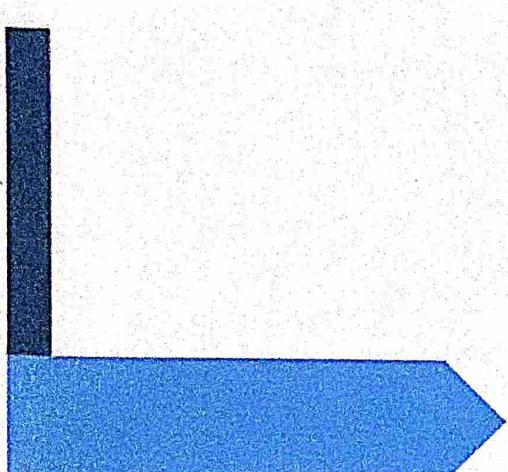


# PROGRAM BOOK

## COMMUNITY SERVICE PROJECT



AP STATE COUNCIL OF HIGHER EDUCATION  
(A STATUTORY BODY OF GOVERNMENT OF ANDHRA PRADESH)

**PROGRAM BOOK FOR**  
**COMMUNITY SERVICE PROJECT**

<b>Name of the student</b>	: Sure Venkata Jhansi Lakshmi
<b>Name of the College</b>	: Narasaraopeta Engineering College
<b>Registration Number</b>	: 21471A05J9
<b>Period of CSP</b>	: From: 29-05-2023 To: 24-06-2023
<b>Name of the Community</b>	: Hospital Management
<b>Address of the Habitation</b>	: Narasaraopeta

# **COMMUNITY SERVICE PROJECT REPORT ON**

## **AWARENESS ON HOSPITAL MANAGEMENT**

Submitted in accordance with requirement of the degree of

B. Tech-CSE

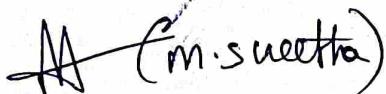
<b>Name of the College</b>	: Narasaraopeta Engineering College
<b>Department</b>	: Computer Science and Engineering
<b>Name of the Faculty Guide</b>	: M. Sunitha
<b>Duration of the CSP</b>	: From: 29-05-2023 To: 24-06-2023
<b>Name of the student</b>	: Sure Venkata Jhansi Lakshmi
<b>Program of Study</b>	: Computer Science and Engineering
<b>Year of Study</b>	: 3rd Year
<b>Roll Number</b>	: 21471A05J9
<b>Date of Submission</b>	: 03-07-2023

## Student's Declaration

I, Sure Venkata Jhansi Lakshmi a student of B. Tech. Program, Reg. No. 21471A05J9 of the Department of Computer Science and Engineering, Narasaraopeta Engineering College do hereby declare that I have completed the mandatory Community Service Project from 29-05-2023 to 24-06-2023 on "Hospital Management" under the Faculty Guideship of Smt.M.Sunitha Asst.Prof Department of Computer Science and Engineering in Narasaraopeta Engineering College.

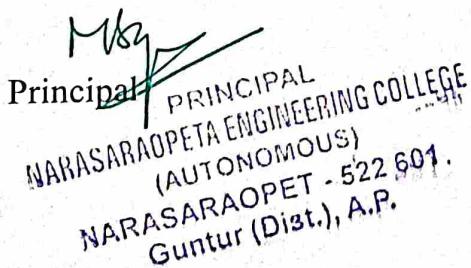
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(Signature of the Student and Date)

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**Certificate from Official of the Community**

This is to certify that ~~Smt.~~ Venkata Thosajakshi (Name of the Community Service Volunteer) Reg. No. 21471AOSST9. of ....N.E.C..... Name of the College) underwent community service in Hospital Management.... (Name of the Community) from 29-05-23.. to ..24-06-23....

The overall performance of the Community Service Volunteer during his/her community service is found to be ~~Good~~..... (Satisfactory/Good).



## Acknowledgements

We wish to express our thanks to various personalities who are responsible for the completion of this project. We are extremely thankful to our beloved chairman Sri M.V. Koteswara Rao, B.Sc., who took keen interest in us in every effort throughout this course. We owe our sincere gratitude to our beloved principal Dr.M. Sreenivasa Kumar, M.Tech., Ph.D., MISTE, FIE(I), for showing his kind attention and valuable guidance throughout the course.

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We extend our sincere thanks to all other teaching and non-teaching staff to department for their cooperation and encouragement during our Community Service Project.

We affectionately acknowledge the encouragement received from our friends and those who involved in giving valuable suggestions had clarifying our doubts which had really helped us in successfully completing our Community Service Project.

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## **CHAPTER 1: EXECUTIVE SUMMARY**

The Hospital Management CSP program, which has been conducted on the period of 29-05-2023 to 24-06-2023 in Narasaraopet requires an executive summary outlining a community service project focused on raising awareness about hospitals. The project aims to address the lack of awareness, delivery of modern healthcare and improve the overall quality of care.

### **Methods:**

- **Awareness Campaign:** Launch an extensive campaign using social media, print media, and community events to educate the local community about the importance of Hospital Management production.

### **Education and Information Dissemination:**

- **Improve the system use:** The hospital carried out a third party review of the existing solution to determine if it could be salvaged. The review included an examination of the system interfaces and functionality as well as interviews with the users.
- **Doctors Involvement:** Hospital performance in terms of patient health, quality of care and efficiency outcomes is supposed to benefit from their involvement.
- **Distribution work:** hospital management which is narrower focusing on the day-to-day operational management of staff and services inside the hospital organization

The community service project aims to increase the Hospital management with health care in Narasaraopet. By raising awareness, engaging stakeholders, and encouraging community participation, the project seeks to save lives and improve the well-being of the local population.

## **CHAPTER 2: OVERVIEW OF THE COMMUNITY**

**Report of the community service project work done in the related subject w.r.t the school/college.**

The community service project on raising Awareness about Hospital management in Narasaraopet involved various activities and interactions with doctors.

**1. Formation and Topic Selection:**

Groups were formed, and after discussions, a topic was selected unanimously.

**2. Information Gathering and Presentation:**

Extensive research was conducted, and the findings were compiled into a PowerPoint presentation.

**3. Permission and Interaction at Narasaraopet:**

Permission was obtained from the Mandal Revenue Officer (M.R.O) and doctor to raise awareness about Hospital management. The community members were engaged, and detailed explanations were provided.

**4. Expansion to Narasaraopet:**

The project extended to Narasaraopet nearby Villages, where permission was granted to interact with the community and doctors to raise awareness about Hospital management.

**5. Positive Response and Knowledge Acquisition:**

The project received positive feedback from officials, doctor, people and community members. Valuable knowledge and insights were gained throughout the project.

Overall, the community service project successfully engaged stakeholders, raised awareness about hospital management, and received positive responses from both officials, and the community.

## **CHAPTER 3: COMMUNITY SERVICE PART**

The community service project in Narasaroapet revolves around the doctors to know the details about the hospital management and to increase the healthcare for people. We recognize that doctors and gives the essential information about the hospitals in our areas. So we aim to give awareness about the hospital management to the society.

This project, we seek to create a culture of compassion and solidarity, where community members understand the impact of their contributions and actively participate in this awareness to increase the hospital management. By working together, we can make a tangible and positive impact on the well-being of our community.

### **Objectives:**

The primary objective of our community service project is to raise awareness about the importance of Hospital management. Recent study shows that people. The comparative research on the impact of these newly emerging models is scattered and inconclusive.

**Raise Awareness:** This unit imparts knowledge to students about India's health care system, personal hygiene practices and codes of conduct to be followed by a General Duty Assistant (GDA). It explains the role of a GDA and supporting departments in the functioning of a hospital, reflecting the changing concept of hospitals, role of a hospital administrator, functions of the hospital management and hospital services.

### **Primary healthcare:**

- Village-level accredited social health activist
- Village-level Auxiliary Nurse Midwife (ANM), a village-level health worker, who is the first contact person between the community and health services
- Sub-centres
- Primary Health Centre

**Hospital setup:** The performance of all these services is dependent on the cooperation and coordination of various components within the system. Individual sub-systems have independent goals for providing the best patient care. It can be inferred that hospitals are highly complex, social, economic and scientific organisations whose function is to provide comprehensive health care services.

**Outpatient:** The advantage of an outpatient department or an OPD is that most of the investigations and treatments can be done here without admitting a patient, thus bringing down the cost of medical expenditure. The scope of an OPD includes the following:

- consultation and investigation
- preventive and promotive health care
- rehabilitation services

**Essential duties and responsibility:** The essential duties of a GDA include the following: 1. Assist professional health care staff in performing physical examinations and related procedures, which include measuring and recording vital signs, and physiological input and output assessment • Patient data, such as vital signs and measurement of water intake and urination, etc., are taken and recorded according to the policies and procedures of a hospital. • Changes and abnormal findings in a patient's data are communicated timely to the registered nurse and other team members

**Follow the hospital guidelines:**

The GDA must follow the guidelines for hygiene, patient care, etc. This helps in preventing patients and staff working in a hospital from catching hospital-induced infections and allergies.

**Empathy:**

- Ability to identify with and understand the other person's feelings, situation and motives
- Interest in working with people
- Care about others and ability to communicate and work with them
- Understand the needs of people and learn effective communication skills to develop empathy

**Medical and hand hygienic practices:**

This session explains the importance of washing hands for the maintenance of a healthy life. Hygiene is a set of routine personal cleaning practices followed for maintaining a healthy lifestyle. Modern medical sciences follow certain standards of hygiene in different situations. The concept of hygiene varies across regions, cultures, gender groups and individuals. Some regular hygienic practices are considered as good habits by most people in the society, while the lack of these may be treated as disrespectful or even as a threat.

**Security:**

The connection to the database is established via DAL procedures through a connection string. Since it is a single deployment environment, the connection string is currently hard coded with the host name, user name and password.

**Activities:**

**Health and safety:**

- (a) Cleanliness in the place of work and its freedom from nuisance;
- (b) Disposal of wastes and effluents;
- (c) Ventilation and temperature;
- (d) Dust and fume;
- (e) Artificial humidification;
- (f) Lighting;

### **Health check-up plan:**

In an effort towards promoting wellness and early diagnoses of common diseases, TMH is starting the Wellness Health Check-up of all citizens at the TMH Health Check-up Centre, Sonari, from January 2023. The centre which started conducting Health Check-up for all Tata Steel employees and spouses in Jamshedpur from 26<sup>th</sup> August 2022, is now extending the facility for all citizens. Bookings for the new facility had started from January 2023 and can be done through the TMH Vishwas app/portal which also allows online payment and online slot reservation. Bookings can also be done for walk-in citizens on cash payment at the OPD Counter.

### **Patient cooperation:**

Patient involvement and cooperation is needed and affects the quality of medical services. *"If doctors do their job well, but the patient does not follow medical orders, the objectives would not be achieved."* (P50) Clinical outcomes depend on the ability of patients to provide information and cooperate with clinicians. A physician said: *"I explained to a patient that this medicine might cause bleeding".*

### **Scheduling:**

Initial consultations on the replacement or revamping of the MIS began in the fourth quarter of 2009. The hospital wanted to have a replacement within 6 months, as they were paying maintenance on a product that was likely to be discontinued. The hospital management had to be convinced that 6 months is not a feasible target and more realistic target would be 9 -12 months from the start of activities. In the first quarter of 2010 the first member of the development team was hired and the development process formally kicked off.

### **Environmental Factors in hospital management:**

Hospitals are representative of complex environment in which different aspects including patients, staff, equipment, services, and information are interfaced.

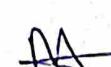
Maintaining a safe environment reflects a level of competent healthcare that must be fulfilled for patient safety. In this context, the clinical engineer plays an important role in providing safe environment within hospital.

**Medication and management:** You can create a digital solution for helping people with medication management. They would have to enter their different medication and its schedule once into the tool. Then the tool will alert them about their dosage time and track how many doses they have taken to remind them about buying more medicine.

### **Conclusion:**

Hospital management is an essential aspect of the healthcare industry. Hospital management, involves individuals with a diverse set of skills, from communication to leadership, who work tirelessly to coordinate medical services, personnel, and resources. Pursuing a career in hospital management requires a strong educational background and relevant experience in the healthcare industry. However, for those who are passionate about this field, the rewards can be significant, both financially and personally. The work is challenging, yet fulfilling, with opportunities for growth and advancement. As the healthcare industry continues to evolve, the role of hospital management will remain crucial in providing quality care to patients.

**CHAPTER-4 ACTIVITY LOGBOOK ACTIVITY LOG FOR THE FIRST WEEK**

<b>Day &amp; Date</b>	<b>Brief Description of The Daily Activity</b>	<b>Learning Outcome</b>	<b>Person In Charge Signature</b>
<b>MONDAY &amp; 29-05-23</b>	Socio and economic service details from villagers	People know about hospitals	
<b>TUESDAY &amp; 30-05-23</b>	Socio and economic service details from villagers	People know about hospitals	
<b>WEDNESDAY &amp; 31-05-23</b>	Socio and economic service details from villagers	People know about hospitals	
<b>THURSDAY &amp; 01-06-23</b>	Socio and economic service details from villagers	People know about hospitals	
<b>FRIDAY &amp; 02-06-23</b>	Socio and economic service details from villagers	People know about hospitals	
<b>SATURDAY &amp; 03-06-23</b>	Socio and economic service details from villagers	People know about hospitals	

## **WEEKLY REPORT**

### **WEEK 1(from 29-05-23 To 03-06-23)**

#### **Objective of the activity done:**

The overall objective of the activities conducted during the first week is to raise awareness regarding the formalities required to know about guidance of hospital management.

#### **Detailed report:**

In the very first week of the community service project “Hospital Management”, the team has conducted socio and economic survey about hospitals among the cities.

The survey work was done up to 3 days of the week. The survey form included the details like whether they are providing government approved medicine or not.

For the remaining 3 days of the week, we conducted an awareness program about the Hospital Management, and how are they consulting doctors.

## ACTIVITY LOG FOR THE SECOND WEEK

Day & Date	Brief Description of The Daily Activity	Learning Outcome	Person In Charge Signature
MONDAY & 05-06-23	Type of medicines using	People know about medicine	
TUESDAY & 06-06-23	Type of medicines using	People know about medicine	
WEDNESDAY & 07-06-23	Type of medicines using	People know about medicine	
THURSDAY & 08-06-23	Type of diseases	People know about medicine	
FRIDAY & 09-06-23	Type of diseases	People know about medicine	
SATURDAY & 10-06-23	Type of disease	People know about medicine	

## **WEEKLY REPORT**

### **WEEK – 2 (From Date 05-06-23 to Date 10-06-23)**

#### **Objective of activity done:**

The overall objective of the activities conducted during the second week is to further bring to know about the types of medicines and diseases. This week also includes the awareness on the importance of knowing about diseases.

#### **Detailed report:**

In the second week of the community service project day-1, day-2 and day-3 are assigned to explain about the importance of knowing medicines. There are so many types of medicines right now. Some of the casual medicines which we use in our daily routine are

##### **1. Acetaminophen and an NSAID**

Acetaminophen is a pain reliever and fever reducer. Non-steroidal anti-inflammatory drugs (NSAIDs) can reduce inflammation related to conditions like backaches and toothaches. Be aware of NSAID sensitivity in your family, especially in young children.

##### **2. Aspirin**

Aspirin works as a pain reliever for adults, but it's also important to have on hand in case of emergencies. According to the American Heart Association, taking aspirin also helps during a heart attack. In fact, people having a heart attack are often given an aspirin by emergency medical services. However, it's wise to be aware of aspirin sensitivity in your family, and it should never be given to children under 18.

##### **3. Antihistamine**

Antihistamines treat hives, itching and allergic reactions from a wide range of causes. Stock both oral antihistamines (the liquid or pill form that may be helpful during a serious allergic reaction) and hydrocortisone creams.

#### **4. Decongestant, cough suppressant and flu relief medicine**

You won't want to leave home to go to the drugstore when you're feeling lousy, so keep cold and flu relief medication on hand.

#### **5. Antacids**

If you are suffering from heartburn, these are your best bet for quick relief.

#### **6. Antibiotic ointment**

Apply this after you've washed cuts and scrapes with warm water and soap, then cover the wound with clean bandages.

#### **7. Bandages**

Stock up on adhesive bandages of all sizes, plus plenty of gauze and sterile tape.

#### **8. Thermometer**

Feeling someone's forehead may be a good first step, but a thermometer is necessary for an accurate temperature reading.

#### **9. Heat and ice packs**

Keep several of these on hand, as they can provide relief for everything from headaches and sprains to injuries and sore muscles.

Staying healthy and safe is everyone's concern. But if someone gets injured on your property, you'll need more protection than what's available in your medicine cabinet. Make sure you're covered with personal sunshade insurance coverage from Nationwide, which may help protect you beyond your homeowners insurance coverage limits.

### ACTIVITY LOG FOR THE THIRD WEEK

Day & Date	Brief Description of the Daily Activity	Learning Outcome	Person In Charge Signature
MONDAY & 12-06-23	Gathering information about doctors and their departments	Data about the doctors.	
TUESDAY & 13-06-23	Gathering information about doctors and their departments	Data about the doctors.	
WEDNESDAY & 14-06-23	Gathering information about doctors and their departments	Data about the doctors.	
THURSDAY & 15-06-23	Gathering information about doctors and their departments	Data about the doctors.	
FRIDAY & 16-06-23	Gathering information about doctors and their departments	Data about the doctors.	
SATURDAY & 17-06-23	Gathering information about doctors and their departments	Data about the doctors.	

## WEEKLY REPORT

### WEEK – 3 (From Date 12-06-23 to Date 17-06-23)

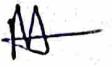
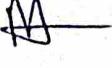
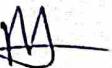
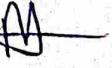
#### **Objective of activity done:**

The overall objective of the activities conducted during the Third week was to gather information about the doctors and which they belong to the departments.

#### **Detailed report:**

In the third week of the community service project on the very first day the team divided into 2 teams and go to different hospitals and gather the information and gives the different ways to make sure that the hospitals are working and which equipment are used in the hospitals and take the report.

## ACTIVITY LOG FOR THE FOURTH WEEK

Day & Date	Brief Description of The Daily Activity	Learning Outcome	Person In Charge Signature
MONDAY & 19-06-23	Analysing the patient problems	Knowledge about medicines	
TUESDAY & 20-06-23	Analysing the patient problems	Knowledge about medicines	
WEDNESDAY & 21-06-23	Analysing the patient problems	Knowledge about medicines	
THURSDAY & 22-06-23	Analysing the patient problems	Knowledge about medicines	
FRIDAY & 23-06-23	Analysing the patient problems	Knowledge about medicines	
SATURDAY & 24-06-23	Analysing the patient problems	Knowledge about medicines	

## WEEKLY REPORT

### WEEK – (From Dt 19-06-23 to Dt 24-06-23)

#### **Objective of activity done:**

Through the activities conducted during the third week, participants gained knowledge about the patient's problems. Coming to the 4th week, participants learnt about the various types of diseases and their curing.

#### **Detailed report:**

In the fourth week of the community service project the participants get the knowledge about the diseases. How the people can get awareness on the which hospitals should they choose.

## **CHAPTER 5: OUTCOMES DESCRIPTION**

### **1. Learning Outcomes:**

As a Health Services Management student, your learning outcomes are designed to equip you with the necessary knowledge, skills, and competencies to excel in the field of healthcare administration and management. The specific learning outcomes may vary depending on the institution and the level of the program (undergraduate or graduate). However, here are some common learning outcomes for Health Services Management students:

- 1. Understanding Healthcare Systems:** Demonstrate a comprehensive understanding of the structure, organization, and functioning of healthcare systems, including the roles of various stakeholders such as providers, payers, regulators, and policymakers.
- 2. Healthcare Policy and Regulation:** Analyze healthcare policies and regulations at local, national, and international levels and assess their impact on healthcare delivery and management.
- 3. Healthcare Leadership and Management:** Develop leadership and management skills necessary to effectively lead healthcare organizations, including strategic planning, financial management, and human resources management.
- 4. Healthcare Quality and Patient Safety:** Evaluate and implement strategies to improve the quality of healthcare services and ensure patient safety within healthcare organizations.
- 5. Healthcare Economics and Finance:** Understand healthcare economics and financial principles, including healthcare funding models, reimbursement systems, and cost management strategies.
- 6. Healthcare Information Systems:** Utilize healthcare information systems and technologies to improve patient care, data analysis, and decision-making within healthcare organizations.
- 7. Healthcare Ethics and Legal Considerations:** Apply ethical principles and legal considerations in healthcare decision-making and policy development.
- 8. Healthcare Marketing and Communication:** Develop effective marketing and communication strategies tailored to the healthcare industry to enhance patient engagement and organizational reputation.
- 9. Healthcare Human Resources:** Demonstrate knowledge of human resources practices specific to the healthcare sector, including recruitment, training, performance evaluation, and employee retention.
- 10. Healthcare Project Management:** Apply project management principles to healthcare initiatives, including planning, execution, monitoring, and evaluation.
- 11. Healthcare Risk Management:** Identify and mitigate potential risks in healthcare settings to ensure patient safety and organizational stability.

- 12. Healthcare Innovation and Change Management:** Embrace innovation and manage change effectively in response to the evolving healthcare landscape.
- 13. Healthcare Advocacy and Community Engagement:** Advocate for healthcare issues and engage with the community to promote health and wellness.
- 14. Healthcare Data Analysis and Research:** Utilize data analysis and research skills to make informed decisions and support evidence-based practices in healthcare management.
- 15. Interprofessional Collaboration:** Collaborate effectively with other healthcare professionals and interdisciplinary teams to improve patient outcomes and organizational efficiency.

## **2. Personal Outcomes:**

Engaging in a hospital management project can be a rewarding and enriching experience, leading to various personal outcomes that contribute to your personal and professional growth. Here are some potential personal outcomes you may expect:

- 1. Leadership Development:** Hospital management projects often involve leading a team or working closely with others. Through this experience, you can develop your leadership skills, including decision-making, communication, and conflict resolution.
- 2. Problem-Solving Skills:** Hospital management projects present various challenges and issues that require creative and effective problem-solving. This process can enhance your ability to analyze problems, explore potential solutions, and implement strategies to address them.
- 3. Time Management:** Managing a hospital management project involves juggling multiple tasks and deadlines. Successfully completing the project can improve your time management skills and ability to prioritize tasks efficiently.
- 4. Project Management Competence:** Hospital management projects typically have specific objectives and timelines. By overseeing such a project, you can gain valuable project management experience, including planning, execution, and evaluation.
- 5. Healthcare Industry Knowledge:** Working on a hospital management project allows you to deepen your understanding of the healthcare industry, including trends, challenges, and opportunities.
- 6. Interdisciplinary Collaboration:** Hospital management projects often require collaboration with various departments and stakeholders. This experience can help you enhance your ability to work in interdisciplinary teams and appreciate different perspectives.
- 7. Communication Proficiency:** Effective communication is essential in hospital management. Through the project, you can improve your communication skills, including conveying complex ideas, active listening, and giving and receiving feedback.
- 8. Adaptability and Flexibility:** Healthcare environments are dynamic and ever-changing. Engaging in a hospital management project can help you become more adaptable and flexible in response to unexpected situations.

- 9. Confidence Building:** Successfully completing a hospital management project can boost your self-confidence and belief in your abilities to tackle complex challenges in the healthcare field.
  - 10. Networking Opportunities:** Engaging in a hospital management project can provide you with networking opportunities, allowing you to connect with professionals and potential mentors in the healthcare industry.
  - 11. Sense of Achievement:** Contributing to the improvement of hospital processes or patient care through your project can bring a sense of accomplishment and fulfillment.
  - 12. Ethical Awareness:** Hospital management projects often involve ethical considerations. Reflecting on these ethical dilemmas can enhance your ethical awareness and decision-making skills.
  - 13. Understanding Organizational Dynamics:** Working on a hospital management project offers insights into the inner workings of healthcare organizations, including governance, culture, and organizational behaviour.
  - 14. Long-Term Impact:** If your project leads to positive changes in the hospital's operations or patient outcomes, it can provide a sense of purpose and a feeling of making a lasting impact on the community.
  - 15. Career Advancement:** The skills, knowledge, and experiences gained from a hospital management project can enhance your resume and open up new career opportunities in healthcare management and administration.
- Overall, engaging in a hospital management project can be a transformative experience, enriching both your personal and professional life while making a positive contribution to the healthcare industry.

### **3. Social Outcomes:**

Engaging in a hospital management project can have significant social outcomes that extend beyond individual growth and impact the broader community and healthcare system.

Here are some social outcomes that can result from undertaking a hospital management project:

- 1. Improved Patient Care:** Hospital management projects often focus on optimizing processes and workflows to enhance patient care. By implementing more efficient systems and protocols, patient outcomes can improve, leading to better health and well-being for individuals in the community.
- 2. Enhanced Access to Healthcare:** Through the project, you may identify ways to increase access to healthcare services, particularly for underserved populations. This could involve streamlining appointment scheduling, reducing waiting times, or implementing telemedicine solutions to reach remote areas.
- 3. Patient Safety Initiatives:** Hospital management projects may prioritize patient safety by introducing protocols to minimize medical errors, infections, and adverse events. This emphasis on safety can result in reduced healthcare-related harm and greater trust in the healthcare system.

- 4. Resource Optimization:** By optimizing resource allocation and utilization within the hospital, the project can lead to cost savings, allowing healthcare facilities to allocate funds to other important initiatives, such as expanding services or investing in medical equipment.
- 5. Community Engagement and Collaboration:** Hospital management projects often involve engaging with the local community and other healthcare stakeholders. Collaborative efforts can foster a sense of community involvement and lead to better-coordinated healthcare services.
- 6. Increased Healthcare Efficiency:** Implementing more efficient processes can reduce wait times, improve patient flow, and increase the overall efficiency of the hospital. This, in turn, can result in higher patient satisfaction and better use of healthcare resources.
- 7. Workforce Development:** Hospital management projects can support the professional development of healthcare staff, enhancing their skills and knowledge. A well-trained and motivated workforce contributes to better patient care and service delivery.

Overall, hospital management projects have the potential to positively influence the healthcare system, promote better patient care, and address broader social issues related.

#### **4. Career development:**

##### **Improved Communication Skills:**

Engaging in community outreach activities hones communication abilities, including public speaking and presenting information effectively.

##### **Expanded Network:**

Collaborating with diverse individuals and organizations within the project fosters networking opportunities and potential professional connections.

##### **Leadership Experience:**

Taking on roles and responsibilities within the project develops leadership skills

##### **Knowledge Enhancement:**

Gaining in-depth knowledge about Hospital Management and its importance contributes to personal growth, particularly in healthcare or community-related fields.

##### **Enhanced Problem-Solving Abilities:**

Overcoming challenges and finding solutions during the project cultivates critical thinking and problem-solving skills. These career development outcomes demonstrate the valuable experiences and skills individuals can gain through their involvement in a Hospital Management community service project.

#### **5. Relationship with the Institution:**

##### **Institution Support:**

The institution plays a crucial role in supporting and facilitating the community service project. They provide guidance, resources, and logistical assistance to ensure the project's success.

**Collaborative Efforts:**

The project provides an opportunity for collaboration between participants and the institution. Working together towards a common goal strengthens the bond and fosters a sense of shared purpose and commitment.

**Institutional Recognition:**

The institution recognizes and acknowledges the efforts of participants in engaging in the community service project. This recognition can take various forms, such as certificates, awards, or appreciation letters, which further strengthen the relationship between participants and the institution.

**Skill Development:**

Engaging in the project allows participants to enhance their skills and acquire new ones. The institution's support in providing training, mentorship, and resources contributes to the participants' skill development and overall growth.

## **SURVEY QUESTIONS:**

1. How satisfied are you with the overall quality of care provided by our hospital?
2. On a scale of 1 to 10, how would you rate the cleanliness and hygiene standards maintained at our hospital?
3. Did the hospital staff communicate clearly and effectively with you during your visit?
4. How would you rate the waiting time for appointments and services at our hospital?
5. Were you provided with sufficient information about your treatment plan, medications, and potential side effects?
6. Did the hospital's billing and administrative processes meet your expectations?
7. How likely are you to recommend our hospital to friends or family members?
8. Were you greeted and assisted in a friendly and professional manner by the front desk and reception staff?
9. Did the medical staff demonstrate a caring and empathetic attitude towards your needs and concerns?

## **Problems Identified in that Community**

During the community assessment conducted for the awareness on Hospital Management several problems and challenges were identified. These include:

### **Limited Access to Healthcare:**

One of the primary issues in community service is the lack of accessibility to healthcare services for certain segments of the community. This may be due to geographical barriers, transportation issues, or financial constraints.

### **Language and Cultural Barriers:**

Hospitals may struggle to effectively communicate with patients who speak different languages or come from diverse cultural backgrounds. This can lead to misunderstandings, misdiagnoses, and inadequate care.

### **Inadequate Health Education:**

Lack of health education and awareness in the community can result in preventable health issues. Hospitals should proactively engage in health promotion and educational programs to empower the community with essential knowledge about wellness and disease prevention.

### **High Healthcare Costs:**

Community members might face financial challenges in accessing healthcare services, especially if the hospital lacks sufficient financial assistance programs or payment options.

### **Poor Coordination with Community Resources:**

Hospitals must work closely with community organizations and resources to provide holistic care to patients. Failure to collaborate effectively can lead to fragmented care and missed opportunities for support.

### **Limited Outreach and Engagement:**

Hospitals may not effectively reach out to all segments of the community, resulting in some individuals not seeking necessary medical attention or preventive care.

### **Quality of Care Disparities:**

Disparities in the quality of care provided to different groups within the community, such as ethnic or socio-economic disparities, can be a significant concern that requires attention.

### **Inadequate Follow-up and Aftercare:**

Proper follow-up care is crucial for patients' long-term health. Hospitals need to ensure patients receive appropriate aftercare instructions and support to prevent relapses or complications.

**Inadequate Community Health Programs:**

A lack of community health initiatives can limit the hospital's impact on promoting overall health and well-being within the community.

**Emergency Preparedness:**

Hospitals need to be adequately prepared to handle emergencies and disasters that might affect the community.

## **SHORT TERM AND LONG-TERM ACTION PLAN FOR POSSIBLE SOLUTIONS**

Short-term professional goals are generally small objectives that you set for yourself with the ultimate purpose of achieving your long-term career goals.

Aside from diving a complex objective into several smaller ones and making it more achievable, short-term success. Creating smaller milestones means that you are always focused on your next target.

### **Short-Term Action Plan:**

#### **Awareness Campaign:**

- An awareness campaign on hospital management is crucial to foster positive changes in healthcare facilities and elevate the overall quality of patient care.
- Utilize various communication channels, such as social media, print media, radio, and community bulletin boards, to reach a wide audience.
- Collaborate with local influencers, community leaders, and organizations to amplify the campaign's reach and impact.

#### **Educational Workshops and Seminars:**

- Overall educational workshops based on hospital management can create a platform for discussion, knowledge-sharing and action planning which is easy for community engagement healthcare providers etc.
- Distribute informational materials, brochures, and pamphlets during these sessions to reinforce key messages and provide additional resources.

#### **Form a Team:**

- Assemble a team of lab technicians, compounders, nurses and collect the details form the hospital.

#### **Conduct Surveys and Interviews:**

Design a well-structured questionnaire with relevant questions about hospital management practices, patient care, staff training, resource utilization, technology integration and overall hospital performance.

#### **Assess Infrastructure:**

Access the infrastructure refers to the physical and technological framework that enables connectivity and accessibility to services, resources and information. It plays a crucial role in supporting communication, transportation and overall connectivity within a region.

#### **Evaluate Medicine:**

- Collect data on the type of medicines, being used, availability of wanted chemicals and medicines, and the adopted by the hospital.

#### **Analyse Hospital Management:**

- Document the members working under different departments in the hospital for the service of patients.

#### **Records of medicine prescribed:**

- Collect data or log or register on the medicine prescribed by the doctor to patient.

#### **Document the responses of patients:**

- Look for the responses of the patients after taken the medicine prescribed by doctors and study them as case studies.

#### **Take Photographs and Videos:**

- Capture visuals to supplement the documentation, showcasing the proof of the presence of our team in the form of pictures and videos in the hospital.

#### **Analyze Data:**

- Organize and analyze the collected data to identify common patterns and specific issues faced in each hospital.

#### **Prepare a Report:**

Summarize the findings in a comprehensive report, including key insights, challenges, and recommendations for improvement.

### **Long-Term Action Plan:**

Developing a long-term action plan in hospital management is essential for ensuring continuous improvement and sustainability in health-care facilities. such a plan should be comprehensive, adaptable, and aligned with the hospital's vision and strategic goals.

#### **Conduct a Comprehensive Assessment:**

Evaluate the current state of the hospital, including its infrastructure, resources, staff, patient care processes, and financial performance. Identify strengths, weaknesses, opportunities, and threats (SWOT analysis) to understand the hospital's internal and external factors affecting management.

#### **Define Vision, Mission, and Goals:**

Clearly articulate the hospital's long-term vision, mission, and specific goals. These should be realistic, measurable, and time-bound to track progress effectively.

#### **Engage Stakeholders:**

Involve all relevant stakeholders, including hospital administrators, healthcare providers, support staff, patients, and community members, in the planning process.

Seek feedback and input from stakeholders to ensure the action plan addresses their concerns and priorities.

#### **Develop Strategies and Initiatives:**

Based on the assessment and stakeholder input, create strategies and initiatives that align with the hospital's goals.

Prioritize these strategies based on their potential impact and feasibility of implementation.

**Resource Allocation and Budgeting:**

Determine the resources required to implement the action plan successfully.

Create a budget that allocates resources appropriately to support each initiative.

**Implementation and Monitoring:**

Establish a timeline for implementing the strategies and initiatives.

Appoint responsible individuals or teams for each initiative.

Regularly monitor progress, review outcomes, and make adjustments as needed.

**Quality Improvement:**

Incorporate continuous quality improvement methodologies, such as Lean, Six Sigma, or Plan-Do-Study-Act (PDSA) cycles, to enhance hospital processes and patient care.

**Technology Integration:**

Embrace technological solutions to streamline hospital operations, improve data management, enhance communication, and provide better patient care.

**Staff Training and Development:**

Invest in ongoing training and professional development programs for staff at all levels to enhance their skills and keep them updated with best practices.

**Patient-Centred Care:**

Ensure patient-centered care is at the core of the action plan, with a focus on improving patient experience, safety, and outcomes.

Remember that a long-term action plan in hospital management should be a living document that evolves over time. Regularly review and update the plan to ensure its effectiveness and relevance as the hospital progresses and the healthcare landscape changes. Additionally, strong leadership, effective communication, and collaboration among all stakeholders are crucial for successful implementation.

**Regular Reporting:**

Effective hospital management is indispensable for providing exceptional patient care, optimizing resource utilization, and achieving financial stability. By implementing strategic initiatives, embracing technology, and prioritizing patient-centered care, hospitals can overcome challenges and drive positive outcomes. Strong leadership and continuous improvement are key to ensuring hospitals remain at the forefront of delivering quality healthcare services.

# **REPORT OF THE COMMUNITY SERVICE PROJECT DONE IN THE RELATED SUBJECT W.R.T THE HABITATION/VILLAGE.**

## **INTRODUCTION:**

The community service project focused on Hospital Management which helps people to get diagnosis quickly in the hospital and which also very helpful to the hospital management to treat their patients very quickly

## **CHAPTER 6: RECOMMENDATIONS & CONCLUSIONS OF THE COMMUNITY SERVICE PROJECT**

### **Promote awareness:**

Promoting awareness of hospital management is crucial to ensure the effective and efficient functioning of healthcare facility. Promoting awareness of hospital management is essential to empower stakeholders, healthcare professionals, and the public with the understanding of its significance. By fostering a culture of continuous learning and innovation, we can strive towards achieving better health outcomes, enhanced patient experiences, and sustainable healthcare systems, ultimately leading to improved patient care and overall healthcare outcomes.

### **Organize Workshops and Training Sessions:**

Organizing workshops and training sessions on hospital management can be a valuable initiative to enhance the skills and knowledge of healthcare professionals, hospital administrators, and individuals interested in this field.

### **Assess Infrastructure**

The access and infrastructure of hospital management are critical components that determine the efficiency, effectiveness, and overall success of healthcare facilities.

### **Conclusion:**

Promoting awareness of hospital management is essential to empower stakeholders, healthcare professionals, and the public with the understanding of its significance. By fostering a culture of continuous learning and innovation, we can strive towards

## Student Self-Evaluation for the Community Service Project

Student Name	: Sure Venkata Jhansi Lakshmi
Roll Number	: 21471A05J9
Period of CSP	: From : 29-05-2023 To : 24-06-2023
Date of Evaluation	: 03 - 07 - 2023
Name of the person in-charge:	M. Suneetha
Address with Mobile Number:	Narasaraopeta Ph. No.:9346679077.

Please rate your performance in the following areas:

**Rating Scale: 1 is lowest and 5 is highest rank**

1. Oral communication	1	2	3	(4)	5
2. Written communication	1	2	3	(4)	5
3. Proactiveness	1	2	3	4	(5)
4. Interaction ability with community	1	2	3	4	(5)
5. Positive Attitude	1	2	3	4	(5)
6. Self Confidence	1	2	3	4	(5)
7. Ability to learn	1	2	3	(4)	5
8. Work Plan and organization	1	2	3	(4)	5
9. Professionalism	1	2	3	4	(5)
10. Creativity	1	2	3	4	(5)
11. Quality of work done	1	2	3	4	(5)
12. Time Management	1	2	3	(4)	5
13. Understanding the Community	1	2	3	(4)	5
14. Achievement of Desired Outcomes	1	2	3	4	(5)
15. Overall Performance	1	2	3	(4)	5

## Evaluation by the Person in-charge in the Community/Habitation

Student Name: S.V.J. Lakshmi

Roll Number: 21471A05J9

Term of CSP: Hospital Management

Date of Evaluation: 03-07-2023

Name of the Person in-charge: M.Suneetha

Address with Mobile Number: Narasaraopet, 522601.

Ph.NO.: 6302280464

1. Oral communication	1	2	3	4	5
2. Written communication	1	2	3	4	5
3. Proactiveness	1	2	3	4	5
4. Interaction ability with community	1	2	3	4	5
5. Positive Attitude	1	2	3	4	5
6. Self Confidence	1	2	3	4	5
7. Ability to learn	1	2	3	4	5
8. Work Plan and organization	1	2	3	4	5
9. Professionalism	1	2	3	4	5
10. Creativity	1	2	3	4	5
11. Quality of work done	1	2	3	4	5
12. Time Management	1	2	3	4	5
13. Understanding the Community	1	2	3	4	5
14. Achievement of Desired Outcomes	1	2	3	4	5
15. OVERALL PERFORMANCE	1	2	3	4	5

  
Date: Signature of the Supervisor

35 Date: 3/7/23

## IMPLEMENTATION PHOTOS:



- Collaborating with the Sri Care Hospital Doctor, Narasaraopeta

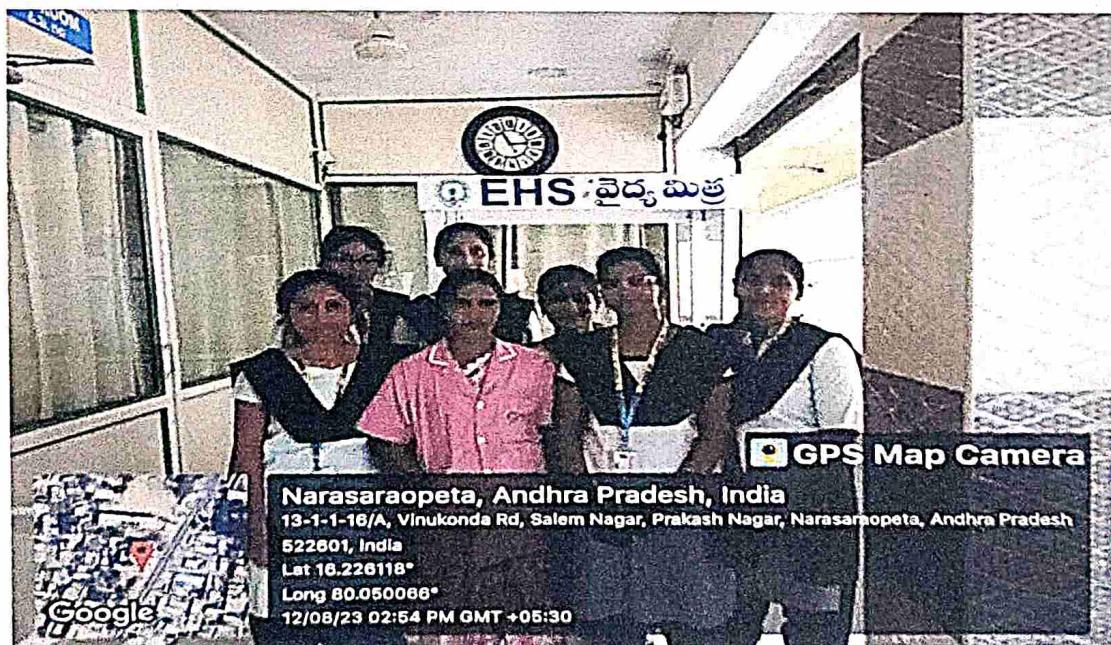


**Giving information about the various diseases and there curing ideas.**



We are inspired when we bring you back into good health and keep you there.

We also interacted with the staff and discussed about the management and care of the doctors.



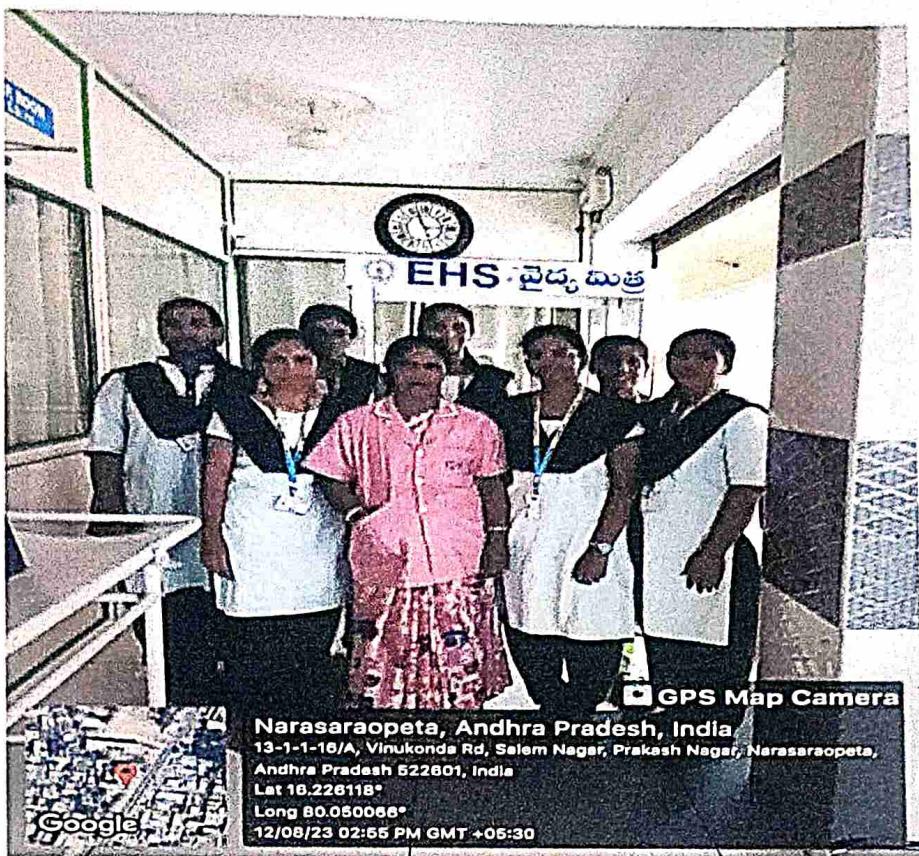
→the hospital boardings



→Interaction with the assistant doctor in the Sri care hospital

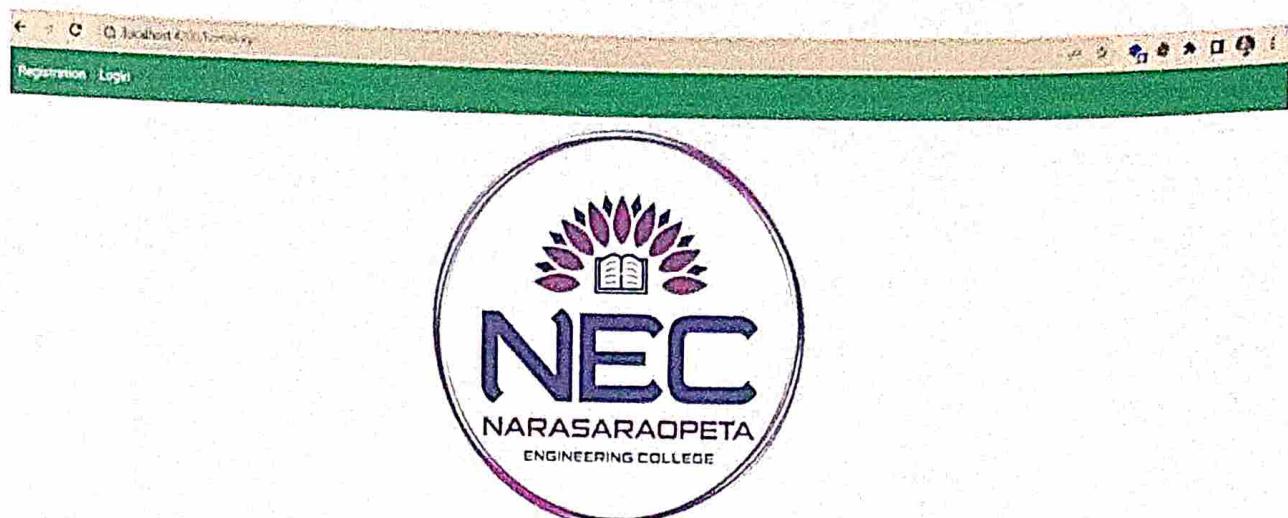


→ having a talk with the nurse about the management



## WEBSITE OVERVIEW PHOTOS :

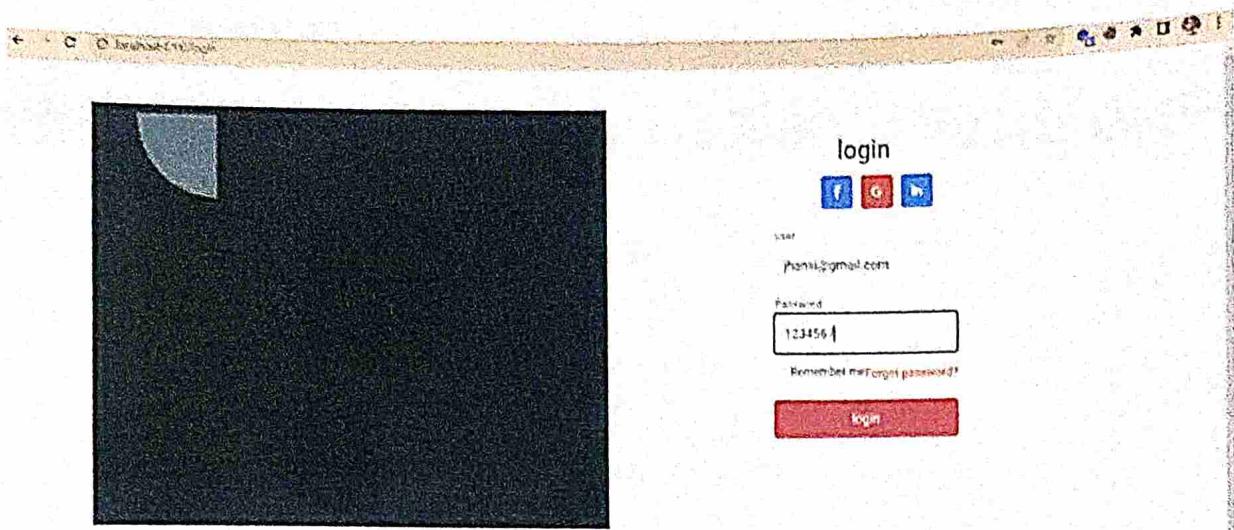
- open page of our website



- Firstly, register into our website

A screenshot of a web browser showing a registration form titled 'Registration'. The form instructions state: 'Please fill in this form to create an account.' It contains several input fields: 'Name:' with the value 'sree', 'number:' with the value '9489023743', 'email:' with the value 'jansi@gmail.com', 'password:' with the value '\*\*\*\*\*', and 'confirm\_password:' with the value '\*\*\*\*\*'. Below the form is a green 'Register' button. At the bottom of the page, there is a note about agreeing to terms and privacy policies, and a link for users who already have an account.

- After registration then login with your credentials

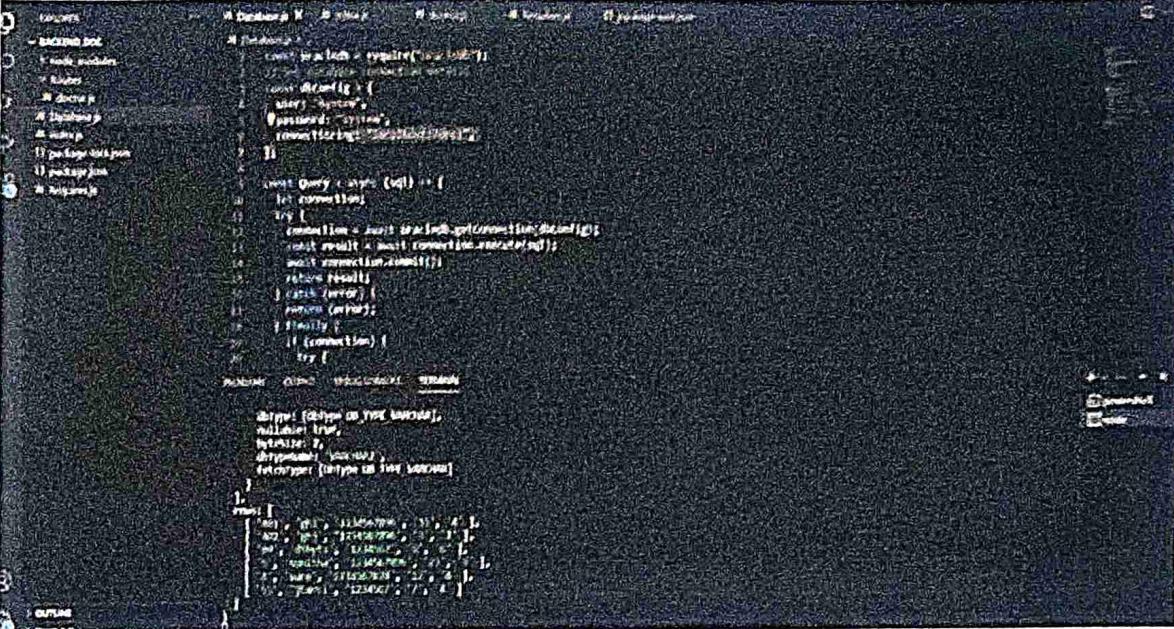


- Proof that your registration details are stored, updated, retrieved in database

A screenshot of a web application interface. The top navigation bar includes links for 'Guideline', 'About us', 'SCANNING', 'Doctor', and 'Logout'. The main content area features a background illustration of a doctor in a green scrub top and a patient's face. A table displays a list of doctor records. The columns are 'Id no.', 'Name', 'phone number', 'Age', 'Experience', 'Delete', and 'Update'. The data is as follows:

Id no.	Name	phone number	Age	Experience	Delete	Update
401		1234567896	33	4	<button>delete</button>	<button>Update</button>
402		1234567896	3	2	<button>delete</button>	<button>Update</button>
99	hyts	1234567	9	1	<button>delete</button>	<button>Update</button>
6	sunitba	1234567896	23	3	<button>delete</button>	<button>Update</button>
4	sure	1234567839	12	4	<button>delete</button>	<button>Update</button>
55	jhansi	1234567	7	1	<button>delete</button>	<button>Update</button>

- The database code in visual studio code



```

1  // Database.js
2  const Sequelize = require('sequelize');
3
4  class Database {
5    constructor() {
6      this.sequelize = new Sequelize('db_name', {
7        host: 'localhost',
8        port: 3306,
9        username: 'root',
10       password: 'password',
11       dialect: 'mysql'
12     })
13   }
14
15   async connect() {
16     try {
17       await this.sequelize.authenticate();
18       console.log('Connection has been established successfully.');
19     } catch (error) {
20       console.error('Unable to connect to the database: ', error);
21     }
22   }
23
24   async query(sql) {
25     let connection;
26     try {
27       connection = await this.sequelize.getConnection();
28       const result = await connection.query(sql);
29       await connection.release();
30       return result;
31     } catch (error) {
32       console.error(error);
33     } finally {
34       if (connection) {
35         try {
36           await connection.release();
37         } catch (error) {
38           console.error(error);
39         }
40       }
41     }
42   }
43
44   static async init() {
45     const db = new Database();
46     await db.connect();
47     return db;
48   }
49 }
50
51 module.exports = Database;

```

- After successful login, you will redirect to our homepage

