



1.BRIEF HISTORY

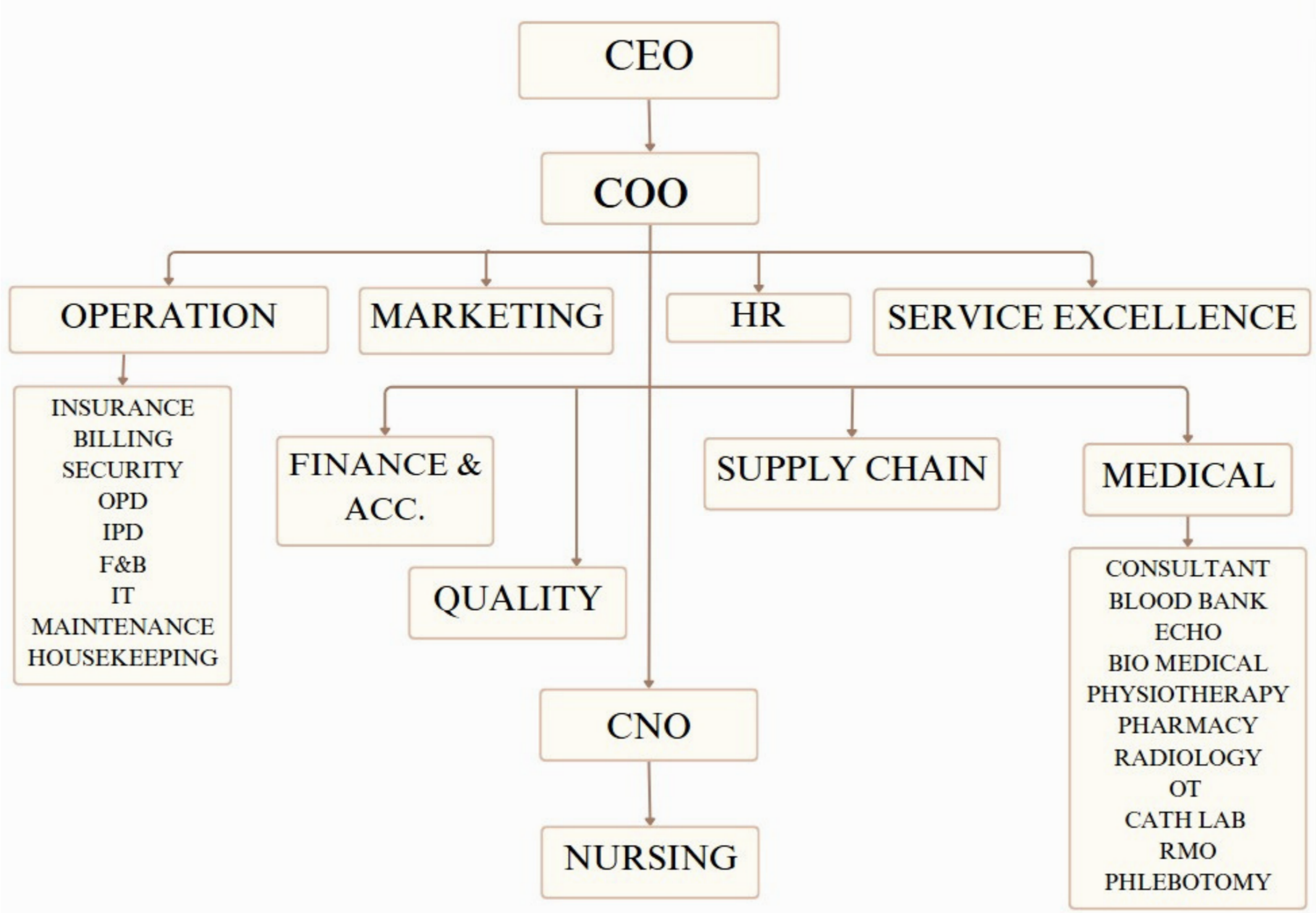
Apollo Hospitals, Sheshadripuram, opened on August 1, 2015, as Bangalore's third hospital and Karnataka's fourth. This 200-bedded multi-specialty facility includes a 10-bed emergency department and a 40-bed ICU, serving the Sheshadripuram and Malleshwaram areas. Conveniently located near a metro station and Mantri Mall, it caters to major corporates like IISC, ISRO, ABB, and ITC. The hospital also features a Tender Loving Care (TLC) system, celebrating patients' birthdays and special occasions with personalized care and cake.

2.VISION & MISSION

Vision: ‘Touch a Billion Lives’

Mission: Our mission is to bring healthcare standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education , research and healthcare for the benefit of humanity

3. ORAGNZATIONAL STRUCTURE OF APOLLO HOSPITAL (BANGALORE)



4. LEARNING DURING INTERNSHIP

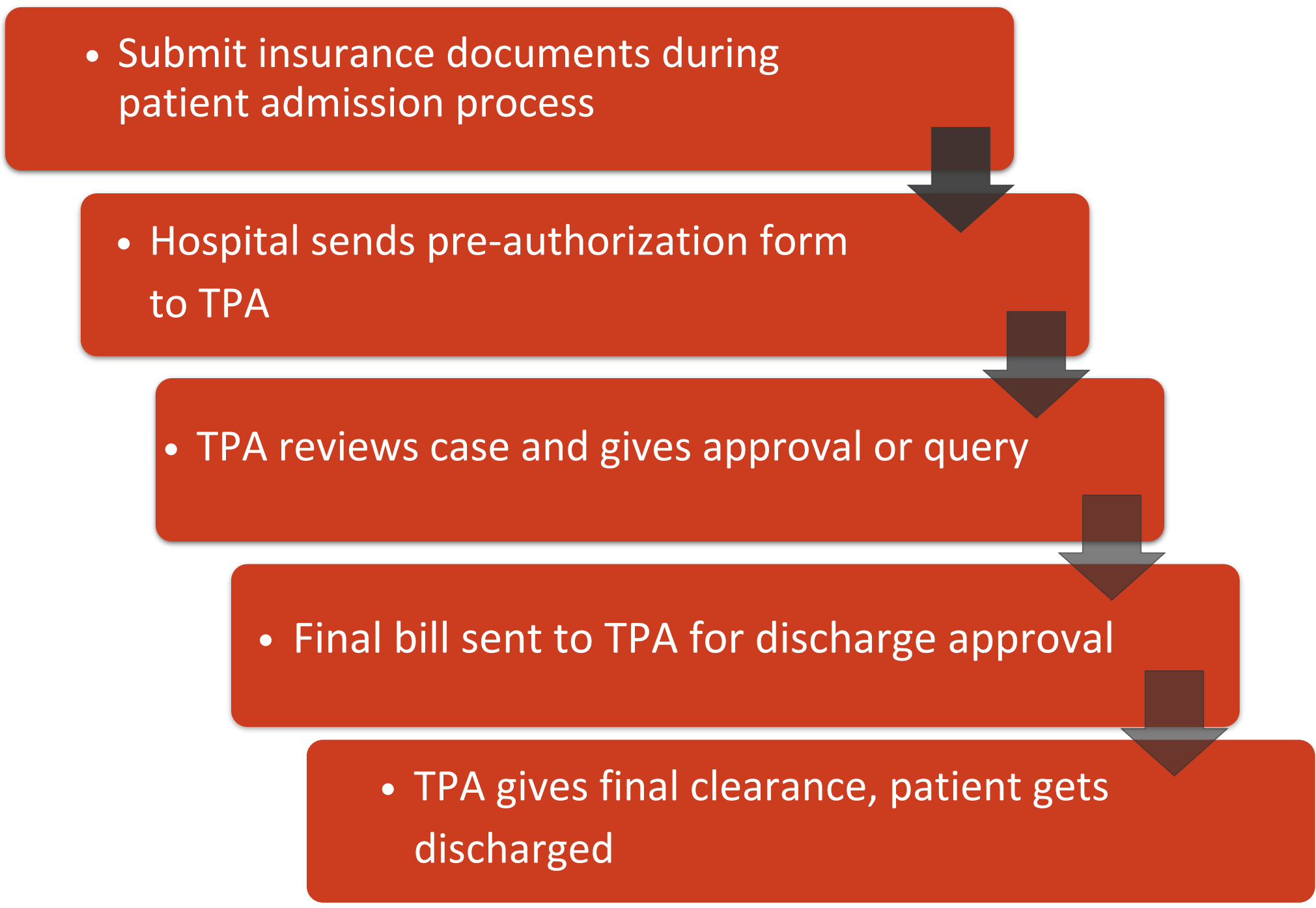


Fig.1 PROCESS OF INSURANCE APPROVAL

5. VALUE ADDITIONS

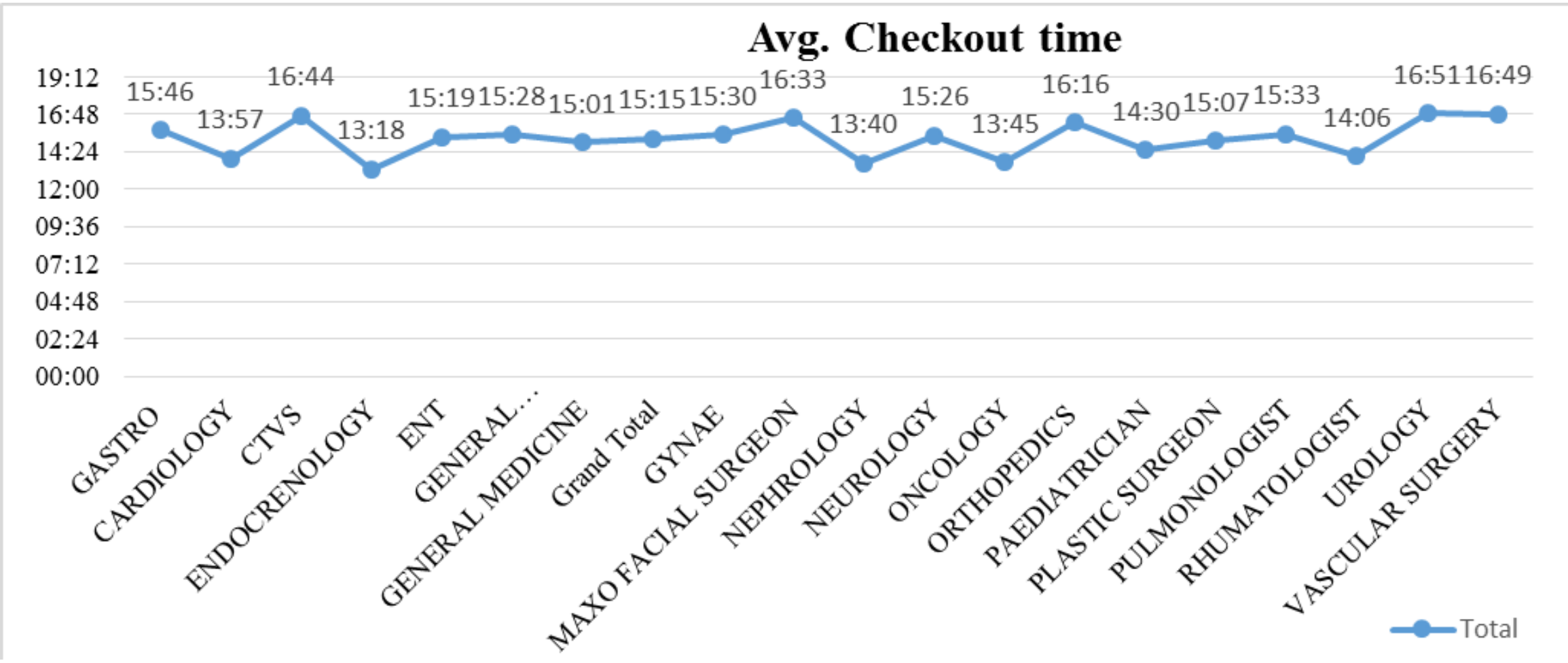


B).ASSIGNMENT

TAT analysis

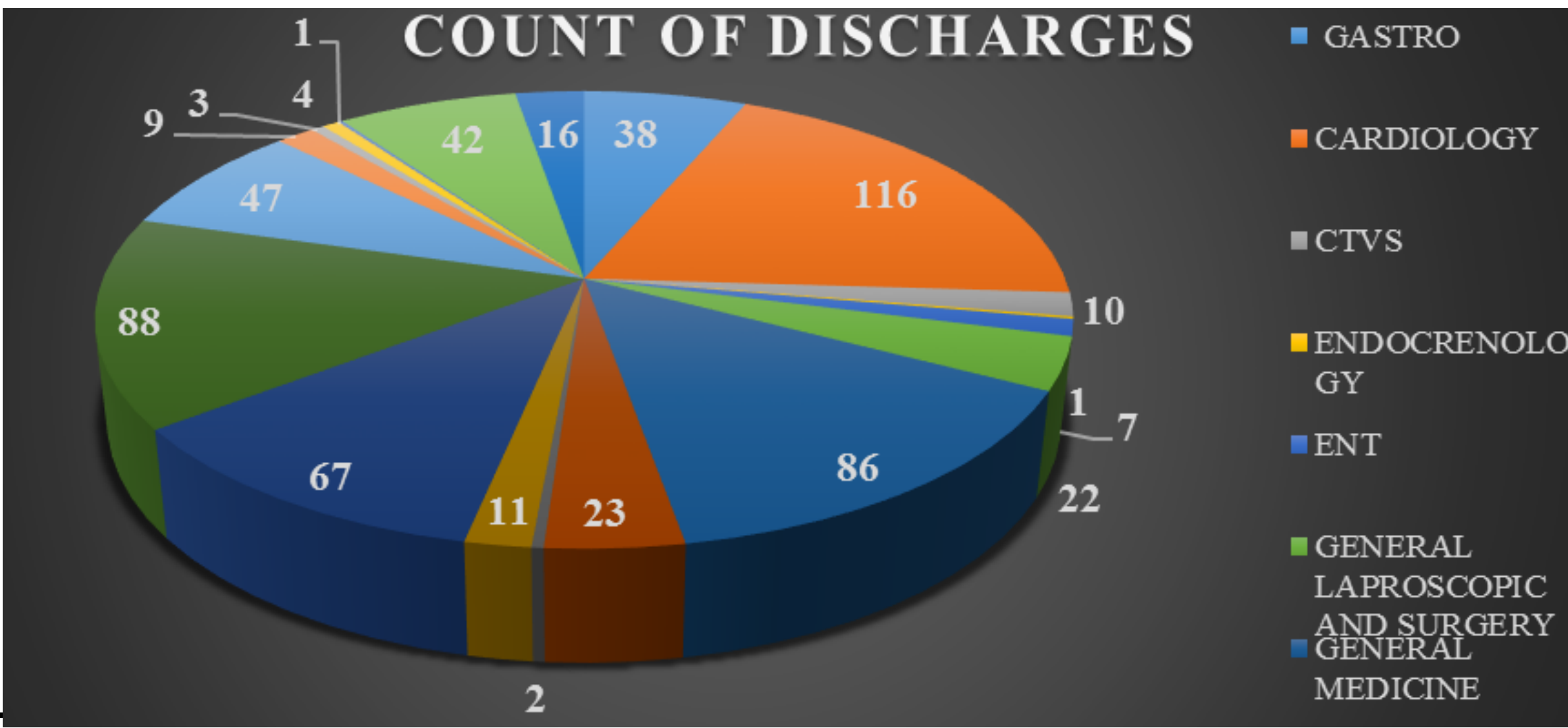
- Discharge TAT analysis for MAY,25 of all IPD, ICU, Presidential, Private ward, basically of all floors

Fig. B1 Specialty wise avg. checkout time



This fig shows that CTVS TEAM, ORTHOPEDICS, VASCULAR SURGERY & UROLOGY has the highest timings for intimation & discharges both

Fig. B2



This pie chart shows how many no. of discharges are were there as specialty, who has highest no. of discharges.

Fig.B3 Insurance TAT

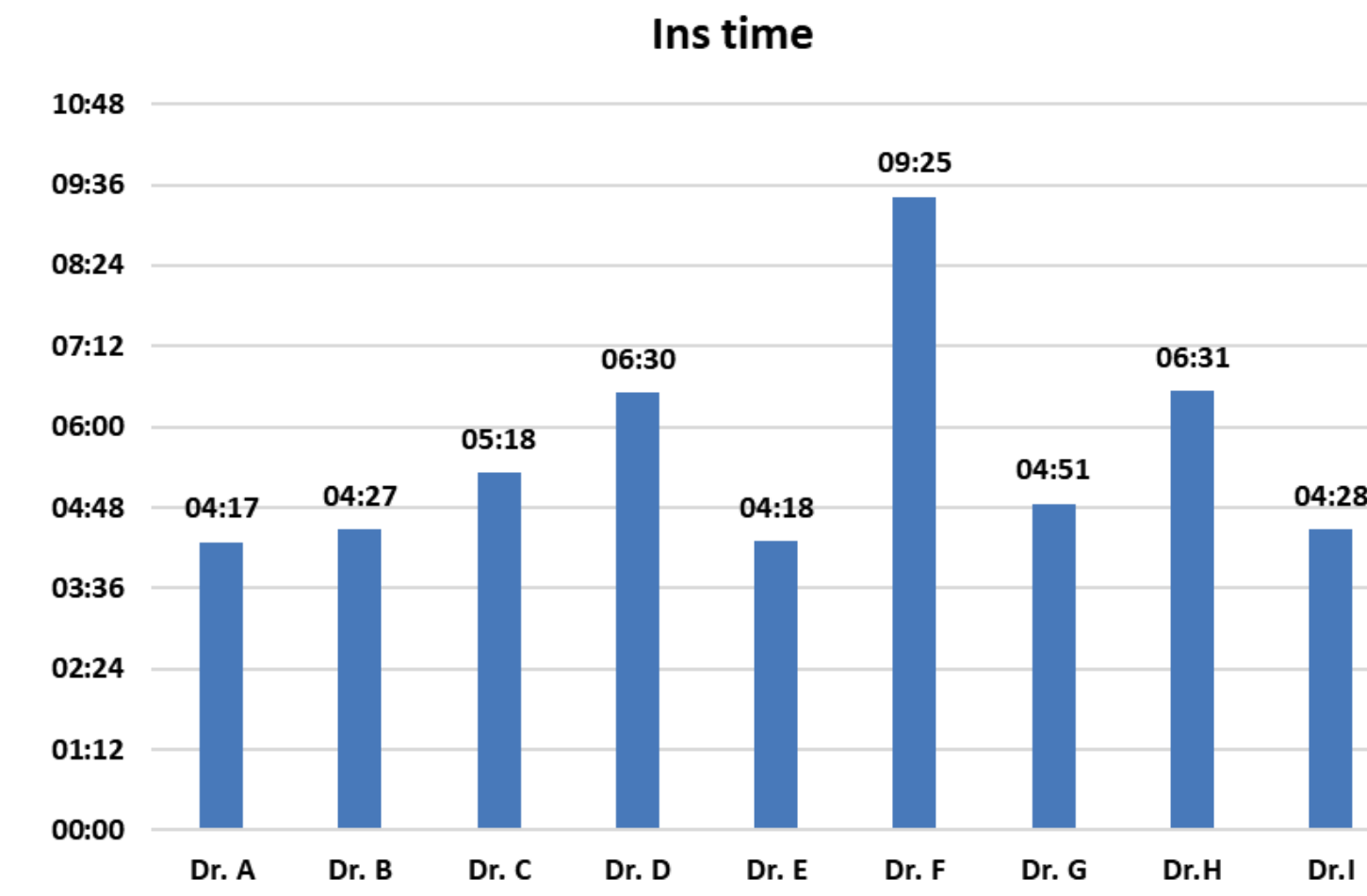


Figure B3 it show that which doctor has the highest insurance TAT time

Fig.B4 Cash TAT

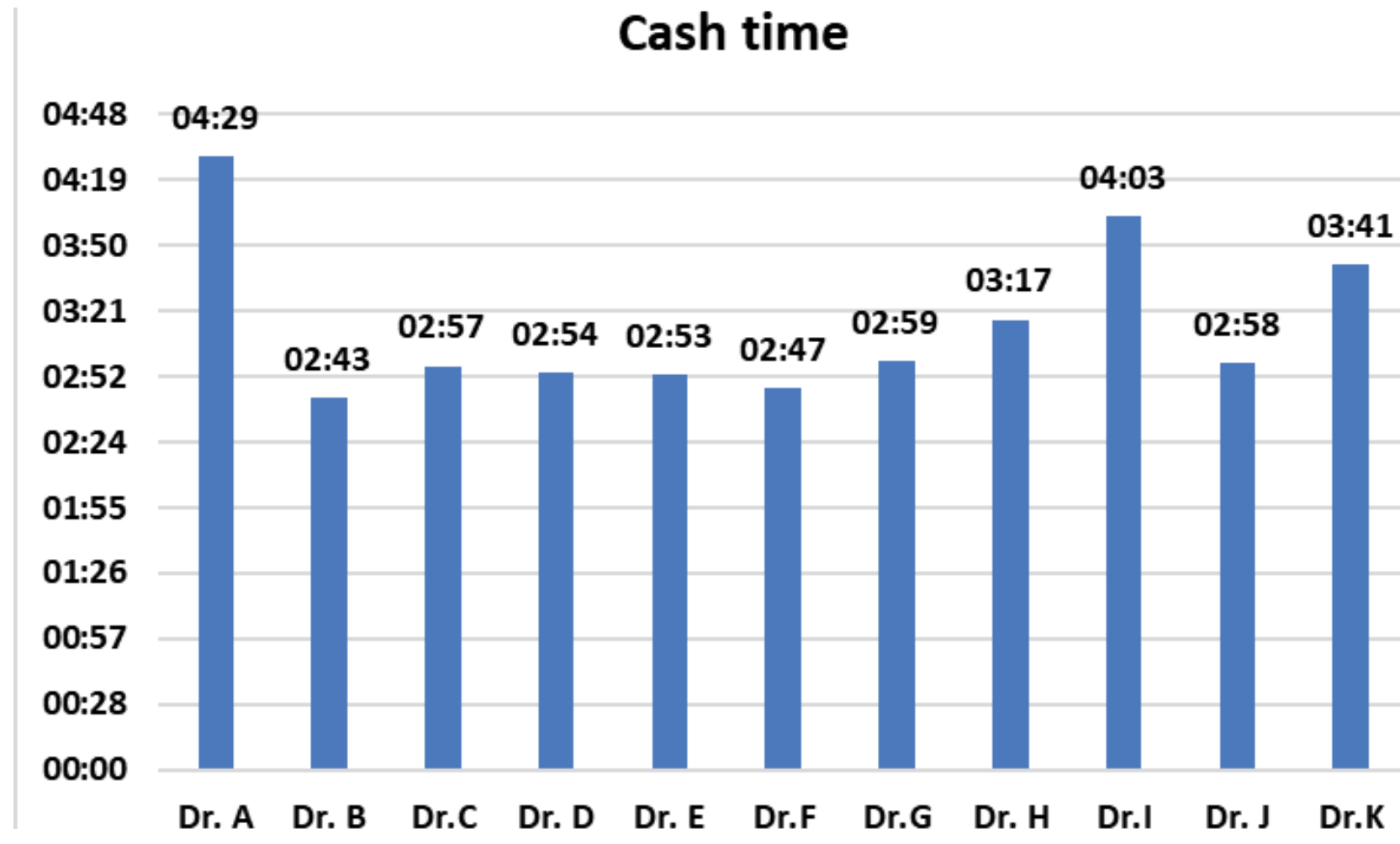


Figure B4 This graph show that which doctor has the highest cash TAT time

D). FINDINGS

- Oncology has the longest discharge summary delay (7 hrs); Gastro leads billing delays (8.2 hrs).
- Patient Settlement is the main bottleneck, averaging 13–15 hrs delay, only 1.7% meet the 4-hr standard.
- Operations run smoothly with minimal delays (<0.2 hrs); Discharge Summary and Operations exceed standards (>99% compliance).
- Delays also due to late rounds (General Medicine), surgeons stuck in OT, and 1st & 7th floors showing most checkout delays.
- Some doctors with fewer monthly patients (<10) in specialties like Cardiology and Rheumatology have higher discharge times, affecting overall averages.

6. THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

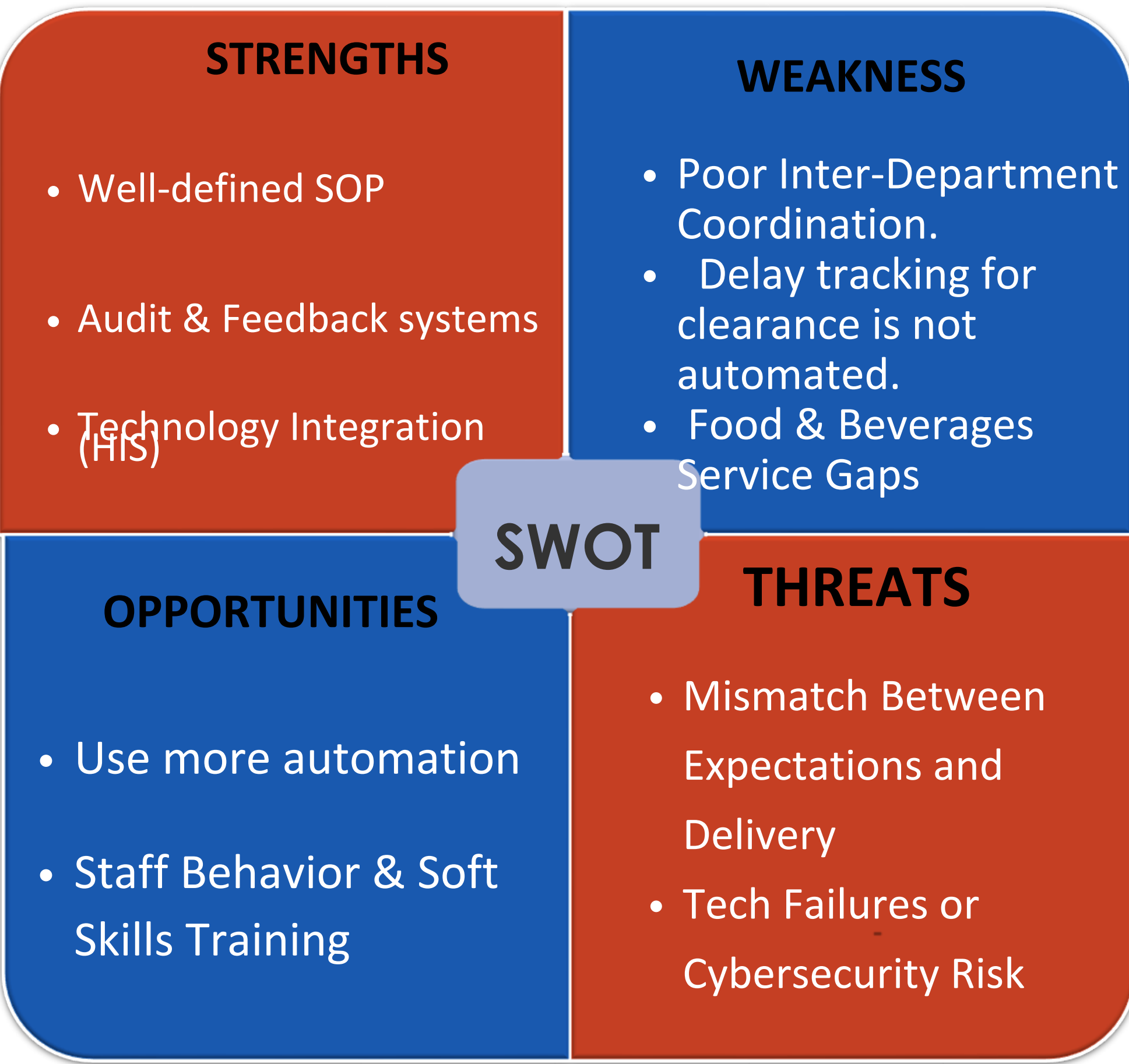
Theoretical concepts

- Hospital Operations & Workflow Management
- Quality Assurance & NABH Standards
- Healthcare Information Systems (HIS, CPOE, EMR)
- Lean Management & Turnaround Time Analysis.

Practical Learnings

- Discharge TAT Data Collection & Analysis
- Interdepartmental Coordination & Communication
- Patient Flow & OPD Process Optimization
- Real-time Use of Digital Tools & Reporting Dashboards

7. SWOT ANALYSIS



8.USEFULNESS OF INTERNSHIP

- Exposure to the real field of work and learned work ethics
- Improvements in skill-sets
- Networking with experienced people in the industry.

9. SUGGESTIONS

- Improve communication between departments.
- Enhance patient transport system
- Prioritize planned discharge
- Foster a behavioral change
- Train nursing staff communication
- Simplify billing process by adding the implanting the implant charges



TLC(Tender loving care)

