

DESCRIPTION OF ORGANIZATION

Medigence Solutions Pvt. Ltd., established in **2015** by Urvish Patel and headquartered in **Ahmedabad, Gujarat**, is a healthcare consultancy firm dedicated to improving the quality and compliance standards of healthcare organizations. The firm works with hospitals, clinics, laboratories, and diagnostic centers to elevate their operational effectiveness and patient safety outcomes.

Service Areas

- 1) NABH and Quality Consulting
- 2) Hospital Planning and Designing
- 3) Clinical Research Services

VISION

Levitate the healthcare to the next level through strategic consultancy and impactful partnerships

MISSION

To be world's leading healthcare consulting company, through continuous innovation , high ethics , latest technology and great relationships

SWOT ANALYSIS

Strengths

- Defined structure via SHCO 3rd Edition standards
- Emphasis on patient safety, documentation, and staff training
- Increasing recognition as a quality benchmark by insurance and government schemes

Weaknesses

- Inadequate HR and quality-trained personnel .
- Poor SOP documentation and inactive statutory committees
- Lack of regular internal audits and patient feedback .

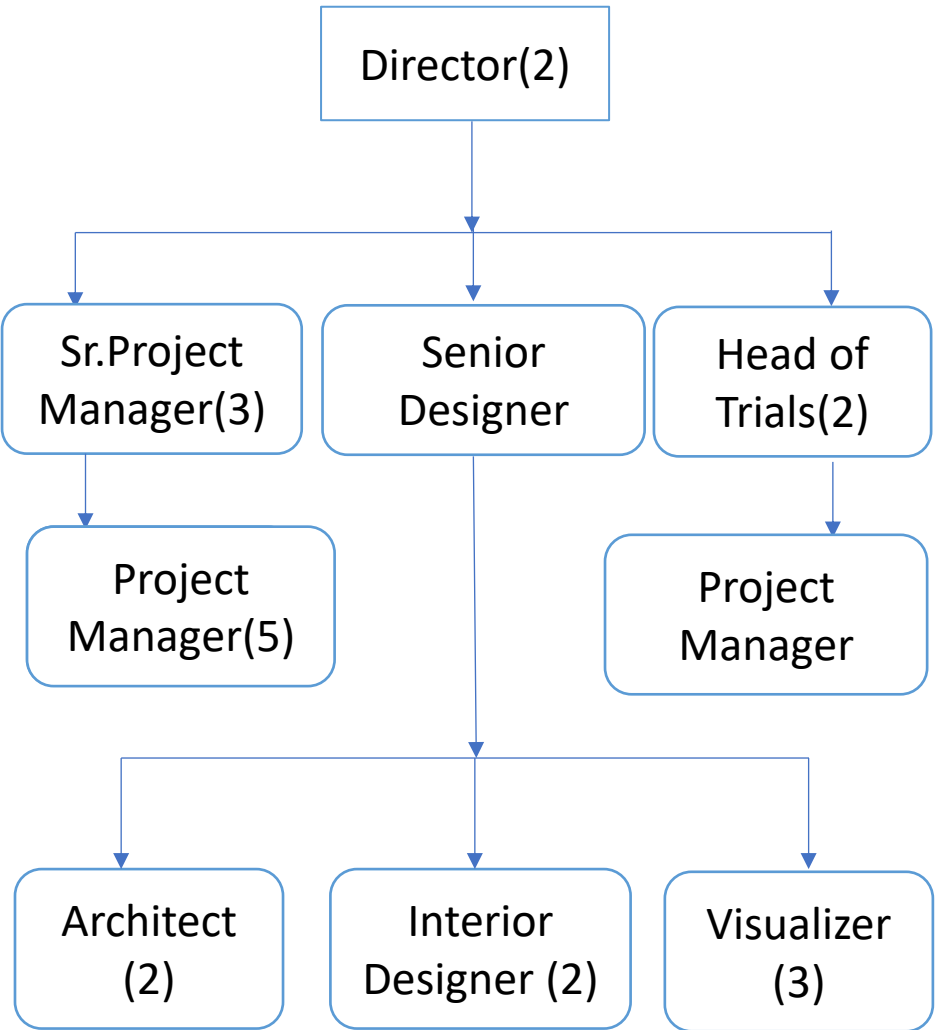
Opportunities

- Capacity building through modular training programs
- Use of digital SOPs, checklists, and auto-generated audit reports
- Entry-Level NABH certification enables SHCOs to qualify for government schemes.

Threats

- Resistance to change unwilling to adapt new protocols
- High Staff Turnover : Frequent exits disrupt quality continuity
- Budget limitations restricting structural upgrades and See this as a documentation burden

ORGANIZATION STRUCTURE



PROJECT

NABH accreditation process

Application Submission

Assessment Review by NABH and Recommendation by committee

Approval for Accreditation and Issue of Certificate (Valid for 4 years)

Surveillance Assessment (14-18 Months)

Objective

- **To identify key challenges faced by SHCOs in implementing NABH Entry-Level Certification**
- **To assess documentation, internal audits, and quality practices through field visits.**

Methodology & Data Collection

On Site Visits : Saffron Hospital, Pramukh Hospital, and Siddhivinayak Hospital (Ahmedabad).

Internal Audits : using NABH SHCO 3rd Edition standards and self-assessment checklists.

Interviews :Of hospital staff to understand awareness and implementation gaps.

Documentation Review : SOPs and Committee records for compliance

Findings

Observational Findings: Inactive quality committees, and poor patient feedback systems.

Internal Audit Results: Partial Compliance NABH SHCO 3rd Edition standards, especially in HR files, SOPs, and facility safety.

Staff Interviews: Limited awareness and training , Documentation is a burden for staff. They don't see this as a quality improvement

Theory vs Practical Exposure

- Theory** focus on standard and ideal compliances and Suggest that one size fit all protocols
- **Exposure** shows difficulty of implementation , Gaps in compliances and Each SHCOs has unique challenges

Challenges Faced During Internship

Limited Cooperation from Hospital Staff during audits and Coordinating between multiple SHCOs for parallel assessment

Key learnings

- Hands on experience of NABH SHCO 3rd Edition.
- How consultancy bridges gap in healthcare facilities by improving their model and Quality

Suggestion to SHCOs

- Regular Staff training
- Conduct Internal Audits
- Establish proper patient feedback process for better insights
- To keep medical record department up to date as per the guidelines