

Internship
at
P.D. Hinduja Hospital and Medical Research Center,
Mumbai

By
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INTRODUCTION

This report consists summary of activities carried out during the period of dissertation i.e. 4th Feb to 3rd May 2019 in P.D. Hinduja Hospital and Medical Research Centre, Mumbai. It is imperative in the field of management to do internship at the end of classroom teaching. It allows having hands on experience that is sometimes missing in theoretical knowledge.

GOALS OF INTERNSHIP

- To assist the administrator/manager in day-to-day operations
- To gain practical knowledge and skills to handle managerial issues related to major departments of the organization
- To observe various protocols followed in the organizations
- To familiarize with different departments, staffing and equipments used in them

ORGANIZATION PROFILE

P.D. Hinduja Hospital and Medical Research Centre

The Late Shri.Paramanad Deepchand Hinduja in 1951 established a charitable hospital under “The National Health and Education Society”. Later the Hinduja foundation under the patronage of Sh. S.P. Hinduja, launched an U.S. \$30 million (about Rs 35 crore) project to develop this into a modern, technologically advanced Tertiary Care Hospital Medical Research complex. The Hospital project with 342 beds inclusive of 53 critical care beds was dedicated to the memory of late Sh. P.D. Hinduja and opened in August 1986. Today it is one of South Asia’s most modern centres for health care. It has a unique collaborations program with Massachusetts General Hospital, Boston and the Washington Hospital Centre, Washington D.C., U.S.A.

History

Behind the ultra-modern and internationally acclaimed in extending world class medical services which are offered at P.D. Hinduja National Hospital & Medical Research Centre, lies a 50 years old dream.

Shri Parmanand Deepchand Hinduja- a hard working philanthropist, laid down the foundation of the National Hospital, way back in 1951.

Hinduja Hospital is an **ultramodern multi-specialty tertiary care hospital with a Medical Research Centre in collaboration with Massachusetts General Hospital (MGH), Boston.**

The hospital has an inpatient capacity of 381 beds inclusive of 57 critical care beds in different specialties. As a tertiary care hospital, the services offered are comprehensive covering investigation & diagnosis to therapy, surgery & post – operative care. The inpatient services are complemented with a day centre, out-patient facilities and an exclusive centre for health check for executives.

Location

Located in Mumbai, the heart of the financial and commercial capital of India, it is landmark in itself. Situated in Mahim, Veer Sarvakar Marg, its unique structure and immensity of size and its colour white and yellow edifice immediately distinguishes it from the rest of the surrounding.

Philosophy

‘To provide World Class Quality Health Care Services to all sections of the society’ with an emphasis on philanthropy.

Mission

To create Hinduja Hospital as a world class medical institution by delivering quality medical care to all patients as well as continuing medical education to all doctors and training to nurses and by under taking basic and clinical research with a focused on the needs of the country.

Vision

Quality healthcare for all.

Quality Policy

To our patients we commit our best we aim to

- Assure best outcome
- Build seem less services
- Create values
- Satisfied with personalized care

Pledge to set and practice high standards through an effectively quality management system and ensure that the services always meet the expected requirement of our clients and patients.

The Five Guiding Principles

- Work to Give
- Word is a Bond
- Act Local Think Global
- Advance Fearlessly
- Partnership for Growth

Accreditations

- NABH Accreditation
- NABL - Certificate of Accreditation
- HACCP for Food Services Department
- CAP for Laboratory Services
- ISO 27001: 2005 Certification
- Green OT
- Green and Clean Hospital
- Health and safety for OT
- PDQ for Pharmacy

Achievements

- Over 3 million out-patients treated successfully
- 175 thousand In-patients treated for high-end tertiary care
- Executives have undergone preventive health checks
- Over a 1.0 million surgeries & scopes performed
- Over 1.0 million radiological investigations performed
- Over 7.5 million laboratory investigations to date

Pioneer in Application of Technology

- The Twin Speed MRI, a revolutionary technology in neurovascular and cardiology imaging.

- The Gamma Camera / PET scan redefines treatment in cancer management, orthopaedics, neurology and cardiology.
- Gamma Knife, a gold standard in radio surgery, a non-invasive surgical tool (first such unit in South Asia)
- Bactec NR 730 analyzer for micro culture
- Digital Linear accelerator Clinac 2300 C/D with MLC, micro MLC and portal vision along with CT simulator, dedicated 3D computerised planning system for achieving a high tumour dose and increased cure rate and a low normal tissue dose to reduce toxicity
- Vacutainer System for blood collection
- Holmium laser, thus replacing the surgeon's scalpel
- Synchron CX-7 fully automated system for the pick-up, delivery & analysis of the sample and reagent
- Computerised Humphrey's perimeter for early diagnosis of glaucoma.
- Digital Subtraction Angiography for cerebral angiography, peripheral and renal angioplasty, biliary drainage and nephrostomy
- Viewing wand navigation system to conduct minimal invasive neurosurgery procedures.

The Firsts to PDHH Credit

- For the first time in India, awake craniotomy for epilepsy surgery was performed at the hospital
- One of the first hospitals in India to perform laparoscopic gall bladder surgery
- P. D. Hinduja Hospital is one of the first few hospitals in India to perform Cochlear Implantation
- The first hospital in India to start a Pain Management Clinic
- P. D. Hinduja Hospital offers the facility for Therapeutic drug monitoring for the highest number of drugs in the India
- P. D. Hinduja Hospital started the first screening Centre for breast cancer in Mumbai
- P. D. Hinduja Hospital is the first private hospital in Mumbai to perform cadaver kidney transplant & peripheral blood stem cell transplant
- P. D. Hinduja Hospital was the first one in Mumbai to introduce high resolution scanning (HRCT) of the lungs

- P. D. Hinduja Hospital is amongst the first few in Mumbai to introduce MR Angiography and popularize non-invasive screening protocols combining colour doppler and MRA for indications like carotid screening
- The first hospital in Mumbai to install Digital Video EEG for recording the electrical events of the brain
- The first hospital in Mumbai to start Home Care, which is a service of nursing care at your doorstep.
- P. D. Hinduja Hospital is the first hospital in India to set up Vulvar Clinic.
- The first hospital in Mumbai, to perform Lung Transplant.

Quality Advantage

- P. D. Hinduja Hospital was the first multi-disciplinary tertiary care hospital to have been awarded the prestigious ISO 9002 Certification from KEMA of Netherlands for Quality Management System.
- P. D. Hinduja Hospital is the first hospital in India to be HACCP certified by DNV, Netherlands. An apex certification for quality, safety and hygiene of food.
- P. D. Hinduja Hospital's laboratory is the first hospital laboratory in India and SAARC countries to be accredited by College of American Pathologists. It is the best Laboratory Accreditation Program which is useful for demonstrating and improving quality. It certifies that the lab is committed to quality patient care and achieving excellence.
- P. D. Hinduja Hospital became the second hospital in Mumbai to receive the NABH accreditation. The accreditation helps P. D. Hinduja Hospital to benchmark with International quality, providing world-class quality services to its patients.
- P. D. Hinduja Hospital received ISO 27001: 2005 Information Security Certification. It helps the hospital in implementation of effective information management system which ensures information security and systematic approach to managing sensitive hospital information.

CSR

- PDHH provide charity to 20% of our patients, spending approx. INR 80 million for this purpose, every year.
- PDHH ensure equal care and service to the "Charity" and "Paying" patients without discrimination in our OPDs and Wards.

- P. D. Hinduja Hospital's 'Serve with Passion' Rural Health Program won the Excellence Award in the CSR Project category, in its first year of operation; at Healthcare Management Asia Awards 2012.

Medical Expertise

With over **86 hospital-based consultants**; which is a unique feature of the hospital, there is always an experienced specialist available to initiate treatment without delay. The various specialties covered are Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, Orthopaedics, Oncology, Ophthalmology, Rheumatology, Endocrinology, ENT, Gastroenterology, and Paediatrics, paediatric Surgery, Paediatric Neurology, Urology, Nephrology, Dermatology, Dentistry, Plastic Surgery, Gynaecology, Pulmonology, Psychiatry, General Medicine & General Surgery.

BASIC FACTS ABOUT P.D. HINDUJA HOSPITAL

- Bed strength = 400 beds
- Bed occupancy rate = 98.96%
- ALOS = 4.7days
- Mortality Rate = 23 death per month
- Patient to Nurse Ratio = 4:1
- Number of Discharges/month = 2000
- Number of OPD patient/day = 2000-3000
- Number of Emergency cases = 40-50/ day
- Building of Hinduja Hospital = 4
 - Hinduja Clinic (OPD) = 4 floors (3+1 floor)
 - West Block (IPD Block) = 16 floors
 - Lalita Girdhar (S1 Building) = 14 floors
 - S2 Building = 22 floors

Services Provided

The Departments at P.D Hinduja Hospital can be differentiated into:

- **Clinical Services** – Those services which are directly related to medical Practice.
These include: -
 - Outpatient Department
 - Indoor Patient Department
 - Accident and emergency Department
 - Short Stay Unit
 - OT services
 - Cath lab
 - Ambulance Services
 - Nursing Services
 - Mortuary Services
 - Laboratory Services

- **Non-Clinical Services**- Those services which are related to the administrative and non-medical side of the hospital. These include: -
 - Laundry Services
 - Dietary Services
 - House Keeping Services
 - Admission and Billing
 - Medical Record Department
 - Information Technology
 - Engineering Department

DEPARTMENTS VISITED

S. N.	Name of the Department	Interacted with
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1	Imaging Department	Ms. Shweta
2	Accident and Emergency Department	Mr. Ravi Kenkre
3	Central Sterile Supply Department	Mr. Kiran
4	OPD	Ms. Sanika
5	OPD Blood collection	Mr. Shine
6	LABS Microbiology Pathology Serology Hematology	Ms Krupi
7	Laundry	Mr. Vishal
8	Operation Theatre	Mr. Vinod
9	Health check	Ms. Sanika
10	ICU	Mr Mahesh
11	Engineering	Mr Kiran
13	Marketing	Mr. Vinit
14	Medical Records Department	Ms. Yogita
15	IPD	Dr. Preeti
16	AKD	Mr. Pathak
17	Short Stay Services	Mr.

Location and Layout of the Hinduja Clinic (OPD)

FLOORS	WING 1	WING 2	WING 3	WING 4
Ground Floor	Medical/Surgical/Oncology	Radiation Oncology	AKD Department	Gamma Knife, Medical Reports Delivery Counter and OPD Path Lab
First Floor	Consultants	General Radiology and Ophthalmic	ENT and Medical Records	Consultants
Second Floor	Consultants, Neurology Department	Consultants	Consultants, DC and Physiotherapy	Dental and Consultants
Third Floor	Blood Donor Room, Blood bank and Stat. Lab	Endoscopy, Bronchoscopy, Urodynamic	Cardiac, PFT Lab, Consultants	Executive Health Check up

In-patient Department

The IPD Building is 16 floors building-

- First Floor-admission and billing Department, Accident and Emergency, MRI, Customer Care
- Second Floor- Cath Lab, I.C.U.
- Third Floor-Operation Theatres (9)
- Fourth Floor-Short Stay services, Stop Over Unit, 2 Operation Theatres (for minor surgeries)
- Fifth Floor-CSSD, Medical Stores, Pharmacy
- Sixth Floor-Food Services Department, Provision Stores, Cafeteria
- Seventh Floor-Special and Deluxe Rooms, PICU (6 beds) and NICU (3 beds)

- Eighth and Ninth Floor-General Wards-median, median-A and Median-B (42 beds each)
- Tenth Floor-Intensive Care unit: ICCU (12 beds) and critical Patients (11 beds)
- Eleventh Floor-Deluxe and Suites (8 beds)-earlier there were 30 general beds
- Twelfth and thirteenth floor-Median-A and Special (26 beds each)
- Fourteenth Floor-(28 beds) Specially for Day care and Kidney transplant patients
- Fifteenth Floor-Suites (2) and Deluxe (12)
- Sixteenth Floor-24 beds for median, Median-a, Special and 9 beds for oncology patients.

Operation Theatre

- P.D Hinduja has an ultra-modernized O.T, which provides solutions to different surgeries.
- Annually around 10000 operative procedures are carried out at Hinduja Hospital.
- It is based on the 3rd floor of the IPD block and consists of: -
 - 9 Operation Theatre
 - 4 Hand scrubbing areas (2 between 1 OT).
 - 1 Clean utility room
 - 1 Dirty utility room
 - 1 Pre-operative room
 - 2 Separate changing rooms for gents and ladies.
 - 1 Equipment room
 - 1 Doctors lounge
 - 1 OT manager cabin
 - 1 Billing and admission counter

Features:

- The 9 operation rooms cater to all major surgeries like Orthopaedics, Neurosurgery, Cardiac Surgery, Oncosurgery, ENT, Urosurgery, Abdominal, Laproscopic, Gynaecological, Kidney and Liver transplants.

- 3 of the OT's are dedicated to oncology-based services due to the high number of cancer patients.
- The whole OT consists of a laminar airflow designed Air conditioning system and HEPA filter to eliminate OT acquired infection.
- It is divided into two zones: -
 - 1) Sterile zone
 - 2) Clean zone
- Besides there are 2 dedicated operation theatres for Short Stay Services

Accident & Emergency

- The A & E Department is the face of any hospital, which works around the clock through the year.
- Department is manned by highly trained medical & paramedical staff & it serves all the immediate emergency medical Situations.
- It can be divided into the following areas-Accident and Emergency, Casualty Centre and Minor OT.
- 4 bedded Accident & Emergency department along with 2 casualty centre beds is an ultra-modern facility well-equipped with sophisticated & advanced equipment specialized & skilled doctors and nurses is highlight of the department.

Laundry Services

- The importance of a clean, hygienic, un-stained and defect free linen for patient care has been stressed upon since the very inception of hospitals. Clean linen delivery in a timely manner to healthcare areas is important.
- Laundry service is responsible for providing an adequate, clean and constant supply of linen to all users. The laundry facilities are designed, equipped and ventilated to reduce the dissemination of microorganisms on to finished textiles. The basic tasks include sorting, washing, extracting, drying, ironing, folding and delivery.
- Cleaning of soiled linen collected from patient care areas.
- Storage and distribution of clean, unstained and defect free linen to various areas of hospitals like floors (for patients), CSSD (for sterile linen supply to operation theatres), housekeeping and food service department (for conference and other functions).
- Cleaning, storage and distribution of uniform to all employees and consultants.

- Specific procedure for handling, including labelling of materials contaminated with hazardous materials or body fluids.
- Policies and procedures for cleaning of contaminated materials.
- Storage and distribution of curtains across the hospital facilities.

Laboratory Services

- The laboratory services at Hinduja hospital are above par excellence.
- P.D Hinduja hospital and MRC is the first hospital laboratory in India and SAARC countries to be accredited by College of American pathologists.
- It has also earned the accreditation of the “National Accreditation Board of Testing and Calibration Laboratories” in 2013.
- Services included under Lab Medicine: -
 - Biochemistry
 - Blood Bank
 - Haematology
 - Histopathology & Cytopathology
 - Immunoserology
 - Microbiology & Serology
 - Radioimmunoassay (RIA)
 - Blood Bank - HLA
 - Molecular Biology
- The samples are taken from all the units of the hospital and taken to the main laboratory in the L.G building by transporters in a Black sealed briefcase, who work in three shifts throughout the day.

Medical Records Department

- The MRD is located on the 1st floor, 3rd wing of the OPD. It is spread over 1500 sq.ft. with additional area of allocated for the storage of records.

- The department has over 80,000 active files in the OPD, while are being maintained in archived form for legal/research purposes.

Nature of Activity

- Allocation of H.H. No.
- Collection of computerized lists of Discharged / death cases
- Collection of health record charts from wards / casualty
- Assembling in standard order
- Deficiency check
- Medical coding
- Indexing
- Filing of various reports
- Operation procedure
- Retrieval and issuance of files
- Receiving and storing of files
- Medical certificates, injury certificate, correspondence of L.I.C claims and legal matters etc
- Third party administration queries and any other insurance companies queries pertaining to the patient illness and its duration

Engineering Department

Engineering and Maintenance Department is manned for 24 hours for keeping round the clock vigil on the proper functioning of plant engineering equipment coming under the purview of the department. This covers maintenance of major supplies to the hospital such as power, water, medical gases, air- conditioning and related equipment supporting the same, which form the life line to the hospital's activities.

The responsibilities of the department are:

- Operation and maintenance of plant equipment installed in the basement of main building and various other areas to support the normal functioning of the hospital.
- Repair work of equipment related to the department's responsibility.

Pharmacy

Hinduja Hospital runs an inpatient pharmacy which works 24/7 throughout the year and consists of Dispensing area and store. It is located on the 5th floor of the new building.

In the pharmacy no cash transaction take place and no relative has to go there, the nurses enter the medications required into the system from the floors, and then a floor wise consolidated report is taken, and all the items are sent together in 7 rounds to the nursing station at each floor by the pharmacy attendants. The patient is billed from the pharmacy on his HH No. and the information is sent to billing department directly

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Risk assessment in ICU
- Review of Hospital Manuals
- Coordination for NABH Champions Training
- Coordination for ResCCU Certification Training
- Passive participation in “Health and Safety” audit of Operation Theatre

IMPEDIMENTS

Services not available in P.D. Hinduja Hospital and MRC –

- Obstetrics
- Burns care- IPD
- Isolation ICU