



ORGANIZATION HISTORY

History

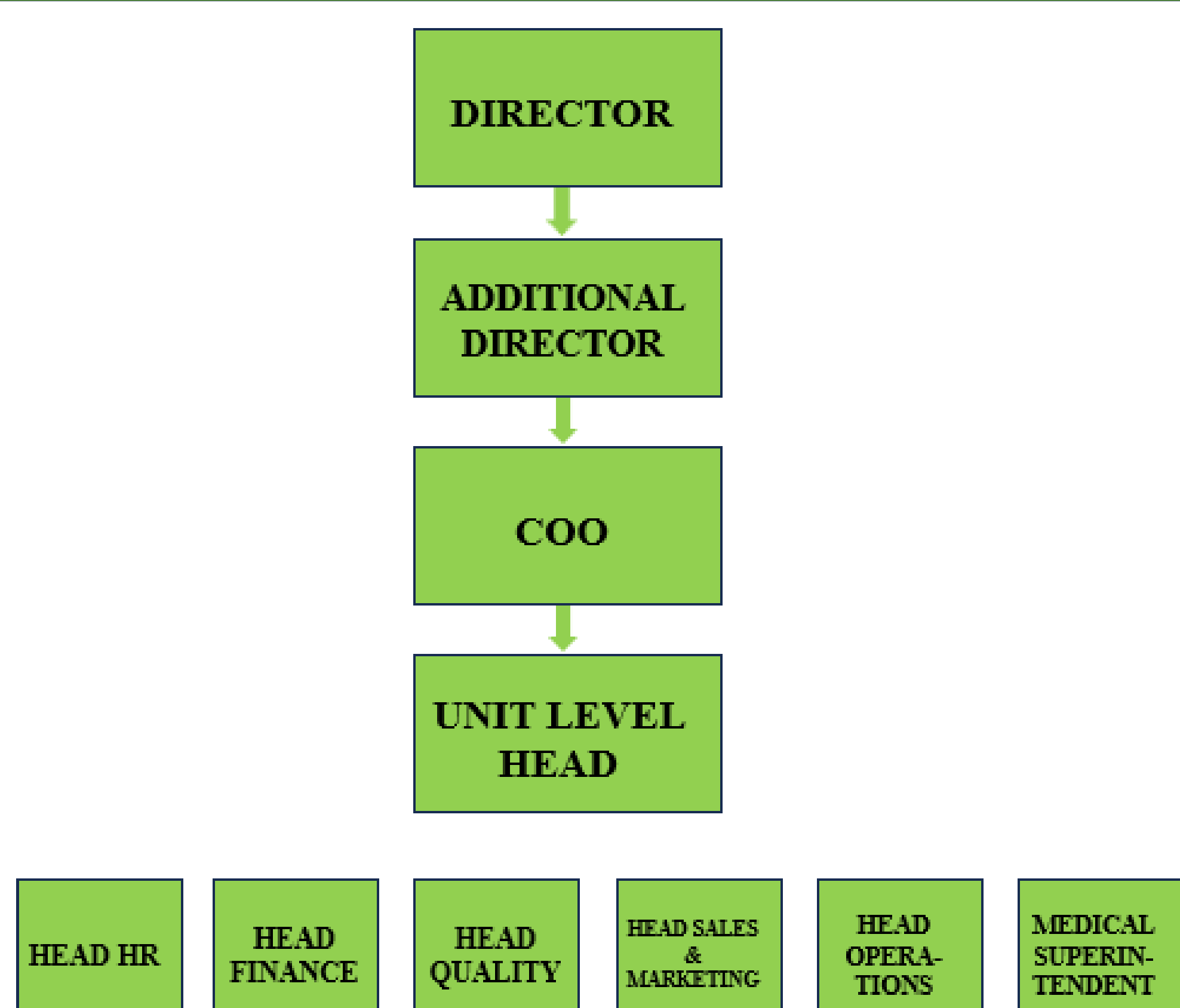
Ramkrishna CARE is a direct descendant of Ramkrishna Surgical Nursing Home, which was established in July 1992 as a 25-bed uni disciplinary institution by Dr. Sandeep Dave. Through immaculate and arduous teamwork, innovative pursuits, effervescent enterprises, and intuitive foresight, it had grown to 215 bedded multidisciplinary super specialties by 2004 and another 200 bedded multidisciplinary super specialties by October 2017.

With the help of CARE Group of Hospitals backed by Ever CARE Group, Ramkrishna CARE Hospitals is providing superior health care with state-of-the-art equipment, dexterity, and technology. On October 17, 2004, a new endeavour of a private firm at Pachpedi Naka, Raipur, was inaugurated in a new building in a diverse and varied environment.

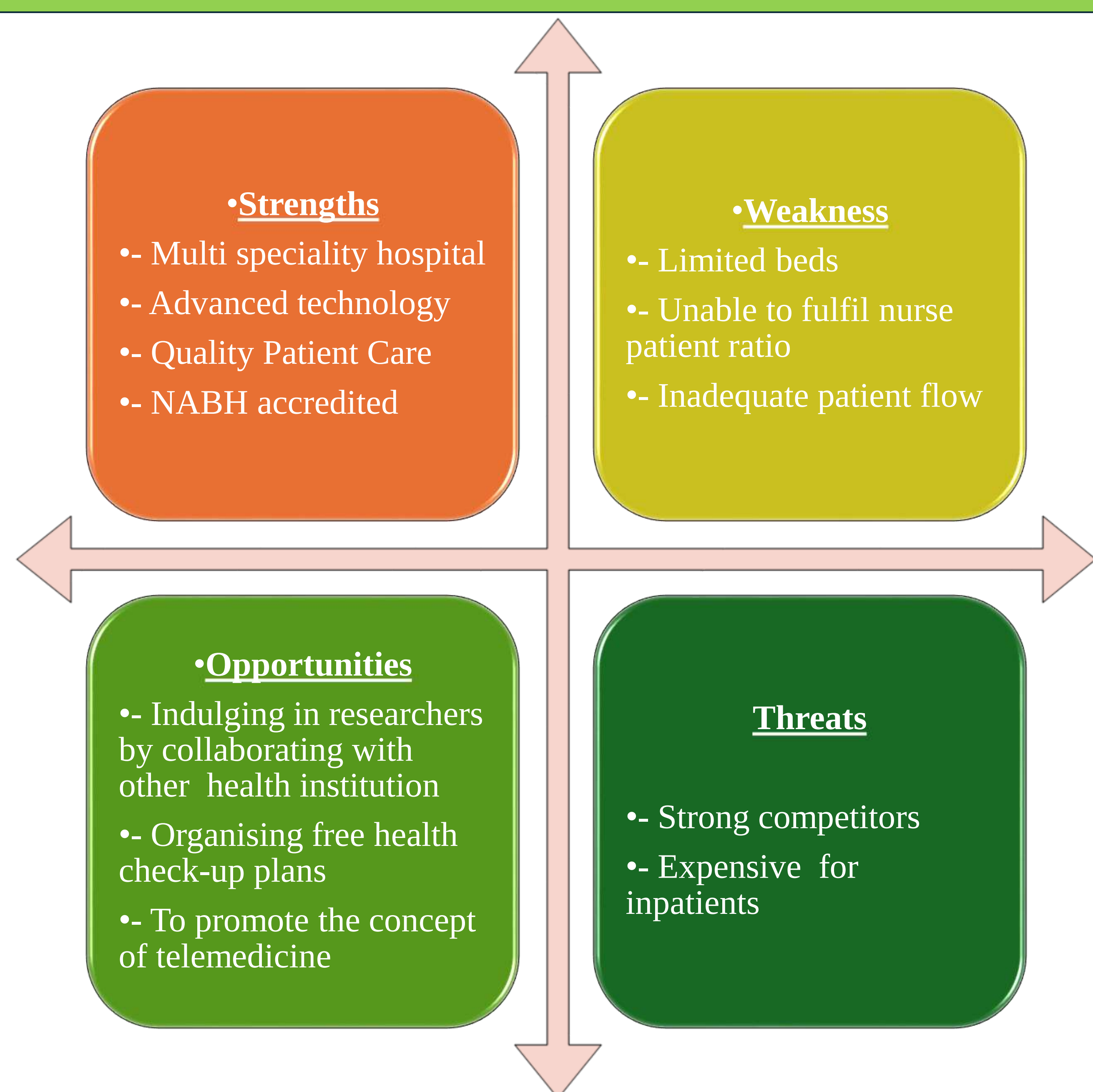
Mission & Vision

To be a trusted, people-centric, integrated healthcare system as a model for global health.

ORGANIZATION STRUCTURE



SWOT ANALYSIS



RECOMMENDATION

- Adopt an advanced scheduling software to streamline appointment bookings and reduce patient waiting times.
- Assess current bed occupancy rates and patient flow to determine areas where additional beds are needed.
- Implement a centralized communication platform to facilitate seamless information sharing and coordination.
- Automate the approval workflow where possible to expedite decision-making and reduce delays.

SIP ORGANIZATION: RAMAKRISHNA CARE HOSPITAL
ORGANIZATION MENTOR: ASHA NAIR
UNIVERSITY MENTOR: DR. VARSHA TANU
SUBMITTED BY: AMISHI SINGH
ROLL NO: 1673

OBJECTIVES

To analyse and improve hospital processes and patient care in various departments, focusing on patient registration.

METHODOLOGY

Method- Qualitative method is used for the study.

Study Design- Descriptive and observational study I have witnessed.

Analysis- Observational and discussion was used to construct the study.

LEARNINGS DURING INTERNSHIP

OPD

- Patient registration- Optimizing patients numbers with the help of well organised registration system.
- Patient flow-To optimize patient flow and reduce waiting times, implementing strategies to manage and minimize patient load
- Triage procedure-Learning how to prioritize patients based on severity of their conditions
- Feedback- Patient feedback play a great role in identifying improvement areas
- Referral process- Learned how to prepare referrals for ensuring smooth transitions of patients requiring specialized care.

ER

- Resource allocation-Observed the management and allocation of resources in emergency situation.
- Patient Admission-Observed the documentation and initial assessment of patients by consultants before the admission.
- Collaboration-Interaction and coordination of nursing staff with other departments including Private Ward, ICU, Oncology, Laboratory etc.
- Code Blue: Participated in mock drills and real situations to deal with critical patients.
- LAMA and DAMA Procedure- Understand the protocols of LAMA and DAMA and their implications for patient care and hospital liability.

ONCOLOGY

- Get to know the importance of psychological and emotional help for oncology patients and their informants in addition to medical.
- Learning about the various treatment modalities for cancer, such as chemotherapy, radiation therapy, immunotherapy, and surgical interventions.

PRIVATE WARD

- Patient Education-Observe how staff provide education on disease management, medication adherence, and post-discharge care.
- Admission and Discharge Procedures- Gain insights into patient admissions and discharges, ensuring efficiency and patient satisfaction.
- Billing and Insurance-Learn about the administrative tasks involved in billing, handling insurance claims, and managing financial aspects of patient care.
- Record Keeping- Understand the importance of accurate and timely medical record keeping, including digital record systems and confidentiality protocols.

USEFULNESS OF THE INTERNSHIP

- To improve communication skill.
- Get the opportunity to interact with the patients and the hospital staff.
- Development of Leadership quality.
- Building connections with mentors and the nursing staff.
- Got the opportunity to observe and learn from multiple departments.

CHALLENGES

Faced challenges like adapting to the hospital environment and grasping medical terminologies.
Insufficient staff management during peak hours.
Adapting to fast-paced environment.

THEORITICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

Theoretical Understanding

Learned about concepts, gained knowledge about different departments.



Practical Exposure

Learned about applicability of these concepts.
Observed the functionality of these departments.

