

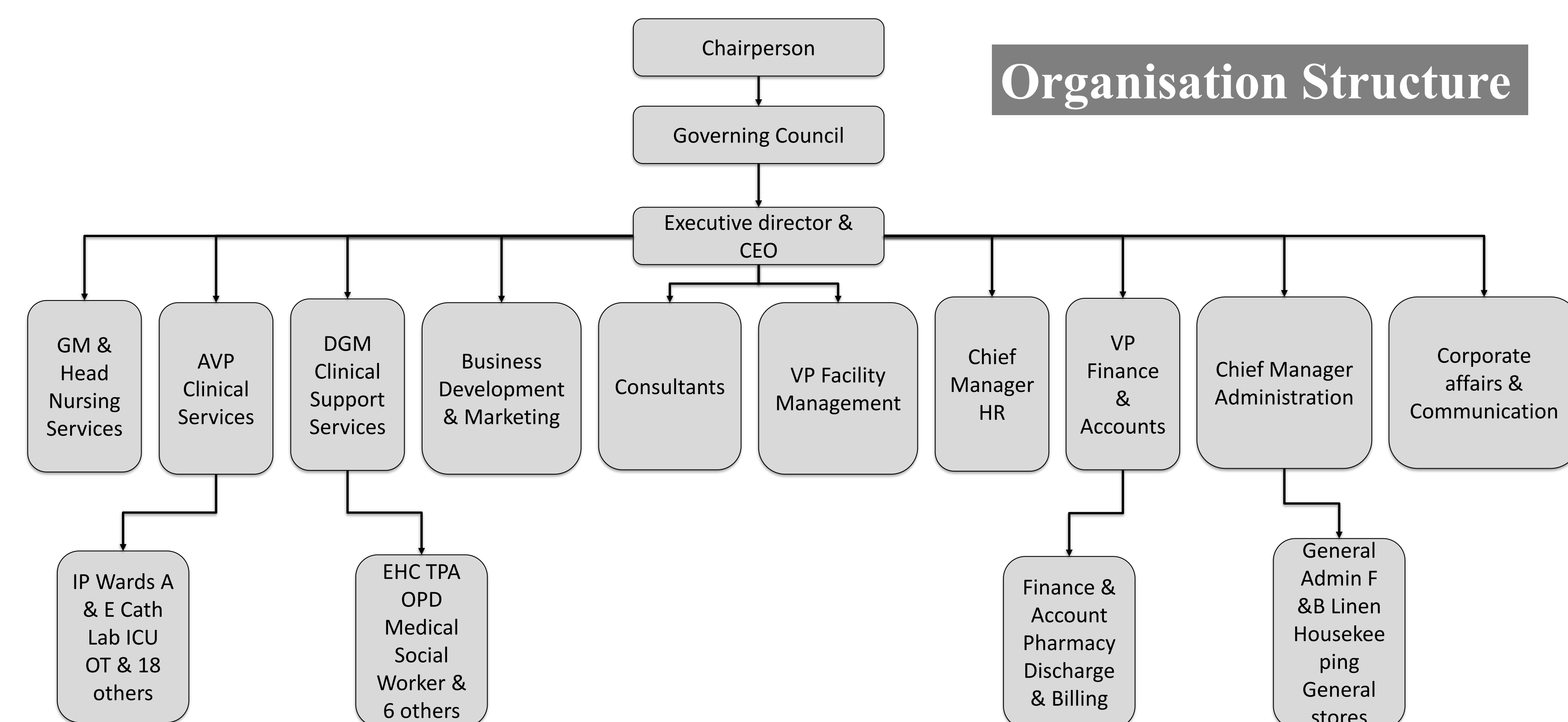
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About the Organization

Kokilaben Dhirubhai Ambani Hospital, Mumbai is a 750-bedded quaternary care hospital established by the Reliance Group. It's genesis took place in 2008-09. It offers advanced medical services with over 25 specialities.

Organisation Structure



Strengths

- Skilled & experienced technicians
- High-quality imaging equipment and infrastructure
- Availability of Provisional reports for urgent cases

Weaknesses

- Long wait times for walk-in patients
- Limited slots during peak hours
- Poor Scheduling
- Delay in report typing

Opportunities

- Digital appointment scheduling & time slot optimization
- Installing real-time queue displaying and tracking system
- Use of Time-Motion analytics regularly for quality improvement

Threats

- Patient dissatisfaction
- Overcrowding in the department
- Loss of business to competitors
- Burn-out of staff due to high patient load

SWOT ANALYSIS

Other Projects Done

- CT Scan Division Insights: Study Volume and Average Report TAT in the Radiology Department (Feb–May 2025)
- 3. Laying the Groundwork: Calculation of Mortality Ratio using SOFA Score formula for ICU Patients admitted in Intensive Care Unit (Feb–June 2025).

Vision

“We aim to be a global healthcare institution that combines the best in medical treatment with strong ethical principles and a culture of care and compassion.”
Late Shri Dhirubhai Ambani

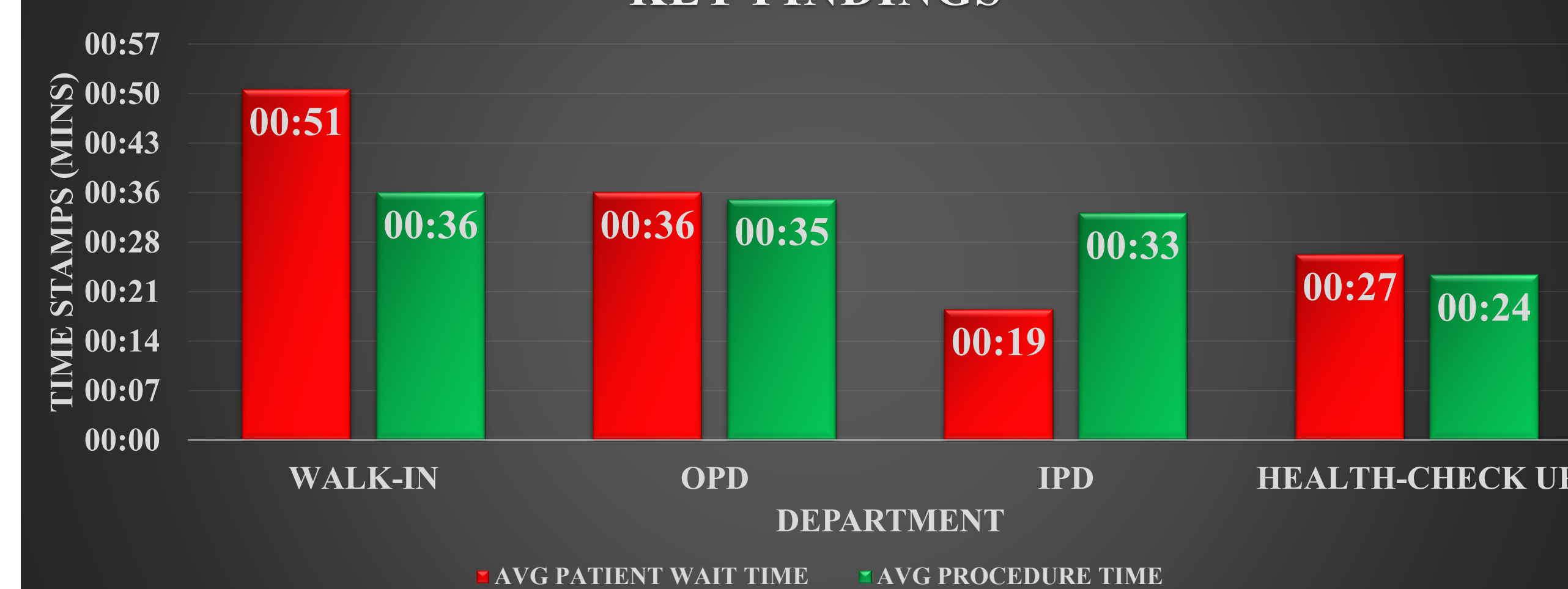
Mission

“To be an institution that offers comprehensive quality healthcare services under one roof through transparent patient-centric care ensuring patient safety, privacy and dignity. An institution where *Every Life Indeed Matters.*”

Objective of the study

The study aimed to assess the Patient Wait Time and Report Turnaround Time in the 2D Echo process through a time-motion analysis across Walk-in, IPD, OPD, and Health Check-up departments. It aimed to identify areas of delay and suggest practical improvements for smoother patient flow.

KEY FINDINGS



Major Learning during Internship

- Gained hands-on experience in conducting a time-motion study in a clinical setup.
- Observed the interplay between clinical staff, administration, and patients in day-to-day hospital operations.
- Developed skills in data cleaning, analysis, and interpretation using real hospital data,
- Realized the role of technology and digital tools in driving continuous quality improvement.
- Learned to balance professionalism, observation, and empathy while working in patient-facing areas

Theoretical v/s Practical Learning

- Applied practically SWOT Analysis which we were taught in Marketing management class.
- Observed and followed workplace ethics as taught in Organizational Behaviour class.
- Understood real-world hospital layout, operations and departmental flow as learnt in Essentials of Hospital Services class.
- Classroom learning focused on standard protocols, whereas hospital practice required adaptive thinking based on resources and patient behavior

Challenges faced during Internship

- Difficulty in collecting exact time-stamps
- Patient crowding during peak-hours making observation difficult
- Varied patient flow across sources – Walk-ins, IPD, OPD, EHC
- Delay in printing and delivering physical reports to Central Dispatch centre.

Suggestions Given

- Online booking systems along with phone bookings
- Having buffer times within slots.
- Digitizing the signature would reduce the time for the Doctor to sign them manually.
- Report should be typed on the same day