Topic: -Assessing the effectiveness of ureteroscopic lithotripsy procedures and patient satisfaction at Manipal hospital, Palam Vihar

Presented by: YASH RAJ
PG/24/117

MENTOR- DR VINAY TRIPATHI

IIHMR DELHI

Screenshot of Approval

Re: Revised PPT Submission

VT

Vinay Tripathi
To You

Jul 5

Yash, go ahead with the presentation. Hope you have incorporated all the suggestions in the PPT.

Best wishes,

Vinay

INTRODUCTION

- This study is based at Manipal Hospital, Gurugram, a tertiary care center with a dedicated Urology Department. The focus of this research is to explore the coordination, outcomes, and patient satisfaction related to Ureteroscopic Lithotripsy (URSL), a commonly performed procedure in this unit.

- This internship covered both operations management exposure and a research study on URSL (Ureteroscopic Lithotripsy), providing insights into patient care, coordination, and procedural outcomes.

INTRODUCTION

- **Vision:** To be a leading healthcare organization renowned for advanced facilities and patient-focused services.
- **Mission:** To offer patient-centric, affordable, and high-quality healthcare services with advanced technology.
- **Accreditations:** NABH and NABL accredited, signifying high standards of care and quality.

Objectives of Your Study

- To assess patient outcomes and satisfaction associated with URSL procedures.
- To evaluate the coordination processes involved in pre-operative and post-operative care.
- To identify operational challenges and propose solutions to improve procedural efficiency and patient care.

Methodology

- **Study Site & Duration**: Manipal Hospital, Gurugram, May–June 2025.
- **Role**: Observed and supported the Urology Coordination team.
- **Data Collection**: Information collected from 23 URSL cases using direct observation, interviews, and hospital records.
- **Tools Used**: Structured checklists, Excel sheets for data tracking, and informal interviews with patients and staff.

Data Analysis

- **Surgeries Observed:** URSL, TURBT, TURP, PCNL, etc., as part of coordination duties.
- **Focus Area:** 23 URSL cases were reviewed in detail.
- **Parameters Analysed**:
- Stone Clearance
- Need for secondary intervention
- Duration of hospital stay
- Post-op symptoms and complications
- Patient satisfaction feedback

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Results

- **Total Cases Observed: 23 URSL**
- **Demographics:**
- Age range 25-65 years
- Gender: 70% Male, 30% Female
- **Findings:**
- 20 patients achieved complete stone clearance.
- 3 required secondary procedures (1 URSL repeat, 2 PCNL)
- Average hospital stay:1-2 days
- No major complications recorded

Results

- **Routine Complaints:** Mild hematuria and dysuria were common post-operative complaints.
- **Patient Satisfaction:** Majority experienced slight discomfort but great satisfaction with recovery.
- **DJ Stent Issues:** DJ stent was noted as the most uncomfortable aspect, causing urgency/frequency.

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Results

- **Turnaround Time:** Improved TPA turnaround time, enhancing administrative efficiency.
- **Surgical Delays:** Reduced surgical delays through better coordination and planning.
- **Overall Efficiency:** Effective coordination led to better patient satisfaction and operational flow.
- This observational study was conducted during May–July 2025 at Manipal Hospital, Palam Vihar. As Urology Coordinator, 23 URSL cases were tracked using patient interviews, surgical records, discharge notes, and checklists.

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Discussion

- Based on findings from 23 URSL cases, the procedure showed high success in stone clearance and minimal complications.
- Most patients recovered within 1–2 days and were satisfied.
- Operational coordination helped minimize delays in surgery and discharge.
- Challenges such as discomfort due to DJ stents were consistent.
- Improvement is needed in pre-op counselling and follow-up communication.

Discussion

- **Pre-op Counselling:** Implement structured pre-operative counseling for URSL patients.
- **Standardized Checklists:** Utilize standardized checklists for better coordinator efficiency.
- **Feedback System:** Establish a patient feedback system for continuous improvement.

Limitations of Study

- **Sample Size:** Study based on a relatively small sample size of 23 URSL cases.
- **Single Center:** Observations were limited to a single hospital (Manipal Hospital Gurugram).
- **Internship Duration:** Short internship period may limit broader insights.

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Conclusion

- **URSL Effectiveness:** URSL is a highly effective and safe procedure for ureteric stones.
- **Coordination is Key:** Effective coordination significantly enhances patient care and operational flow.
- **Continuous Improvement:** Ongoing training and process standardization are vital for optimal outcomes.

References

- **AUA Guidelines on Surgical Management of Stones:** 1. Assimos, D. et al. AUA Guidelines on Surgical Management of Stones. 2016.
- **EAU Urolithiasis Guidelines:** 2. Türk, C. et al. EAU Urolithiasis Guidelines. 2022.
- **Update on Holmium Laser Lithotripsy:** 3. Preminger, G. M. et al. Update on Holmium Laser Lithotripsy. 2007.

Topic: Assessing the effectiveness of ureteroscopic lithotripsy procedures and patient satisfaction at Manipal hospital, Palam Vihar

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Mentor- Dr Vinay Tripathi

INTRODUCTION

URSL is a minimally invasive endoscopic procedure used to remove ureteric stones. Given the rising incidence of urolithiasis in India, especially among the working-age population, this study aimed to examine clinical indications, patient experience, and hospital coordination aspects to improve outcomes.

METHODS

This observational study was conducted during May–July 2025 at Manipal Hospital, Palam Vihar. As Urology Coordinator, 23 URSL cases were tracked using patient interviews, surgical records, discharge notes, and checklists.

RESULTS

Out of 23 cases, 20 patients achieved complete stone clearance, while 3 required secondary procedures (1 repeat URSL, 2 PCNL). The average hospital stay was 1–2 days. Most patients reported only mild hematuria and dysuria, expressed high satisfaction due to minimal pain and quick recovery, although many found the DJ stent uncomfortable

CONCLUSIONS

The study highlights URSL as a highly effective and safe procedure for ureteric stones. Strong coordination, structured patient counseling, timely stent tracking, and standardized processes are crucial to achieving optimal patient outcomes and satisfaction.

Internship Experiences

What did you learn (skill/ topic)?

- **Skills Gained:** Proficiency in OPD/IPD management, patient education, OT scheduling, and documentation.
- **Operational Knowledge:** Deepened understanding of hospital operations and interdepartmental coordination.
- **Teamwork & Crisis:** Developed skills in teamwork and crisis management within OPD and OT settings.

Overall self comments on Internship

- **Enhanced Knowledge:** Significant growth in understanding hospital operations and management.
- **Interpersonal Skills:** Improved ability to manage patient flow and coordinate with various teams.
- **Problem Solving:** Gained experience in problem-solving and decision-making under pressure.

Suggestions Given to Organization

- **Pre-op Counseling:** Implement structured pre-operative counseling for all major procedures.
- **Standardized Checklists:** Develop and implement standardized checklists for critical care pathways.
- **DJ Stent Tracking:** Improve the system for tracking DJ stent removal dates to prevent delays.

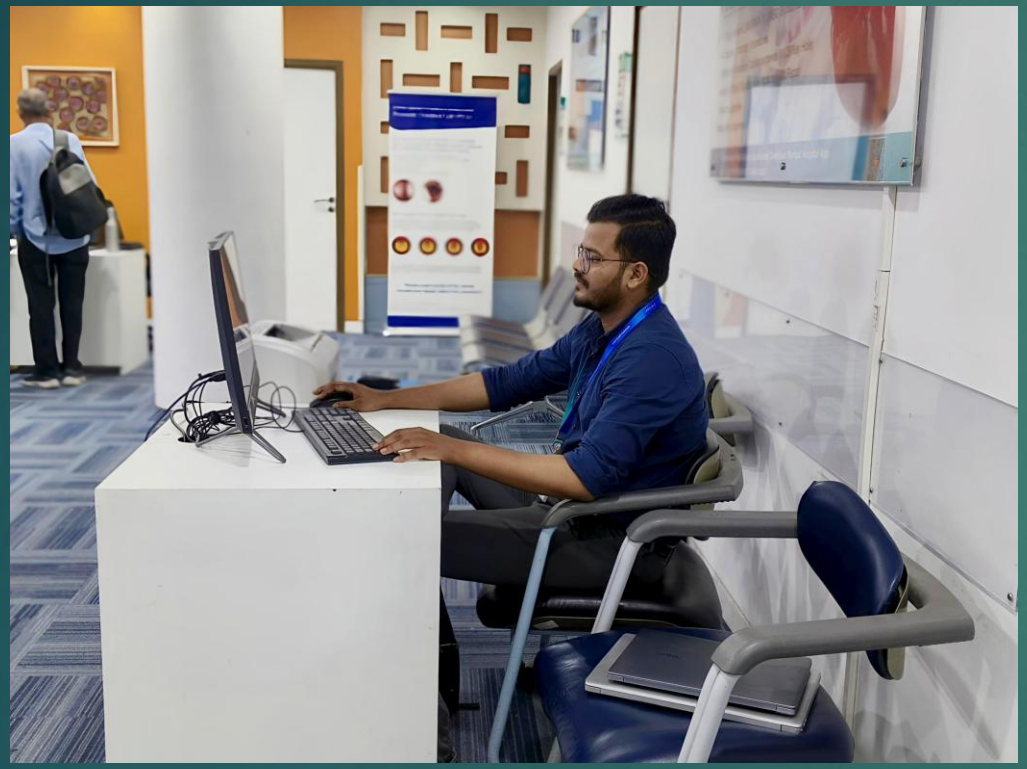
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Pictorial Journey (1/2)





Pictorial Journey (2/2)





Thank You

ANY QUESTIONS