

INTERNSHIP AT

**Govt. District Hospital,
Rajnandgaon**

By

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Introduction

This report provides a comprehensive overview of my internship experience at Government District Hospital, Rajnandgaon [C.G.]. The primary focus of my project was conducting a Time Lapse Study to identify service delivery delays and systematic gaps, aiming to improve patient satisfaction and operational efficiency.

Objectives of Internship

1. To understand the real-time workflow of OPD services.
2. To study the patient flow and time taken at each service point.
3. To identify the bottlenecks and inefficiencies in the OPD ward.
4. To suggest the feasible improvements for smoother functioning.
5. To gain hands on experience in hospital operations and patient care delivery.

Organization Profile

Government District Hospital, Rajnandgaon [C.G.] is a tertiary care center providing a wide range of medical services to the residents of Rajnandgaon district and nearby regions. The hospital operates under the supervision of the Department of Health & Family Welfare, Government of Chhattisgarh. It caters to a large patient population and offers services including OPD, IPD, diagnostic facilities, emergency care, specialty clinics, general medicine, surgery, Paediatrics, and gynaecology. It is also a nodal center for many national health programs.

Services Provided by Government district hospital

- OPD and IPD Services
- Emergency and Casualty Care
- Laboratory and Diagnostic Facilities
- Maternal and Child Health Services
- Surgical Services
- Government Scheme Implementation (Ayushman Bharat, JSY)
- Public Health Outreach & National Health Programs (NCD, RNTCP, NPCB, etc.)

Key Activities/Projects Undertaken

- Performing time-motion analyses in the outpatient department.
- Documenting entry and exit times at registration, consultation, diagnostic, and pharmacy counters.

Conducting interviews with patients and staff to ascertain the causes of delays.

- Developing a flow chart for the outpatient department to identify process inefficiencies.

Key Learnings from Internship

- Acquired a thorough gaps of the OPD workflow in a government setting.
- Time-lapse methodology helped develop analytical and data collection skills.
- Identified key areas of delay, like pharmacy lines , registration counters and diagnostic area.
- Acquired knowledge about the significance of departmental coordination for smooth service delivery.
- Acknowledged the importance of soft skills in handling complaints and communicating with patients.
- Acknowledged the necessity of digitalization and infrastructure improvements in government hospitals.