

Institutional Learning

MAINTENANCE

- Location-basement 2
- Manpower is outsourced
- Engineers are in house
- 2 Generators- 750KVA each
- RO water is being used.

CSSD(Central sterile supplies department)

Location-basement 1

EQUIPMENTS

- 1.Steam sterilizers: 2 in number
- 2.Ethylene oxide gas sterilizer: 1 in number
- 3.Automatic water disinfecter- 1in number
- 4.Ultrasonic cleaner– 1 in number

MEDICAL RECORDS

- 1 Type of medical record system
Electronic Health record (EHR)
- 2 Record keeping period:
 - Pediatric file has to be kept till child is 18 years of age
 - Medico legal cases, death cases-files have to be kept forever
- 3 Destroying files-1 month prior notice is given in newspapers before destroying files

DIETETICS

- 1Nutritional assessment of patient is done within 24 hrs
- 2 Reassessment is done after 7days
- 3 ICU notes are put daily
- 4 Small coupons are prepared for tea to nursing staff.

A STUDY ON DELAY IN DISCHARGE PROCESS AT MAX HEALTHCARE HOSPITAL

Introduction

Among various factors affecting the health care system, discharge process is one of the important factors related to patient satisfaction. Discharge process is defined as the process of activities that involves the patient and the team of individuals from various discipline working together to facilitate the transfer of patient from one environment to another. Discharge planning is essential to the concurrent patient care review system conducted as part of the hospital’s utilization management effort. If discharge planning is delayed, patient’s stay can be unnecessarily extended.

Objectives

- To identify main causes of delay in discharge process.
- To suggest key strategies to overcome the delay in discharge process.

Methodology

Study design: Observational study

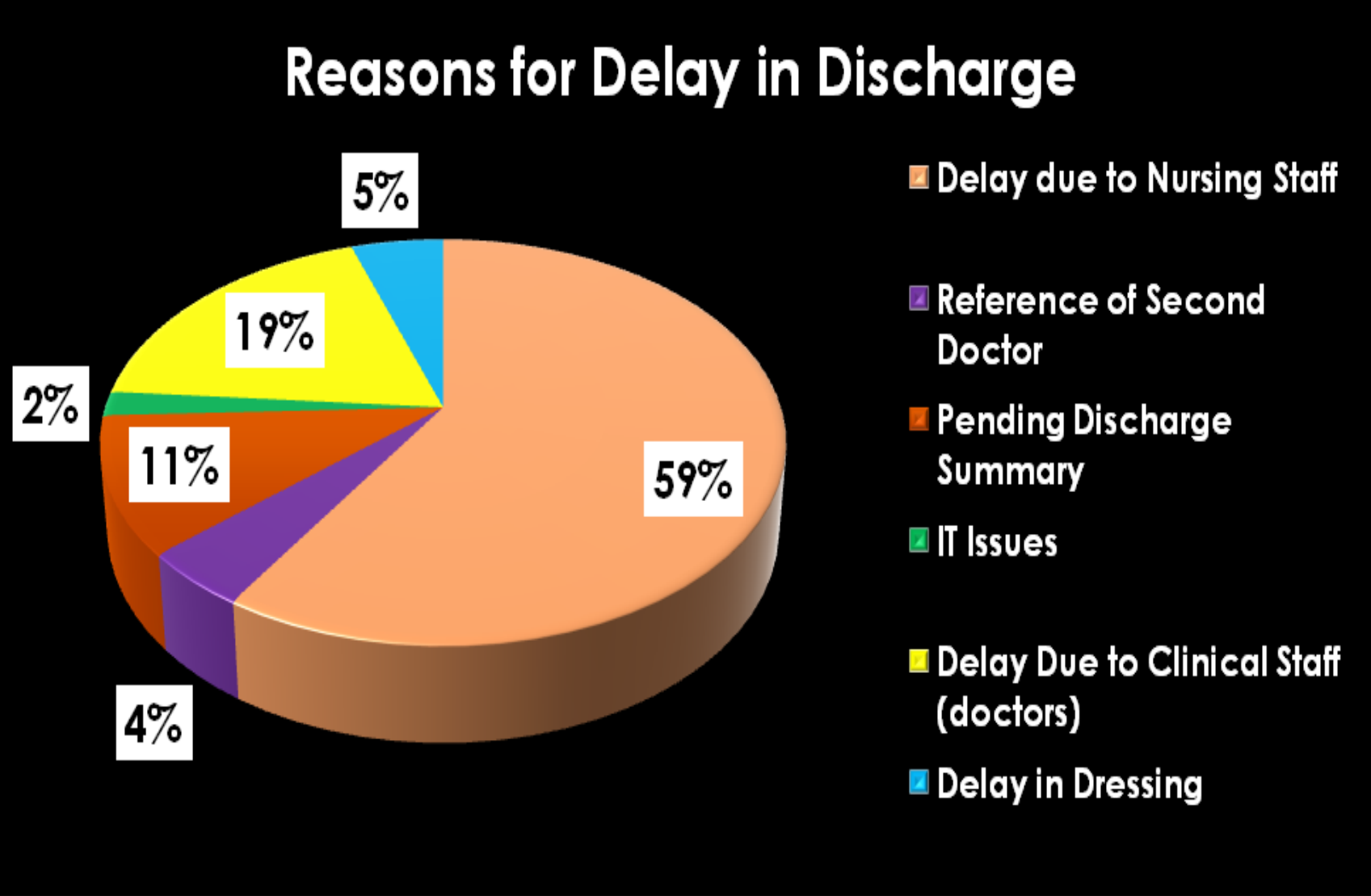
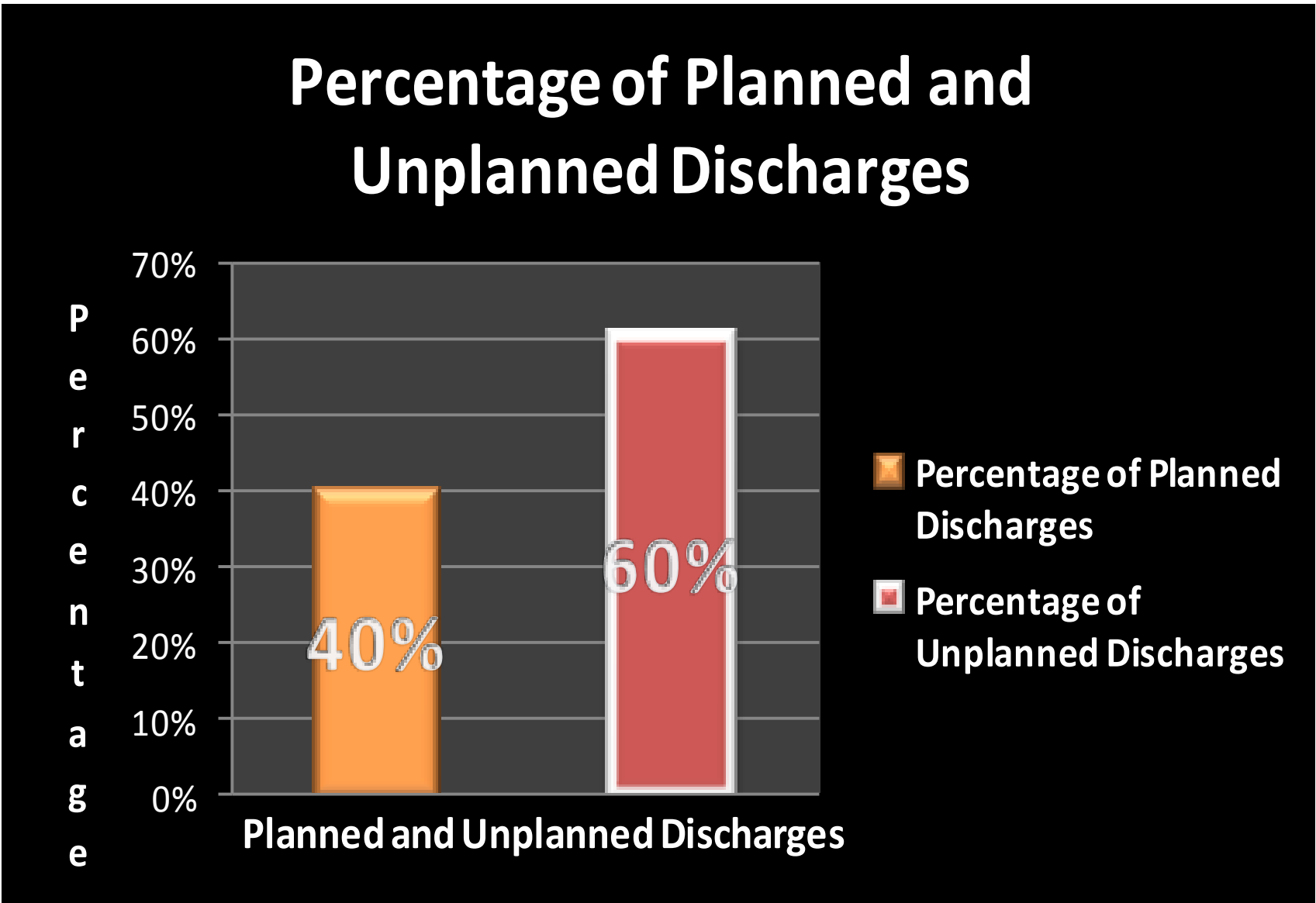
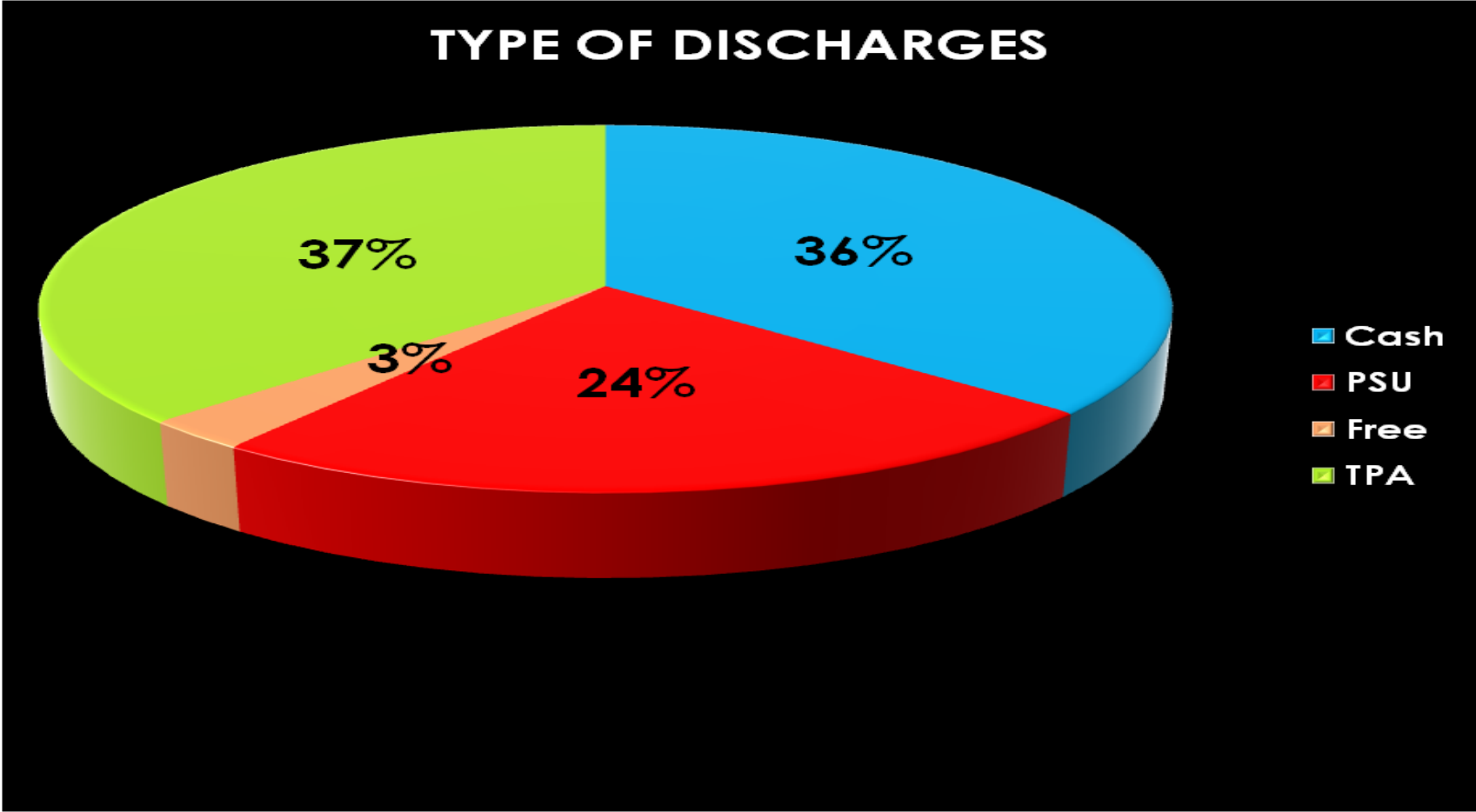
Sample population: In-Patients & day care patients of Max Shbg

Sample area: Shalimar Bagh

Study Time: 3Weeks from April1, 2016 – April23, 2016 (12-2 pm)

Collection of Data: Direct observation and talking to different stakeholders involved in discharge process

Key Findings



Suggestions

- Design a system where the user departments gets a pop-up on their screens, regarding any activities in discharge process entered by other departments and then prioritizes processing these orders over other daily work.
- Asking attendant to fill the feedback form and specifically asking reasons for delay in discharge which they have faced during their hospital

A STUDY ON FACTORS AFFECTING PRODUCTIVITY OF OUTPATIENT PHARMACY OF MAX HOSPITAL

Introduction

Inventory is one of the major current assets to the organization. They are important input of final product. It is an area where significant cost savings can be made. Inventory decisions are high risk and high impact from the perspective of financial operation. Outpatient retail pharmacy is a very significant contributor to the overall financial success of the hospital. Lack of retail expertise is a common problem in health-system pharmacy operations.

Objectives

- To evaluate productivity, especially in relation to prescriptions being dispensed and its impact on revenue & customer satisfaction.

Methodology

Study design : Observational and Descriptive Study

Study time : 24 APRIL’2016 - 25 May ‘2016

Study population : Outpatient retail pharmacy of Max superspeciality hospital

STUDY SAMPLE: OPD CASH PATIENTS OF NINE DOCTORS OF THREE SPECIALITIES

SPECIALITIES	DR.	DR.	DR.
INTERNAL MEDICINE	VINEET ARORA	S.K. NAGRANI	SANJAY DHALL
ORTHOPAEDICS	PALASH GUPTA	RAJU ESWARAN	MONU SINGH
GYNAECOLOGISTS	S.N. BASU	NITIKA SOBTI	SEEMA JAIN

Sampling technique: Purposive sampling

Collection of Data 1. Primary Source : Direct Observation

Key Findings

