

Faculty mentor:
Dr Mamta Chauhan

Presented By: Sanika Sachin Pimple [2068, HM-29]

Organization mentor:
Dr Ruchi Khanna

BREIF HISTORY OF THE ORGANIZATION

EHCC, Malviya Nagar, Jaipur

Eternal Hospital (a unit of Eternal Heart Care Centre and Research Institute), founded by renowned cardiologist **Dr. Samin K. Sharma** on **October 5, 2013**, is a **250-bed**, state-of-the-art facility. Accredited by **JCI, NABH, and NABL** and affiliated with Mount Sinai Hospital, New York, it offers advanced care in Cardiology, Cardiac Surgery, Neurology, Orthopedics, Pediatrics, Gynaecology, Critical Care, and more.

MISSION

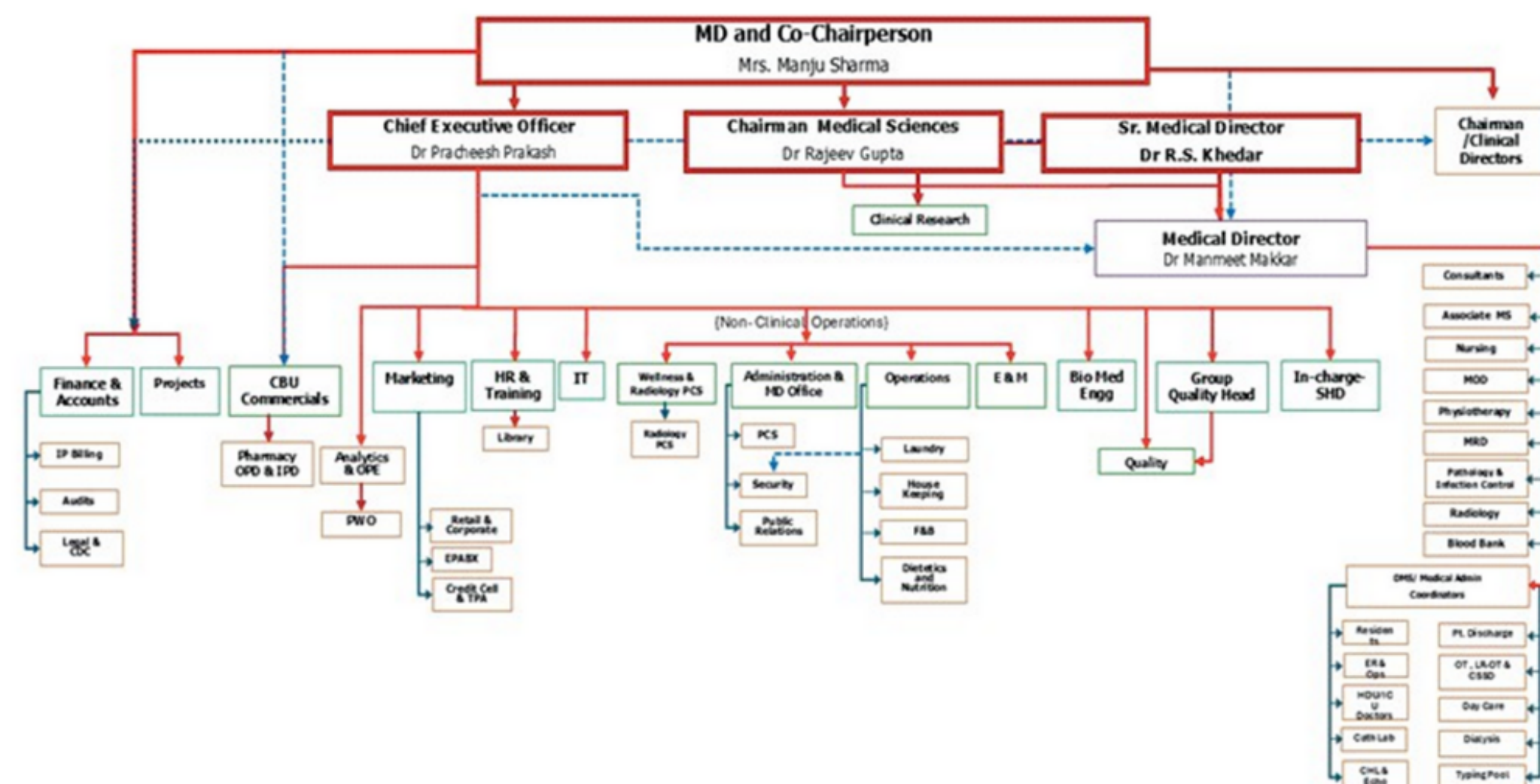
To redefine healthcare by improving outcomes and experience of patients through cutting-edge research and personalized clinical care, including innovative, preventive, diagnostic, therapeutic, and rehabilitation services.



VISION

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

Organogram-EHCC



Theory

Learnt about personality types and how to handle them

Learnt data collection, arrangement, and analysis

Learnt about hospital departments and their roles

vs

Practical

Experience real interactions, formal conduct, and recognizing types

Face real challenges in data collection and handling large samples

Understand management, inter-department coordination, and ground issues

1. Incomplete and inconsistent manual data hampered project data collection
2. Absence of a dedicated workspace
3. Lack of structured orientation and training for interns

CHALLENGES

1. Developed critical thinking in clinical settings
2. Strengthened teamwork and collaboration skills
3. Gained insight into hospital operations and workflow

LEARNINGS

Strength

- Robust audit and compliance processes.
- Effective coordination of nursing staff across various departments.
- Experienced pharmacists with diverse expertise

Weakness

- Limited flexibility to adapt to rapid changes
- High workload and risk of burnout
- Occasional delays in delivering medication to wards

Opportunities

- Integration of new quality technologies and methodologies.
- Availability to continuing education and advanced training.
- Availability of automated inventory and dispensing systems

Threats

- Regulatory complexity causing compliance issues
- First-dose delays cause patient dissatisfaction and drive patients to competitors.
- Frequent drug shortages due to supply chain gaps and poor demand assessment

Project



METHODOLOGY:

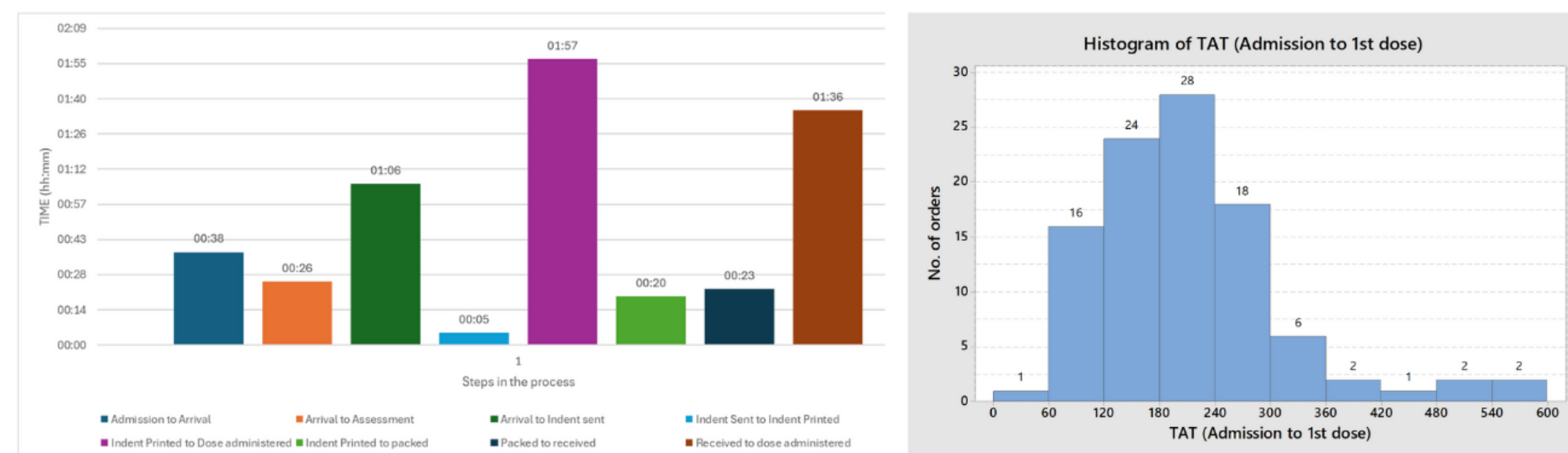
Retrospective-observational study

- Process Mapping
- Turnaround time
- Time motion analysis

SAMPLE SIZE: 100

Major bottlenecks:

- Multiple Indents and Competing Priorities for Nursing Staff
- Order Processing Volume in IPD Pharmacy
- Delivery Waits and Inflexible Transport Schedules
- Timing Misalignment for Medication Administration



Observations:

- Indents marked inconsistently
- Manual timestamps are inaccurate or estimated in wards, and the pharmacy
- No acknowledgment of orders
- Timestamps documentation incomplete
- No record of dispatch/receipt times in the IPD pharmacy

Recommendations:

- Electronic systems with auto-timestamping
- Emphasize precise time recording through audits
- Mandate Order Acknowledgment
- Clear guidelines and training to standardize indent marking and improve documentation

