SUMMER INTERNSHIP IN PARAS HOSPITALS, GURGAON

(7th April-7th June)

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INTRODUCTION

First NABH & NABL Accredited 250 bedded super specialty hospital equipped with one of the leading Neuro Sciences centers in the region . spread over 3 Acres with covered area approx 2.1 Lac sq. ft. spread over 7 stories

It has 55 specialty departments, 6 State of the art Operation Theaters & 70 critical care beds

Vision: To become preferred healthcare provider for all. Partnership in caring and curing with faith in values, integrity, respect, teamwork and innovation to achieve complete patient satisfaction.

Mission: To provide competitive, innovative and accessible medical care to the patients.

OBJECTIVES

1. To undergo in-depth orientation of Paras Hospitals , Gurgaon identifying the key management issues in various departments.
2. To do overall analysis of OT Complex for ,March, 2015.

DEPARTMENTS VISITED

1. Operation Theater Complex
2. ICU
3. In Patient Department
4. Out Patient Department
5. Emergency
6. In Patient Billing and TPA
7. In Patient Pharmacy
9. marketing
10. Human Resource Management
11. CSSD

MANAGEMENT ISSUES OBSERVED

Human Resource Management

1. Very poor staff retention(no performance appraisals) and no optimum utilization of employees.
2. No monitoring on GDA leads to increased TAT of GDA dependent services.
3. Poor roaster preparation.

Infection Control

1. Reluctant about OT fuming & sterilization. No Carbolization done.
2. Linen and equipments sterilized partially for increasing shelf life.
3. Isolation rooms don't have separate ducts.
4. Staff unaware about spills and PPE.

Maintenance & Material Management

1. Same elevator for CSSD, BMW, Food.
2. Corridors of ICU & OT occupied with extra machines.
3. Incomplete files of MRD causes delay in billing, discharge, problems in reference.
4. Interrupted power supply.
5. Drills required for emergency codes.

TPA & Billing

1. Improper counseling about CGHS, ECHS & ESI packages leads to unrequited discounts.
2. No doctor in TPA to resolve medical Queries.
3. Patients unsatisfied with queries regarding TPA Packages.

Overall analysis of OT Complex

METHODOLOGY

Type of Study: Phase I Descriptive study, Phase II Analytic study

Location of Study: OT complex, 1st Floor, Paras Hospitals, Gurgaon

Duration of Study: Phase-I March, 2015 and for Phase II 30 April-7 May, 2015.

Study Subjects: Patients who are admitted in the Hospital for surgeries.

Sample size: For Phase-I, 100% of patients who are operated in Paras Hospital, scheduled or not scheduled.

Data Collection Tools:
Phase I-Documentation/OT Tracker
Phase II- Observation.

Data collection Tool: Observation, Review of Records.

Data Analysis: MS Excel

DATA ANALYSIS & INTERPRETATION

Fig. 1 Chart showing the type of surgeries performed during March, 2015 in OTs

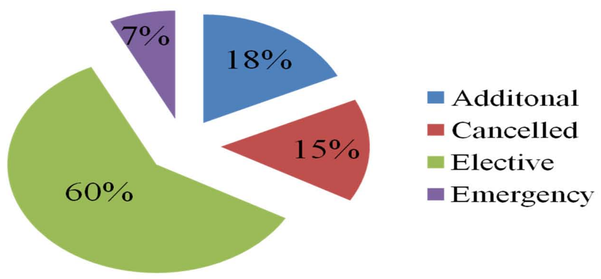


Fig 2. Graph showing no. of surgeries according to specialties performed in March, 2015

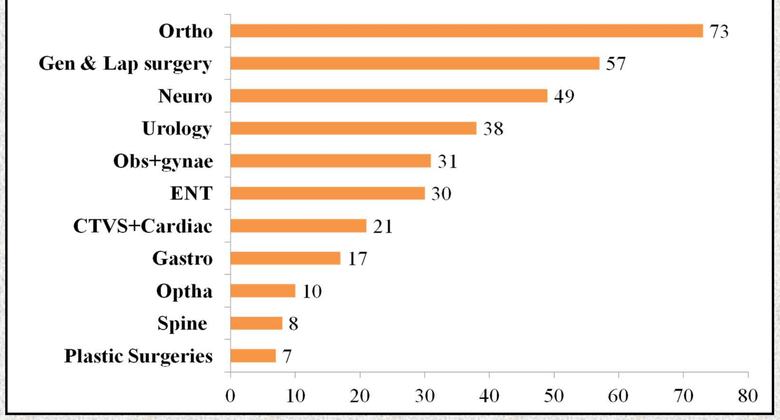


Fig 3. Utilization of OT Complex during normal OT Hours (8am-8pm) and Emergency hours (8PM-8AM)

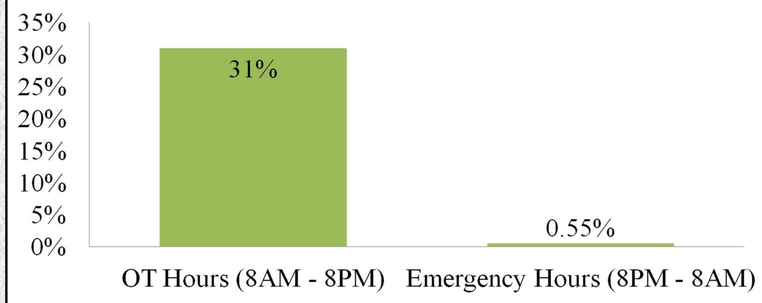


Table 1. Gap analysis between scheduled and actual surgeries

	Ideally (As per hospital manual)	Actual situation
Surgeries commenced < 15 mins	Should be 90%	51.32%
Surgeries rescheduled/ postponed/ cancelled	Should be <10%	48.68%

Fig 4. Graph showing deviation in OT scheduling in March, 2015

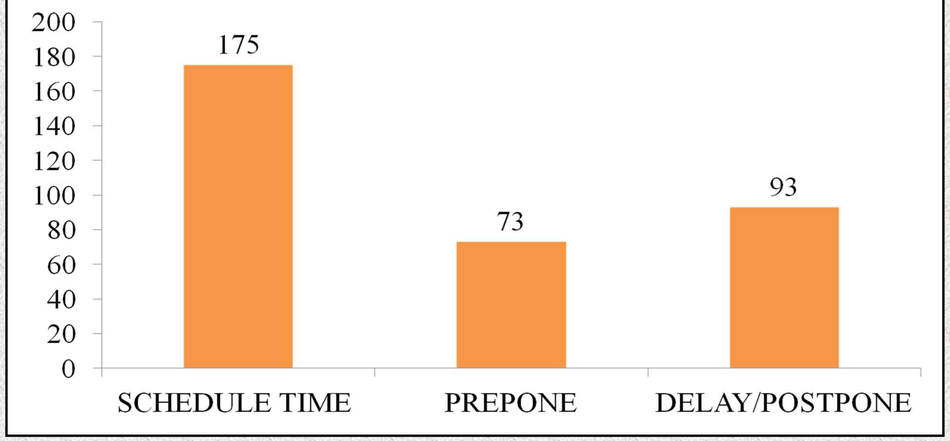
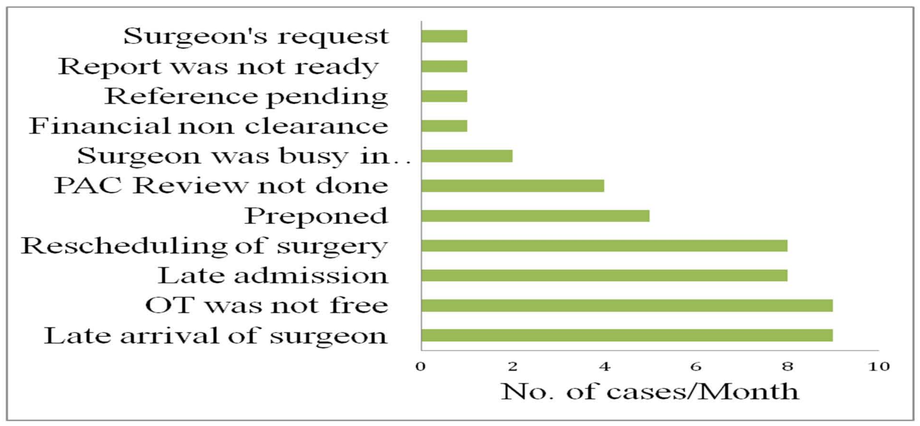


Fig 5. Graph showing reasons for delay in surgeries for March, 2015



RECOMMENDATIONS

1. PAC to be done a day before and twice before surgery.
2. Free accommodation to patients a day prior to surgery.
3. Roasters should be designed with optimum working hours of anesthetists.
4. Unproportionate distribution of nurses leads to increased work pressure. Appoint nurses for surgery every day.
5. For departments with low surgery counts marketing strategies should be planned.