TATA MEMORIAL HOSPITAL, MUMBAI

A grant-in-aid institution administered under the Department of Atomic Energy, Government of India.

Observational Study of Admission Process in the Hospital : Difficulties and Challenges Faced

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INTRODUCTION

Tata Memorial Hospital (TMH) in Mumbai is a leading cancer center renowned for its comprehensive cancer care, cutting-edge research, and extensive training programs. Established in 1941 by the Sir Dorabji Tata Trust, it has evolved into a major center for cancer treatment, education, and research, operating under the Department of Atomic Energy. TMH is a key component of the Tata Memorial Centre (TMC) and plays a vital role in India's national cancer control efforts.Tata Memorial Hospital (TMH) has a total of 700 beds.

The TMC umbrella includes at least 10 cancer institutes across India, the largest and the central hub of which is the Tata Memorial Hospital (TMH) in Parel, Mumbai, is India's oldest and largest cancer institute.

VISION

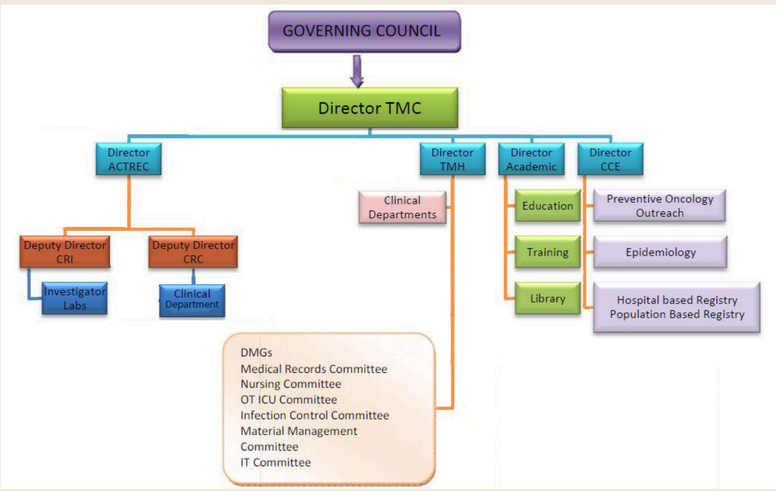
As the premier cancer center in the country, we will provide leadership in guiding the national policy and strategy for cancer care by:

- Promoting outstanding services through evidence based practice of oncology
- Commitment of imparting education in cancer to students, trainees, professionals, employees, and the public.
- Emphasizing on research that is affordable, innovative ,and relevant to the needs of the country

MISSION

The Tata Memorial Centre's mission is to provide comprehensive cancer care to one and all, through its motto of excellence in service, education and research.

Organisation Structure



Introduction to Admission Process in TATA

Objective:

- To observe each step of the hospital admission process
- To assess the effectiveness of existing admission protocols and suggest improvements to enhance patient experience.
- To identify the key difficulties and delays faced by patients and hospital staff during the admission process.

Methodology - An observational study was conducted at the admission desk

Samplig Technique - Convenient Sampling

Sample size - 180 patients

Inclusion Criteria - All patients for admission

Exclusion Criteria - All other OPD patients

Learnings during Internship

- Understanding the Workflow of the Admissions department in the hospital which is for surgery and other ward admissions.
- Streamlining the workflow with Doctor and admission office for easeness of the patients.
- Preference to patients given for room allotment.

Results

Practical Exposure and Theoretical Learning

-Theoretical knowledge provides a strong foundation in concepts, principles, and functions through coursework and lectures.

-Practical exposure focuses on communication, observation, and critical thinking, while theoretical understanding emphasizes knowledge acquisition and conceptual understanding

-Practical exposure to the struggles of the administration process and allocation of rooms as it is done manually.

SWOT Analysis

Strengths

- Structured triage and priority given basedon condition.
- Availability of scoial workers and helpdesk to guide patients.
- Clear categorization of general,private and foreign national patients.
- Online software for direct room allocation for genral patients.

Weaknesses

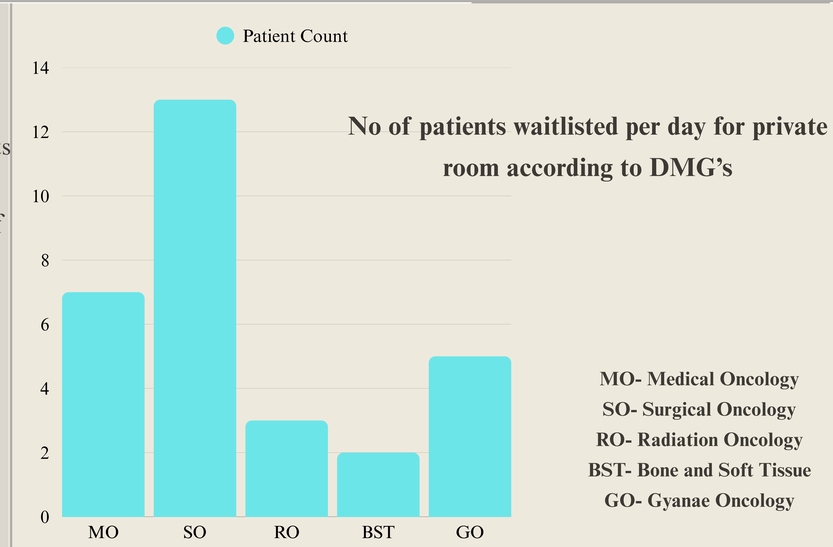
- Long waiting times due to high volume of patients.
- Minimum balance required in the Smartcard for admission of the patient.

Opportunities

- Creating multilingual admission guidelines.
- Integration with Ayushman Bharat for early approval for money.

Threats

- Rising Cancer burden in India increases pressure on existing resources.
- Dependence of manual procedures may lead to errors.
- Risk of patient dissatisfaction due to delay in admission.



Challenges Faced

1. Language barrier
2. Time consuming
3. Busy schedule of Administartion staff
4. Limited knowledge on various departments

Conclusion

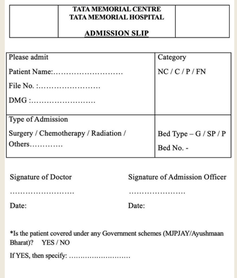
-The hospital admission process, while systematic in structure there are issues faced due to manual entry.

-Staff members, despite high patient volume, demonstrated a cooperative and patient-friendly attitude, helping guide patients through the process

-Efforts toward continuous improvement were observed, including the software update.

Suggestions

- A general Consent form for patients to be signed and verified by the admission officer also.
- An admission slip for doctors to fill details.
- Online software for room allocation of private patients.


TATA MEMORIAL CENTRE
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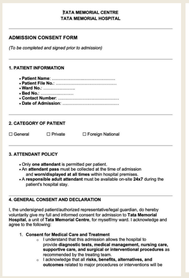
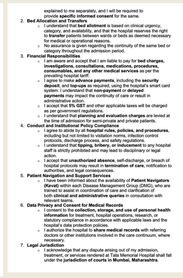
ADMISSION SLIP

Please admit
Patient Name:……
File No. ……
DMG :……
Category
NC / C / P / FN
Type of Admission
Surgery / Chemotherapy / Radiation / Others……
Bed Type – G / SP / P
Bed No. -
Signature of Doctor
Signature of Admission Officer
Date:
Date:
*Is the patient covered under any Government schemes (MJPJAY/Ayushmaan Bharat)? YES / NO
If YES, then specify: ……


TATA MEMORIAL CENTRE
TATA MEMORIAL HOSPITAL
ADMISSION CONSENT FORM
(To be completed and signed prior to admission)
1. PATIENT INFORMATION
2. CATEGORY OF PATIENT
3. ATTENDANT POLICY
4. GENERAL CONSENT AND DECLARATION


SECURITY DEPOSIT STRUCTURE
BED CHARGES (PER DAY) (Effective 31st May 2024)
SIGNATURE & ATTESTATION