

Internship
at
The Mission Hospital Durgapur

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GOALS OF INTERNSHIP

- To Understand the profile of the organization and functioning of the organization
- To observe various protocols followed in organization and try to acquire skills to accomplish them
- To familiarize with different departments, staffing and equipment used in them
- To observe work culture of the organization
- To learn the business model of the organization

ORGANIZATION PROFILE

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) a 350 bedded, state of the art super Speciality hospital, with cutting edge technology.

The Mission Hospital started on April 02, 2008. This is the first super Speciality corporate hospital in Eastern India outside Kolkata. The hospital has taken an initiative to integrate the best in healthcare at its best manpower and technology. It has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Eastern India and its neighboring areas through its patient centric with high quality care.

Built in an area spanning of three acres , offers of facilities digital flat panel cath lab, eight major operation theatres with laminar airflow and HEPA filters, 100 bedded critical care unit, dedicated mother and child care unit, 24 hours Accident and Emergency Department, laboratory, blood bank and for the first time, a fully computerized pneumatic chute system

This hospital is with "futuristic" technology and enriched with "brilliant minds" behind the equipments.

The Mission Hospital is committed to providing affordable, quality health care to patients by incorporating improvement in its everyday schedule.

MISSION

The Mission of The Mission Hospital, Durgapur is to decentralize Superspeciality healthcare, and deliver it to every doorstep in Eastern India, beyond the metropolis, and heal Patients with dedication, honesty & tender loving care

VISION

The Mission hospital Durgapur will be recognized as a premier healthcare institute that strives to provide outstanding patient experiences, better clinical outcomes, and improved quality of life for the patients in the context of fiscal and social responsibilities.

OBJECTIVES:

- To Provide continuous and regular training for the employees to bring out the best in them to achieve quality improvement
- To understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- To Provide quality service that is responsive, efficient, courteous and helpful

GOALS

- Continuously improve all our services through quality management
- Focus on our patients and deliver high quality service
- Involve all our partners in our quality improvement activities
- Empower employees to make appropriate decisions
- Have the highest degree of respect for one another and value diversity
- Use training, teamwork and open communication to enable all employees to achieve their full potential
- Recognize and reward employees' contributions
- Take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the Hospital are afforded the safest possible environment
- Maintain the highest ethical standards in protecting the public and the environment
- Measure the effectiveness of our activities and monitor progress towards achieving our Vision

SERVICES PROVIDED BY HOSPITAL

LEVEL PLAN

LEVEL	DEPARTMENTS
BASEMENT	Executive health check up OPD Auditorium/conference room Library Quality Department Sample collection room PFT/EEG/NCV/EMG Physiotherapy Yoga
GROUND FLOOR	Accident and Emergency Department Reception and registration OPD chambers Pharmacy Radiology Department Insurance desk/corporate desk Cafeteria Dietician
FIRST LEVEL	OPD Central Laboratory Endoscopy Blood bank General ward (male & female) Echo /ECG/TMT/
SECOND LEVEL	MICU

	Cath lab CCU
THIRD LEVEL	OPERATION THEATRE CTVS ITU/CSSD
FOURTH LEVEL	Cardiac ward Administration department IP Pharmacy
FIFTH LEVEL	Labor room & Minor OT Dialysis unit,ESWL Room , Telemedicine NICU and Pediatric ward
SIXTH LEVEL	Semi-private patient Room Surgical ICU CTVS-HDU/Inpatient Billing
SEVENTH LEVEL	Semi-private patient room General ward – Pediatric Cardiology
EIGHT LEVEL	Super Deluxe Rooms Board Room

SPECIALITY SERVICES

- Outreach clinics
- Ambulances services
- Free health camps
- Master's in emergency medicine courses
- Telemedicine
- OPD Outreach clinics

DEPARTMENTS VISITED

On the very first day we have visited every departments and receive information about the workflow of every department

Also, attended the meeting about annual departmental budget for the year 2019-2020

Projects undertaken other than Dissertation

IT – WEBPORTALS, APPLICATION, DIGITAL, MARKETING, BRANDING

Initially, worked in this department learned many things By observing the pattern of work here I have observed some positive and gaps

WEB PORTAL – A web portal is a specially designed website that brings information from diverse sources like online forums, search engines, works together in a uniform way

MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE NOTIFICATION

New Delhi, the 28th March, 2016

BMW WASTE MANAGEMENT - The Bio-Medical Waste (Management and Handling) Rules, 1998 was published dated the **20th July, 1998**, by the Government of India in the erstwhile Ministry of Environment and Forests, provided a regulatory frame work for management of bio-medical waste generated in the country

AMMENDMENT - The Bio-Medical Waste Management Rules, 2016, published in the Gazette of India, dated the **28th March, 2016**

4. Duties of occupier (N) - Maintain and update on day to day basis the bio-medical waste management **register and display the monthly record on its WEBSITE according to the bio-medical waste generated in terms of category and color coding as specified in Schedule I**

(P) Make available the annual report on its **website** and all the health care facilities shall make own **website within two years from the date of notification of these rules**

UPDATED ON THE DATE – 23rd FEB 2018

BRANDING - The process involved in creating a unique name and image for a product in the consumers mind, mainly by advertising campaigns with a consistent theme.

DIGITAL MARKETING – It encompasses all **marketing** efforts that can be use in an electronic device or the internet. Businesses leverage **digital** channels such as search engines, social media, email, and their websites to connect with current and prospective customers.

RECOMMENDATIONS

- Social media (Facebook, Instagram) should be **update Twice in a week**
- Video should be post once in a week on social media (You tube, Facebook etc.)
- **Promotional activities** like camps, CME, BLS training, free health camps, blood donation camps etc. can be posted on the social media (Facebook, Instagram etc.)
- On Prevention, educational and health tips can be given on social media to aware people about upcoming health issues etc.
- There should be an information about a **Health check-up** on the **Hospital Web site**

IMPEDIMENTS

- There were no impediments as complete freedom to choose departments and dissertation topics with no barriers and excellent flexibility to improvise
- Liberty to raise questions and confront for anything was promoted throughout the process