

Brief History



Established in 1996 as part of Ranbaxy Laboratories. It expanded by acquiring the healthcare division of Escorts Heart and Research Centre. In August 2023, Fortis announced the acquisition of Medeor Hospital, Manesar from VPS Healthcare . It has 350 operational beds with 95 ICU Beds, 9 OT's and 2 Cath Labs with dedicated Neuro ICU, NICU and Dialysis Unit. The Hospital Serves growing ubran catchment areas such as New Gurgaon, Dwarka Expressway, IMT Manesar and caters to patients from nearby regions like Rewari, Bhiwadi, Pataudi and Farukh Nagar

SWOT Analysis

Strength

- Strong trusted brand image in healthcare industry
- Broad range of specialties & highly qualified doctors,nurses and Healthcare professionals.

Weakness

- High treatment cost compared to Public Hospitals and some other competitors.
- Dependence on Metro Cities

Opportunities

- Medical Tourism
- Collaborations with Govt Schemes

Threat

- Pandemics & Health crises
- Rising Operational Cost
- Regulatory Pressure

TOWS Analysis

Strengths

Utilize the Strong Brand Image and highly qualified professionals to attract medical tourists around the globe

Weaknesses

Collaborate with govt schemes to reduce the financial burden on patients thereby addressing high treatment cost and reach beyond metro cities

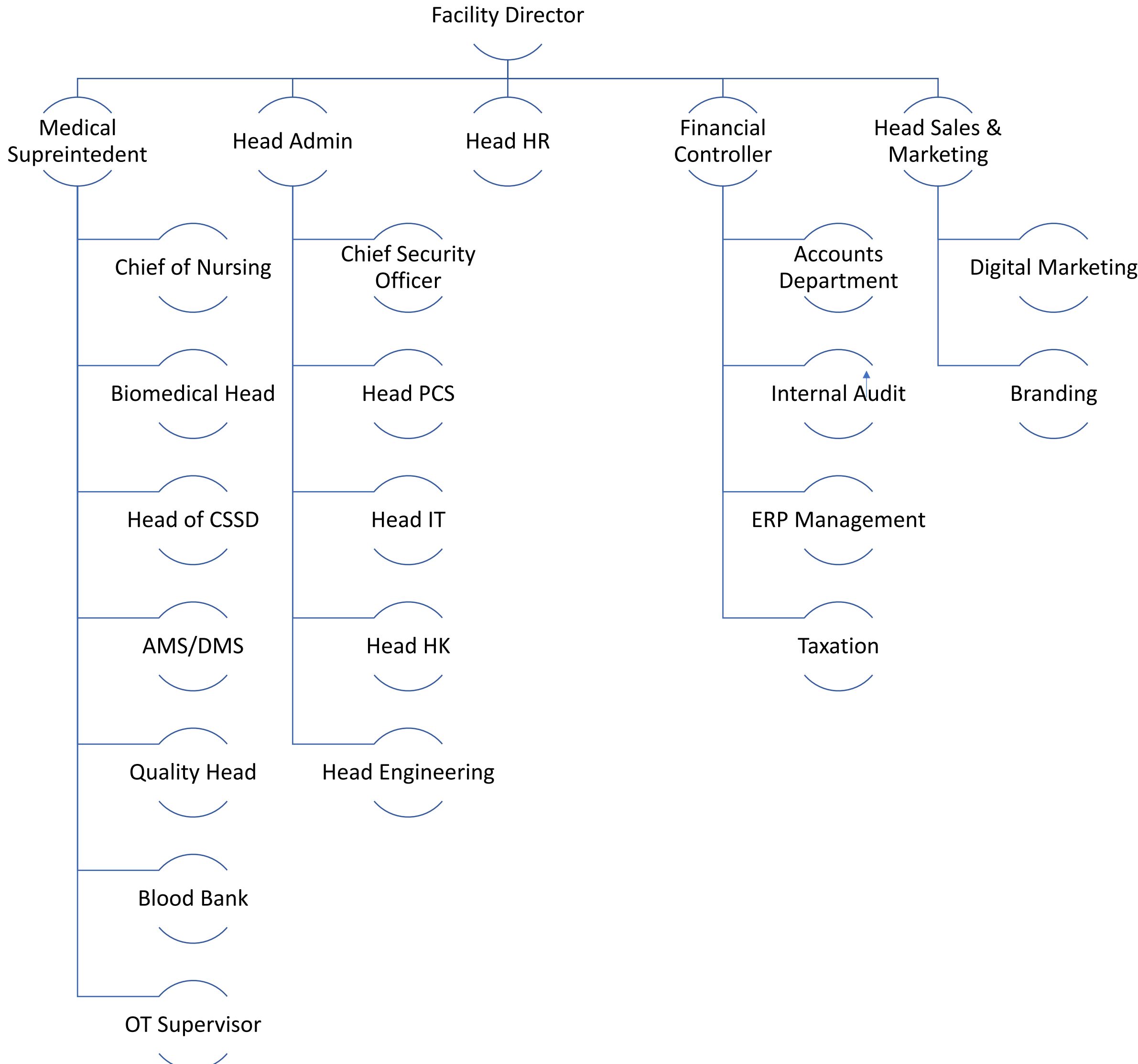
Opportunities

Utilize the strong brand image and broad specialties to build resilience against pandemics and health crises

Threat

Develop cost effective treatment models and diversify service locations beyond metro cities to reduce vulnerability during localized health crises or regulatory changes affecting specific urban areas

Organizational Heirarchy



AIM:

To evaluate and improve the processes and patient flow in the emergency room.

Methodology:

Study Design- Descriptive cross sectional study as it describes the current status of Processes in ER, ALOS, Initial Assessment TAT, Cannula Insertion TAT

Sample Size: 50

Sampling Technique- Purposive Sampling

Scope- Patients in Emergency Room

Theory into practice

Theoretical

- Regulatory Standards
- Quality Improvement Theories

Practical

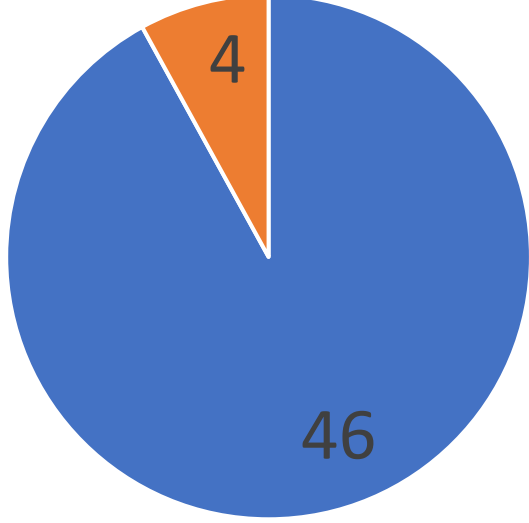
- Problem Solving
- Conducting audits
- Emergency care management

Suggestions for Improvement

- Delays were mainly due to critical case handling, billing issues, and decision-making from the patient side.
- Improving staff availability, billing coordination, and communication can further enhance ER efficiency.

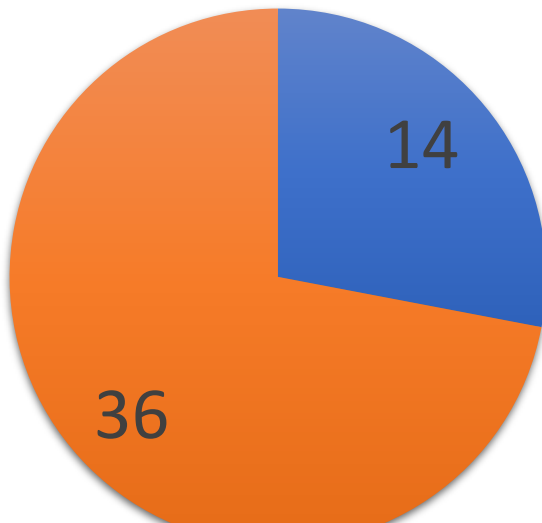
Data Analysis and Findings

Cannula Insertion



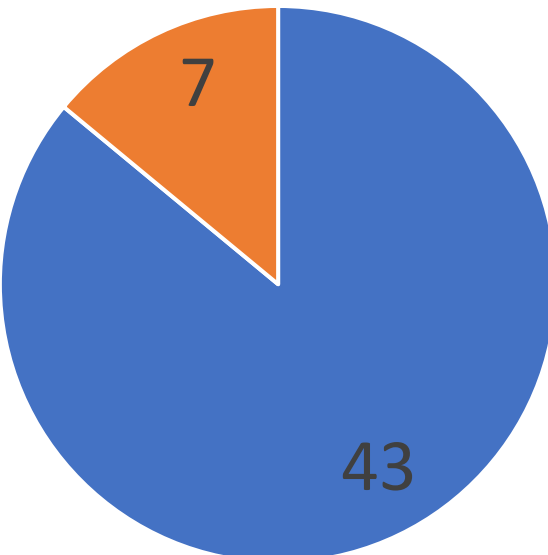
Category	Count
Number of Patients in which cannula insertion done within stipulated time	46
Number of patients in which delay was observed	4

Initial Assessment



Category	Count
Patients with initial Assesment not within TAT	14
Patients with initial Assesment within TAT	36

ALOS



Category	Count
Number of patients within Stipilated time	43
Numbe of patient not under the stipulated time	7

Benchmark

1- Initial Assessment <15min

2- Cannula Insertion <30min

3- ALOS <4 hours

The Operational efficiency analysis conducted over a sample of 50 ER patients has provided valuable insights into the operational performance and adherence to defined benchmarks in the emergency care process. The key findings are:

- 72% of patients assessed on time
- 92% received timely cannulation
- 86% stayed within the ideal LOS

Usefulness of Internship

- Exposure to working Environment of a Hospital
- Learning about prevention of problems
- Developed skills and confidence, equipping for future challenges

Challenges Faced

Navigating Complex Organization Structure

Formulation of defined schedule

Dealing with the staff