

Summer Training on
Operation management
(OPD)

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Introduction

Fortis Healthcare Limited, a subsidiary of IHH Healthcare Berhad, is a leading provider of integrated healthcare services in India. It is one of the country's largest healthcare groups, with 36 healthcare facilities (including projects in the works), 4000 operational beds, and over 400 diagnostics labs (including JVs). Fortis has operations in India, the United Arab Emirates (UAE), and Sri Lanka. The company is traded on the BSE Ltd and the National Stock Exchange of India (NSE). It derives strength from its collaboration with worldwide major and parent business, IHH, to build on its culture of world-class patient care and clinical excellence. Fortis employs 23,000 individuals (including SRL) that share the company's vision of become the most trusted healthcare network in the world. Fortis provides a broad range of integrated healthcare services, from clinics to quaternary care institutions, as well as a variety of ancillary services. In Kolkata, there are three branches: Anandapur, Gariahat, and Sarat Bose Road.

➤ The main text of the report will have two parts.

(i) Observational Learning.

(ii) Project Report.



Observational Learning

- ❖ VISION: To be Asia's best managed healthcare organization.
- ❖ MISSION: Fortis Hospital is pledged to deliver effective and affordable medical services in a clean and caring environment.
- ❖ MOTTO: Customer first.
- ❖ STRENGTH: Quality of people, Teamwork.

Objectives of the training:

- To learn about the various services offered by the hospital and to observe how work is carried out in various departments.
- To gain a sense of the hospital.
- To develop knowledge about the various departments in a hospital.
- To find the problem related to the different departments and give appropriate suggestions for the improvement.

➤ **Section 2: Mode of Data collection**

- Patient/Client satisfaction surveys are an integral part of Quality Improvement program at facility level. It provides essential information regarding patient perceptions and experiences with quality services, which will of course, assist service providers in improving processes and service delivery. Apart from taking patient feedback a Patient Satisfaction improvement program includes analyzing feedback given by patients, root cause analysis to identify the causes of low satisfaction, preparing action plan and taking remedial measures to complete the cycle of continuous improvement.

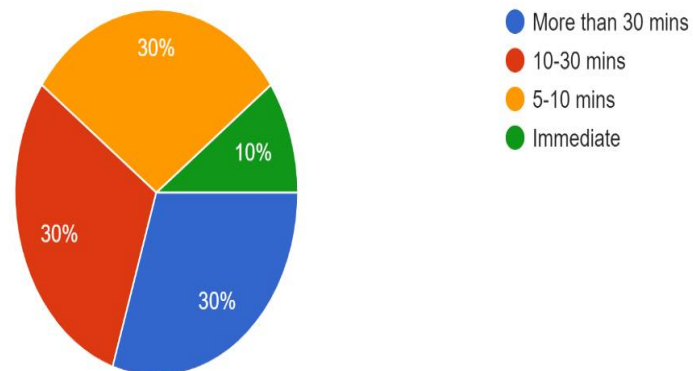
PROJECT TOPIC: Assessment/Evaluation of Service quality through patients.

➤ Research Methodology:

- I have done a survey of 30 patients to figure out the problem faced by the patients during their hospital visit and done a cross sectional study.

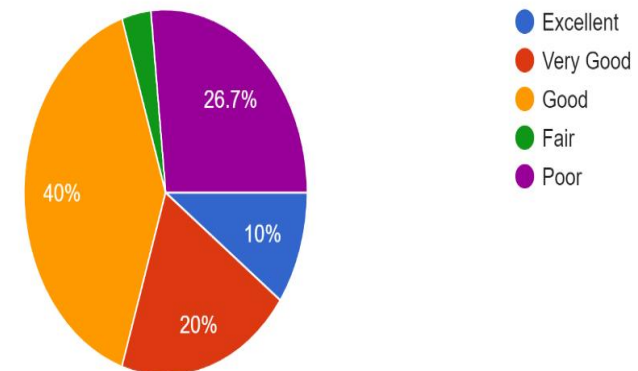
Waiting time at the Registration /Admission counter

30 responses



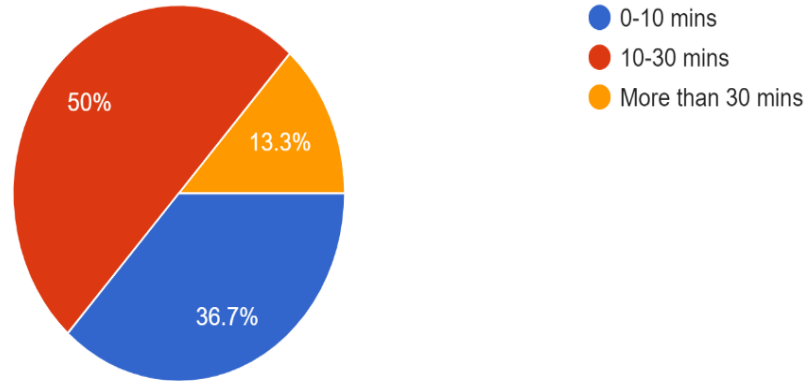
Behavior and attitude of hospital staff

30 responses



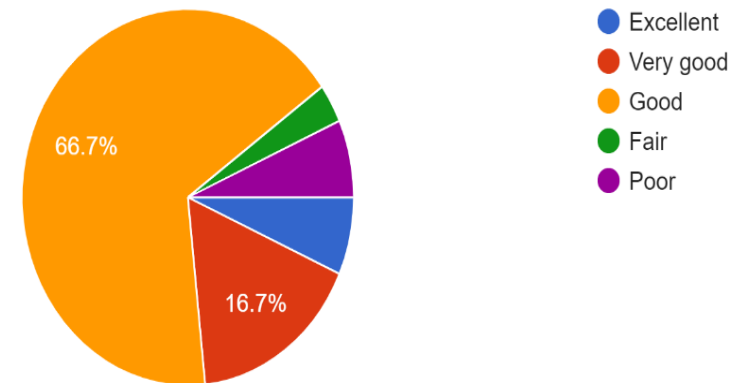
Waiting time for consulting, examination and counselling

30 responses



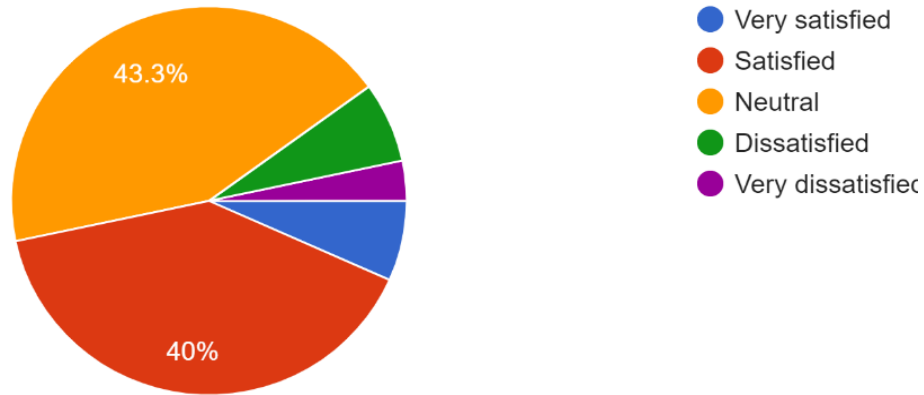
Regularity of Doctor's attention and timely updates on any changes

30 responses



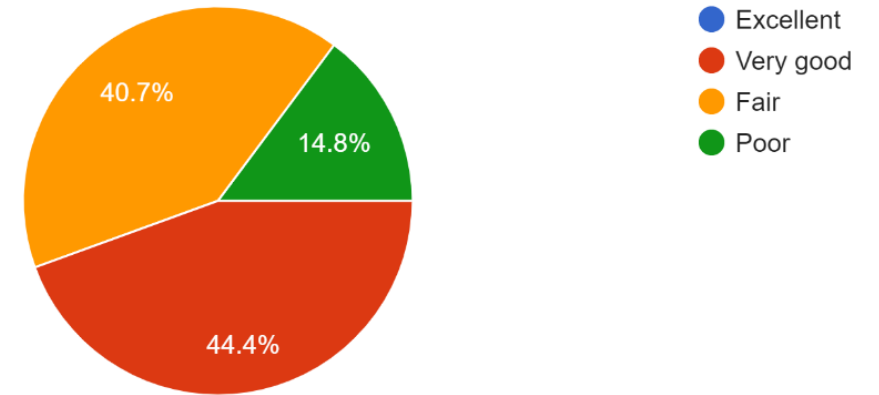
Your overall satisfaction during the visit to the hospital

30 responses



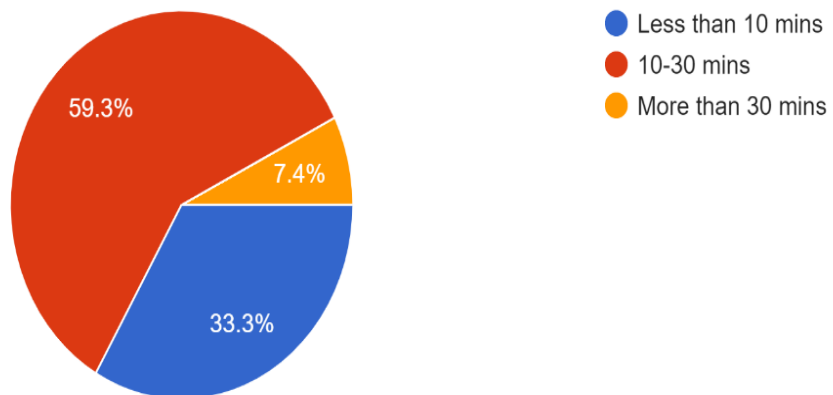
Cleanliness of Washroom and surrounding.

27 responses



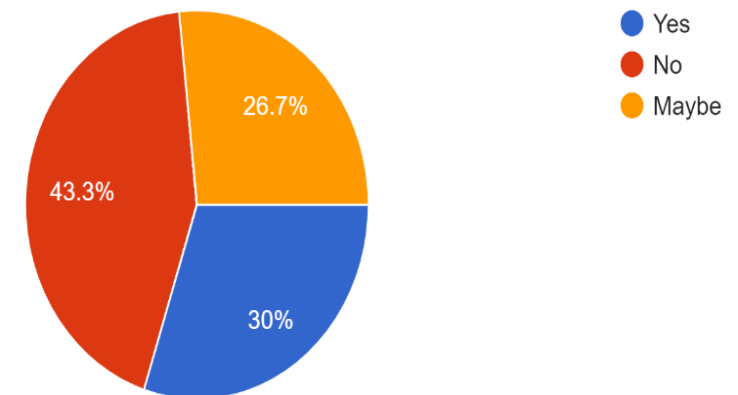
Waiting time to avail diagnostic services

27 responses



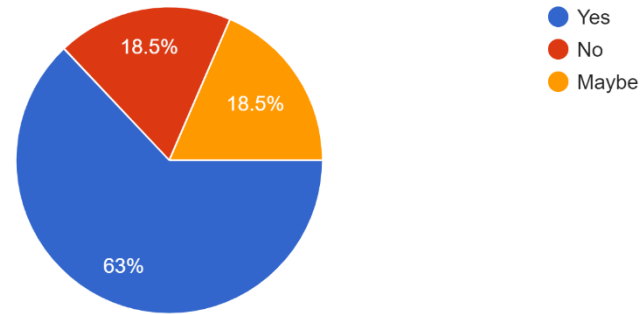
Whether all prescribed drugs were made available from Hospital Pharmacy

30 responses



Would you like to recommend this hospital to someone

27 responses



What improvement would you like to see in the hospital? 7 responses

SR. No	Suggestions Received
1	Attitude of staff is not good.
2	Rude attitude in reception staff
3	Improvement of behaviour of hospital staff
4	All drugs are not available
5	All medicines are not available. Waiting time is more.
6	No updates of patient.
7	Good



The following is a quick overview of the many steps in the patient satisfaction program.

- Plan – a. Periodicity- Determine the frequency with which the Patient Satisfaction Survey will be conducted. Large secondary care hospitals, such as district hospitals, might conduct surveys on a monthly basis. Patient satisfaction may be measured on a quarterly basis at smaller institutions such as PHC and CHC.
- b. Stationary – Translate the patient satisfaction survey into the local language and ensure that appropriate numbers of formats are available at OPD clinics/registration counter/May I Help your desk and Nursing station in ward. The above-mentioned formats can be used for conducting outpatient's satisfaction survey.
- c. Responsibility- Determine who will be responsible for taking and collecting feedback. Coordination of the program may fall under the purview of the Hospital Manager / Quality Manager.
- d. Sample Size – A sufficient sample size is required to provide reliable results. The above survey provides easy guidelines on how large the sample size should be based on patient load in the preceding quarter. It should not be less than 30 in order to be statistically valid.



Recommendation and Conclusion:

- In order to decrease the waiting time at the registration counter for the patient for achieving this some of the system should be increased in the OPD reception and proper training should be given to the OPD staff.
- Improvement of the behavior of the hospital staff should be improved for this meeting should be conducted by the OPD manager.
- During this Covid situation bathrooms and Toilets should be properly cleaned on regular basis and this should be properly maintained by the Housekeeping Department.
- Many of the medicines are not available at the Hospital Pharmacy this should also be taken care.



Thank
you!