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Roll No:0028 Stream- MBA- HA

About The Organization

Sawai Man Singh (SMS) Hospital, established in 1936 and affiliated with Sawai Man Singh Medical College, is the premier government tertiary-care facility in Rajasthan . With over 6,250 beds and handling approximately 31.6 lakh OPD visits in 2024 (~8,000–10,000 patients daily), it is a major hub for healthcare across Rajasthan and neighboring states.

SWOT ANALYSIS

Strengths:

- Centralized control.
- Free and subsidized healthcare
- Use of Digital platforms like IHMS).
- Wide medical network.

Weakness:

- Severe Crowding
- Fragmented Services
- Staffing and behaviour issues

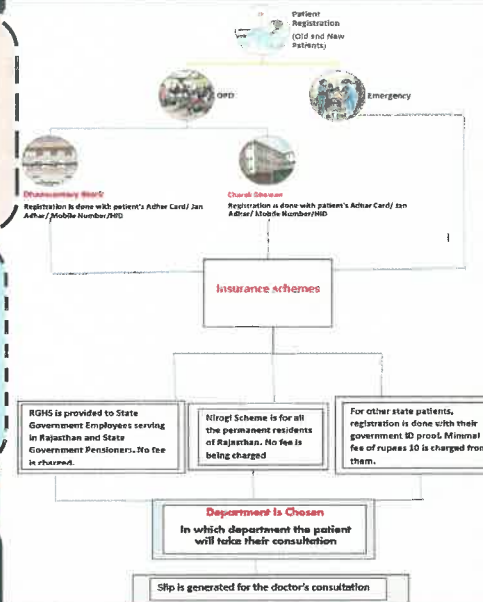
Opportunities:

- Digital appointment and mobile registration
- Completion of new infrastructure.
- Implementation of QMS is underway.

Threats:

- Patient Dissatisfaction and Complaints.
- No proportional staffing.
- Resource constraints.

OPD WORK FLOW



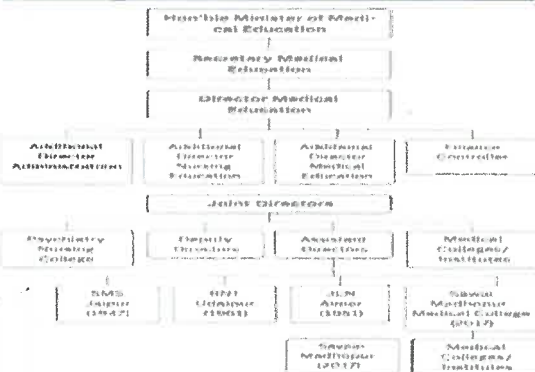
Vission

To deliver accessible, affordable, and high-quality healthcare while serving as a center of medical excellence in Rajasthan.

Mission

To provide compassionate patient care, promote medical education and research, and continuously improve healthcare services.

Organization Structure



OBJECTIVE

Analyzing Daily Peak Hours in OPD, to pinpoint specific hours each day with the maximum patient inflow and to reduce overcrowding at registration, consultation, and pharmacy counters, and to improve patient flow.

THEORY VS PRACTICAL EXPOSURE

- Applied theory from Essentials of Demography and Digital Health in real-time observations.
- Used Excel to create trend analysis graphs as taught in Tableau and analytics modules.

METHODOLOGY

- Collected monthly OPD patient flow data and analysed which department has the maximum patient inflows from 8 am to 2 pm.
- Understood the online IHMS OPD registration workings.

CHALLENGES

- Patients unaware or unable to access IHMS online features.
- Lack of staff training on digital tools.
- High Patient Volume During Peak Hours, No real-time crowd or queue tracking at OPDs.

RECOMMENDATIONS

- Provide IHMS and digital tool training to staff and patients.
- Display banners and set up helpdesks to promote IHMS usage.
- Limit no of walk-in patients
- Temporarily increase manpower during peak hours.

KEY LEARNINGS

- Developed a practical understanding of using digital systems like IHMS for patient and resource management.
- Learned how bottlenecks, wait time, and patient satisfaction metrics can be quantified and improved.
- Enhanced my skills in Analysis & Reporting.