

NANAVATI MAX SUPER SPECIALITY HOSPITAL MUMBAI

A STUDY ON TURNAROUND TIME IN OPERATION THETARE

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1. HISTORY

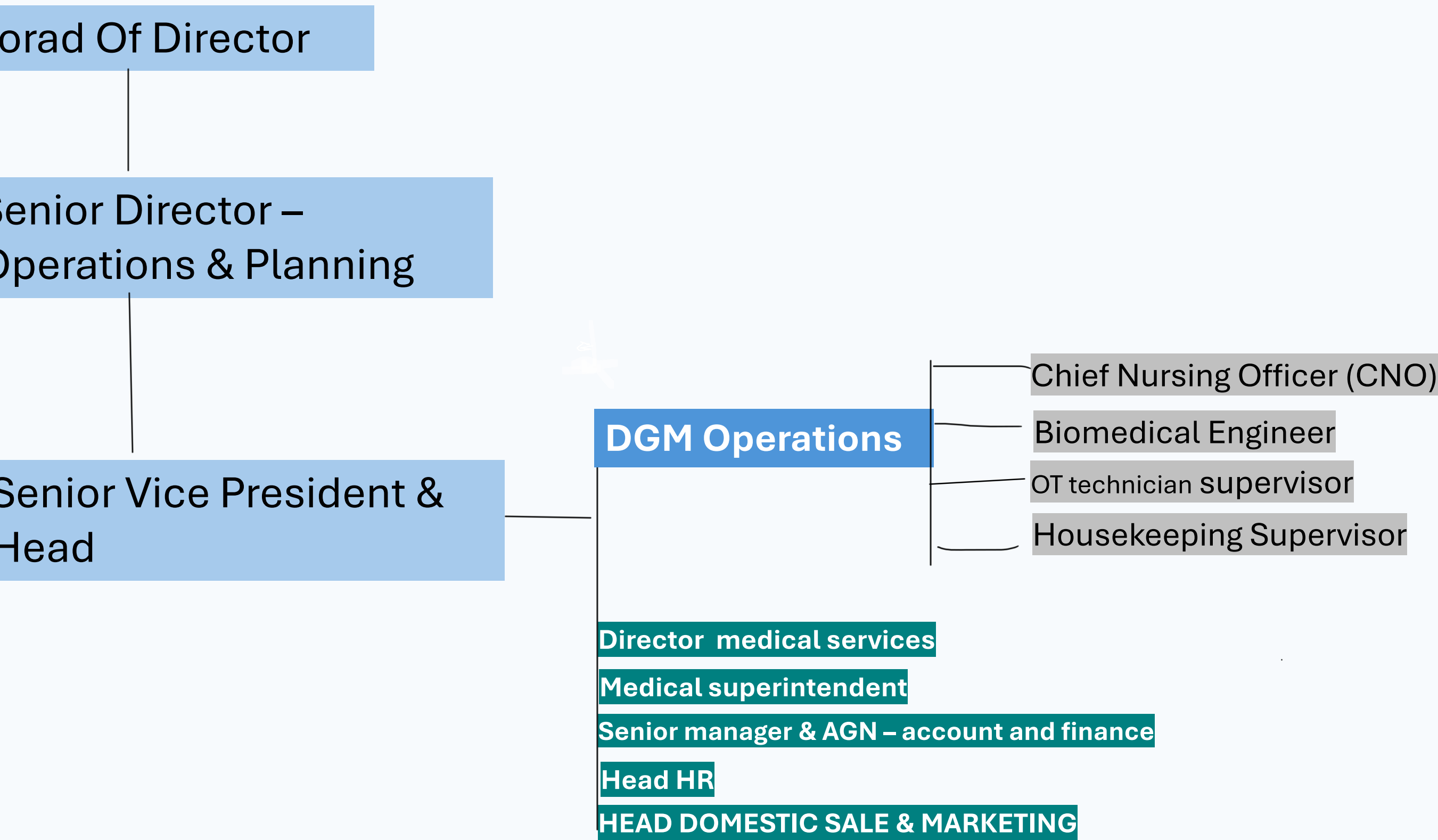


Dr. Balabhai Nanavati Hospital, Mumbai, established in 1950, reintroduced as Nanavati Max Super Speciality Hospital in 2020, is a leading healthcare institution providing comprehensive medical services. It features 350 beds & 55 specialty departments

2. VISION AND MISSION

To be the most well-regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting-edge research.to serve. To excel.

3. Organization structure



4

THEROTICAL	PRACTICAL
1. Learned about OT workflow and benchmarks in class	1. Understood real-time OT delays and causes
2. Theories on process improvement, hospital operations	2. Coordinated with nursing, anesthesia, and housekeeping teams
3. Applied operations management and quality tools	3. Observed scheduling gaps and patient shifting delays
4. Used statistical tools like Pareto and Fishbone diagram	4. Hands on with data collection and root-cause analysis

5. SWOT ANALYSIS

Strengths	Weaknesses
- The hospital already has a planned OT schedule, which brings structure to the day. - Doctors, nurses, and anesthetists are skilled and handle many surgeries daily. - There are some SOPs and basic systems already in place for OT operations. - The hospital has a good reputation and NABH accreditation, which supports quality care.	- Delays in shifting patients because porters aren't always available on time. - Cleaning staff were sometimes missing, which delayed OT preparation. - Doctors exceeded scheduled surgery time, which affected the next case. - No clear SOPs for transferring patients or post-op cleaning. - TPA clearance and insurance paperwork was sometimes incomplete or delayed
Opportunities	Threats
- Implement a digital tracking system To monitor each stage of the OT process from patient entry to cleaning so that delays can be easily identified and reduced - Train support staff (porters, cleaning team) on the importance of quick turnaround. - Set reminders and alerts in the system for tasks like cleaning, shifting, or pre-op readiness to improve coordination. - Make TPA clearance faster with better documentation and digital tracking.	- A growing demand for surgeries might put extra pressure on existing systems, potentially stretching resources thin. - If waiting times are too long, some patients might prefer going to another hospital for faster treatment - If standard protocols aren't consistently followed, external reviews (like audits) may highlight operational gaps. - Limited workforce or financial constraints could quietly slow down the pace of ongoing improvements.

6. CHALLENGES & LEARNING DURING INTERNSHIP

Challenges faced during internship	Learnings During Internship
- Inconsistent documentation and delay in updating OT logs - Unclear coordination between OT, recovery, and housekeeping staff - Delay in patient transport and unavailability of stretchers - Resistance to workflow changes from staff	- Gained insights into OT workflows and bottlenecks - Developed analytical skills using Excel for TAT analysis - Understood inter departmental coordination - Identified importance of real time data tracking for operational efficiency

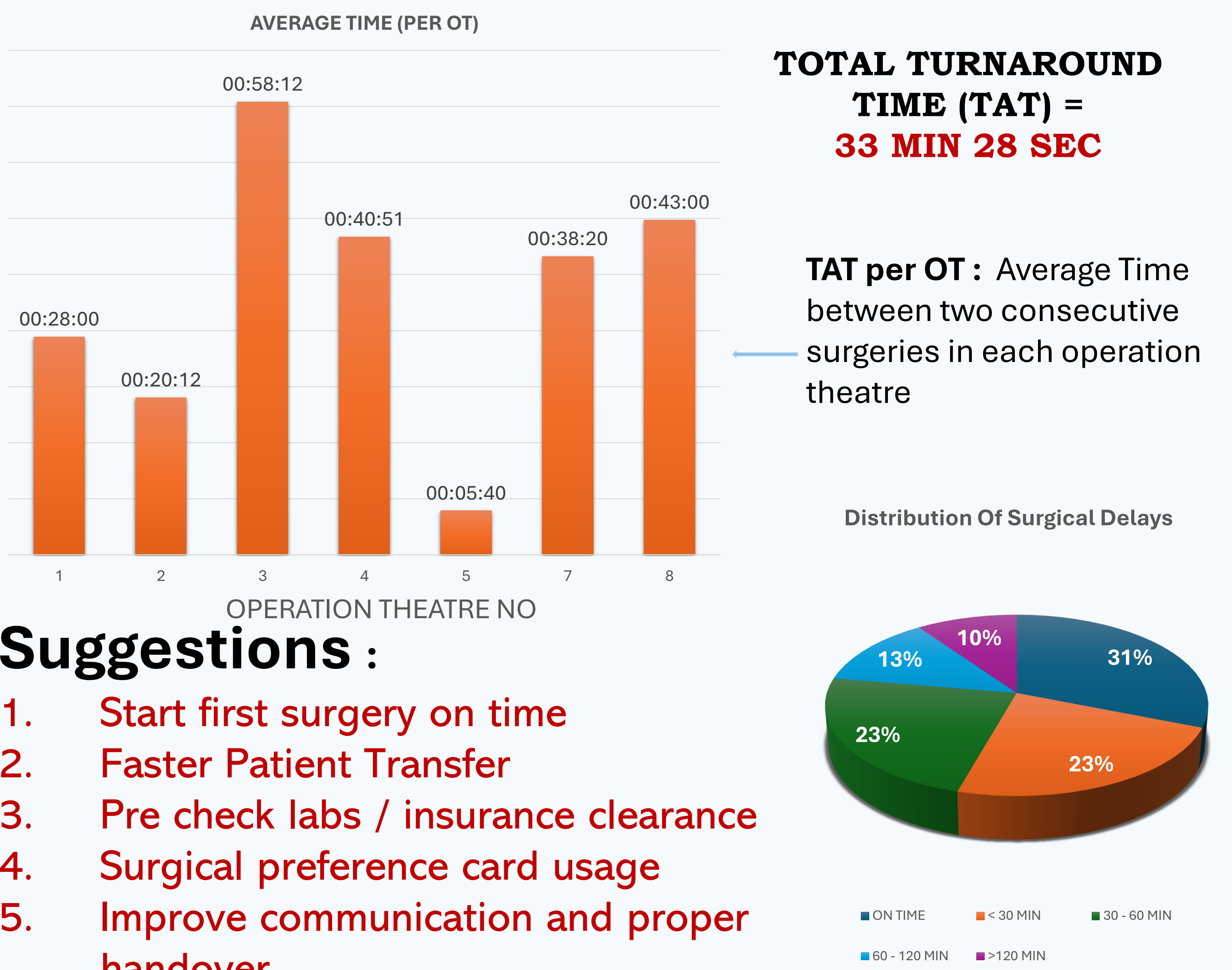
7. PROJECT

AIM & OBJECTIVE :

- To identify the barriers behind delays in operation theatre turnaround time
- To suggest practical solutions to improve OT efficiency at Max Nanavati Hospital

Methodology :

- Data Recorded Manually Over 15 Days
- A Total Of N = 103 Surgical Cases Were Observed Across 7 Operation Theatres During The Study Period
- Data Analyzed Using Excel Presented Via Charts



Suggestions :

- Start first surgery on time
- Faster Patient Transfer
- Pre check labs / insurance clearance
- Surgical preference card usage
- Improve communication and proper handover

