

Internship
at
Citizens Specialty Hospital, Telangana

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Internship Report

Citizens Specialty Hospital, Telangana

Introduction

Patient satisfaction is a vital tool, idealizing patients perceived needs, expectations from health care delivery systems and experience of quality care.

A patient's view of interest or disinterest is a judgment on the quality of health care services provided in all its aspects . Whatever its strengths and limitations, patient interest is an indicator that should be indispensable to the assessment of the quality of care in hospitals . Hospitals are facing multiple challenges in every point of services. In emergency care there are various indigenous substances that causes demotivation in the patients .

Each and every department like emergency had increased technological advances. But still at point of satisfaction these are not key factors.

As compared to inpatient or consultation emergency staff should be more efficient in clinical decisions as well as in clinical discharge. Longer the patient stays longer the impact on patient mental stability . Medical quality lies in the patient interest much more in medical care establishment rather than in amenities. As maintenance staff and food services is not as top priority as in Inpatient department. As their stay will should be ideally 3-4 hours and by their medical condition they should be either sent to ICU or HDU or discharge. As their efficiency can save or kill patient in emergency .

Patient flow in this department is also a factor. Because in emergency prediction of this flow is not feasible because only certain planned cases will arrive to E.D. So, managing flow is also essential so that due to increased footfall doesn't affect the satisfaction in emergency department.

Goals of internship

- To visit the organisation and to obtain real-time experience in different departments of the hospital.
- To understand and to gain knowledge about the assigned department.
- To discuss and understand the different challenging scenarios with the designated manager and other staff members.

Organizational profile

Citizens Specialty Hospital provides specialty healthcare based on world-class standards of care and evidence-based protocols across a broad range of medical specialties for inpatients and outpatients. They coordinate care in a way that emphasizes the needs of

patients first. We value quality and invest in technology proven for clinical effectiveness. Their medical staff consists of experts recognized not only for their clinical abilities but their ability to work as a team to get the best outcomes for patients and extend top-level care with compassion. They place a high emphasis on exceeding rigorous quality benchmarks related to safety and performance. They also have partnered with firms possessing similar objectives to deliver the best quality health care.

Services provided by hospital/organization

Citizen's Heart

Centre of Cardiac sciences at Citizens Specialty Hospital has a dedicated team of Cardiologists and Cardiothoracic expert providing an all-inclusive comprehensive, multidisciplinary care program for the management of heart conditions for the patients of all ages including prevention, diagnosis, treatment and rehabilitation.

Bone & Joints Centre

Bone and Joints centre at Citizens Specialty Hospital is the most comprehensive centre with a diverse team of orthopaedic skilled in practicing latest treatments using technologies and protocols in practice. Our team of doctors consists of internationally reputed joint replacement surgeons, sports injury surgeons, arthroscopic surgeons and musculoskeletal oncologists.

NIDO

Citizens Specialty Hospital provides an entire spectrum of services that meet the needs of women through all the stages of life ranging from pre-conception planning to pregnancy care, childbirth, and postpartum care menopause care and beyond.

EONE

Citizens Specialty Hospital introduced E-ONE emergency services that provide care in minutes which guarantee the highest level of skill, expertise, and infrastructure to all the individuals that need a quick response in any emergency health situation. EONE emergency service uses lifesaving infrastructure, internationally approved emergency protocols and a multi-disciplinary approach providing care that ensures patient optimum changes of stabilization and fast recovery.

Departments visited

- Emergency
- In-Patient
- Out-Patient
- Central Sterile Station
- Oncology
- Neonatal-Infant