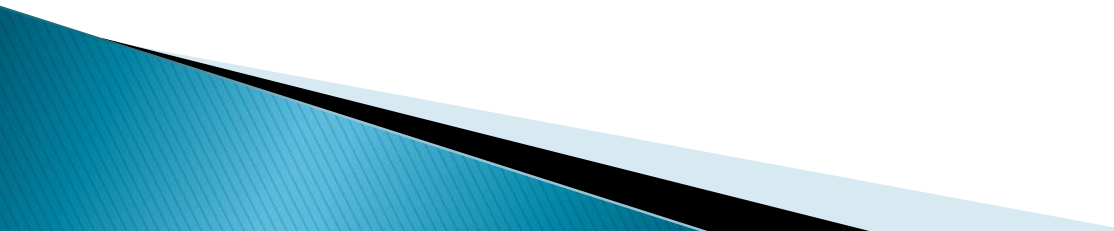


SUMMER INTERSHIP AND ONLINE COURSE

- ▶ SUBMITTED TO– DR SANDESH KUMAR SHARMA
 - ▶ SUBMITTED BY – MEGHA GUSAIN
- 

PART-1

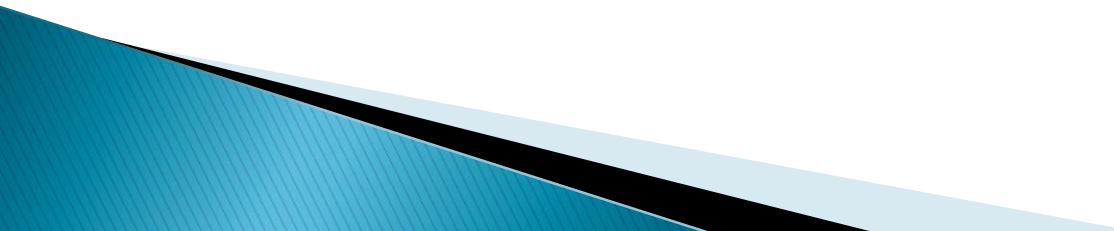
- ▶ SUMMER INTERSHIP ON PATIENT LEAKAGE FROM PHARMACY, LAB, AND ADMISSION IN INPATIENT DEPARTMENT

PATIENT LEAKAGE FROM PHARMACY, LAB AND ADMISSION IN INPATIENT DEPARTMENT

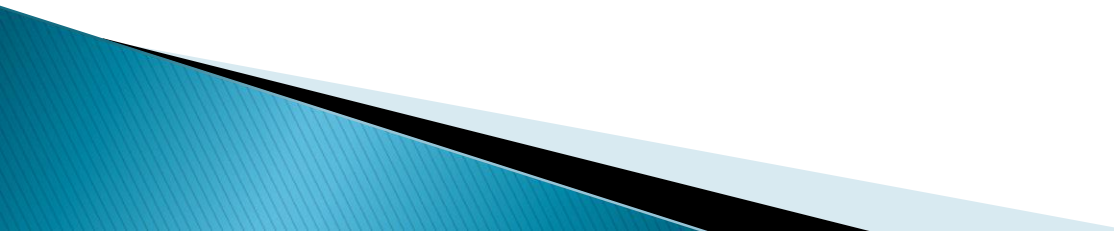
**SUBMITTED TO:- DR. SANDESH KUMAR
SHARMA**

SUBMITTED BY:- MEGHA GUSAIN

INTRODUCTION

- ▶ Patient leakage is a condition or situation in which patient is not adopting the services of the hospital.
 - ▶ Many hospital have great OPD inflow but little sale in IP, Diagnostics and pharmacy.
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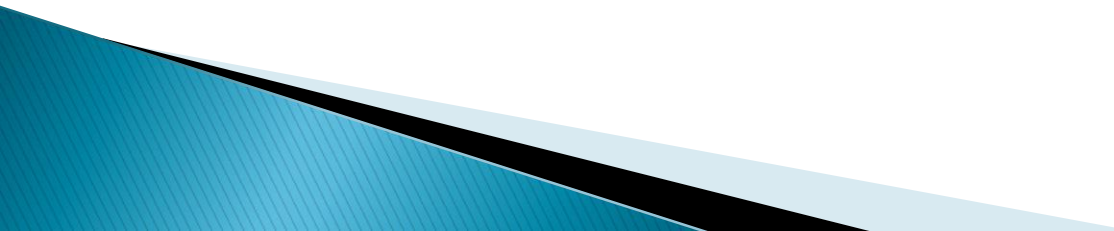
RATIONALE

- ▶ OPD is the first place where patients are addressed.
 - ▶ Patients visit OPD for various purposes like consultations, medicine, lab test, day care treatment, admission, post discharge follow up.
 - ▶ Patients can choose any of these services inside or outside hospital based on their need.
 - ▶ Hospitals are always worry about loses of patients because of it.
- 

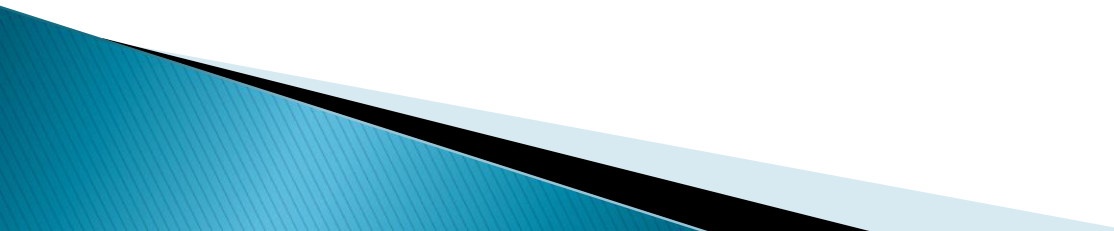
RESEARCH QUESTION:

- ▶ What is conversion percentage of patients leakage from pharmacy, lab and Inpatients Department?

RESEARCH OBJECTIVES:

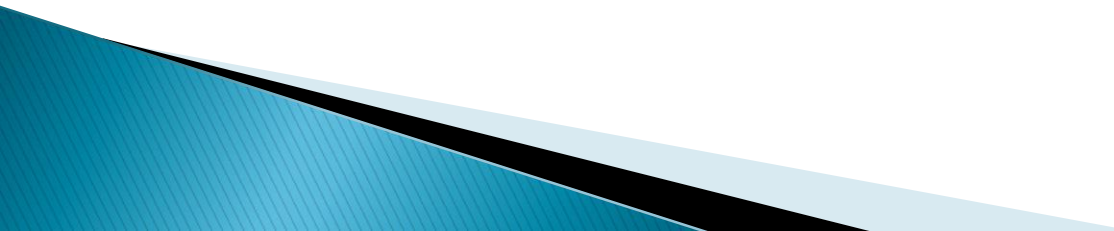
- ▶ To record conversion percentage of patients to Pharmacy, Lab and Admission in Inpatient department
 - ▶ To identify specific reasons for existing conversion percentage to pharmacy.
 - ▶ To suggest initiatives to improve conversion percentage
- 

REVIEW OF LITERATURE:

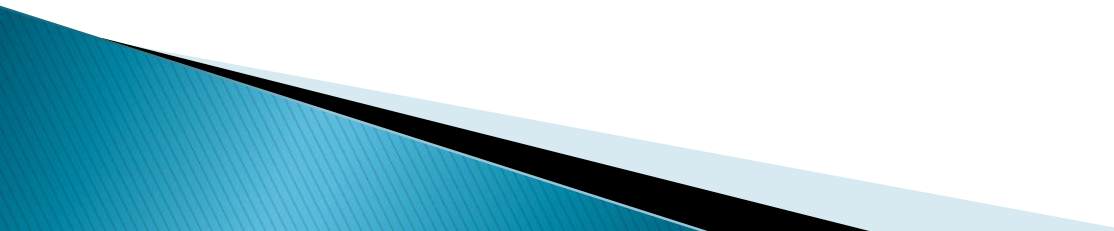
- ▶ According to new report of referral management company fibroblast “62% health system are losing at least 20% revenue every year”.
 - ▶ According to an article Patients leakage Trend “87% hospital executives agree that patients loss is not good for their hospitals, 23% are unable to track patient loss and 20% don’t understand why and where it happens”.
 - ▶ According to another article “Patients leakage can sink hospitals revenues by 20% or more”.(source:)Jack O’Brien-“43% hospitals executive says they have lost 10% or more revenue.23% says they don’t know how they are losing.19% says they have lost 20% or more”.
- 

METHODOLOGY:

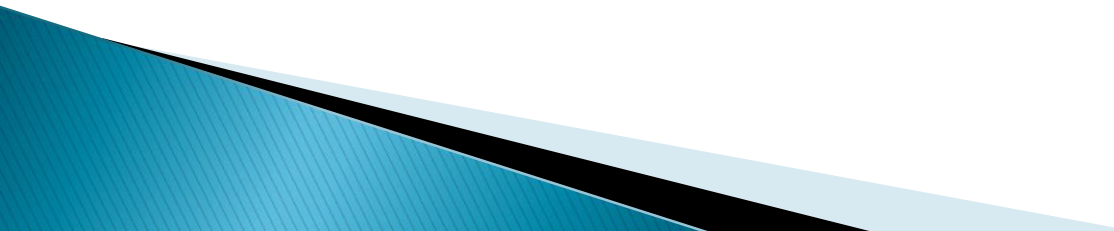
▶ **Process:**

- ▶ The study was started on 29th April and got ended on 24th of May 2019.
 - ▶ From 29th April to 1st May process flow of OPD was observed.
 - ▶ During 2nd phase, which was from 2nd May to 24th May, data collection was done.
 - ▶ Number of patients who were advised for pharmacy, lab and admission were recorded from nurse's counter.
- 

STUDY METHOD

- ▶ **Study Design:** Descriptive Cross-Sectional design.
 - ▶ **Study time:** Four consecutive weeks.
 - ▶ **Sample size:** [a]1689
[b] 100
 - ▶ **Mode of Data collection:** [A]Secondary data
- 

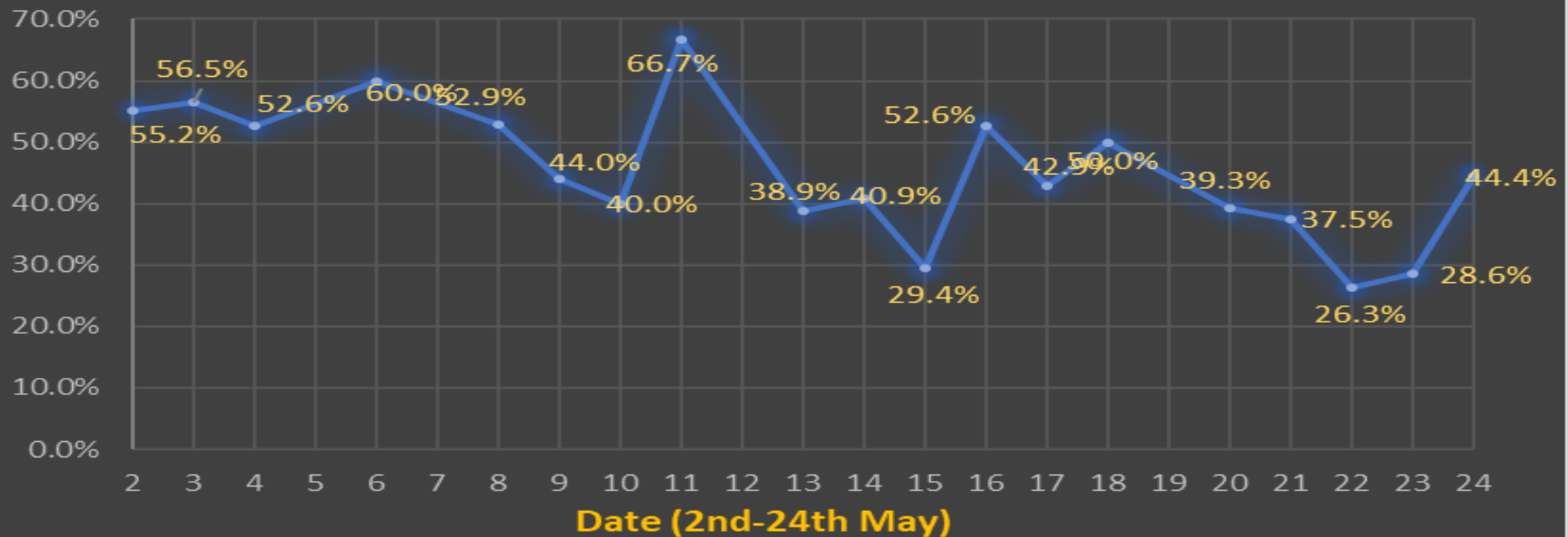
DATA ANALYSIS:

- ▶ 1689 patients were scanned.
 - ▶ Synergy management only conversion of Internal Medicine, Orthopaedics, Nephrology, Cardiology to be seen mainly.
 - ▶ Synergy, conversion should be more than 60%.
- 

A. PHARMACY CONVERSION

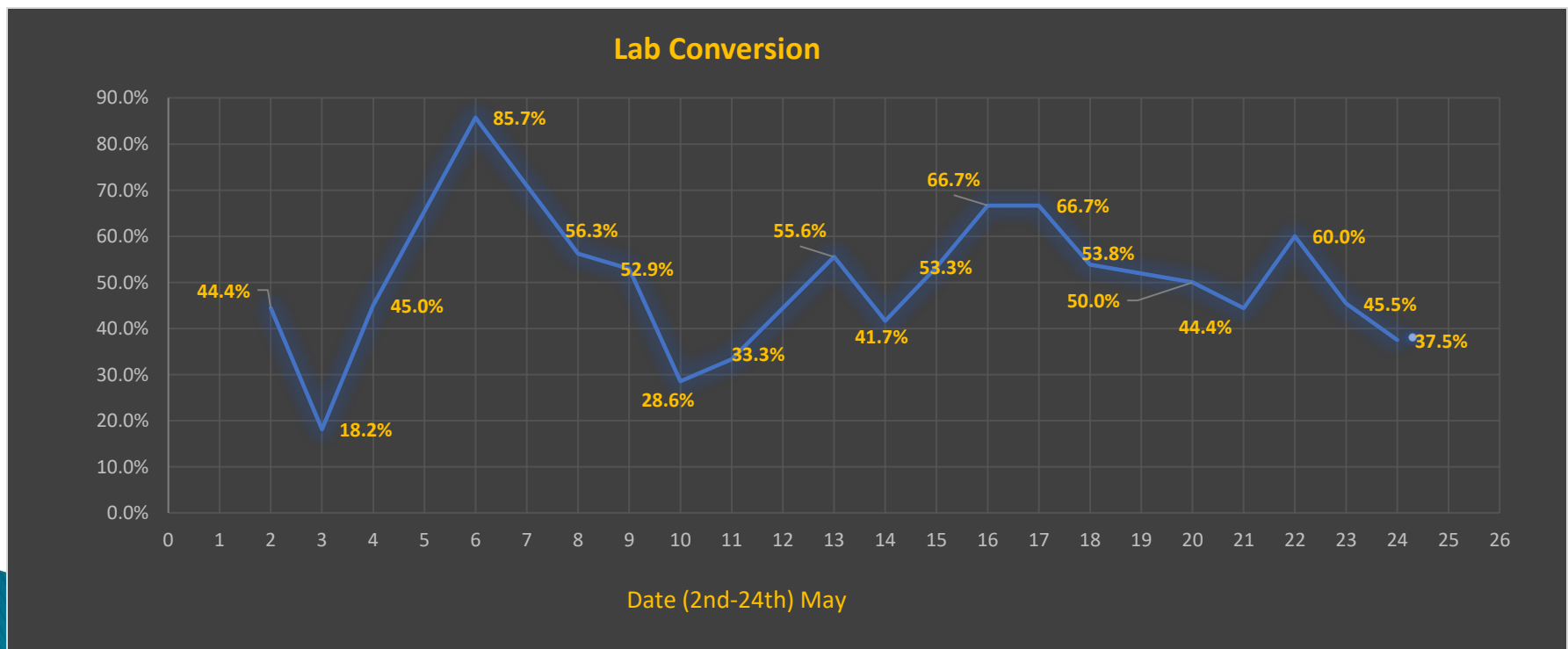
Speciality wise conversion was observed. Out of 392 only 180 patients opted Synergy pharmacy. Overall conversion is 45.9%.

Internal Medicine Conversion



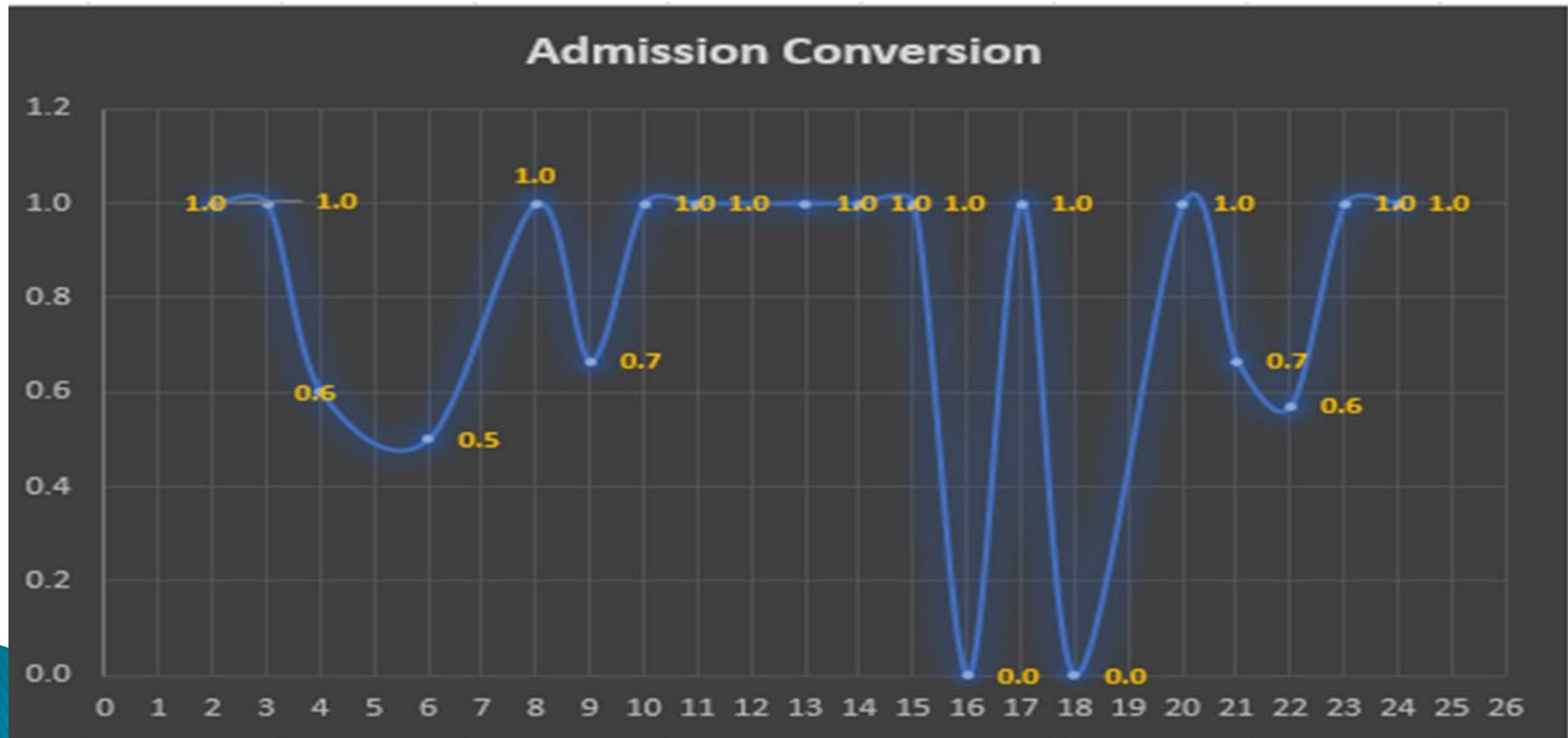
B. LAB CONVERSION

- ▶ Out of 233 advised for lab, only 118 availed lab test services in Synergy hospital. Overall conversion is 49.5%



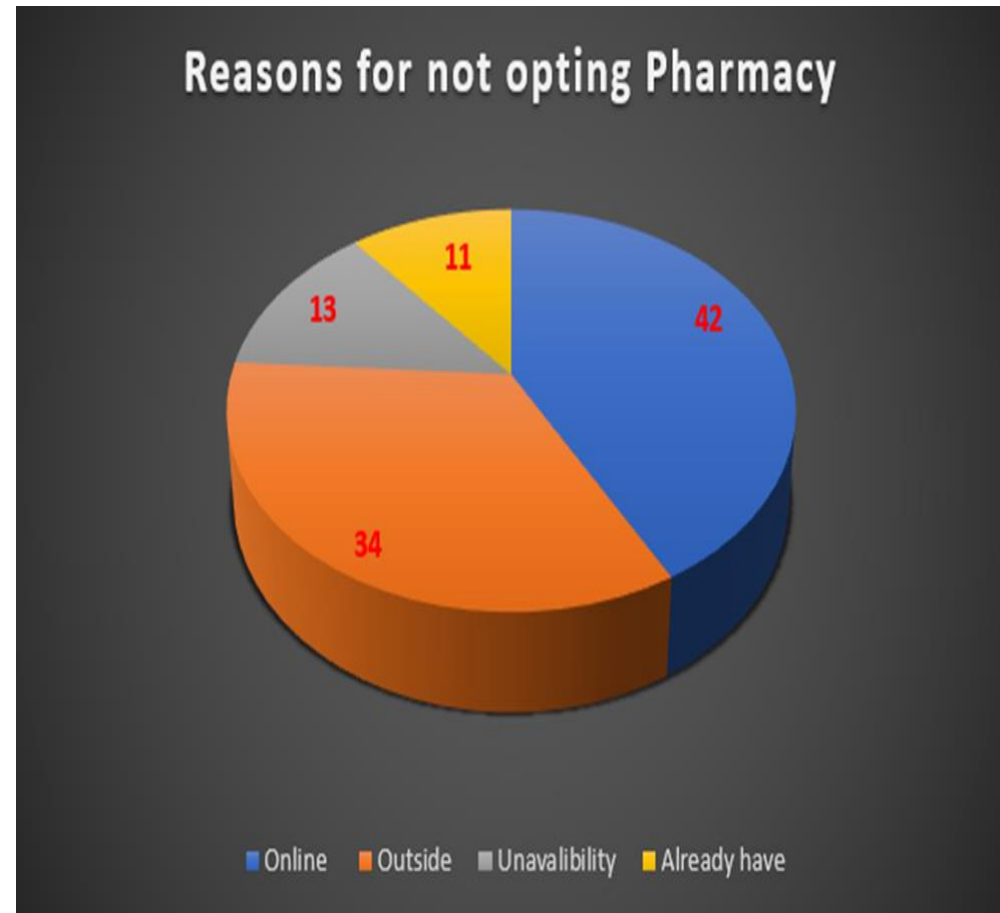
C. ADMISSION CONVERSION

- ▶ (a) According to my observation 51 patients were advised for admission and out of them only 41 patients took admission. Total conversion is 79%

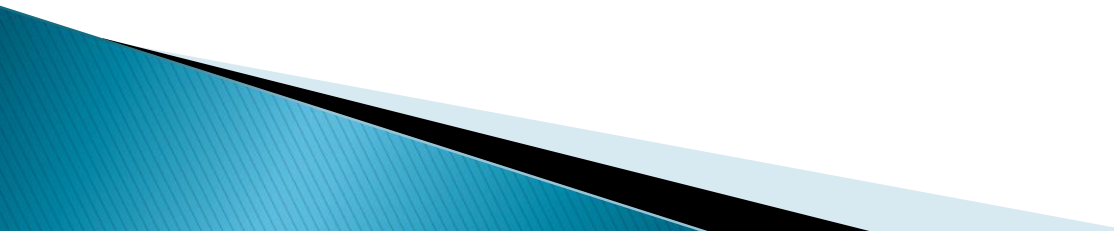


D. REASONS FOR NOT OPTING PHARMACY

- ▶ 42% patients opted medicines from online.
- ▶ 34% took medicines from outside.
- ▶ 13% medicines were not available.
- ▶ 11% patients already had medicines.

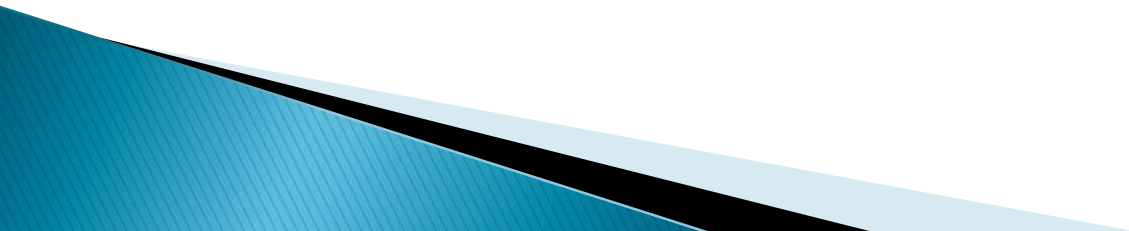


CONCLUSION

- ▶ Admission conversion is 79%, which is good as per Synergy hospital standards.
 - ▶ Pharmacy conversion is below 60%, so needs improvement.
 - ▶ Lab conversion is very low that is 49.5%.
 - ▶ main reason for not opting pharmacy from Synergy is patient's expectancy of getting discount which they don't get from Synergy Pharmacy.
- 

PART - 2

ONLINE COURSE ON LEAN SIX SIGMA
PRINCIPLE

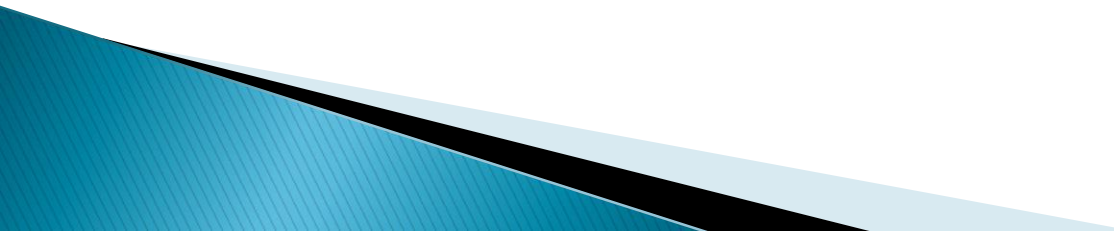


SIX SIGMA PRINCIPAL

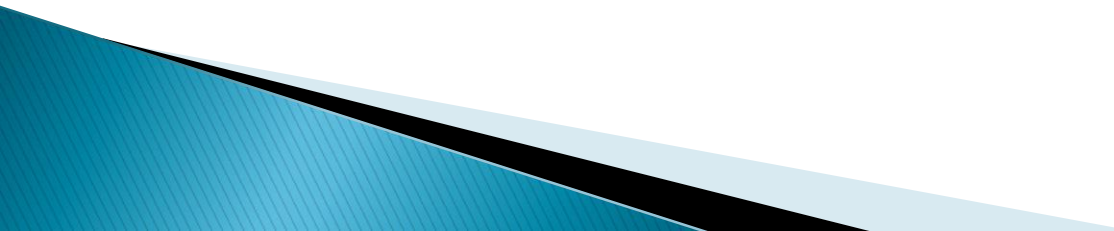
SUBMITTED TO:- DR. SANDESH KUMAR SHARMA

SUBMITTED BY:- MEGHA GUSAIN

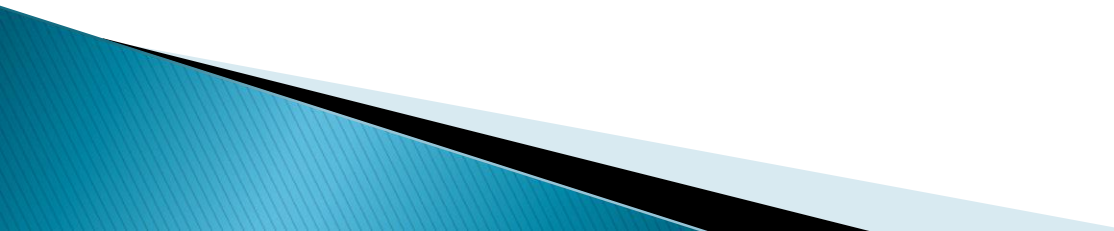
COURSE DESCRIPTION

- ▶ **Lean six sigma is a method that relies on a collaborative team effort to improve performance by systematically removing waste and reducing variation.**
 - ▶ **Lean six sigma not only reduce process defects and waste, but also provides a framework for overall organizational culture change.**
 - ▶ **In order to successfully implement lean six sigma, a combination of tools from both lean and six sigma must be used.**
- 

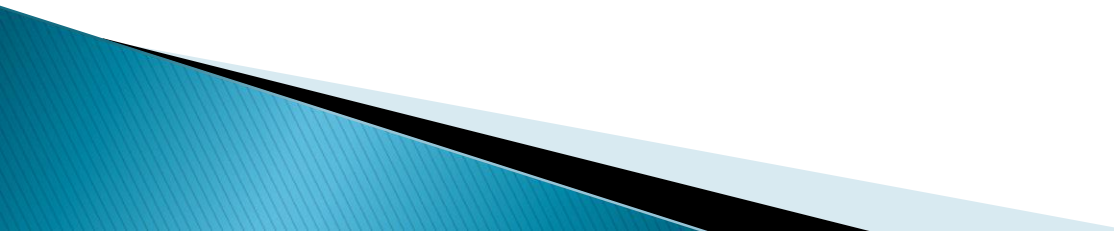
OBJECTIVE OF THE COURSE

- ▶ **To learn the strategy of sustainable development.**
 - ▶ **To Improve customer satisfaction.**
 - ▶ **To Improve Quality.**
 - ▶ **To Reduce defects.**
 - ▶ **To Reduce wastage.**
 - ▶ **To Reduce cycle time.**
 - ▶ **To Improve financial structure.**
- 

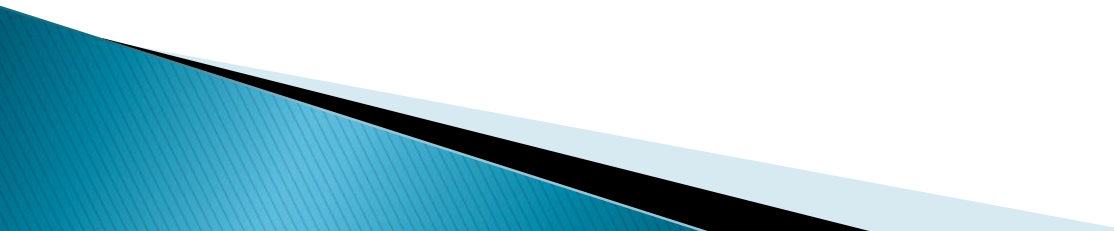
Learning Methodology

- ▶ **Six sigma** -a quality management philosophy and a methodology that focuses on reducing variations, measuring defects and improving the quality of products and services.
 - ▶ **Lean-** to maximise customer value while minimising waste.
 - ▶ **Tools-**
 - ▶ Eliminate waste and excess cost
 - ▶ Reduce variations and defects
 - ▶ Improve our process and customer experience.
- 

Six Sigma Methodology

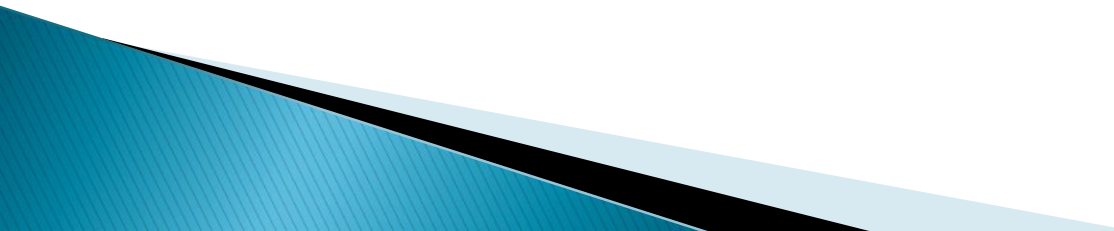
- ▶ There are many process methodologies for six sigma, the most common is **DMAIC**.
 - ▶ **DMAIC** consists of **Define, Measure, Analyse, Improve, and Control**.
 - ▶ **DEFINE:-** In this phase, project goals are set and boundaries established to align with the aims of the organization.
 - ▶ **MEASURE:-** In this phase establishes our baseline.
 - ▶ **ANALYSE:-** In this phase, project team identify problem in the production process.
 - ▶ **IMPROVE:-** In this phase, to determine a solution which is based on the uncovered problem.
 - ▶ **CONTROL:-** In this phase, implementing the actual changes.
- 

Principles of lean

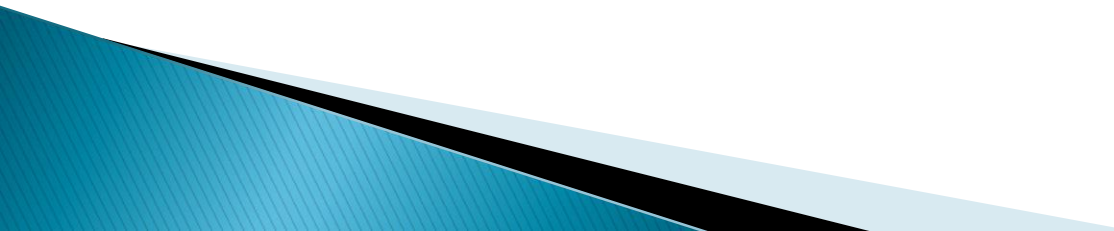
- ▶ Value
 - ▶ Value chain
 - ▶ Flow
 - ▶ Pull
 - ▶ Perfection
- 

Six sigma role and responsibilities

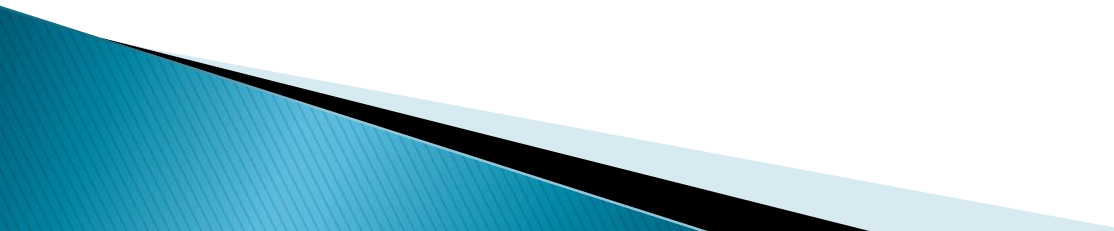
- ▶ Main thing is to create a strong team contribution of each in the team to lead beneficial.
 - ▶ Role and responsibilities of an individuals are also essential to success of the team
 - ▶ **Yellow belt-** someone who knows the six sigma very well.
 - ▶ They plays a central role and managing resources issue and solution implementations.
- 

- ▶ **Green belt-** training is less intense compare to black belt. Training includes all comprehends of six sigma less emphasis on systematic aspects.
 - ▶ **Black belt-** he/she is experienced and well trained professional. It is project manager/ financial analyser.
 - ▶ **Master black belt-** highly educated to six sigma , someone who already done dozens of black belt work. Mainly work high level operations.
- 

Quality tools

- ▶ **Flow chart and process mapping-** are often the first step to understand the process and we can improve them.
 - ▶ **Histogram-** are the first representation data based on the numbers. It tells us the shape the central and the spread of the data.
 - ▶ **Pareto chart-** are used to prioritise the problem and root cause.
 - ▶ **Cause and effect diagram-** basically has three commonly used names used to brainstorming possible root causes of the problems.
 - ▶ **Scatter diagram-** understand a relation between two variable.
- 

Key Learning from the course

- ▶ **From this course I learn:-**
 - ▶ **How to find and eliminate waste**
 - ▶ **Improving process**
 - ▶ **Improving quality**
 - ▶ **Improving management and leadership qualities**
 - ▶ **Importance of tools**
 - ▶ **Importance of teams**
 - ▶ **Importance of Decision making tools**
 - ▶ **Importance of team work**
 - ▶ **Importance of communication**
- 

THANKING YOU

▶ SUBMITTED BY:- MEGHA GUSAIN

