

History & Description

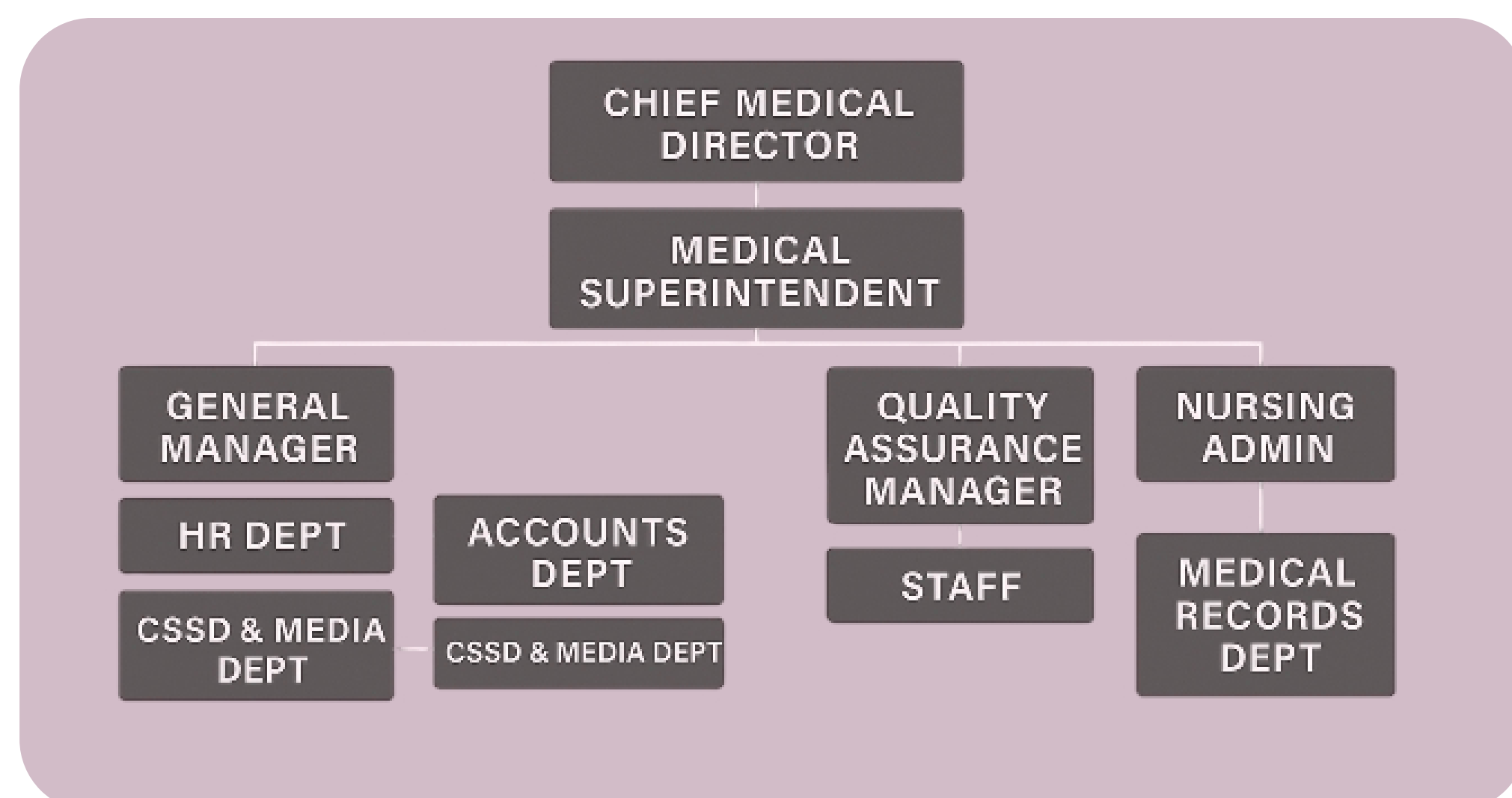
Here's a concise version:
Vasundhara Hospital, established in 1996 as a 10-bed IVF center, expanded to 50 beds with heart care, and now operates as a 100-bed multispecialty hospital.

Vision & Misson

Vision: A compassionate healthcare for Enriching lives with Consistent qualitative services.

Mission: Restore Health! Providing healing touch by caring, compassionate, committed and competent team. With the aid of state-of-art leading edge facilities for ensuring effective delivery at affordable and sustainable cost for the collective community welfare.

Organisational Structure



Learnings

Theoretical Learning	Practical Exposure
Focus on ideal digital workflows	Semi-digital systems with gaps
Clean implementation models	Old software
Seamless collaboration	Needed coordination with other department
Documentation structure	Ambiguous prescriptions/test codes

Objective

Establish an **efficient, standardized digital prescription system integrated with comprehensive patient data. Reduce Turnaround time by identifying workflow efficiencies.** Improve patient experience through **automation, streamlined processes and error minimization.**

Methodology

Type of Research- Descriptive Cross-Sectional

Duration- May-June

Sample Size- 237 patients

Sampling Technique- Purposive Sampling

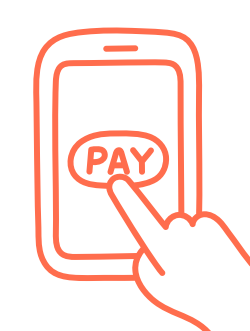
Assessment of Current Workflow

- **Mapping the patient journey from registration to consultation.**
- **Conducting TAT analysis for the general OPD patients.**

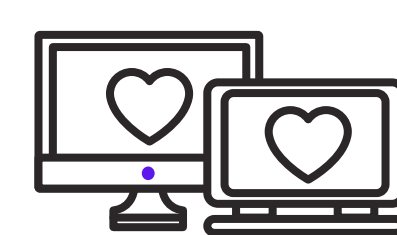
Identified Gaps

- Delayed online transactions
- Incomplete patient detail updates across departments
- Missing system-generated remarks in prescriptions
- Prescription printouts lack hospital logo
- No integration between lab and OPD modules
- Outdated software (using Version 23 instead of 25)

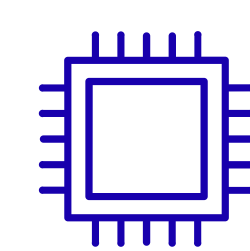
Solution Implemented



Introduced QR code payments



Identified workflow delays for digitilisation



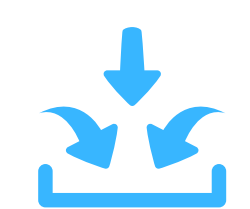
Managed hardware installation



Trained clinicians on digital tools



Rolled out digital prescriptions in 3 departments



Standardized clinical inputs

SWOT Analysis



STRENGTHS

- Admin support.
- Semi-Digital Setup.
- Clinical Cooperation.



WEAKNESSES

- Outdated Software.
- Low Staff Training.
- Poor Module Communication.



OPPORTUNITIES

- Full digitization improves flow.
- Model for other hospitals.
- Added analytics and mobile health.



THREATS

- Staff Resistance.
- Software glitches
- Data security and privacy risks.

TOWS Analysis



STRENGTHS OPPS.

- Use support to digitize OPD.
- Collaborate with clinicians.
- Use analytics for better flow.



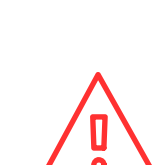
STRENGTHS THREATS

- Overcome staff resistance.
- Secure data with teamwork.
- Audit to avoid downtime.



WEAKNESS OPPS.

- Upgrade software.
- Train staff.
- Integrate all modules.

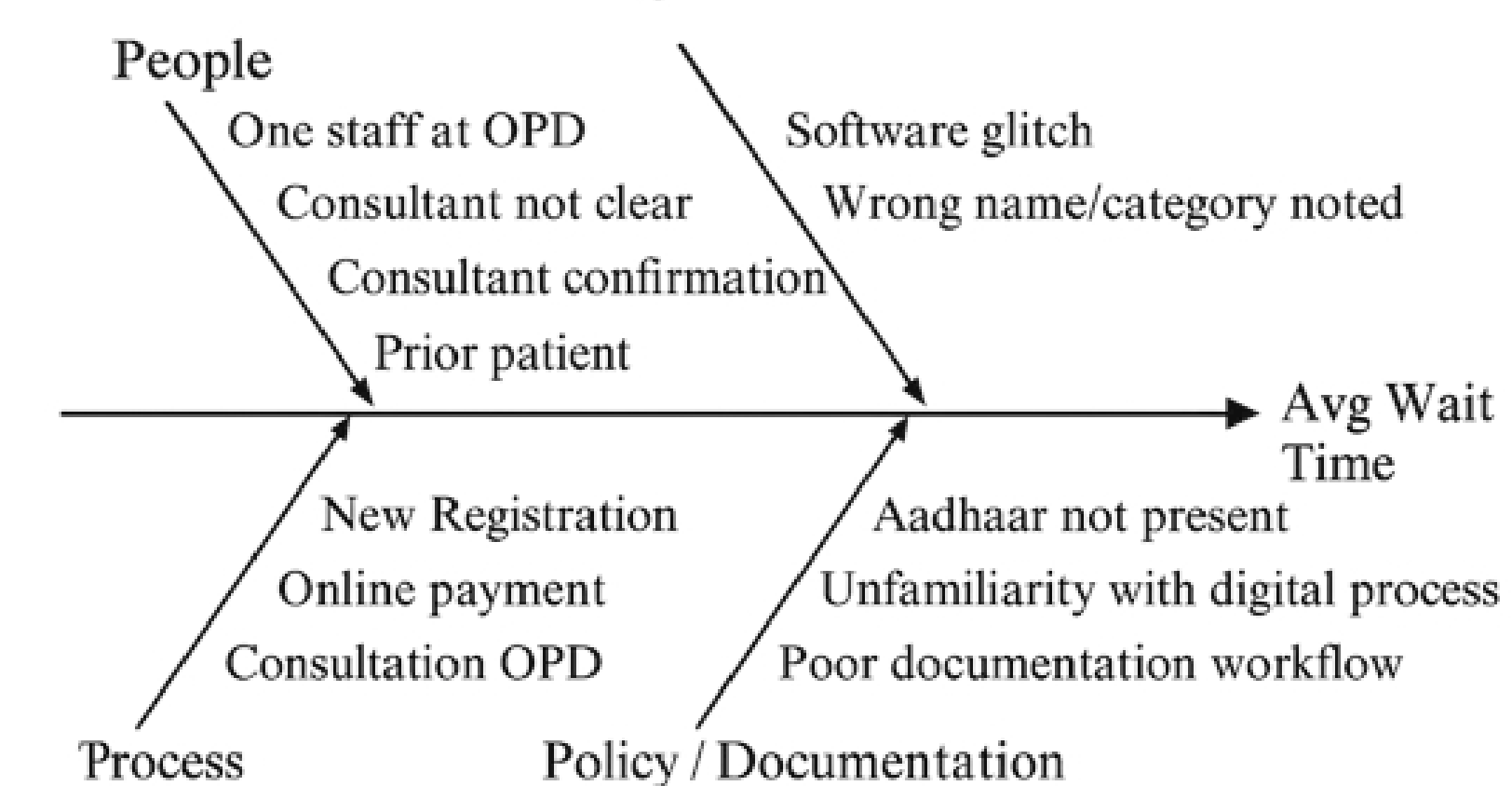


WEAKNESS THREATS

- Strengthen data security.
- Plan for downtime.
- Regular reviews.

Challenges During Internship

- Outdated software
- Fragmented data entry
- Resistance to digital adoption
- Lab and OPD not integrated
- Software lacks key functions



Learnings During Internship

- **Data-driven decision-making in hospital operations.**
- **Real-time coordination between clinical and admin teams.**
- **Hands-on with HIS, EMR & TAT analysis.**
- **Gained experience in healthcare software optimization.**
- **Improved understanding of patient-centric hospital workflows.**
- **Enhanced collaboration with multi-disciplinary teams.**

Suggestions

- Upgrade all departments to the latest software
- Provide regular clinician training
- Fully integrate lab and pharmacy with OPD
- Conduct periodic reviews and audits

