

GTU - School of Management Studies

Post Graduate Diploma in Hospital Management (2024- 2025)

Hospital Visit Report

Kiran Hospital, Surat

04th January, 2025



GTU School of Management Studies had organized Hospital visit on 04th of January, 2025 for the students of Post Graduate Diploma in Hospital Management of the academic year 2024 – 25, as a part of their academic curriculum. The visit was planned at Kiran Hospital, Surat. The visit was accompanied by the faculties of GTU - SMS.

The Visit was started early in the morning from Ahmedabad Railway Station, around 05:30 AM. We reached Kiran Hospital, Surat around 09:15 AM. It took us more than 6 hours to complete the entire visit of this hospital. Before we left Kiran Hospital, Surat, visitors took lunch and move forward for some sightseeing nearby Surat, which was Dumas Beach. By the late evening we completed our visit and came back to Ahmedabad. In this report we have mentioned in detail about the hospital visit.

Kiran Hospital, Surat

Kiran Hospital, located in Surat, 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.

It is a multi-super specialty hospital & Research Center that provides a range of healthcare services to the community. The hospital is managed by 'Samast Patidar Aarogya Trust' a non-profitable organization.

Key features of Kiran Hospital, Surat 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 (like India's first ETHOS therapy machine) and technologies to provide quality healthcare services.
3. **Community Outreach:** As a trust hospital, it likely plays a crucial role in addressing the healthcare needs for the local population of each class and categories.
4. **Mission of the Hospital:** To provide best healthcare at affordable cost.



Medical Services:

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

2. Inpatient Department (IPD):

- Well-equipped, sanitized wards for patient comfort.
- Dedicated nursing staff for regular patient monitoring.
- Dedicated floor for Suite Room patient with 1:1 patient, nurse and attendant ratio.

3. Specialized Units:

- State-of-the-art technology in units like Cardiology, Orthopedics, and Oncology.
- Specialty clinics for chronic conditions (like diabetes and hypertension).
- Dedicated transplant units for Kidney, Liver, Bone Marrow, Heart & Lung and many more,

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

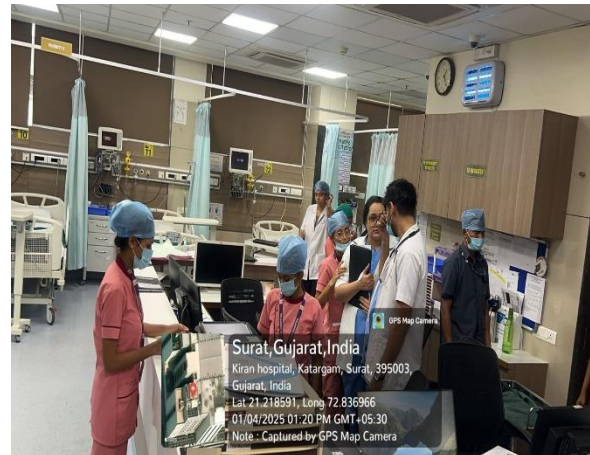
3. Pharmacy:

- On-site accessibility to prescribed medications.

- Separate pharmacy for OPD, IPD and PM-JAY patients.
- Well-stocked with a variety of pharmaceuticals.

4. Physiotherapy:

- Advanced physiotherapy department with the latest technology.



5. Transplant Units:

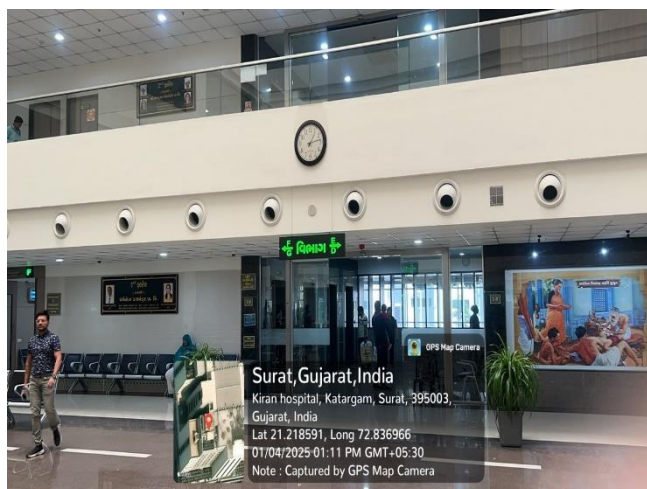
- Ultra-modern transplant units with dedicated floors and teams of Doctors and supporting staffs.

6. Dietary and Kitchen Services:

- Well maintained, hygienic and organized kitchen services.
- Dedicated dietician for every kitchen.

7. Patient Care and Support Services:

- Well-trained and compassionate medical and nursing staff.
- In-house 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.

Interaction with the Medical Director

During the hospital visit, an insightful interaction was held with the Medical Director, which proved to be a valuable learning experience for the students of the Hospital Administration department. The Medical Director shared key perspectives on the hospital's clinical governance, quality assurance protocols, and strategic initiatives aimed at enhancing patient care. Discussions also covered critical aspects such as hospital accreditation, regulatory compliance, interdisciplinary coordination, and crisis management. The session provided students with a clear understanding of leadership roles in clinical settings and the decision-making processes that impact hospital operations. The Director's openness to questions and real-time case discussions helped bridge the gap between theoretical concepts and their practical applications in a healthcare environment.



Hospital visits played a vital role in providing students with practical exposure and hands-on learning, significantly contributing to their professional development. These visits not only enhanced public awareness of healthcare practices but also offered patients a deeper understanding of healthcare delivery. Hospital administrators utilized these opportunities to evaluate and refine care standards, while the interactions fostered valuable networking and collaboration among stakeholders. Overall, hospital visits served as a critical bridge between academic knowledge and real-world healthcare practice, advancing both education and service quality in the healthcare sector.

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