

SUMMER INTERNSHIP

Manipal Hospital, Jaipur

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A Report

by

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Under the Guidance of

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MANIPAL HOSPITAL, JAIPUR

Manipal Hospitals is a chain of multi-specialty hospitals in India.

Manipal Hospital, Jaipur, Rajasthan (A unit of Manipal Health Enterprises Pvt Ltd.), It is a 225 bedded Multi specialty Hospital in Jaipur which is NABH & NABL accredited.

Vision : LIFE'S ON



Mission :Global leadership in human development, excellence in education and healthcare.

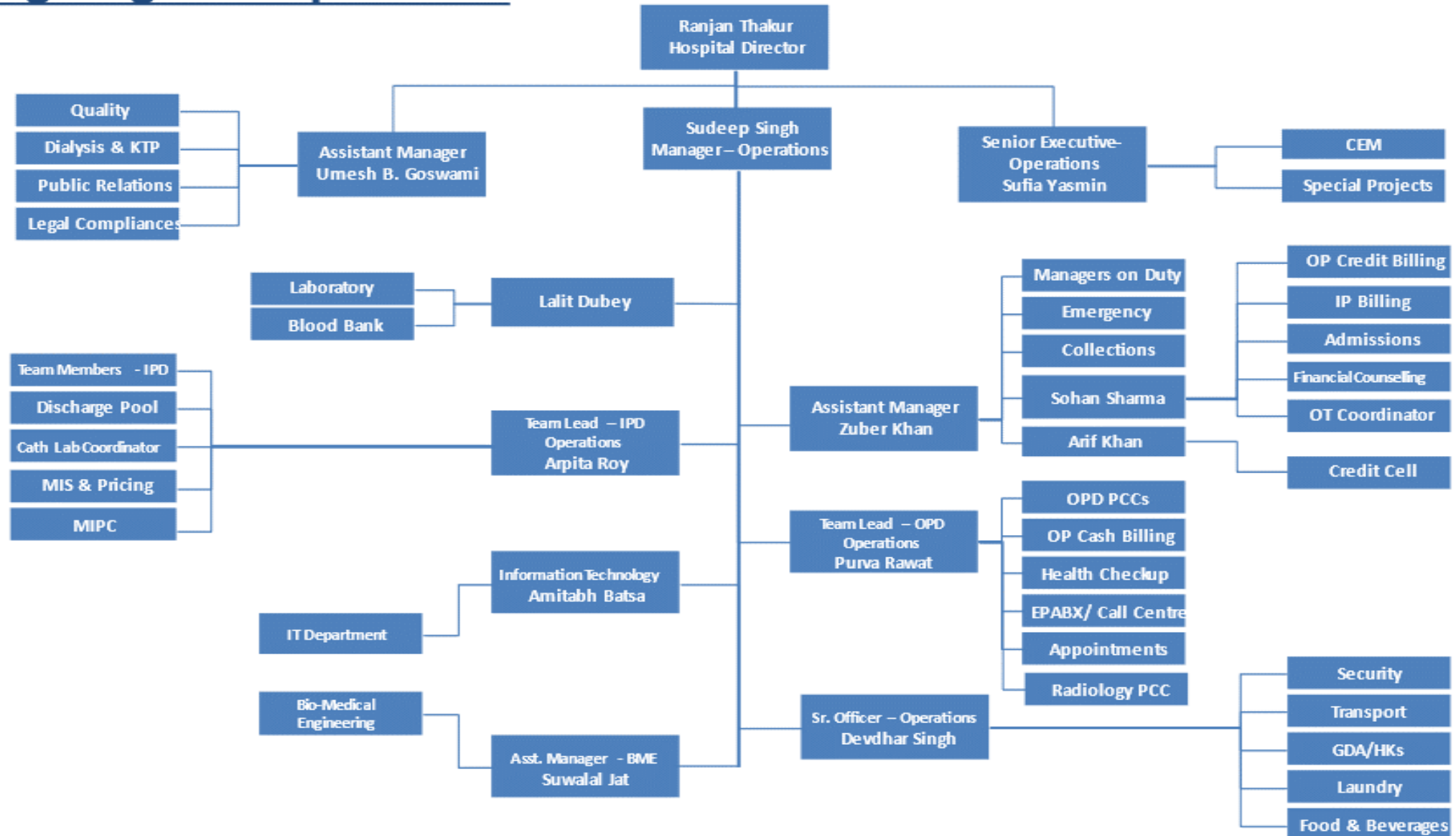
General findings or learning

Ø MHJ is one of the renowned hospitals in Jaipur. The organization has provided me a good learning experience during my internship period; it has provided me a practical exposure and information for various departments and topics which we are needed for my internship project.

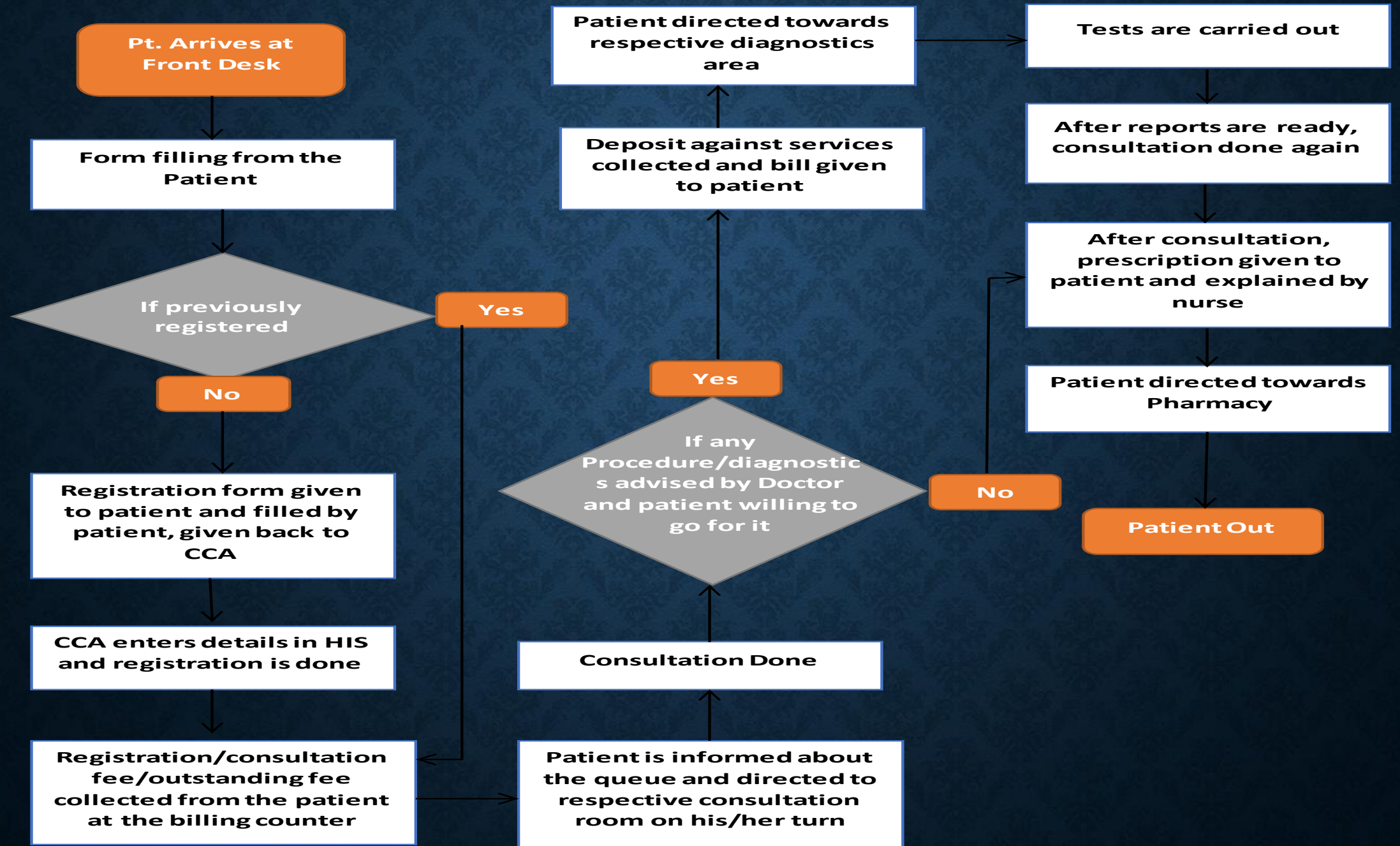
Ø In the organization I was placed to work in Administration and to observe the working of organization.



Organogram - Operations



Patient Mapping of the OPD Patient



TAT ANALYSIS OF RADIOLOGY DEPT.

Mode of data collection

- Observational study
- Interviews
- Questionnaire

Service provided

- X- ray
- Mammography
- CT
- Ultrasonography
- Magnetic resonance imaging (MRI)

Analysis used for the collected data

- TAT (Turn Around time)

S.no	Procedure	Time between billing & arrival time	Time between Arrival & Test start Time	Time between n Test Start & End Time	Time between n Test End & Report Ready Time
1	X- ray	29Min 20Sec	19Min 52Sec	4Min 41Sec	1Hr 50Min 12 Sec
2.	USG	32Min 37Sec	57Min 20Sec	9Min 9Sec	33Min 32Sec
3.	CT	1Hrs 04Min 34Sec	19Min 19Sec	6Min 58Sec	2Hrs 06Min 16Sec
4.	MRI	9Hrs 38Min 50Sec	46Min 58Sec	19Min 38Sec	2Hrs 23Min 50Sec

Introduction

OPD is the area which receives patients to provide them with health care facility for diagnosis, treatment and planning. It is the first point of contact between patients, their relatives and hospital and its staff.

Radiology is the branch of Medicine which uses radiation energy for diagnosis and treatment of diseases. It is of two major types – diagnostic radiology and interventional radiology. A doctor who works in radiology is called radiologist.

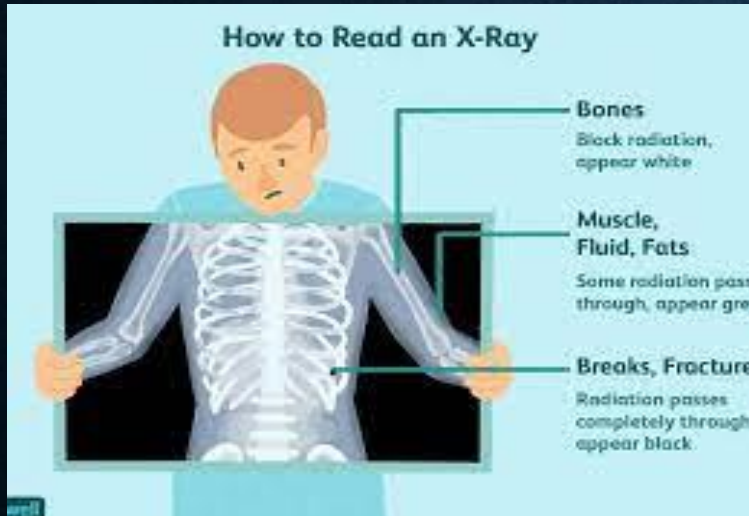
The result of an imaging study does not depend just on the sign or the nature of its specialized execution. Analytic radiology expert speaks to the last connection in the symptomatic chain; as they look for applicable picture data to assess lastly bolster a sound analysis.

Services Provided

The Radiology Department in MHJ has the following equipment –

1. X- Ray: X-ray is the most relied-upon imaging modality which accounts for approximately 60% of imaging procedures in hospitals. An X-ray machine delivers a controlled light emission, which is utilized to make an image of within your body. This beam is directed at the zone which is being analyzed.

- 2. Mammography:** It is a specific type of breast imaging which uses low-dose x-rays that can detect cancer early; even before the patient experiences any specific symptoms.
- 3. Computed tomography (CT):** CT represents the workhorse of radiology. It permits high paced bulk scans that can generate 2-D slices in various orientations, as well as sophisticated 3-D reconstructions.
- 4. Ultrasonography:** It is one of the cheapest and most harmless technologies in radiology. Ultrasound utilizes energy above the audible frequency of humans and generates images. Since there is no ionizing radiation, it is useful in imaging of children and pregnant women.
- 5. Magnetic resonance imaging (MRI):** MRI uses the energy of the hydrogen atoms in the body. These atoms are exposed to strong magnetic fields and radio frequencies to produce an adequate amount of localizing and tissue-specific energy that will be studied by a computer program in order to generate 2-D and 3-D images.





Procedure:

The procedure of documentation and record keeping in the Radiology department is performed according to the type of patient. OPD Patient gets itself registered at the hospital main reception counter first and then the Patient have to walk down to radiology department and show their billing slip and collect their token. Technician keeps a precise record from the time of entry of the patient till the time the report is dispatched to the front desk/reception.

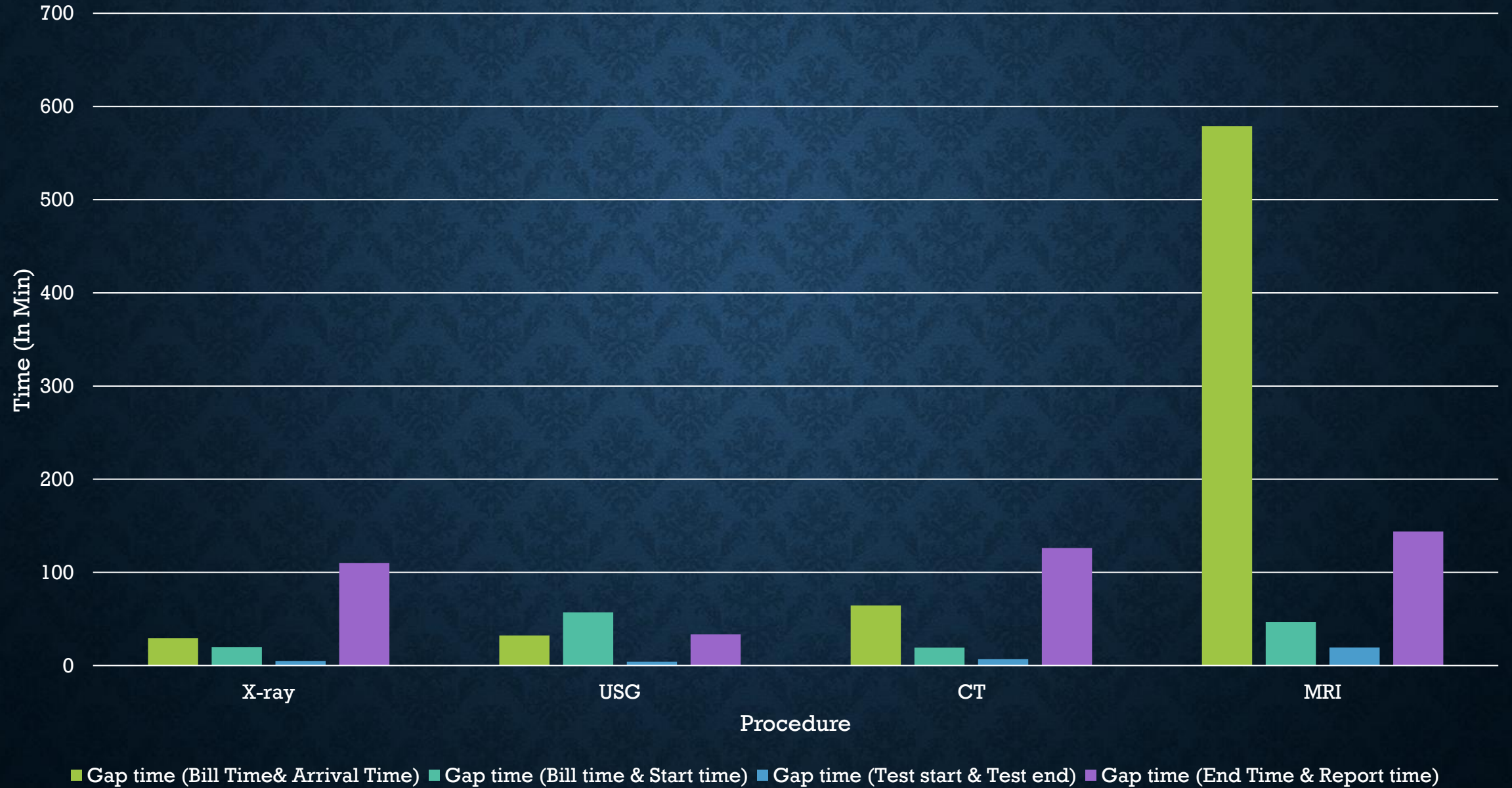
While the IPD patient is directly brought into the procedure room, prepared for the procedure and immediately shifted to the ward again.

By calculating the time from registration, coordination with doctor & technician, we can calculate the Turnaround time of the patient.

Observational Data from Radiology

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TAT Radiology



Recommendations

1. Collect Patient Feedback – Device effective ways to collect patient feedback. This can be done by installing a tablet (such as iPad) at the point of care that will allow the patient to provide the feedback immediately.

2. Minimize serial process and evaluate parallel process – Split tasks into serial or parallel processes. In a serial process, each required step adds to the total time involved. Reducing the time spent per step will reduce the overall time.

In the parallel process, the focus is only on the longest step. Hence, reducing the time spent during the longest process will reduce the overall process time significantly.

3. Introducing web check-in – For one group of clients, we can incorporate web-based technology like online check-in system.

4. There is less warning placard placed on or around the door of the X-Ray room in the Radiology department. Till the time a permanent is been installed, a temporary poster can be placed on the soft notice board outside the X-Ray room.

GAP ANALYSIS				
Existing Structure	Expected Goals	Audience	Benefits	Barriers
The warning placard for Pregnant women is missing. The red light on the procedure room is many times not turned on.	To promote cautionary measures and decrease chances of accidents.	This will be helpful for the Management and the Patients.	This will reduce the chances of accidents and promote best practices within the department.	Lack of cognizance. For Solutions, kindly see recommendations

References:

www.wikipedia.com

<https://www.manipalhospitals.com/jaipur/>

<https://en.wikipedia.org/wiki/Radiology>

<https://www.manipalhospitals.com/jaipur/specialities/radiology/>

THANK YOU