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About Organization
 MAX Hospital, Mohali established in 2011
 250+ bedded multi specialty and NABH, NABL accredited hospital with over 46 specialties (neurosciences, Cardiac Sciences, Cancer care, Orthopaedics, Obstetrics and Gynaecology among several others.
 It is equipped with Medical Intensive Unit (MICU), Surgical Intensive Unit(SICU), Critical care Unit (CCU) and Cath Labs

MISSION AND VISION
TO SERVE:-
 With commitment and compassion in the heart, deliver the highest standard of patient- centered care to those they serve.
TO technology and cutting-edge research. (MAX Hospital website EXCEL:-
 To excel from a dream team of doctors and specialties to support staff that goes the extra mile to deliver quality care, excellence in their DNA.
VISION:-
 To be the most well-regarded healthcare provided in India committed to the highest standards of clinical excellence and patient care supported by the largest.

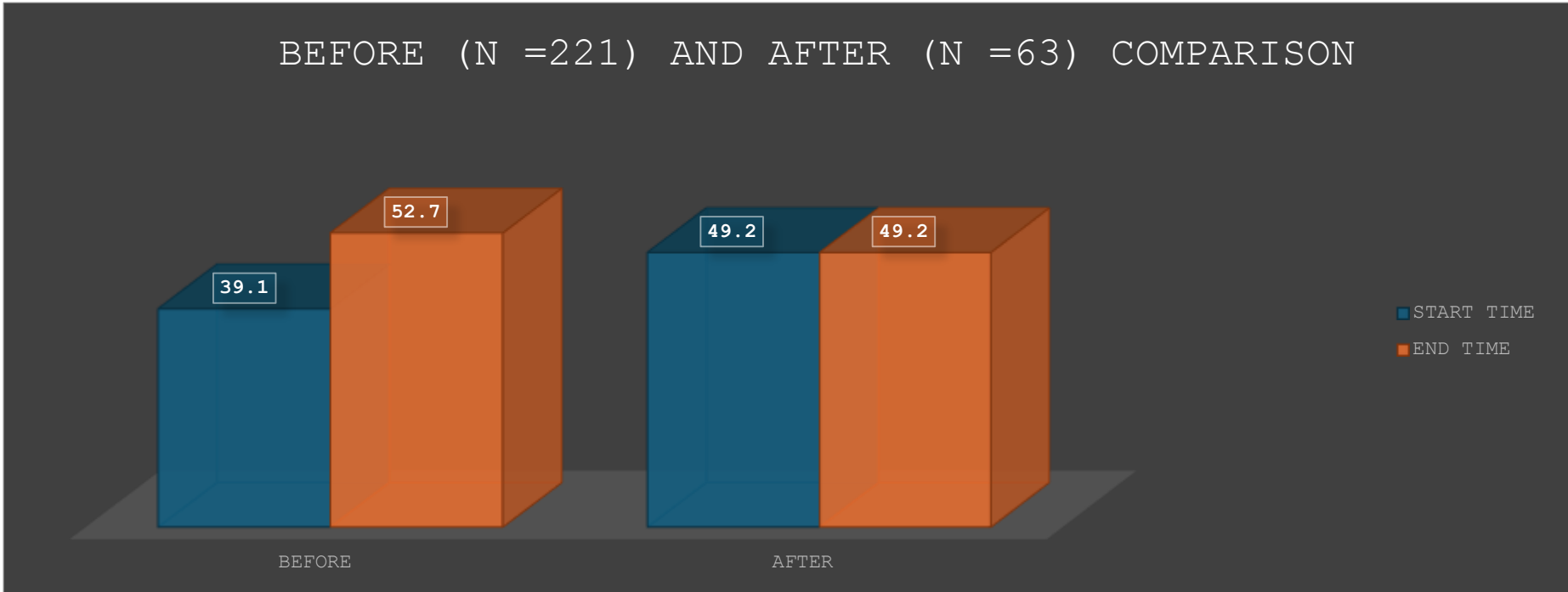


Figure 1

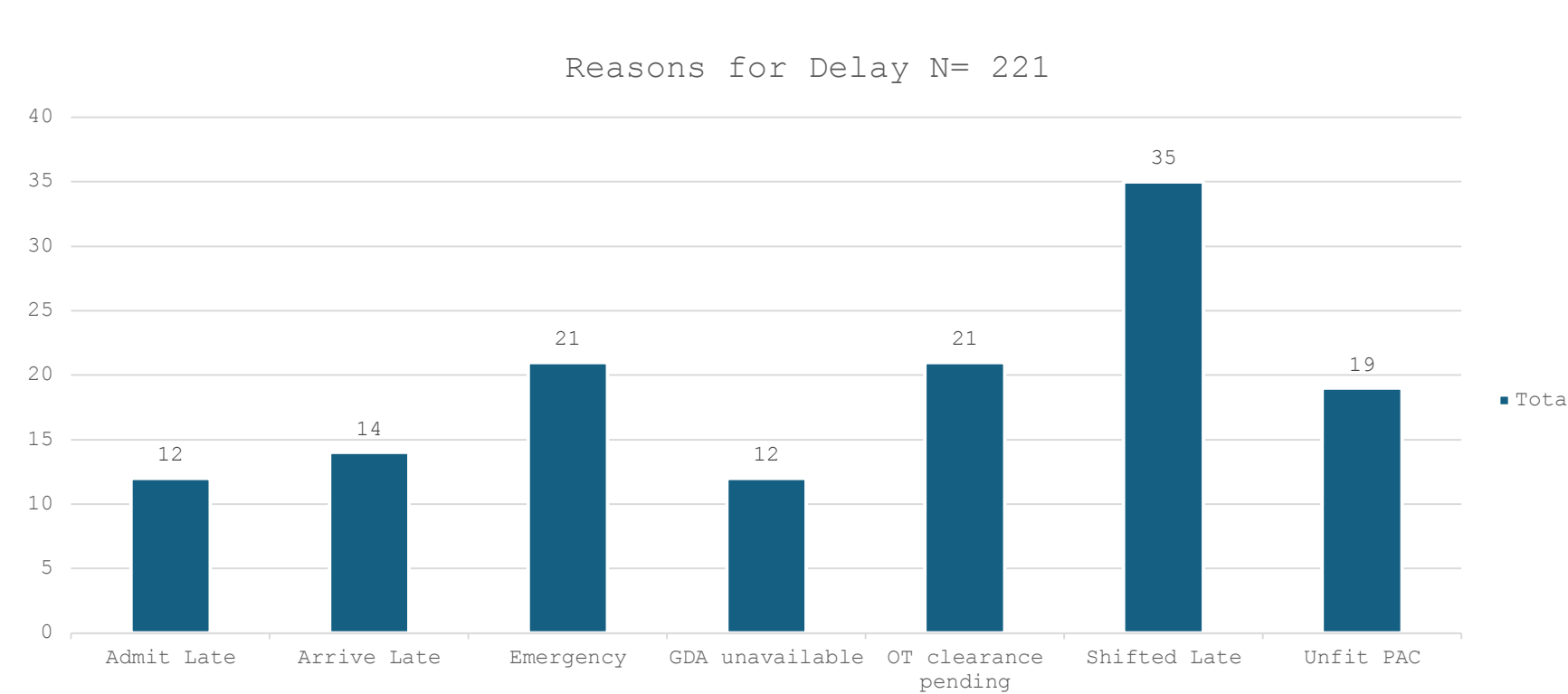


Figure 2

AIM

- To study surgery timings and find reasons for delays in the Operation Theatre.

Objectives

- To identify frequent delay reasons affecting OT start and end times

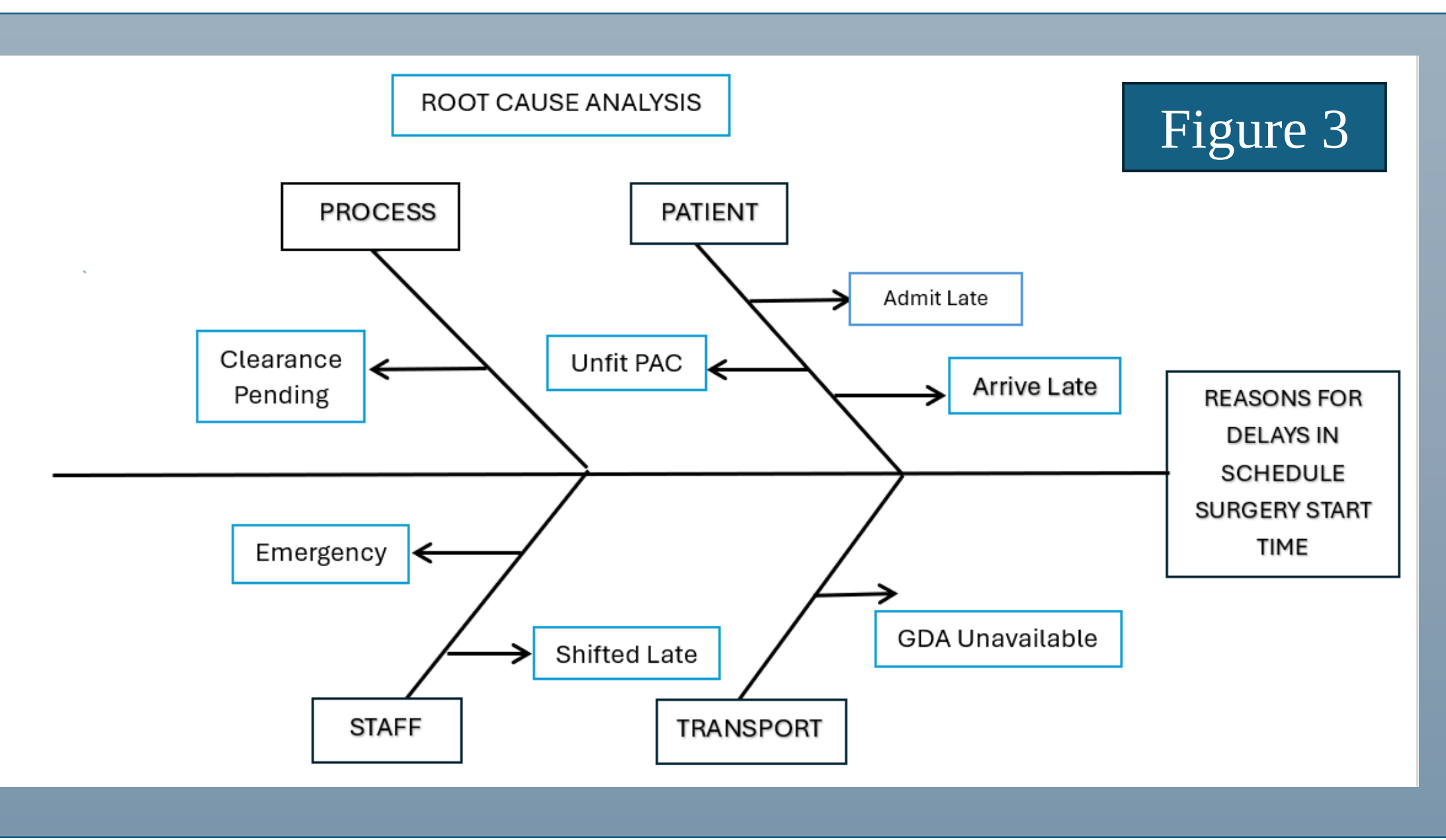
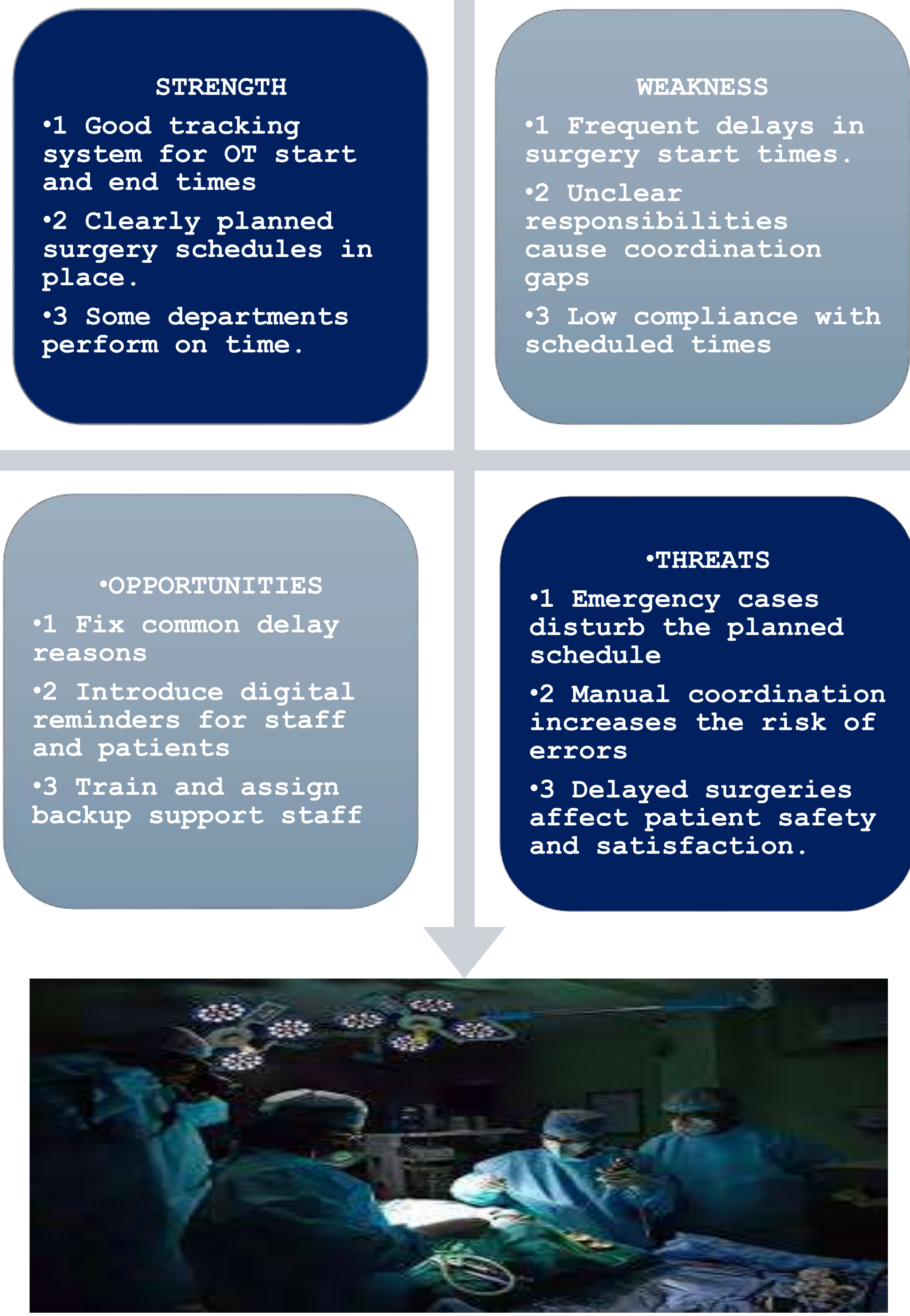


Figure 3



Methodology

- Sample Size :
 - Pre Intervention :221 (June 1 to 30 2025)
 - Post Intervention :63 (July 1 to 7 2025)
- Design :
 - Descriptive, observational study
- Tool :
 - Excel-based OT records and surgical logs.
- Data Analysis :
 - Descriptive statistics, trend analysis, and graphical representation using MS Excel .

Suggestions

- Conduct monthly surprise audits in key departments to check real-time compliance with protocols
- Record Delay Reasons Properly so that each staff should known the impact of delays.

CHALLENGES

- Some staff members did not involve us actively, treating us more as observers than contributors.
- Limited access to real-time data.
- Faced communication gaps with clinical staff due to their busy schedules.

LEARNINGS

- Understood the real working environment of a multispecialty hospital.
- Learned how different departments coordinate for patient care.
- Built confidence in handling real healthcare operations and challenges.
- Learned the importance of empathy and patient-centered care

Aspects	Theoretical	Practical
Hospital Workflow	Operations run smoothly with standardized procedure.	Frequent delays & unplanned disruptions are common.
Compliance & Quality	Guidelines Like NABH are strictly followed.	Partial compliance seen, often emphasized more during audits.
Communication	Clear, structured communication across departments	Miscommunication leads to confusion or inefficiency
Role Clarity	Each staff member works strictly within defined roles.	Staff often multitask due to shortages or emergencies •

