

Graduate School of Management Studies, GTU

Post Graduate Diploma in Hospital Management (2023- 2024)

Hospital Visit Report

Bhailal Amin General Hospital, Vadodara &

Shree Chhotubhai A. Patel CHC, Motafofalia

23rd November, 2023



Graduate School of Management Studies had organized Hospital visit on 23rd of November, 2023 for the students of Post Graduate Diploma in Hospital Management of the academic year 2023 – 2024, as a part of their academic curriculum. The visit was planned at two hospitals: one was Bhailal Amin General Hospital (BAGH) at Vadodara and second was Shree Chhotubhai A. Patel CHC, Motafofalia. The visit was accompanied by the faculties of GSMS – GTU.

The Visit was started early in the morning from GSMS, GTU campus Ahmedabad around 7:30 AM. We visited Bhailal Amin General Hospital in the Vadodara, first. It took us more than 4 hours to complete the entire visit of this hospital. After we left Bhailal Amin General Hospital, visitors took lunch and move forwarded for another hospital visit which was Shree Chhotubhai A. Patel CHC in Motafofalia. By the late evening we completed our visit to another hospital too. In this report we have mentioned in detail about the both hospitals.

Bhailal Amin General Hospital (BAGH), Vadodara

Bhailal Amin General Hospital, located in Vadodara, is a renowned healthcare institution committed to providing comprehensive medical services. This visit aimed to learn and understand the facilities, services, and overall quality of patient care at the hospital.

Bhailal Amin General Hospital is a well-known hospital located in Vadodara, Gujarat, India. It is a multi-specialty hospital that provides a range of healthcare services to the community. The hospital is named after Bhailal Amin, a philanthropist who contributed significantly to its establishment.

Key features of Bhailal Amin General Hospital may include:

1. **Multi-Specialty Services:** The hospital typically offers services across various medical specialties, including internal medicine, surgery, pediatrics, obstetrics and gynecology, cardiology, orthopedics, and more.
2. **Facilities:** The hospital is equipped with modern medical facilities and technologies to provide quality healthcare services.
3. **Community Outreach:** As a community hospital, it likely plays a crucial role in addressing the healthcare needs of the local population.
4. **Philanthropic Background:** Bhailal Amin General Hospital may have been established with the support of philanthropic contributions, reflecting a commitment to providing healthcare services to the community.



Medical Services:

1. **Outpatient Department (OPD):**
 - Organized services across various specialties.
 - Courteous staff and comfortable waiting areas.

2. Inpatient Department (IPD):

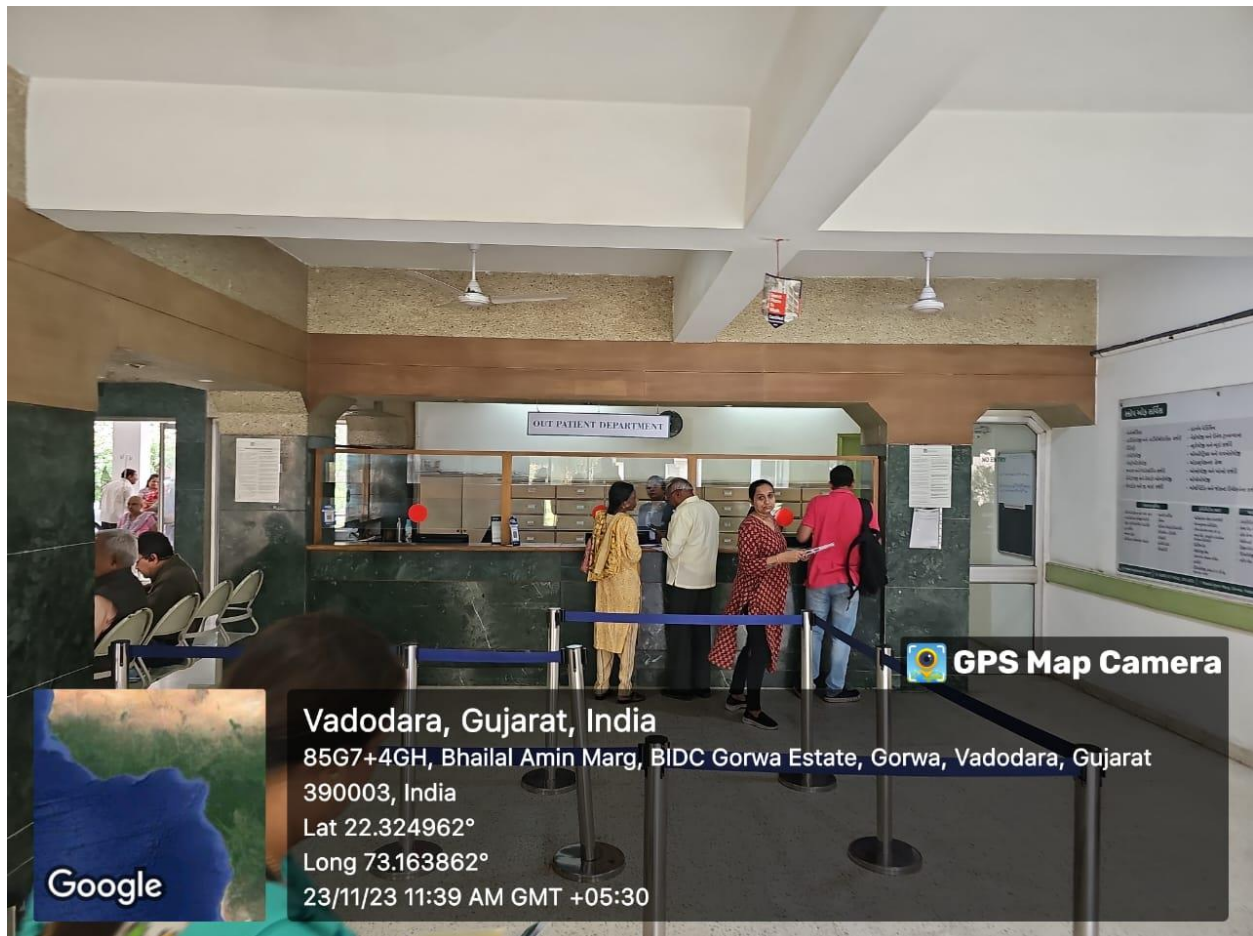
- Well-equipped, sanitized wards for patient comfort.
- Dedicated nursing staff for regular patient monitoring.

3. Specialized Units:

- State-of-the-art technology in units like Cardiology, Orthopedics, and Oncology.
- Specialty clinics for chronic conditions like diabetes and hypertension.

Emergency Services:

- Prompt critical care with skilled professionals and efficient triage.



Diagnostic and Support Services:

1. Radiology:

- Modern services - X-ray, CT scan, and MRI.
- Timely reporting and integration with other departments.

2. Laboratory:

- Fully equipped for diagnostic tests.
- Swift and accurate reporting of results

3. Pharmacy:

- On-site accessibility to prescribed medications.
- Well-stocked with a variety of pharmaceuticals.

4. Physiotherapy:

- Advanced physiotherapy department with the latest technology.



Patient Care and Support Services:

- Well-trained and compassionate medical and nursing staff.
- Ambulance services for emergency patient transportation.



Financial Structure:

- Insights into funding model and sources.
- Fee structures for different services.
- Percentage of revenue allocated for community welfare programs.

Observations:

- High standards of cleanliness and hygiene.
- Efficient patient flow management.
- Professionalism and empathy in staff interactions.
- Adequate signage for a user-friendly environment.

Accreditations and Recognitions:

- Accredited by NABH, NABL, and certified as a Great Place to Work.
- Safe OT accreditation.

Impact on Services:

- Cultivates a culture of continuous improvement and adherence to best practices.
- Instills confidence in patients regarding quality and safety standards.

Staff Engagement:

- "Great Place to Work" certification reflects a positive work environment.
- Engaged employees crucial for high-quality patient care.



Shree Chhotubhai A. Patel CHC, Motafofalia

Shree Chhotubhai A. Patel Hospital, managed by the Shree Shakti Krupa Charitable Trust, operates in Motafofalia Village, Vadodara, Gujarat, since 1996. It follows a PPP model, a rarity in Gujarat where most CHCs are government-run. The hospital aims to offer free, high-quality medical treatment to the needy. LaQshya certified, it's a 150-bed Multi-Speciality Hospital with comprehensive facilities, including OPD, IPD, NICU, PICU, advanced Operation Theatre, Radiology, Laboratory, Gynecology, Dentistry, Dermatology, Orthopedics, and more.



Partnerships with foreign universities support research projects, and a telemedicine van provides free health services in villages. The hospital embraces technology with a paperless system, storing all patient records on a tablet for easy retrieval. The OPD and Diagnostic facility ensures patient comfort, while the IPD includes various wards, deluxe rooms, and a dedicated Pediatrics OPD Room.



Additional amenities like a Help Desk for government programs, a library, prayer room, mobile van for advanced treatment, and video conferencing facilities enhance the overall healthcare experience. The hospital visit provided students with real-world insights into a digitally advanced, smart hospital, bridging the gap between theory and practical application.



Hospital visits were crucial, offering practical exposure and education for students, contributing to ongoing professional development, and enhancing public awareness of healthcare. Patients gained insights, administrators assessed and improved care, and visits facilitated networking and collaboration. Overall, these visits played a significant role in advancing healthcare education and services.