



University Mentor:
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Study on IP Admission Process (Time Motion Study) Max Smart Super Speciality Hospital ,Delhi Presented by – Pragati Patidar ,MBA-HM 29 Roll No. 2027



Organization Mentor
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Hospital Overview

Max Healthcare Institute Limited, based in Delhi, operates 19 hospitals with 4,000+ beds across North India. It includes Divisions like Max Lab for pathology and Max@Home for home medical services. Max Smart Super Speciality Hospital in Saket, a 250-bed facility, offers advanced care in Cardiac Sciences, Orthopaedics, Urology, Neurology, Paediatrics, Obstetrics, and Gynaecology. Mr. Abhay Soi is Chairman and Managing Director.

Vision : To be the most regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting-edge research.

Mission :To Serve With commitment and compassion in our heart, we deliver the highest standard of patient-centered care to those we serve.

To Excel From a dream team of doctors and specialists to support staff that goes the extra mile to deliver quality care.

Objectives:

“To study, document and measure the time taken at each step involved in the inpatient admission process, from patient arrival at the front desk to bed allotment in the IPD.”

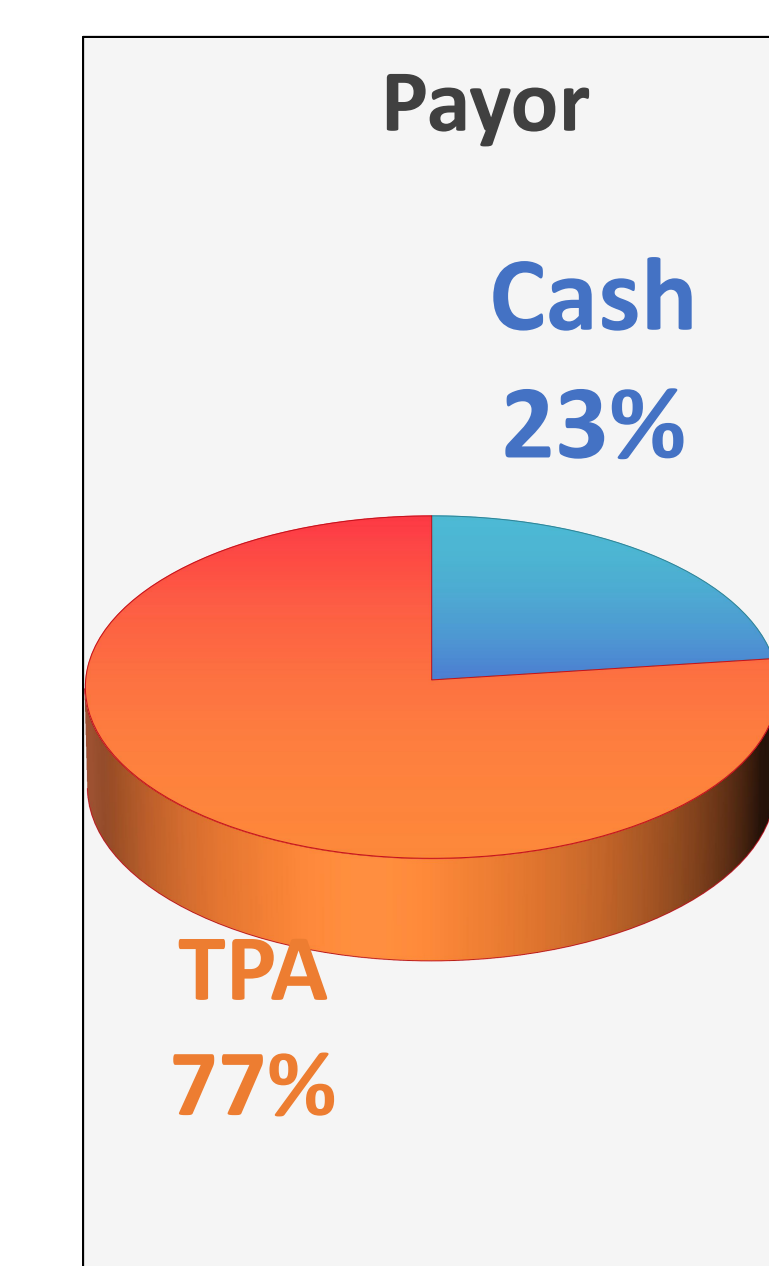
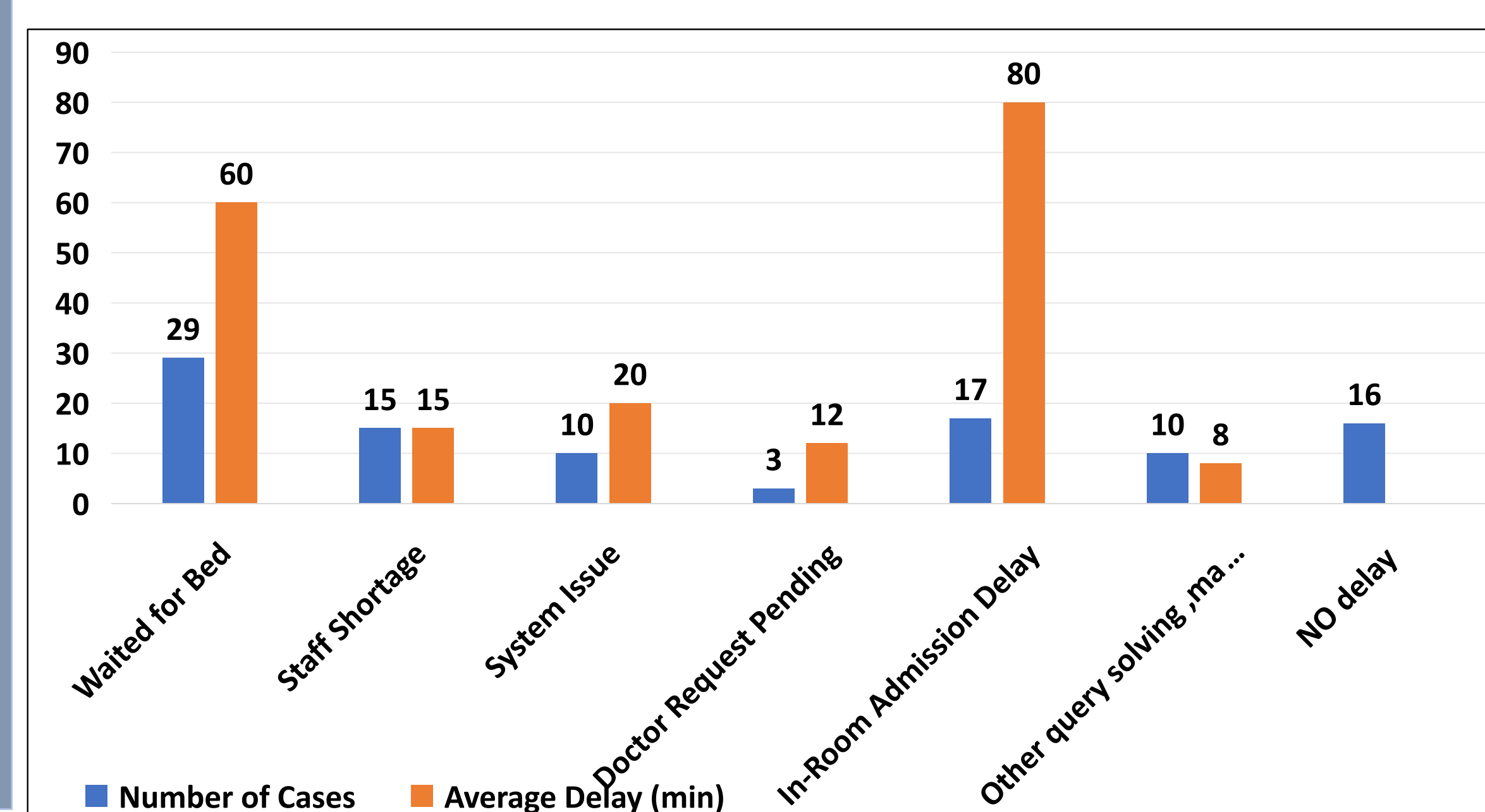
Methodology

Study Area : IP Admission Department

Type of Study: Observational

Sample Size: 100 Patients

Tools used: Excel for analysis



Suggestions

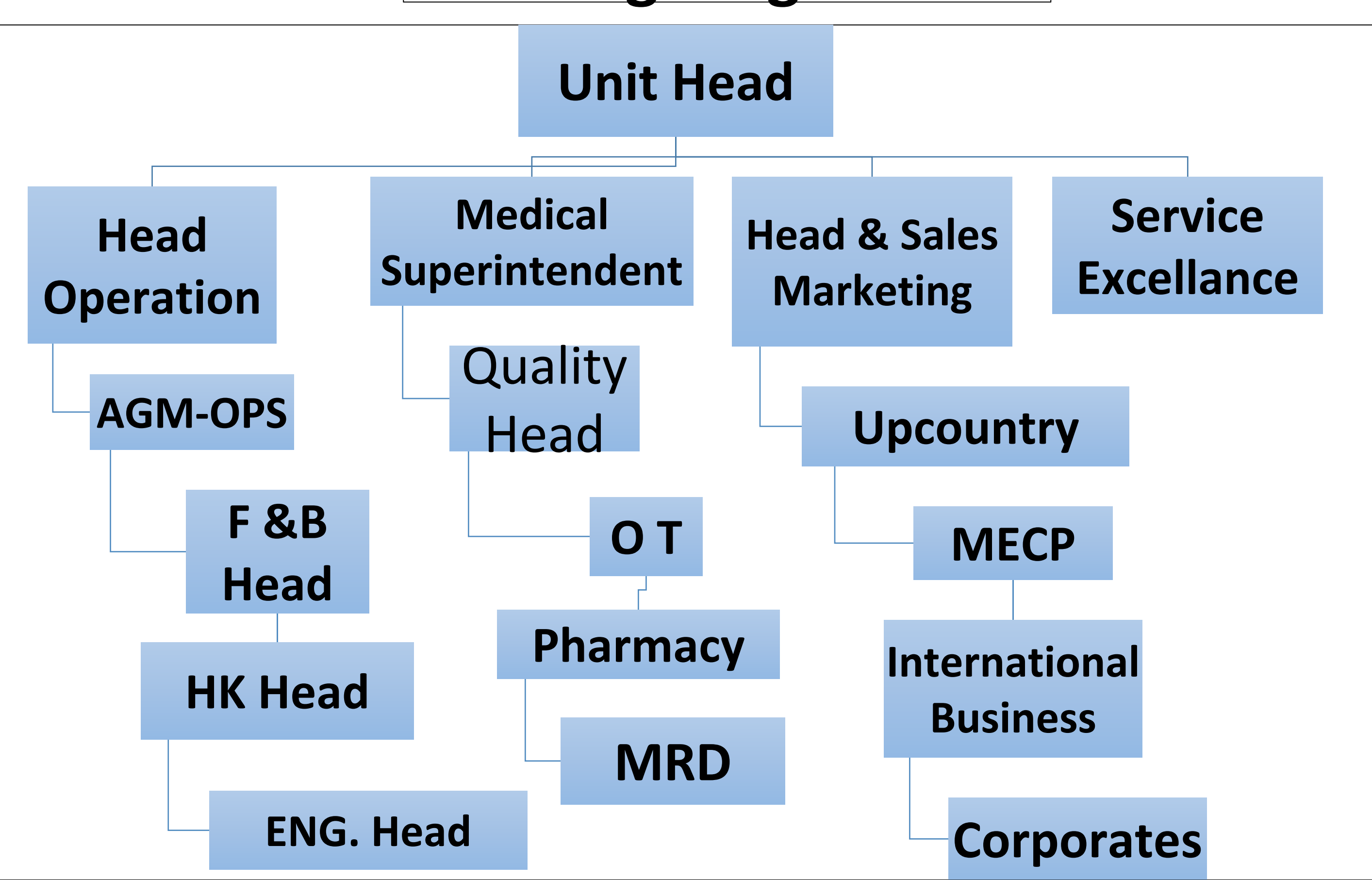
- There should be proper display of signages, which should be easily visible from distance, helps patient to reach their destination without any assistance.
- Interdepartmental Coordination: Ensure coordination among all hospital departments.
- The wait due to housekeeping can be reduced if there is proper monitoring and simultaneously updating the system about the clearance.
- There should be display of admission formalities.
- The financial counselling should be done in keep and calm place for better two-way communication between care provider and seeker.
- There should be an enquiry counter for patients other than who seek admissions and thus reduces the load from the IPD counter.

Challenges Faced

- Busy periods made it difficult for staff to engage in discussions or interviews.
- Missing or incomplete patient files delayed data verification and made it hard to track accurate admission time steps.
- Limited time available to cover all admission shifts, especially night and in room admission.
- Analysis of Data.



Organogram



SWOT Analysis

STRENGTH Well-trained and polite front-desk staff Clearly defined admission process and SOPs forms Integration with Electronic Medical Records (EMR) 24x7 admission facility	WEAKNESS Long waiting time during peak hours Incomplete or manual documentation in some cases Limited coordination with nursing/floor staff Insufficient patient guidance for required documents
OPPORTUNITY Implementing digital kiosks or self-check-in systems Staff training in communication and multilingual support Integration of WhatsApp/SMS-based pre-admission	THREAT Patient dissatisfaction due to delays or confusion. Data entry errors leading to medico-legal issues. High staff turnover affecting continuity

Learning During Internship

During my Hospital Internship, In IP Admission, I improved Admission Process Turnaround Time (TAT), managed patient flow, and reviewed important documents. In the In-Patient Department (IPD), I conducted ward rounds, collected patient feedback, audited files, and used hospital software for discharges. Additionally, I learned about medical records and observed CSSD, F&B department workflow and improved department operations, enriching my understanding of healthcare operations and skills in patient care coordination.

THEORETICAL VS PRACTICAL KNOWLEDGE

Studying theory provided a foundational understanding of health service organization. Practical experience demonstrated how these concepts apply in real-world scenarios. By integrating theory with hands-on learning, I've developed the skills to deliver effective health services and achieve successful outcomes.