



THIS CERTIFICATE IS AWARDED TO

MR. MUDASSHIR KHAN

In recognition of having successfully completed his Internship in the department of  
“ OPERATIONS ”

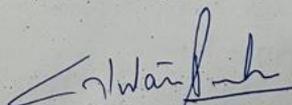
AND SUCCESSFULLY COMPLETED PROJECT ON  
CONVERSION OF THE PATIENT(OBS/GYN) FROM OPD TO IPD &PATIENT SATISFACTION.

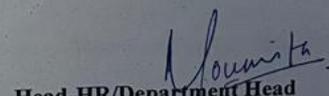
“ 26<sup>th</sup> of APRIL TO 25<sup>th</sup> JUNE 2024 ”

“ MAX SMART SUPER SPECIALITY HOSPITAL SAKET NEW DELHI ”

He comes across as a committed, sincere & diligent person who has a strong  
drive & zeal for learning

We wish him all the best for future endeavors

  
Organization Supervisor

  
Head-HR/Department Head

Max Smart Super Speciality Hospital, Saket  
(A unit of Gujarmal Modi Hospital and Research Centre for Medical Sciences)  
(Gujarmal Modi Hospital and Research Centre for Medical Sciences  
registered under the Societies Registration Act XXI of 1860)  
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Certificate of Approval

The Summer Internship Project of CONVERSION OF THE PATIENT(OBS/GYN) FROM OPD TO IPD & PATIENT SATISFACTION.

is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of Post Graduate Diploma in Health and Hospital Management for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.

Name of the Mentor  
Designation  
IHMR, Delhi

*[Handwritten Signature]*  
*[Date: 10/10/2024]*  
Dr. Atul Gaurav Mishra  
Associate Professor

## FEEDBACK FORM

(Organization Supervisor)

Name of the Student: MUDASSHIR KHAN

Summer Internship Institution: MAX SMART HOSPITAL "SAKET"  
NEW DELHI

Area of Summer Internship: operation department.

Attendance: Regular

Objectives met: ① He was diligent to follow patients for OPD to IPD conversion to understand their needs & query

Deliverables: ② To bring more patient for ANC classes

Strengths: ① Sincere  
② Focused  
③ Self-disciplined

Suggestions for Improvement:

① To gain more knowledge from different department to increase knowledge about process.

② To keep reading more on

Signature of the Officer-in-Charge (Internship)

Date: 25th June 24

Place: MAX Hospital Saket  
New Delhi

FEEDBACK FORM

(IIMR MENTOR)

Name of the Student: *D* Mr. Mudasahr Khan

Summer Internship Institution: MAX SMART SUPER SPECIALITY HOSPITAL  
SAKET NEW DELHI

Area of Summer Internship: Hospital operation.

Attendance: Good.

Objectives met: The study has been good & he has done good work.

Deliverables: MD

Strengths: Sincere, focused, keen to gain knowledge.

Suggestions for Improvement: Keep learning

*[Signature]*  
Signature of the Officer-in-Charge (Internship)

SUMMER INTERNSHIP REPORT

At

Max Smart Super Speciality Hospital

Saket New Delhi  
(April 26<sup>nd</sup> to June 25<sup>st</sup>, 2024)

A Report On

“Conversion of Patients (OB/GYN) from OPD to IPD”  
“ & Patient Satisfaction”

By

MR. MUDASSHIR KHAN



PGDM (Hospital and Health Management)

2023-2025



International Institute of Health Management Research, New Delhi

## -----ACKNOWLEDGEMENT-----

It is not possible to prepare a project report without the assistance & encouragement of other people. This one is certainly no exception.

On the very outset of this report, I would like to extend my sincere & heartfelt obligation towards all the personages who have helped us in this endeavour. Without their active guidance, help, co-operation & encouragement. I would not have made headway in this project.

Firstly, we would like to thank MR ALTAF YOUSUF MEER for his advice, supervision and the vital contribution as and when required during this project. His guidance triggered and nourished us intellectual maturity that helped us for a long time to come. he helped me all the time i needed and gave the right direction towards project completion.

Besides, I would like to express our deep sense of gratitude and indebtedness to our supervisors Dr. Nutan mam (associate general Manager Max), Mrs. Momita mam (department head obs & gyn ) and Mr Rohit Sharma (flour Manager) for their invaluable encouragement, suggestions, support and providing us experiences in various departments throughout our internship. Above all, this priceless and meticulous supervision at each and every phase of work inspired us in innumerable ways.

I would like to express my special thanks to DR SUMESH KUMAR ( Associate professor & Dean ) and IIHMR placement team and for providing such great opportunity which helps in to grow and learn about many interested aspects.

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## INTRODUCTIN

### ABOUT THE HOPITAL



Max Smart Super Speciality Hospital, Saket (a unit of Gujarmal Modi Hospital & Research Centre for Medical Sciences) is a 250-bed facility with 12 high-end modular operation theatres, an emergency resuscitation, and observation unit, 50 critical care beds, a dedicated endoscopy unit, and an advanced dialysis unit. It is a tertiary care hospital equipped with 256 Slice CT Angio, 3.0 Tesla digital broad band MRI, Cath Labs with electrophysiology navigation, and a flat panel C-Arm detector. It offers services in the medical disciplines of Cardiac Sciences, Orthopaedics, Urology, Neurology, Paediatrics, Obstetrics, and Gynaecology, making us the best hospital in Delhi.

With the help of over 300 leading specialist Doctors, strong nursing staff, and state-of-the-art innovative medical tools, Max Smart Super Speciality Hospital, Saket aims to provide the highest standard of medical care to the patients, right from the admission and all the way to the patient discharge. Max Smart Super Speciality Hospital, Saket, offers the advantage of integrated medical care in a multidisciplinary setting provided by a faculty of highly qualified doctors, nurses, & healthcare professionals.

Max Smart Super Speciality Hospital, Saket is a regional hub for complex procedures such as neurovascular intervention, targeted cancer treatments, heart surgeries, orthopaedic surgeries, renal, bariatric, paediatrics, obstetrics and gynaecological treatments.

**Specialities**

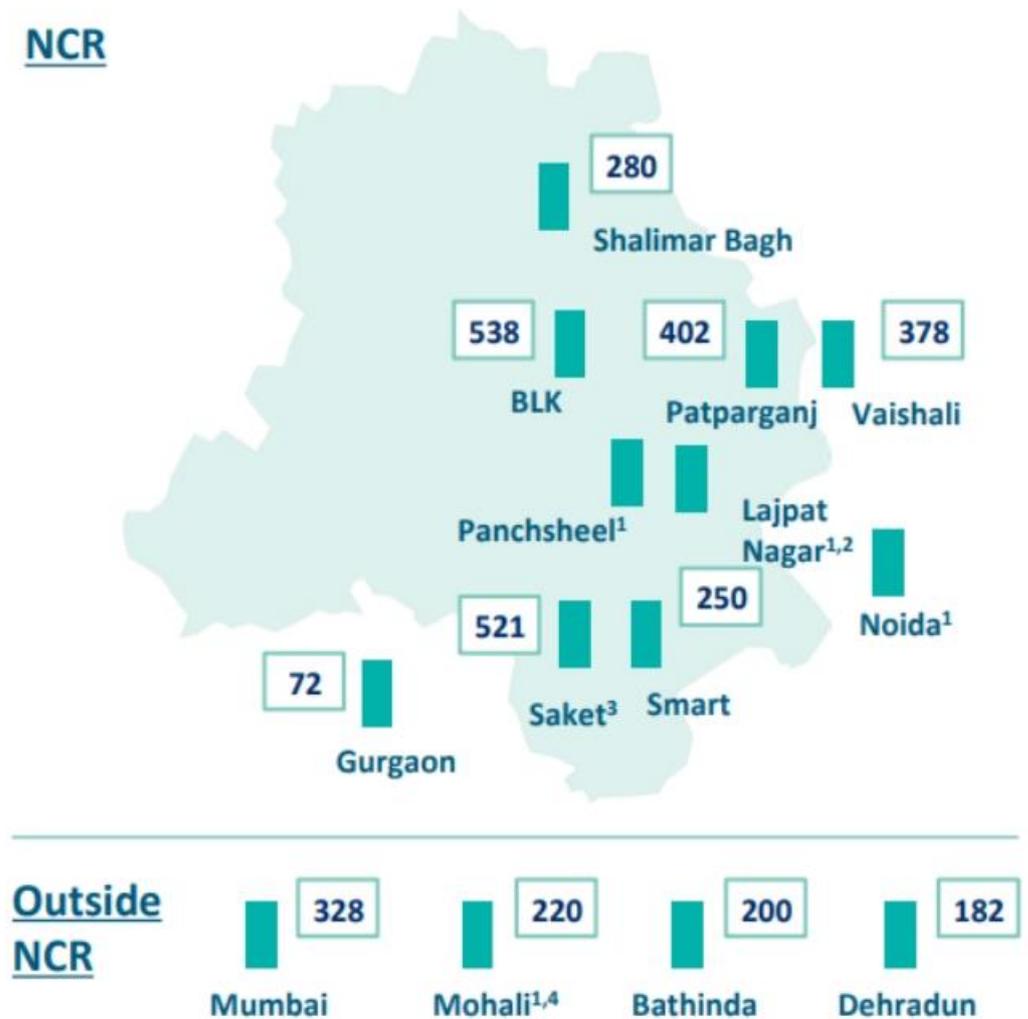
**Orthopaedics & Joint Replacement**

**Cancer Care / Oncology**

**Obstetrics and Gynaecology**

**Cardiac Sciences**

**Nephrology**



**SPECIALITIES IN HOSPITAL**

The hospital is specialized with 12 high-end modular operations theaters, an emergency resuscitation and observation units.

- Cardiology
- Cancer care
- Kidney transplant
- Neurology
- Liver transplant
- Eye care
- Joint replacement
- Lung transplant
- Nephrology
- Dental care
- Obs. and Gyn.
- Orthopedics
- Robotic surgery

### **FACILITIES IN HOSPITAL**

✓ COMFORT DURING STAY:

TV in room

Private rooms

Free wifi

Phone in room

Mobility accessible rooms

Family accommodation

Laundry

Welcome

Call bell

✓ MONEY MATTERS:

Health insurance coordination

Medical travel insurance

Foreign currency exchange

ATM

Credit/ Debit card

Net banking

✓ FOOD:

Diet on request

Restaurant

International cuisine

✓ TREATMENT RELATED:

Medical record transport

Online doctor consultation

Rehabilitation

Pharmacy

Home care

Document legislation

Postoperative follow-up

✓ LANGUAGE:

Interpreter

Translation services

✓ TRANSPORTATION:

Airport pickup

Local tourism option

Local transportation booking

Visa/ travel office

Air ambulance

Car hire

**MAX RESEARCH CENTRE**

At Max Healthcare (MHC), the Office of Research (OOR) fosters, supports, and directs our multifaceted research endeavor. It serves as a "front door" for new collaborations in research as well. For Max Healthcare, having strong research skills and an academic setting have been top priorities.

The OOR's single, unwavering goal since its founding in 2005 has been to improve the quality, quantity, and efficiency of converting discoveries in basic science into better clinical treatment for our patients. The OOR has staff members that are specifically dedicated to providing operational, administrative, scientific, academic, and technological support to researchers who wish to conduct research or clinical trials.

MHC has developed a highly positive reputation in the field of research, both domestically and globally. This includes financed grant studies, clinical research trials, and clinical research studies and funded grant studies increasing year by year

## **VISION**

At Max Healthcare, our vision is to be India's most well-regarded healthcare provider committed to the highest standards of clinical excellence and patient care, supported by the latest technology and cutting-edge research.

## **VALUES**

### **COMPASSION**

We have a deeper level of patient understanding and are always empathetic to their needs. This encourages a culture of providing a higher standard of patient-centred care. We respect each other and our patients, and ensure that their needs are met with dignity. We rise to the occasion each time for we recognize the positive social impact we can create.

### **EXCELLENCE**

We ask more of ourselves and are always passionate about achieving the highest standards of medical expertise and patient care. We understand that being the best is a continuous journey of becoming better versions of ourselves every day.

### **CONSISTENCY**

We always deliver on our commitment and ensure the highest level of patient care is met at every stage, every time. We believe that only through consistency can we achieve our patients' trust and fulfil our goals.

### **EFFICIENCY**

We create a responsive healing environment, by being nimble to the needs of our patients and delivering what they really need with precision and timing. We are focused yet fast, personal yet practical, advanced yet seamless in delivering the exact care our patients need.

### **PURPOSE**

To Serve.  
With commitment and compassion in our heart, we deliver the highest standard of patient-centred care to those we serve.

To Excel.  
From a dream team of doctors and  
specialists to support staff that goes the  
extra mile to deliver quality care,  
excellence is in our DNA.

### **OUR MILESTONES**

2020	2020 NSE and BSE listing Max Healthcare's BSE and NSE listings
2017	<b>JCI Accreditation</b> The Joint Commission International has granted Max Super Speciality Hospital Saket its accreditation. (JCI)

2016	<b>Max Institute of Cancer Care, Lajpat Nagar</b> in June 2016, the Max Institute of Cancer Care, a childcare center exclusively dedicated to cancer care, opened in Lajpat Nagar.
2015	<b>Max Smart Super Speciality Hospital, Saket</b> Officially, Saket City Hospital becomes Saket's Max Smart Super Speciality Hospital
2015	<b>Max Super Speciality Hospital in Vaishali is now the official name for Pushpanjali Crossley Hospital.</b>
2014	<b>Please keep in mind the following text: TEXT: Max Multi Speciality Hospital, Greater Noida Max Multi Speciality Hospital, Greater Noida - Secondary Care Hospital in Greater noida</b>
2012	<b>Max Healthcare inaugurated its initial Super Speciality hospital in Uttarakhand in May 2012 known as Max Super Speciality Hospital, Dehradun.</b>
2011	<b>Max Super Speciality Hospital in Bathinda is a part of Max Healthcare, and it expanded its presence in North India (in partnership with the Government of Punjab) in September 2011.</b>
2011	<b>Max Super Speciality Hospital, Mohali</b> <b>In September 2011, Max Healthcare expanded its operations in North India by forming a partnership with the Government of Punjab to establish Max Super Speciality Hospital in Mohali...</b>

2011	<b>Max Super Speciality Hospital, Shalimar</b> <b>Max Super Speciality Hospital, Shalimar Bagh- Max Healthcare strengthened its presence in Delhi &amp; NCR by opening a 300-bed facility in Shalimar Bagh in November 2011.</b>
2009	<b>Max Healthcare has achieved NABH Accreditation for its blood bank.</b>
2009	<b>Max Healthcare has been honored with the D L Shah National Award for 'Economics of Quality' by the Quality Council of India.</b>
2008	<b>Max Healthcare has been honored with the Express Healthcare Awards for its outstanding performance in the healthcare sector.</b>
2007	<b>"Max Healthcare Certification: Max Healthcare's laboratories have been awarded NABH and NABL certification."</b>
2007	<b>Max Hospital in Gurgaon</b> <b>High End Secondary Care Centre in Gurgaon</b>
2006	<b>Max Super Speciality Hospital located in Saket</b> <b>The first Multi, Super Speciality Tertiary Care Location at Max Super Speciality Hospital in Saket</b>
2005	<b>Max Hospital in Patparganj is the primary Multispecialty Tertiary Care facility in East Delhi. It boasts 147 beds, 3 operating theaters, and 1 Cath Lab..</b>
2004	<b>Max Heart &amp; Vascular Institute, Saket is the first super tertiary care facility with advanced cardiac life support ambulances and air evacuation service..</b>

2002	<b>Max Hospital, Noida</b> <b>Max Hospital, Noida - Focus on Mother and Child care with Non-invasive Cardiology, Orthopaedics, ENT, Ophthalmology, Nephrology etc.</b>
2002	<b>Max Hospital in Pitampura is the first hospital to obtain ISO certification. It is also the first high-end secondary care center in North Delhi.</b>
2000	<b>Max Medcentre in Panchsheel Park is the first medical center to offer OP facilities and day care surgeries.</b>
1985	<b>Max Foundation</b> <b>Established in 1985, Max India Limited is a publicly listed company on both the NSE and BSE, boasting more than 37,000 shareholders.</b>

## **ACCREDITATIONS & CERTIFICATIONS OF MAX HEALTHCARE**

"National Accreditation Board for Hospital & Healthcare Providers (NABH) Accreditation

- **Max Healthcare operates multiple blood banks and provides high-quality blood bank services in accordance with NABH standards and guidelines from the National AIDS Control Organization (NACO). Currently, three of the Max Healthcare Blood Banks hold NABH accreditation. National Accreditation Board for Testing and Calibration Laboratories (NABL) Accreditation**

Max Healthcare has a variety of laboratories spread across its large Hospital Network, which are accredited by NABL in their respective fields of medical testing.

"The Joint Commission International (JCI) Accreditation"

Max Super Speciality Hospital, Saket, has been granted accreditation by The Joint Commission, a US-based independent organization that has accredited more than 21,000

healthcare institution and programs in the united state. The accreditation from Joint Commission International (JCI) is widely recognized as the highest standard in global healthcare and ensures that the hospital has advanced clinical protocols and excellent arrangements for providing the best patient care.

# **Department's Observation and Findings**

- **Department: Radiology**

Observations:

The Radiology Department uses X-rays and Ultrasound scans to provide a high-quality diagnostic service to in-patients, out-patients, day care, and emergency patients. These radiological services produce images that can help with patient diagnosis and therapy

Implementation of token system in billing processes to reduce TAT.

- Department: Patient Access / Call Center

Observations:

Observing how patient queries are being resolved through telephonic website / app methods using proclivity calling module

- **Department: Emergency**

Observations:

An emergency department (ED), also known as an accident and emergency department (A&E), emergency room (ER), or casualty department, is a medical treatment facility that specializes in emergency medicine, or the acute care of patients who arrive without an appointment, either on their own or via ambulance.

Observing how patients are treated under observation according to their level of urgency, following triage protocols.

### **Department: Bed Management**

Observations:

in bed management, the process starts with recording the receipt of a bed request, noting the time and requester. The status of the desired bed (available, occupied, under cleaning) is checked and documented. The allotted bed's category (e.g., general, semi-private, private) is matched to the patient's needs. Communication with internal staff regarding bed preparation and interactions with the patient or their representative to manage expectations are observed and recorded. Finally, the patient's admission to the allotted bed is confirmed, noting the time and any issues encountered.

### **Department: Financial Counseling**

Observations:

in financial counseling, the process begins with advice provided by the admission consultant. The patient is instructed to bring the prescription or doctor's input form. Once prepared, the prescription or doctor's input form is handed over to the patient, and the receipt of this form is documented.

### **Department: Insurance Management**

Observations:

The insurance management process at Max Healthcare begins with receiving the Third Party Administrator (TPA) customer and sending a pre-authorization form. Follow-up is conducted to resolve any queries, and the customer is notified upon initial approval. The final bill is prepared upon discharge intimation, then sent along with the discharge summary to the TPA for final approval. The final approval is received, and the approval status is communicated to the patient or

attendant, addressing any remaining queries to ensure resolution within defined timelines. Efficient communication, timely follow-ups, and accurate documentation are essential for smooth processing and final approval.

**DEPARTMENT IPD 2ND FLOOR NEW WING-** In the ipd depart  
I observed about the room categories like gen single double their cost  
according to different patient type like panel patient tpa patient and  
cash patient also did the round with flour manager to understand  
patient problem and resolved them also did the audit of active patient  
file to understand how the audit done and also observed the roster  
plan of doctor which

## **PROJECT REPORT**

### **Title - “ Conversion of patient (OBS & GYN) from OPD to IPD and Patient satisfaction.”**

#### ➤ **INTRODUCTION**

The transition of patients from outpatient (OPD) to inpatient (IPD) care is a critical juncture in healthcare delivery, particularly in the field of obstetrics and gynaecology (obs/gyn). Understanding the dynamics of this transition is essential for improving patient care, resource allocation, and overall healthcare outcomes. Despite the significance of this process, there is a lack of comprehensive data and analysis regarding the frequency and causes of such conversions. Additionally, patient satisfaction during and after this transition remains underexplored.

This study aims to bridge this knowledge gap by analysing both prospective and retrospective data to elucidate the rate and reasons for patient conversions from OPD to IPD in the obs/gyn department. By examining various factors influencing this transition, such as medical necessity, patient demographics, and systemic issues, the research will provide a detailed understanding of the underlying causes. Furthermore, the study will evaluate patient satisfaction levels, offering insights into the patient experience and identifying areas for improvement.

The insights gained from this research are expected to inform strategies that enhance patient care and satisfaction in the obs/gyn department. By understanding the intricacies of patient transitions and addressing the factors contributing to patient dissatisfaction, healthcare providers can implement targeted interventions to improve patient outcomes. This study will serve as a foundation for developing policies and practices that ensure a seamless transition from OPD to IPD, ultimately enhancing the quality of care provided to patients.

#### **Aim-**

\_To analyse the conversion of patients from the outpatient department (OPD) to the inpatient department (IPD) in the obstetrics and gynaecology (obs/gyn) department and to evaluate their satisfaction levels with the care provided

#### **Objectives -**

**1. Determine the Conversion Rate:** To quantify the proportion of patients transitioning from OPD to IPD in the obs/gyn department.

•**2 To evaluate the satisfaction levels** of patients who were converted from OPD to IPD regarding various aspects of their care, including medical treatment, nursing care, hospital facilities, and overall experience.

**3. Identify Areas for Improvement:** • To pinpoint specific areas where patient care and satisfaction can be enhanced in both OPD and IPD settings

**4. Compare Satisfaction Levels:** • To compare the satisfaction levels between patients who remained in OPD and those who were admitted to IPD

**5 Develop Recommendations:** • To formulate recommendations aimed at improving patient care processes and satisfaction based on the findings of the stud

➤ **METHADODOLOGY—**

- **Study setting**—max smart hospital Saket New Delhi
- **Study population** —OBS & GYN Patient.
- **Source of data** - HIS and hospital record.
- **Time frame** - 26th of April to 26th of June.
- **Sample technique** –simple random technique.
- **Study design**—prospective & retrospective study
- **Data analysis-** using Bar chart and line graph in Microsoft excel.

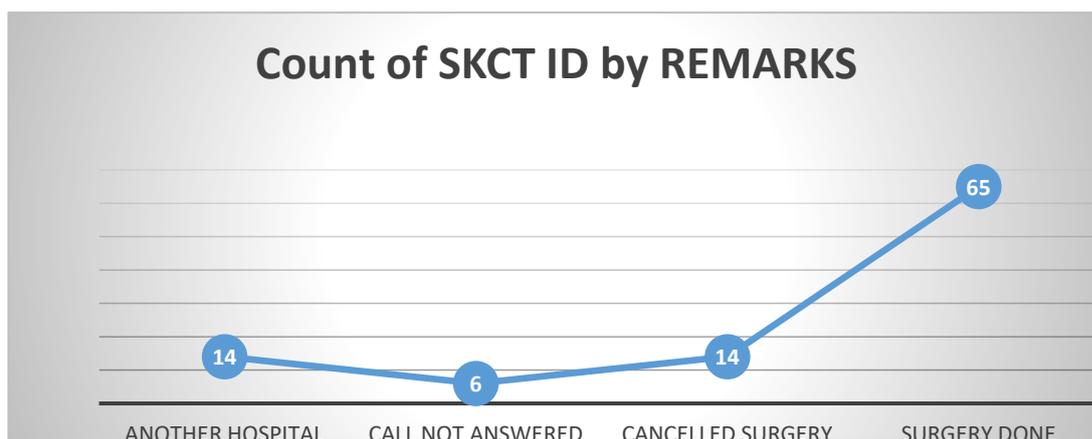
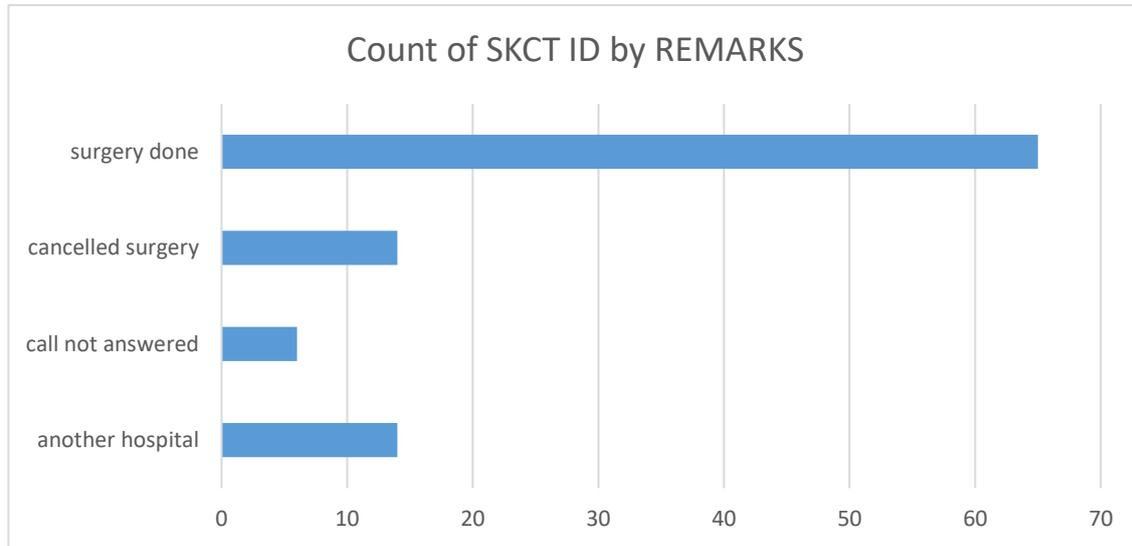
➤ **Ethical consideration—**

1 Confidentiality and Privacy

2 Minimising Harm

3 Transparency and Right to Withdraw

➤ **DATA ANALYSIS-**



➤ **DATA SUMMARY**

ANOTHER HOSPITAL	14
CALL NOT ANSWERED	6
CANCELLED SURGERY	14
SURGERY DONE	64

**1. Another hospital 14** cases these patients opted for surgery in a different hospital this might be due to logistical reasons such as living outside of Delhi or prefer a different facility.

- **2. Call not answered 6** cases indicate that follow up calls were not answered leading to incomplete communication regarding their treatment status.
- **3. Cancelled surgery 14** case surgeries were cancelled for various reason including family issues, miscarriages or financial issues.

- **4.Surgery done 65 cases** these represent complete surgeries including baby Deliveries and other female surgeries under obstetrics and gynaecology.

- **INTERPRETATION**

**Efficiency in Completed Surgeries** with 65 surgeries successfully completed out of a total of 99 cases, the department demonstrates a high efficiency and capability in handling OB/GYN procedures.

**Impact of External Factors on Medical Procedures** the 14 cancelled surgeries due to family issues, miscarriages, or financial issues indicate the significant impact of external factors on healthcare outcomes. This suggests a need for comprehensive support systems addressing these external factors.

**Patient Preference and Accessibility** the 14 cases handled at other hospitals reflect patient choices possibly driven by logistical reasons. Understanding these preferences can help improve patient retention and satisfaction.

**Communication and Follow-Up** the 6 cases of unanswered calls point to potential gaps in patient communication and follow-up. This could be addressed by enhancing contact strategies and patient engagement protocols.

- **RECOMMENDATION**

**Enhanced Patient Support**

- Develop financial counselling services and emotional support systems to assist patients facing non-medical challenges that lead to surgery cancellations.

**2.Improved Communication Protocols**

- Implement more robust and varied communication methods (such as text messages, emails, and physical mail) to ensure better reach and follow-up with patients.

**3. Survey and Feedback**

- Conduct surveys to understand why some patients choose other hospitals, and address any identified issues such as convenience, services offered, or patient experience.

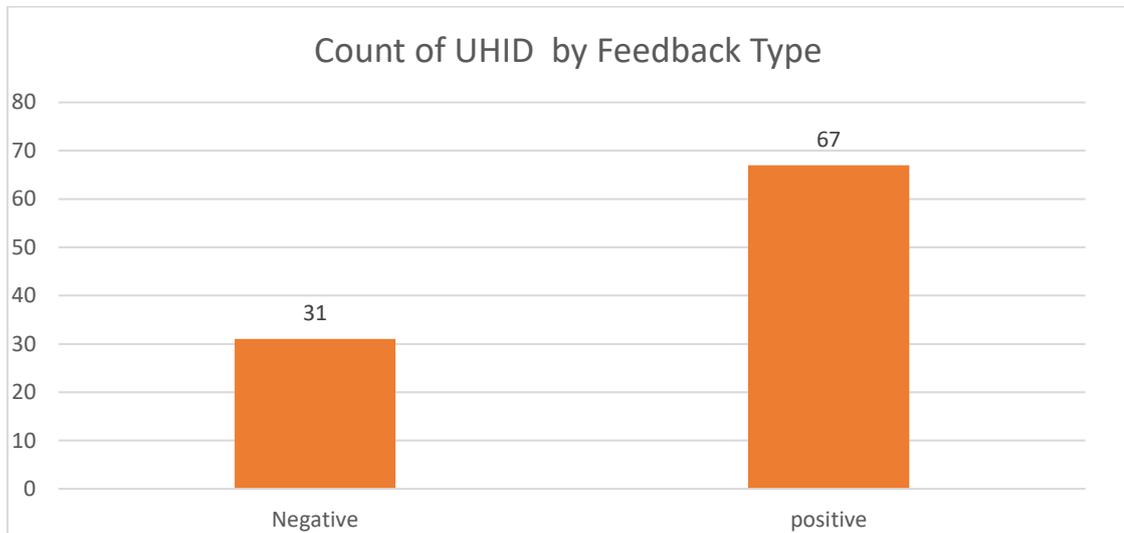
**4. Support for High-Risk Patients**

- Identify and provide additional support to patients at higher risk of cancelling surgeries due to personal or financial reasons.

By addressing these areas, the OB/GYN department at Max Smart Saket, Delhi can enhance patient care, improve surgery completion rates, and ensure better overall patient satisfaction.

- **PATIENT SATISFACTION**

- **DATA ANALYSIS**



- 

COUNTS OF UHID	FEEDBACK TYPE
31	UNSATISFIED
64	SATISFIED

- **DATA SUMMARY-**

Based on my analysis of patient satisfaction among 100 patients in the Obstetrics and Gynaecology (OB-GYN) department, you found that 31 patients provided negative reviews while 64 patients gave positive reviews. The reasons for dissatisfaction were primarily related to the following issues:

1. **TPA (Third Party Administrator) experience-** Poor experience with TPA services.
2. **Doctors' behaviour** towards CGHS patients are Unfavourable.
3. **Appointment scheduling-** Issues with the appointment times.
4. **Staff behaviour-** Poor behaviour of the staff.
5. **Doctors not coming for rounds-** Doctors not conducting regular rounds.

### **Interpretation**

1. Overall Satisfaction Approximately 31% of patients (31 out of 100) expressed dissatisfaction, indicating that nearly one-third of the patient population is unhappy with certain aspects of the service.

2. TPA Experience-Poor TPA experiences can lead to frustration and dissatisfaction due to issues with billing and insurance processes, impacting overall patient satisfaction.
3. Doctors' Behaviour towards CGHS Patients- Specific negative feedback regarding the behaviour of doctors towards CGHS patients suggests a need for improved communication and equitable treatment practices.
4. Appointment Scheduling-: Inefficiencies in scheduling appointments can lead to long waiting times and inconvenience, contributing significantly to patient dissatisfaction.
5. Staff Behaviour- Negative interactions with staff can detract from the overall patient experience, highlighting the importance of staff training and customer service.
6. Doctors' Rounds-: The absence of regular doctor rounds can make patients feel neglected, affecting their perception of the quality of care they receive.

### ➤ **Recommendations**

Improve TPA Services

**Training for TPA Staff-:** Conduct regular training sessions to enhance the efficiency and patient-handling skills of TPA staff.

**Streamline Processes** Simplify and streamline TPA processes to reduce patient inconvenience and improve satisfaction.

#### **2. Enhance Doctor-Patient Interaction**

**Sensitivity Training-** Provide sensitivity training for doctors to ensure equitable treatment for all patients, especially CGHS patients.

**Feedback Mechanisms-** Implement regular feedback mechanisms to monitor and improve doctor-patient interactions.

#### **3. Optimize Appointment Scheduling-**

- **\*Online Appointment System\***: Introduce an online appointment system to reduce waiting times and improve scheduling efficiency.

**Time Slot Allocation-** Allocate specific time slots for different types of appointments to better manage patient flow and reduce waiting times.

#### **4. Staff Training and Development**

- **Interpersonal Skills Training-** Conduct regular training programs for staff to improve their interpersonal skills and patient-handling techniques.

**Reward System-** Introduce a reward system for staff who demonstrate exceptional patient care and service.

#### **5. Ensure Regular Doctors' Rounds**

- **Strict Rounding Schedule**- Set up a strict schedule for doctors' rounds and ensure adherence to it.

## **8. Monitoring and Evaluation**

**Continuous Monitoring** Continuously monitors the effectiveness of implemented changes through regular patient surveys and feedback mechanisms.

**Adapt and Refine Strategies** Adapt and refine strategies based on ongoing feedback and evolving patient needs.

By addressing these key areas, the hospital can significantly improve patient satisfaction and ensure a better overall experience for all patients in the OB-GYN department.

## **➤ CONCLUSION-**

This project on patient conversion and satisfaction in the obstetrics and gynaecology department at Max Smart Saket, Delhi, reveals essential insights into the elements affecting surgical results and patient experiences. The department's efficiency is demonstrated by successfully completing 65 out of 99 surgeries, indicating its proficiency in managing OB/GYN procedures. Factors such as patient preferences, logistical issues, and communication gaps significantly influence healthcare delivery, highlighting the need for improved support systems and communication protocols. To enhance patient care and satisfaction, the recommendations focus on developing robust patient support services, improving communication strategies, and addressing concerns such as experiences with TPA and appointment scheduling inefficiencies. Implementing these recommendations aims to address the challenges identified in the study, ensuring a patient-centred approach that improves overall healthcare outcomes and satisfaction levels. By adopting these measures, the OB/GYN department can create a supportive environment, increase surgical completion rates, and boost patient

satisfaction, thereby reinforcing its commitment to quality healthcare.

**ANNEXURE**

<b>S.NO</b>	<b>NAME OF THE DEPARTMENT</b>	<b>DATE OF VISIT</b>	<b>INTERACTED NAME &amp; DESIGNATION</b>
1	MOTHER & CHILD DEPARTMENT	26 <sup>TH</sup> APRIL TO 22 <sup>ND</sup> MAY	<b><u>MRS. MOUMITA SINGH DHAAR</u></b> ( DEPARTMENT HEAD OBS & GYN)
2	RADIOLOGY	23 <sup>RD</sup> TO 24 <sup>TH</sup> MAY	<b><u>MRS VIDYA</u></b> HOD RADIOLOGY
3	INPATIENT DEPARTMENT IPD	25 <sup>TH</sup> MAY TO 22 <sup>ND</sup> JUNE	<b><u>MR. ROHIT SHARMA</u></b> FLOUR MANAGER IPD
4	MRD MEDICAL RECORD DEP.	23 <sup>RD</sup> JUNE TO 25 <sup>TH</sup> JUNE	<b><u>MRS POONAM</u></b> HOD OF DEP.

➤ **REFERENCES**

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- **Yeh, John, and Eryn E. Nagel. “Patient Satisfaction in Obstetrics and Gynecology: Individualized Patient-Centered Communication.” *Clinical Medicine Insights: Women’s Health*, vol. 3, Jan. 2010, p. CMWH.S5870. DOI.org (Crossref), <https://doi.org/10.4137/CMWH.S5870>.**
- **Weerakoon, W. M. N. B., et al. “A Queuing Model for Outpatient Department to Reduce Unnecessary Waiting Times.” *2019 14th Conference on Industrial and Information Systems (ICIIS)*, IEEE, 2019, pp. 203–08. DOI.org (Crossref), <https://doi.org/10.1109/ICIIS47346.2019.9063348>.**
- **<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5816865/>**
- **<https://www.maxhealthcare.in/hospital-network/max-smart-super-speciality-hospital-saket>**

# Mudasshir khan D

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Certificate No – 2024/16786

# CERTIFICATE OF ACHIEVEMENT



Max Institute of Medical Education

Certifies that

**Mudasshir Khan**

has completed **Internship** in the department of  
**Hospital Operation**

at Max Smart Super Speciality Hospital, Saket, New Delhi

from 26<sup>th</sup> April 2024 to 25<sup>th</sup> June 2024

*Saha Ananta*

Head of the Department

*Vinita Jha*

Dr Vinitaa Jha  
Director - Research & Academics  
Max Healthcare Institute Ltd

