

About Organization

SDM Government District Hospital was established in 1994 as a 50-bedded satellite unit of PBM Hospital. It was upgraded to a district hospital in 2007 and affiliated with Sardar Patel Medical College in 2016. Now functioning as a 100-bedded hospital, it provides essential healthcare services to people from Bikaner and near by regions.

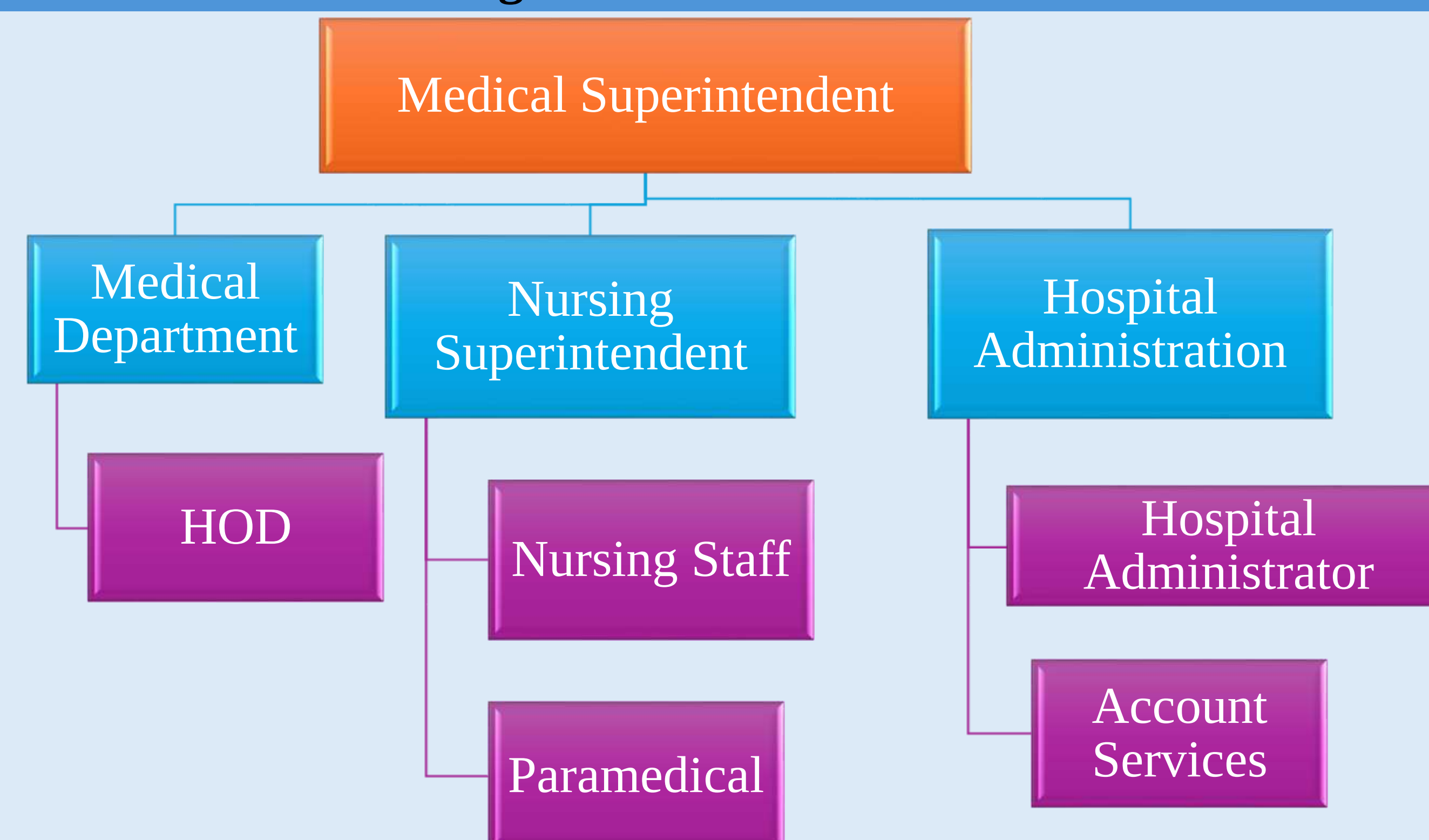
Vision

To be a leading district hospital providing accessible, reliable and quality healthcare services, with a focus on patient safety, dignity and satisfaction.

Mission

To provide efficient and patient-focused healthcare by strengthening district level services, maintaining clean and safe operations, using digital systems and ensuring supportive environment for patients and their families.

Organization Structure



Swot Analysis

Strength

- Centrally located and accessible.
- Trusted by local population for essential care.
- Provides multiple medical treatment facilities under one roof.

Weakness

- Overcrowding and insufficient waiting space.
- Outdated building and limited infrastructure.
- Inappropriate management of digital registration of patients.

Opportunities

- Complete digitalization with IHMS and token systems.
- Public-private tie-ups for advanced diagnostics.
- Expansion of beds and infrastructure.

Threats

- Delays in staffing and maintenance approvals.
- Infection risks due to overcrowding.
- No feedback mechanism available.

About Project

This project focuses on addressing challenges related to overcrowding, long waiting times and workflow inefficiencies by assessing current processes and developing an effective patient flow management system that is Queue Management System to improve service delivery and enhance the overall patient experience.

Objectives

- To reduce OPD waiting time.
- To enhance patient satisfaction.
- To optimize use of staff and resources.
- To streamline OPD workflows.

Process Flow

Token Generation : Patient collects a token from the machine.

Wait for Registration: Waits for token no. to be displayed on led screen.

Registration: Proceeds to the counter and receives registration slip and consultation token.

Wait for Consultation: Moves to OPD waiting area until consultation token no. is called.

Consultation: Meets the doctor for evaluation and consultation.

Digital Update: Doctor/DEO updates records in the system.



Challenges Faced During Internship

- In starting facing difficulties in collecting the data due to staff workload and limited availability.
- Understanding internal systems and aligning with hospital protocols required time initially.
- High OPD footfall caused issue in managing patient flow.
- Staff shortage and limited resources affected workflow and slowed improvement efforts.

Suggestions

- Clear, visible signages should be placed across the hospital to guide patients to the right departments.
- Should implement a token system to streamline patient movement, reduce crowding and timely consultations.
- Deploy additional DEOs to reduce registration delays, especially during peak hours.
- Should follow the mechanism of collecting patient feedback for better improvement and patient comfort.

Theoretical Understanding vs Practical Exposure

Theoretical Understanding

- Theoretically learned about hospital structure and patient flow concepts.
- Understood various healthcare approaches applied in real hospital settings.

Practical Exposure

- Observed actual patient flow during OPD hours.
- Interacted with staff and patients to understand real time challenges and services provided.

Major Learnings During Internship

- Understood core hospital administration workflows and coordination.
- Improved formal communication with higher authorities.
- Learned about QMS planning and IHMS application for proper patient flow.
- Learned how administrative meetings are structured and conducted.
- Developed a deeper understanding of real-time challenges in hospital operations through daily engagement and observation.