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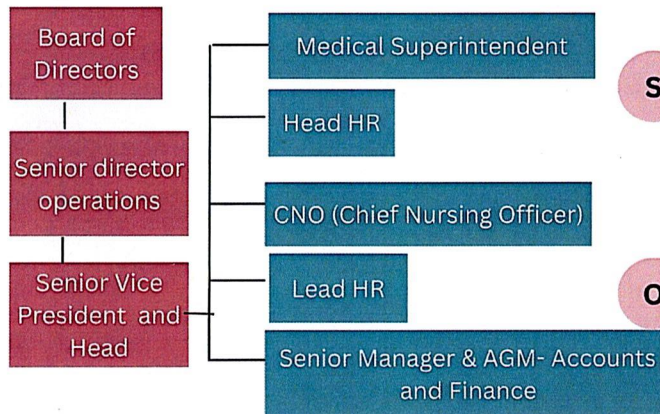
Brief History:

Nanavati Max Super Speciality Hospital, formerly known as Dr. Balabhai Nanavati Hospital, was established in 1950 in Mumbai. With a history spanning over seven decades, it is acclaimed for its patient-centric and technologically integrated healthcare, featuring 350 beds and 55 specialty departments.

Vision and Mission

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

Organizational Structure



S

- Advanced Technology
- Expert Team
- Strong brand partnership with MAX
- Integration with HIS

W

- High waiting Time
- No live tracking of appointments
- Space limitation in high footfall depart.

O

- Digital Token system
- App based notification
- Integrate AI for diagnostics, EMR.

T

- Tight legal compliance
- Competition from local diagnostic centers
- Technology Obsolescence

Summer Internship Program

A Study of Radiology TAT in IPD and OPD of Nanavati Max Super Speciality Hospital

AIM

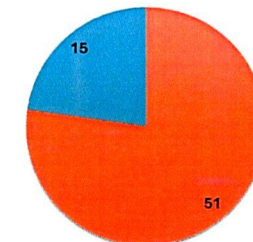
- To measure the TAT of a patient undergoing radiology imaging from Point A to Point B.
- To identify process gaps and suggest recommendations for improving efficiency and reducing delays.

Methodology

- Descriptive Study
- Setting: Radiology Department, NMSSH
- Data Collection: Primary Observation
- Sampling: Convenience Sampling
- Size: 66(IPD) Duration: 12 may- 13 July

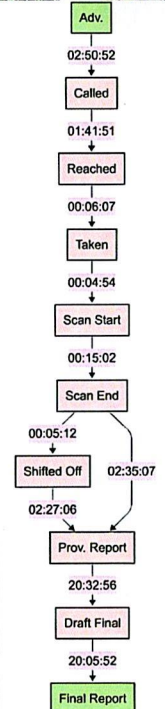
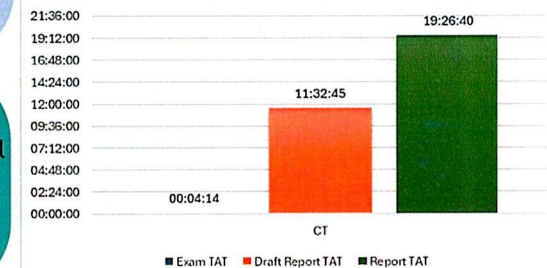


IPD Sample



CT MRI

OPD CT



Practical

- Real-world radiology department exposure
- Addressed miscommunication and staff coordination
- Collaborated with departments to resolve workflow gaps



Theoretical

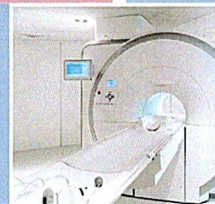
- Studied diagnostic service workflows and TAT standards
- Applied the SBAR model for effective healthcare communication
- Learned systems thinking and interdepartmental synergy

Challenges Faced during Internship

- Difficulty in collecting accurate arrival and report time due to manual time recording.
- Coordinating with multiple departments for Data collection (MRI, Oncology)
- Managing time for audits, analysis, and presentation preparation.
- Understanding the Legal Documentation process under the PCPNDT Act.
- Lack of existing baseline data for comparison or benchmarking TAT.

Major learning during Internships

- Understood the workflow of the Radiology Department- From appointment booking to final report delivery.
- Gained experience in collecting and analyzing appointment vs. walk-in data.
- Learned the importance of TAT in departmental efficiency.



Suggestion

- Implement Digital time logging- For accurate tracking of the patient journey
- Standardized TAT benchmarks- Set and Monitor Turnaround time targets
- Digitize legal documentation- Create an SOP and digitize template for affidavits
- Ensure regular CQI rounds- Identify daily improvement opportunities
- Can use sliders to avoid chaotic shifting of patients