



GAP ANALYSIS OF SUPERSPECIALITY BUILDING AT MDM HOSPITALJODHPUR BASED ON KAYAKALP GUIDELINES



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History and Description

Mathura Das Mathur (MDM) Hospital, Jodhpur largest hospital in the western region. Attached with the government medical collage SN Medical collage at Jodhpur. Inaugurated in 1979 with capacity of 200 beds, which currently at around 2700 beds. SN Medical collage controls budget which headed by a superintendent, who is responsible for the health care services. Currently, 7 Super Specialty department and 12 other department are available. Hospital provide administrative services like, IHMS portal for patient registration and record-keeping and E-Aushadhi system which is an online system capable of having detailed information about availability of drugs . Provide free diagnosis, treatment, and medicine distribution and with various health schemes also like MAA yojana, RGHS, etc.

Mission:

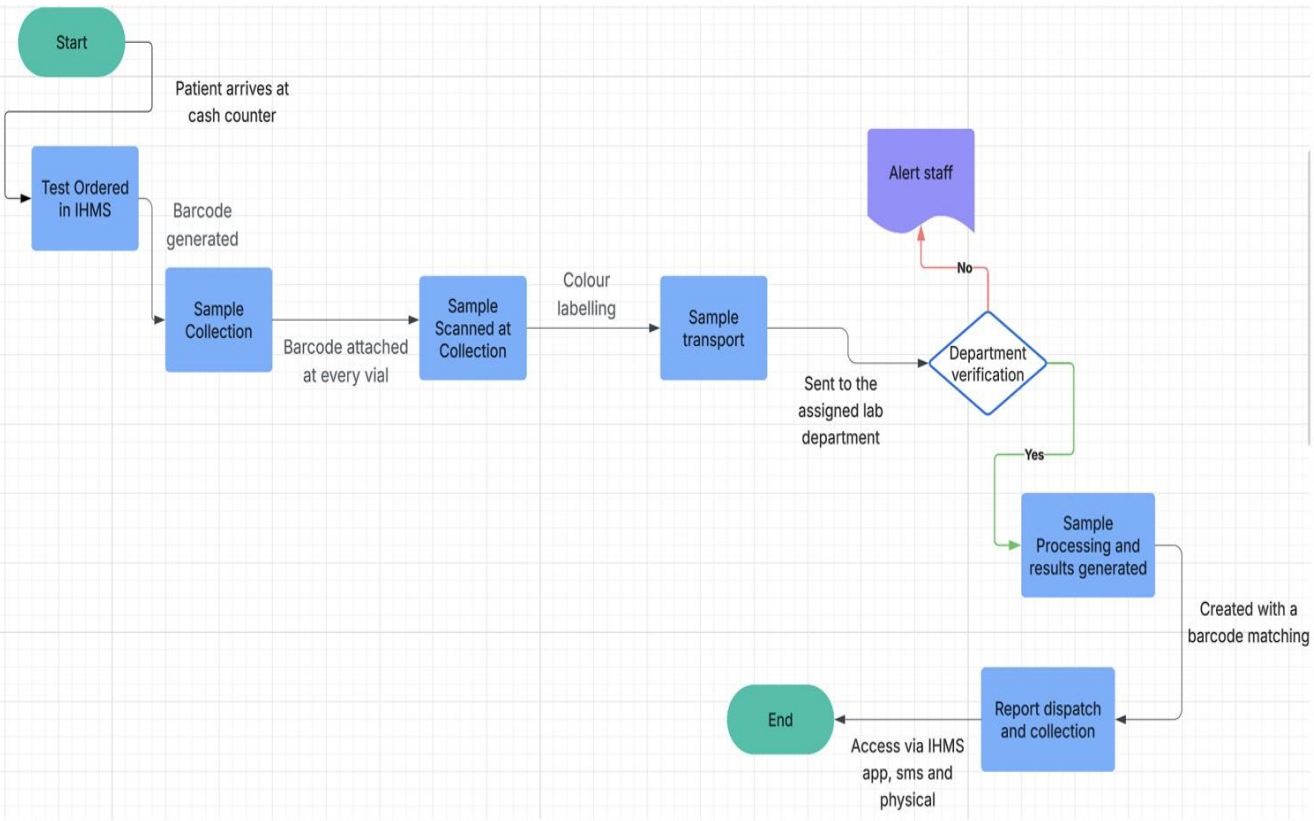
Provide personalized healthcare that focuses on patient happiness and well-being through optimal, evidence-based medical interventions. To improve patient outcomes through investments in medical technologies. To encourage health education and wellness through active engagement in community outreach and public health programs.

Vision:

To provide comprehensive healthcare services accessible to all. To become a model and global leader in healthcare, and a research center on health.

About Project

- This project focuses on enhancing the Integrated Health Management System (IHMS) at Mathura Das Mathur Hospital by digitizing and streamlining the laboratory sample collection and reporting process. The primary goal is to address critical inefficiencies and improve the overall patient and staff experience.



Practical Exposure vs Theoretical Understanding

- Operations Management: Applied process re-engineering principles to design efficient workflows, using barcodes and color-coding to reduce errors and delays.
- Health IT Strategy: Addressed system failures by proposing a scalable hybrid cloud architecture to ensure server reliability and uptime.
- Data Analytics: Leveraged data visualization by analyzing daily sample loads and test distributions to identify key problem areas and inform solutions. Patient-Centric Design: Focused on improving stakeholder experience by designing solutions to reduce patient wait time and simplify staff tasks

SWOT ANALYSIS

STRENGTH

- High Quality of care
- Experienced staff
- Trust and reputation
- Technology use- IHMS
- Satisfied patient experience
- Bed capacity

WEAKNESSES

- Communication gaps
- Overburdening of staff leading to decreased efficiency
- Overlapping of roles and duties leading to confusion and delayed progress
- Involve staff in digital transition planning

OPPORTUNITES

- Conduct IHMS training to overcome digital illiteracy.
- Introduce admin support for faster decision-making.

THREATS

- Lack of quality compliance because of higher footfall
- Poor patient feedback because of complex patient flow.

Major Learning

- Gained practical insight into how government hospitals and their administration function, including observing core processes like admissions, discharges, and infection control.
- Applied management concepts like queue management and resource allocation to develop practical solutions for daily challenges such as overcrowding.
- Learned to work on the IHMS digital platform and became familiar with government health schemes like MMA Yojana and RGHS.

Challenges

- Facing challenge to reduce long waiting time due to large footfall daily in OPD, leading to long waiting time
- Multiple approval need for simple tasks.
- Saff are overburdened, leading to delays in service delivery.
- The hospital's Outpatient Department (OPD) is struggling with long and persistent waiting times due to the high volume of patients visiting daily.
- Patients often feel lost and confused about how to navigate the OPD to find the services they need.
- Staff members are overworked, which is causing delays in service delivery and patient care.

