times, and customising outreach programmes to fit the particular need of different age groups are just a few suggestions for improvement. By giving these improvements first priority, the ophthalmology clinic may uphold and strengthen its standing as a preeminent supplier of ocular treatment, guaranteeing favourable experiences and results for every patient.

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