

Difference Between practical exposure at Organization and Theoretical Understanding?

Manipal Hospitals is one of India's leading multi-specialty healthcare providers, established in 1953 by Dr. T.M.A. Pai. Headquartered in Bengaluru, the hospital network operates over 30 hospitals across the country. It is part of the Manipal Education and Medical Group (MEMG), known for its commitment to clinical excellence and patient-centric care. With advanced medical technology and highly qualified professionals, Manipal Hospitals offers comprehensive services across various specialties. It has earned national and international recognition for quality healthcare, including accreditations from NABH and JCI. The group continues to expand its footprint with a strong focus on affordability, innovation, and trust.

1. To analyze the OT patient process flow during various phases of Operation theaters.
2. To identify reasons for delays in each phase of patient process flow.
3. To provide recommendation to improve the OT scheduling and reducing the delay in surgeries leading to more patient satisfaction.

Methodology

Study Design	Observational Study
Sample Size	150 Patients
Study Tool	Fish Bone analysis, Bar chart & MS excel
Sample Technique	Non-Probability Convenience sampling

- **Understood hospital hierarchy and interdepartmental roles**
- **Mapped full patient journey: OPD → IPD → Billing → Discharge**
- **Studied TAT, SOPs, emergency codes, inventory, and EMR systems**

- **Observed daily operations in OPD, IPD, diagnostics, and billing.**
- **Analyzed delays (TAT) in key hospital processes.**
- **Assisted in patient navigation and feedback handling.**

Mission

- To enhance growth, differentiation, and people management
- To deliver high-quality healthcare with compassion and efficiency
- To serve every patient with a smile, ensuring a positive experience.

Vision

- To be the destination of choice for the communities we serve.
- To become the most preferred and respected healthcare organization
- To ensure excellence and trust in every location we operate

SWOT

Strengths

- **Advanced Medical Infrastructure** and experienced medical professionals.
- **Well defined clinical pathways** and service protocols.
- **Strong Brand Reputation** built over decades with trust in quality healthcare

Weaknesses

- The rising costs of healthcare delivery makes it expensive for a normal middle-class family.

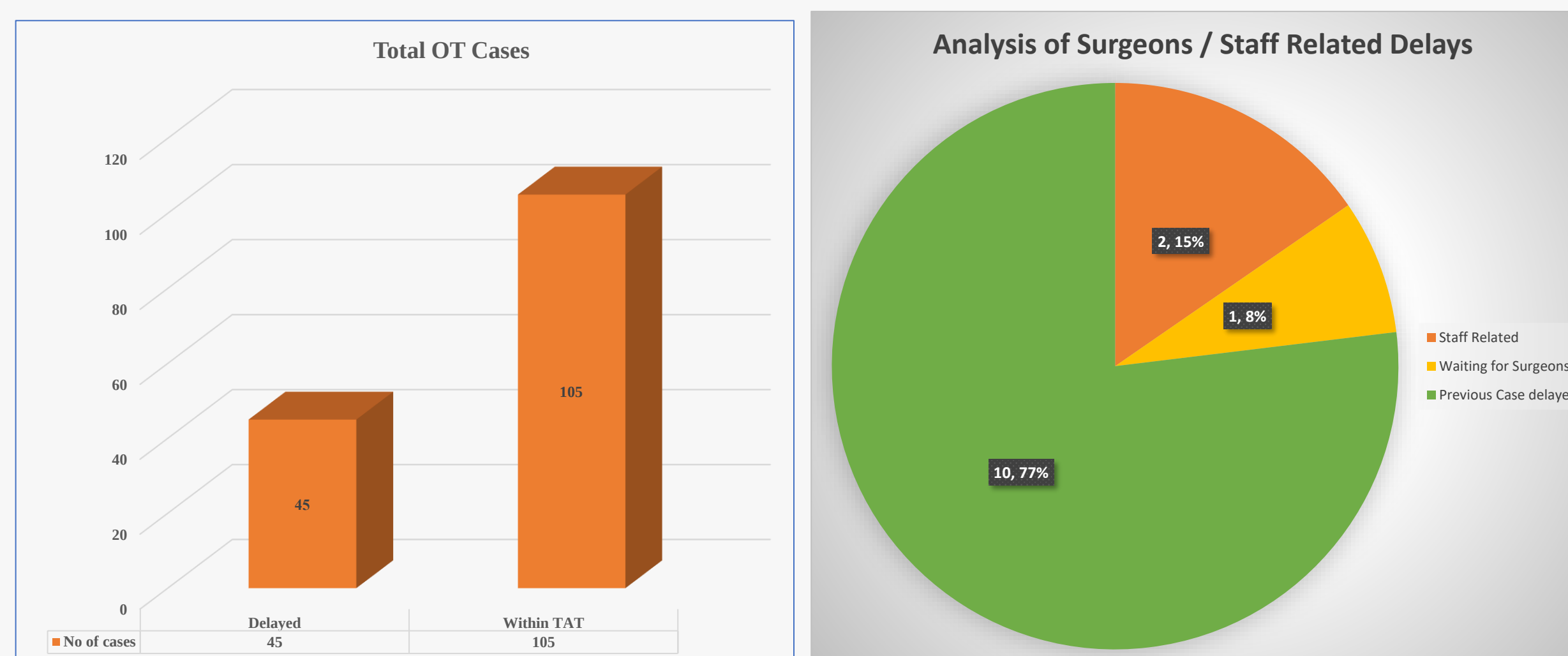
Opportunities

- Minimizing services Turn Around Time Expansion to underserviced areas

Threats

- The rising costs of healthcare delivery makes it expensive for a normal middle-class family.

Analysis



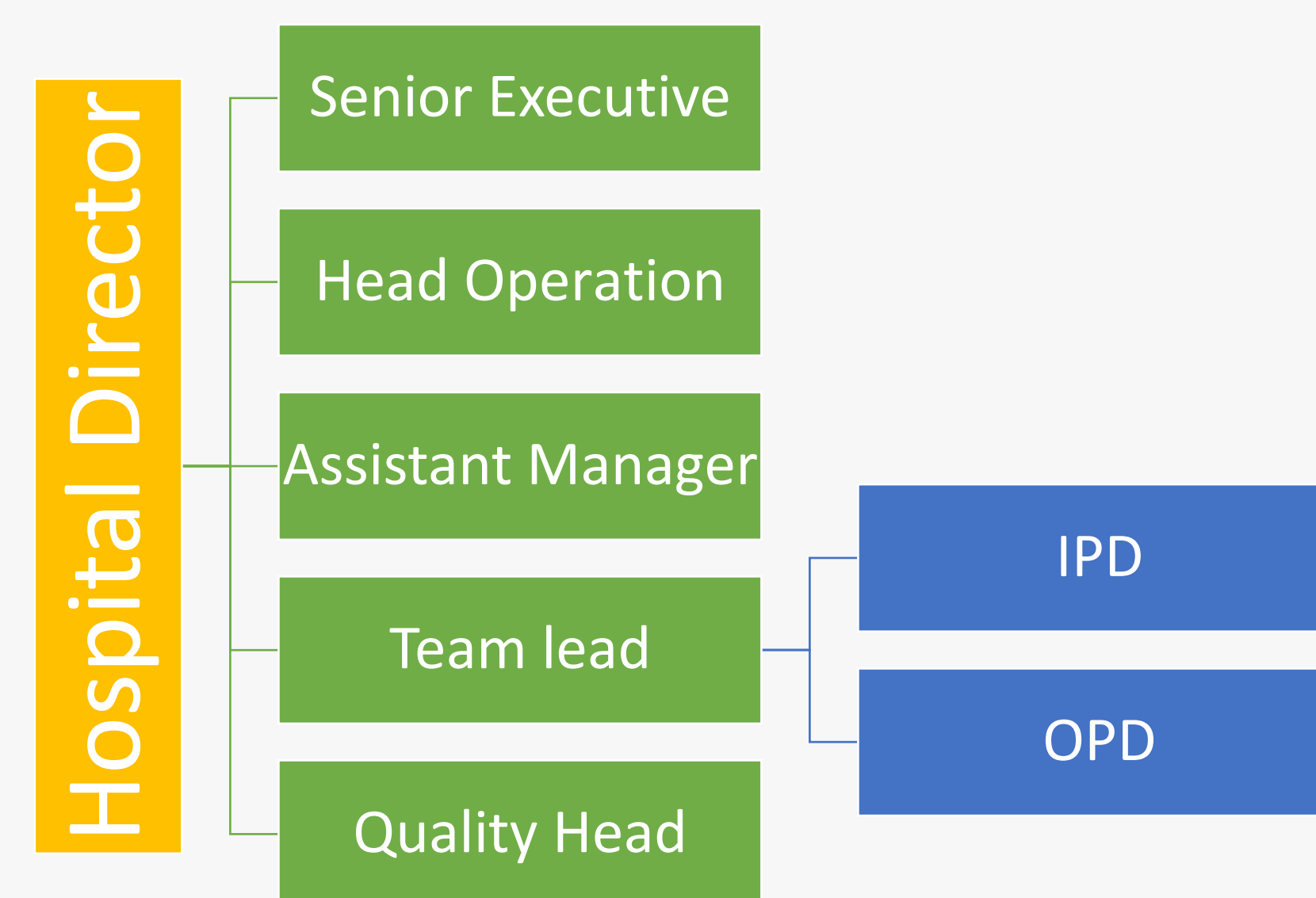
Challenges

- **High patient volume**
- **Limited rural outreach**
- **Staff Coordination Gaps**
- **Despite EMR, some tasks still involve paperwork, causing inefficiencies**

Suggestions

- Streamline TAT Processes
- Strengthen Rural and Tier-2 City Presence
- Enhance Patient Navigation
- Improve Discharge Planning

Organization Structure



Conclusion

- Gained insight into hospital operations across OPD, IPD, diagnostics, emergency, and billing.
- Observed workflow efficiency and identified TAT delays in admission, consultation, and discharge.
- Studied NABH quality protocols and the role of the Quality Department.
- Understood interdepartmental coordination and its effect on patient care.
- Developed problem-solving skills through real-time operational exposure.

1. Preparation of patient for OT cases must be done before reaching OT.
2. Improved coordination between OT staff should be maintained to smooth flow of the process.
3. Coordination between surgeons, anesthesiologists and OT staff should be ensured.
4. Delays affect patient flows and utilization of OT, thus audits and documentations should be done to keep check on it.

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