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Brief History and Description about the Organisation

Eternal Hospital, also known as Eternal Heart Care Centre and Research Institute, was founded on October 5, 2013, by world-renowned Interventional Cardiologist Dr. Samin K. Sharma from Mount Sinai Hospital, New York, USA. It is a 250-bedded hospital with state-of-the-art technology.

The hospital holds JCI, NABH, and NABL accreditations and is affiliated with The Mount Sinai Hospital, New York, USA. Eternal Hospital specializes in various medical fields including Cardiology, Cardiac Surgery, Neurology, Orthopaedics, Nephrology, Pediatrics, Gynecology, Critical Care, and more.

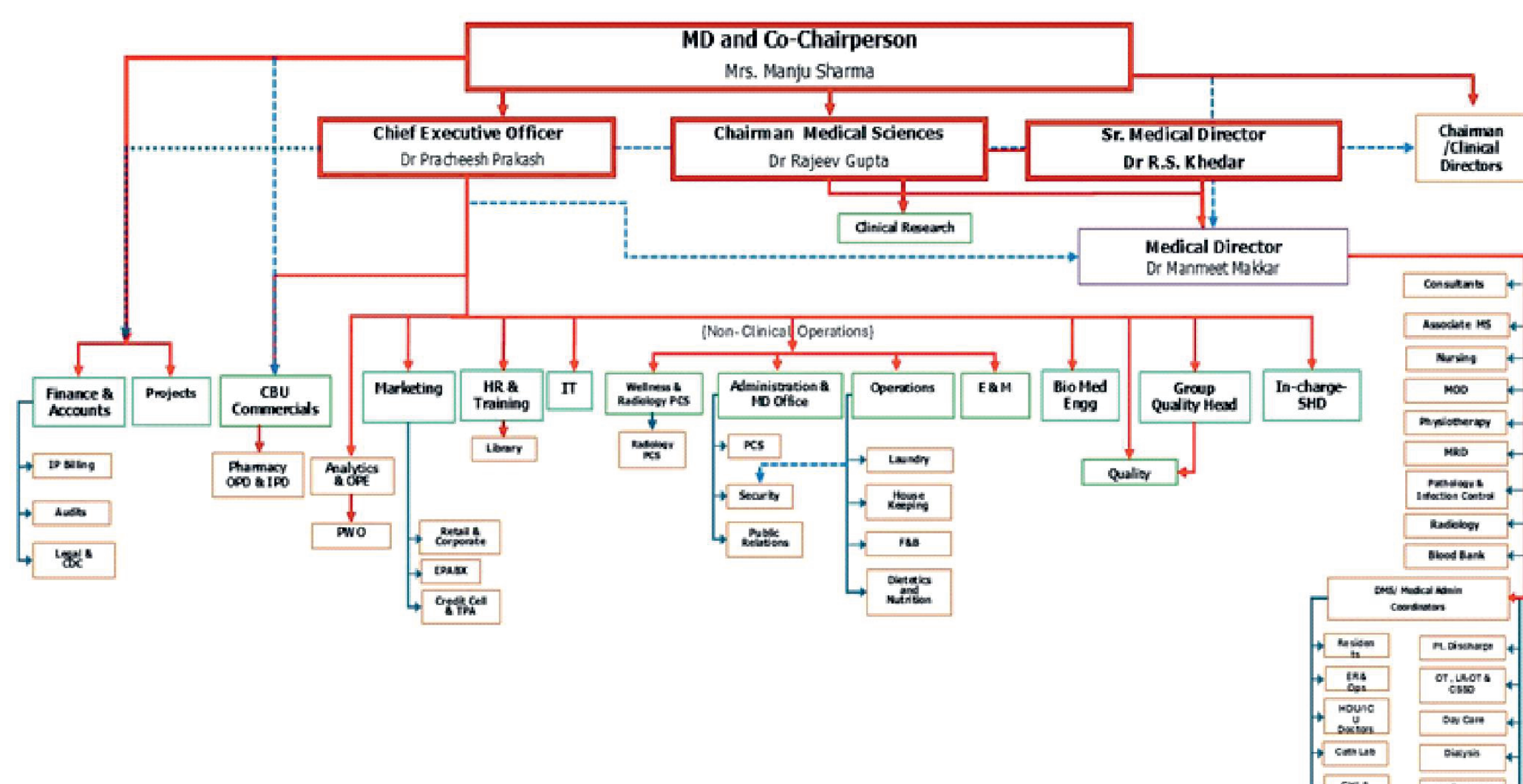
vision

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe..

Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

Organisation Structure



Difference between Practical Exposure at SIP Organisation and Theoretical Understanding

- Hands-on experience in quality improvement projects.
- Participation in real-time improvement initiatives with theoretical learning.
- Experiencing day-to-day challenges and problem-solving in real-time.
- Observing and understanding the actual workflows of various departments.
- Developing communication and teamwork skills..

SWOT Analysis of Radiology Department

STRENGTHS

- Provides essential diagnostic imaging.
- Adheres to high quality standards (NABH).

WEAKNESSES

- Patients face long waiting times.
- Radiologist unavailability causes reporting delays.

OPPORTUNITIES

- Adopt new technologies like teleradiology.
- Increase operational hours for equipment.

THREATS

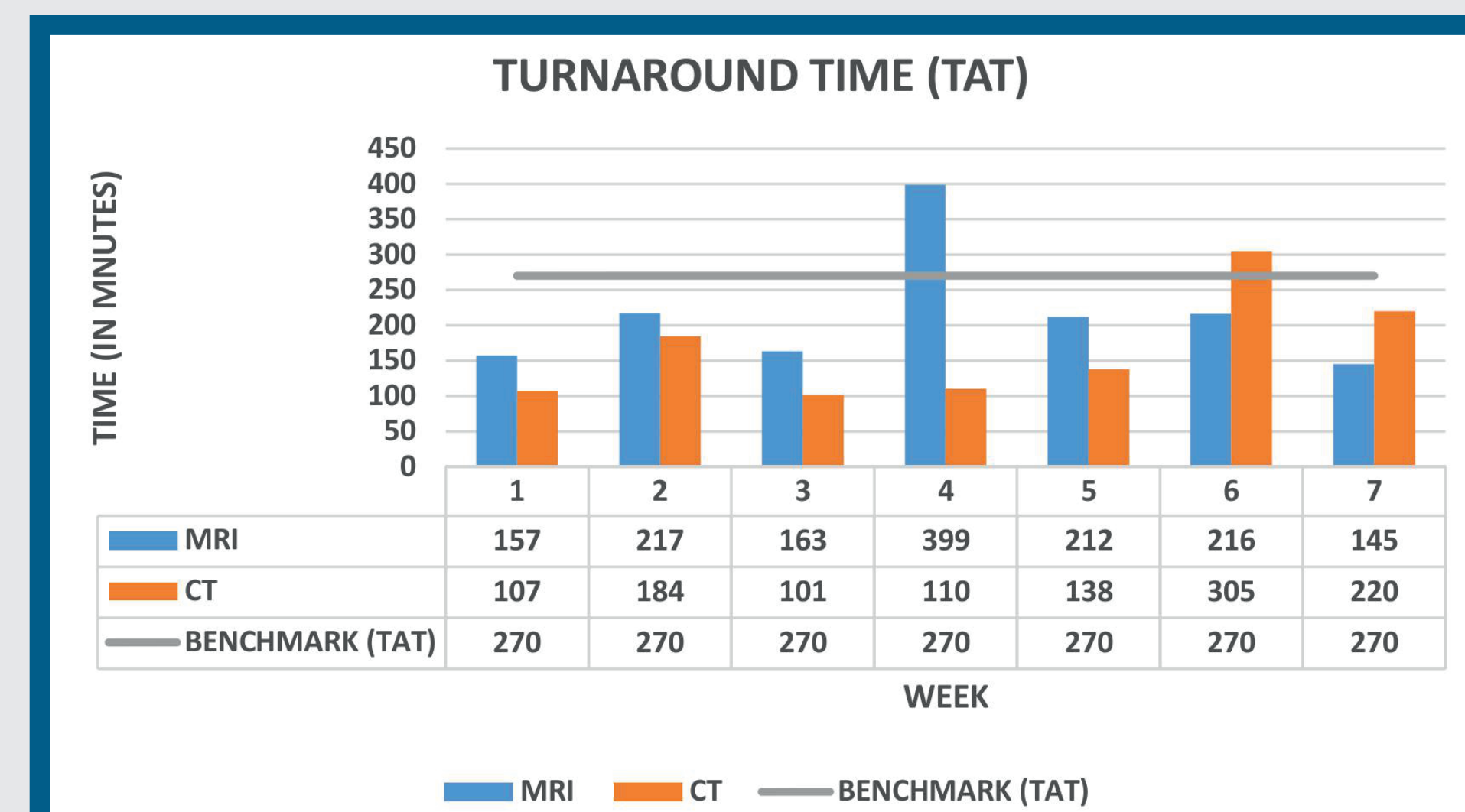
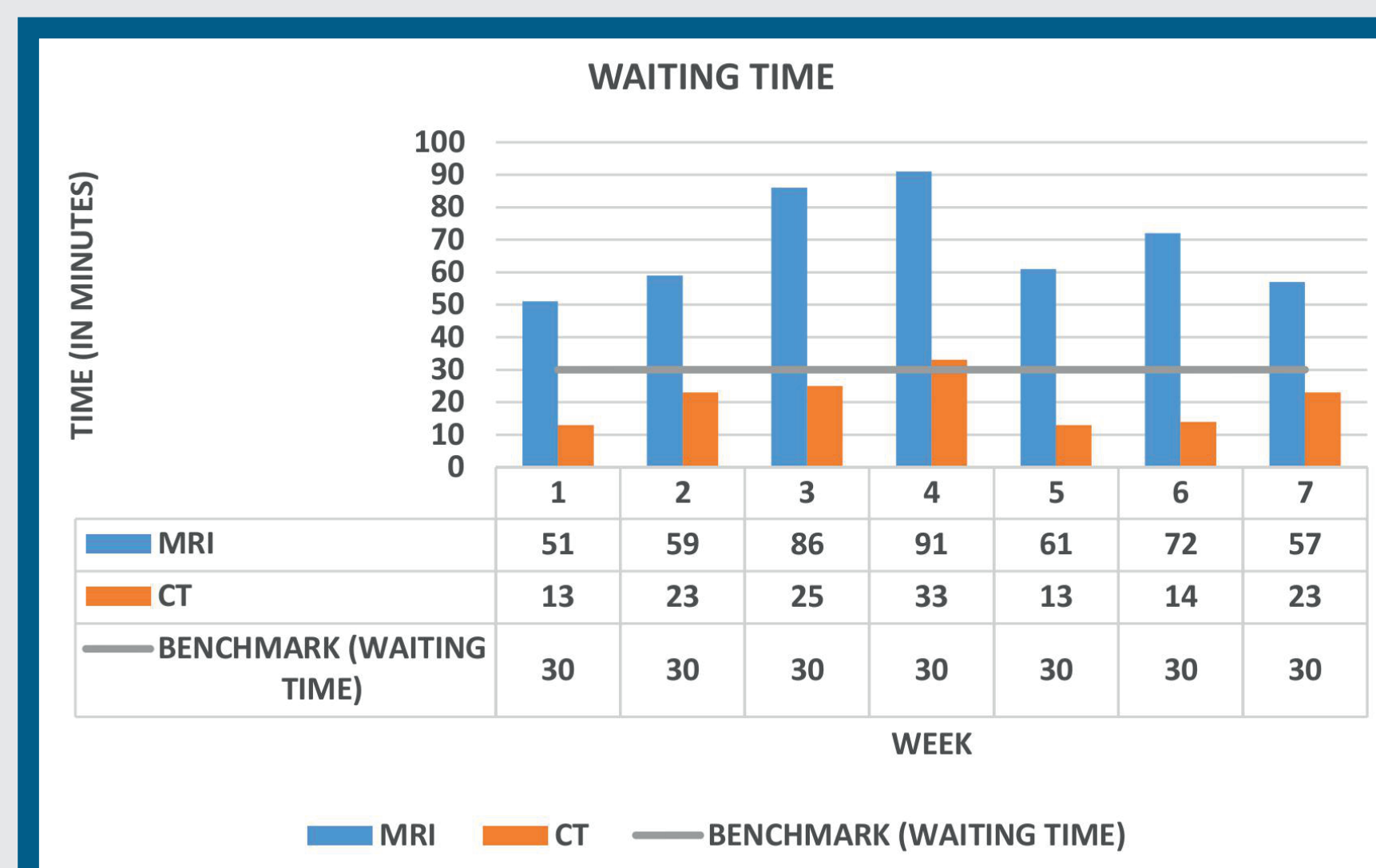
- Competitor hospitals with advanced radiology services..
- Changes in Radiation Safety Regulations or Licensing Requirements.

Study Criteria

- **Study Design:** Observational Study conducted in a Radiology Department.
- **Sample Size:** 200+ MRI samples and 350+ CT samples were included, based on investigations within the study duration.
- **Key Performance Indicators:**
 - Waiting Time:** Calculated as Scan Start Time - Arrival Time.
 - Turnaround Time (TAT):** Calculated as Report Generation Time - Arrival Time.These metrics are used to evaluate radiology service efficiency.

Results and Findings

- **Average Turnaround Time (TAT):** MRI at 215 minutes, CT at 166 minutes, both under the 270-minute benchmark.
- **Average Waiting Time:** MRI at 69 minutes (exceeds 30-minute benchmark); CT at 20 minutes (within benchmark).
- **MRI Waiting Time Outlier Reason:** Specific modalities required prior medication/dye.
- **TAT Outlier Reasons:** MRI machine breakdown and, for CT, increased patient volume and radiologist unavailability.



Challenges Faced During Internship

- Difficulty in obtaining essential information from staff.
- Managing multiple responsibilities and tasks simultaneously.
- Adjusting from academic studies to the dynamic healthcare setting.
- Restricted access to specialized clinical areas like Cath Labs.



Major Learnings During Internship

- Gained practical experience in quality assurance and conducting hospital audits.
- Observed the overview, functioning, and operational roles of numerous hospital departments.
- Recognized the critical role of interdepartmental coordination.
- Developed communication skills with healthcare professionals.
- Understood accurate documentation and NABH standards.



Suggestions for Improvement

- Optimize staffing and scheduling.
- Integrate digital systems for enhanced communication and efficiency.
- Implement proactive equipment maintenance and contingency plans.
- Improve patient communication and flow.
- Conduct continuous process analysis for ongoing improvement.

