

Internship
at
N.M. Virani Wockhardt Hospital, Rajkot

By
Kritee Saxena

Dissertation submitted in partial fulfillment of the requirements of the degree
MBA Health and Hospital Management

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

Introduction to the Hospital:



Wockhardt Hospitals was incorporated on 28 August 1991 under the Companies Act, 1956 as a public limited company. The Company was originally named First Hospitals and Heart Institute Limited. On 11 September 2000 the name was changed to Wockhardt Health Sciences Limited and subsequently on 19 October 2000 the name was changed to Wockhardt Hospitals Limited.

Wockhardt Hospitals are one of the leading tertiary care, super specialty healthcare networks in India offering high quality healthcare services. The chain of hospitals is owned by the parent company Wockhardt Ltd., India's 5th largest Pharmaceutical and Healthcare company with a presence in 20 countries across the globe. Wockhardt hospitals, originally called First hospitals and Heart Institute, were one of the early movers among corporate health-care chains in India. The company was established in 1989 and it started its first operations with a medical centre in Kolkata, 1989 and a heart hospital in Bangalore two years later. Today the company has its presence across India with 7 multi-specialty hospital networks.

Accreditations and Associations:

Wockhardt hospitals are accredited by the National Accreditation Board for Hospital and Healthcare providers, NABH. Wockhardt Hospitals has strategic alliances with Partners Harvard Medical International. Wockhardt-HMI HIV/AIDS Education and Research Foundation (WHARF) is a non-government organization established to provide training to healthcare professionals and counsellors in India. The Hospital has joined hands with Needy Heart Foundation making paediatric cardiac surgeries for needy children available at a highly subsidized rate. It has collaboration with Rotary Pacemaker Foundation.

Goals of Internship:

The overall goal of the internship was to effectively step into hospital care management positions with a solid management foundation so that good career can be built into middle and upper level management positions.

1. Used the overall health care industry knowledge to identify, work effectively in management positions within the health care organization, and use as a springboard for advancing both future educational and career objectives. Learned the use of basic concepts of:
 - Overall health care system design
 - Issues associated with the health care system and its design
 - Comparative analysis of different health care systems
 - Health care sectors and their functions
 - Policy and regulation
2. Used leadership and management skills to create a productive working environment that supports the organization's vision, mission, values, and activities. Learned the concepts of:
 - Leadership & management theories
 - Governance
 - Human relations & health professionals
 - Legal requirements in human resources
 - Types of health care workers
 - Strategic planning & marketing
3. Used behaviour and relationship skills to create a transformative environment in a department, service line, or similar-level organizational unit within health care organizations in order to address the changing nature of the health care environment, health care organizations, and the health care workforce. Learned about:
 - Collaboration
 - Organizational development
 - Organizational behaviour and change management
 - Culture & diversity
 - Community liaison
4. Used business and organizational skills to effectively manage health care organization departments, service lines. Learned about:

- Operations management
- Financial management
- Quality management & project management
- Information systems management
- The accreditation process

Organisation Profile:

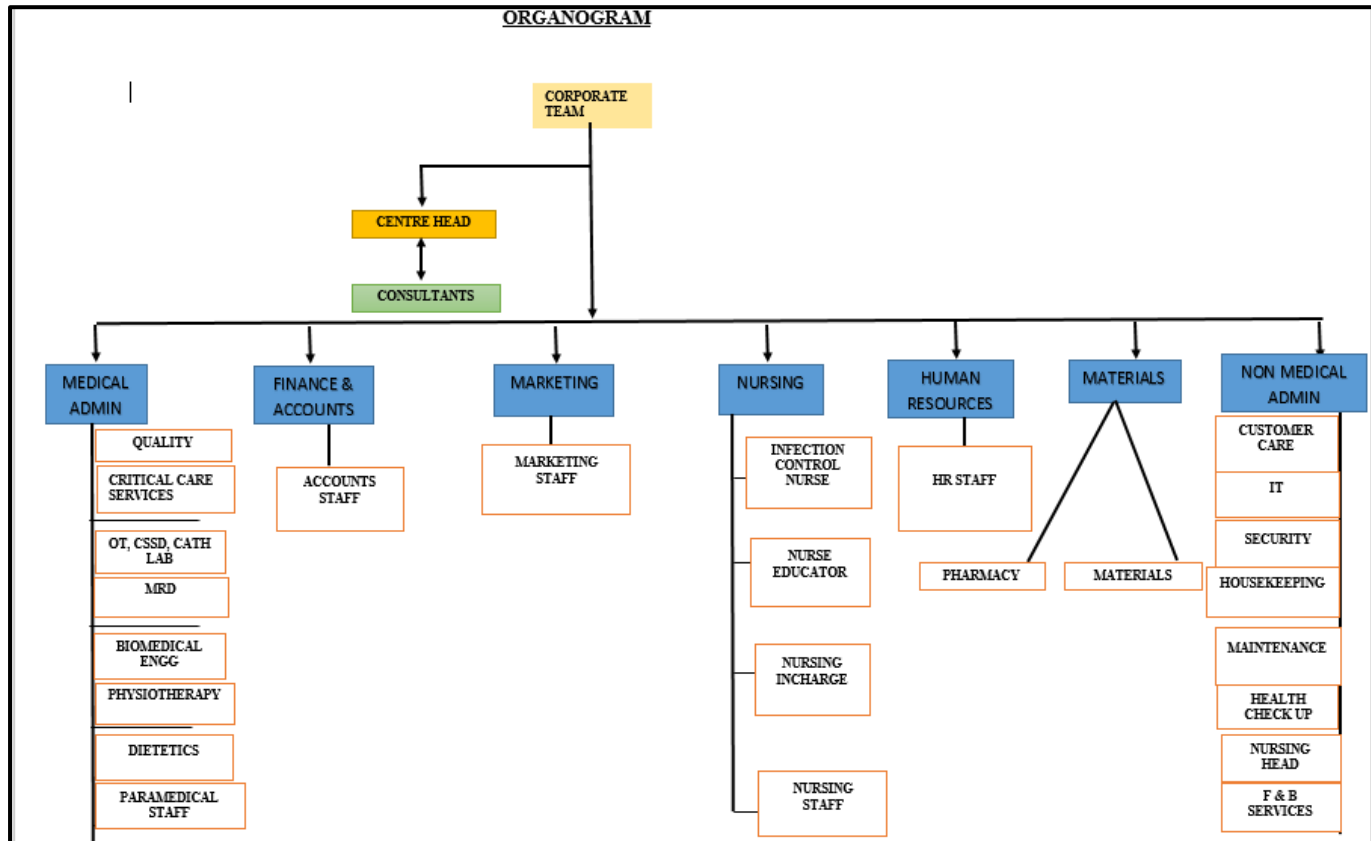
Vision

“Wockhardt Hospitals will strive with excellence to fulfil the needs of community in its chosen field of medical treatment.”

Mission

“To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise, in a caring and nurturing environment with the greatest respect for human dignity and life.”

ORGANOGRAM



SERVICES OFFERED BY THE HOSPITAL:

SPECIALITIES

- Heart Care
- Interventional Radiology
- Brain & Spine
- Bone & Joint
- General Surgeon
- Urology
- ENT
- Gynaecology
- Paediatrician
- Critical Care
- Oncology
- Gastroenterology
- Dentist
- Rheumatology
- Dermatology
- Ophthalmology

SUPPORTIVE SERVICES

- Department of Dietetics
- Physiotherapy

DIAGNOSTIC AND IMAGING SERVICES

- Blood Bank
- Pathology
- Critical Care
- Emergency and Ambulance Services

24 x 7 SERVICES

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio Diagnosis

A QUICK TOUR

- 200 bedded multi-speciality hospital
- Modular operation theatres
- 24 x 7 Cath lab
- 24 x 7 Emergency services
- Radio- diagnosis & Imaging sciences (MRI, CT scan, CT Angiography, x-ray)
- Clinical Pathology - Biochemistry and Microbiology
- Non-invasive cardiology

FLOOR PLAN

GROUND FLOOR -

- Health Check-up Department
- OPD
- Dialysis
- Echo
- TMT
- X- Ray

- USG
- Sample collection
- Front office
- CT, MRI
- Laboratory
- Medical Records Department
- F & B
- Security office
- Blood storage
- LMO Plant
- DGE
- Store
- Gastro Department
- Admin office
- HR Office
- Nursing in charge office
- TPA Desk

FIRST FLOOR –

- CAG Multi bed
- IT Department
- OT
- Cath Lab
- CCU
- Chemo ward

SECOND FLOOR –

- Nursing stations
- MICU
- SICU
- Dietetics Department
- Quality Department

CLINICAL SERVICES:

Those services are which are directly related to medical practice. These include

- Outpatient department
- Inpatient department

- Accident and emergency department
- Pathology department
- OT
- Dialysis unit
- Physiotherapy department
- CSSD

NON CLINICAL SERVICES:

Those services are which are related to administrative and non-medical side of the hospital. These include

- Admission and Billing
- Quality Assurance Department
- Human Resource Department
- Medical record department
- Pharmacy
- Housekeeping
- Marketing
- Finance
- Information technology
- Dietician
- Food and beverages
- Biomedical Engineering
- Security
- Laundry

CLINICAL SERVICES

Outpatient Department:

Patient who in the considered view of a competent professional do not immediately require hospital admission and who can be satisfactorily treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

Inpatient Department:

Inpatient department deals with inpatient care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure that patients are only admitted to a hospital when they are extremely ill or have severe physical trauma.

Pathology Department:

All types of diagnostic test are performed here under the guidance of pathologist. There are fully automatic machines with provide the specific results. Some services are outsourced from different companies.

Operation theatre:

All types of surgeries are performed here. There are SICU, MICU, NICU, CCU and General ward. The services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy).

Dialysis Unit:

It deals with the artificial replacement of the lost kidney function in patient with renal failure to remove excess water and waste products from the blood.

Physiotherapy:

The department provides facilities such as Electrotherapy, Diagnostic, Manual, Mechanical mobilization Therapy, Exercise therapy etc.

CSSD

The department provides clean and sterile supplies which help in reduction of infection and improving the quality of care. The department provided infection control by educating staff on different topics.

NON CLINICAL SERVICES:**Admission & Billing**

This is the department involved in the counselling to the patients, admission process and guiding them while billing is done after final discharge of the patients.

Quality Assurance Department

Headed to maintain and perk up the standards. Quality assurance (QA), the activity of providing evidence needed to establish quality in work and the activities that require good quality is being performed effectively. It included all those planned or systematic actions

necessary to provide enough confidence that a product or service will satisfy the given requirement for quality.

Human Resource Department

The department helps to ensure the availability and retention of quality talent to meet organization goals and objectives and to provide overall growth and development of employee's orientation and functional training. The department looks into the matter like attendance and leave management, appraisal and promotion process, medical benefits, employee welfare programs, payroll management, grievance handling.

Medical record Department

MRD is the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents. The department deals with record collection, codification, storage, analytical evaluation and retrieval of record if needed.

Pharmacy

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customs, special wards. The Department services include procurement and providing medicines to the patients. The department also provides medicines to the wards if needed and give details to the billing department at the time of discharge of patients.

Housekeeping

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost. The department performs activities like cleaning providing room amenities, pest controlling and waste disposal.

Marketing

The department is responsible for the revenue generation through brand building, retail, sales, corporate marketing, PR and media communications and liaison with the government. Some activities of the department are brand awareness, events management, corporate social responsibility and ensure business and growth in line with organizational objectives.

Finance

The department provides accurate relevant and timely financial information necessary in making the right business plan and decisions. The finance department looks into the business building insight, areas for lowering cost and improving profitability, updating of bills on daily

basis for IPD patients. The billing staff has overall responsibility for coordination of various functions and daily basis report for the admission and provides the necessary solution to daily problems as deemed proper and reasonable.

Information Technology

It department provides it values to the end users with respect to their day to day function. The department serves various departments for IT infrastructure, hardware and network, anti- virus services, internet services, upgradation of software, telecommunication between various departments, auditorium functioning.

Dietitian

The department provides the food and beverages to the esteemed customers. The department performs daily audits of the store and kitchen areas, take round of the entire service area with and after the service timings, monitoring of services.

Biomedical Engineering

The department installs commission and maintains all the medical equipment in an efficient and cost effective way and makes technical appraisal and recommendation for purchase of new equipment. The department provided inputs to commercial department about new/renew of contract with equipment supplier including annual maintenance contracts.

Security

The department provides proactive, competent services, to protect the life and property of every individual present in the primases, to prevent any action or situation that might result in an injury or death when a patient/attendant/visitor/employee are lawfully on the hospital premises.

Laundry

The department delivers spotlessly clean and hygiene linen and uniforms to the users of different departments. The department maintains records for issued linen, received linen, new linen and alteration if needed. The department treats infected/contaminated linen, treats heat labile linen.

Departments Visited:

1. OPD
2. Medical Records Department
3. F & B
4. Gastro Department
5. Admin office
6. HR Office
7. Nursing in charge office
8. TPA Desk
9. Dietetics Department
10. Quality Department
11. Accident and emergency department
12. Physiotherapy department
13. Marketing
14. Biomedical Engineering
15. Laundry

Any other projects:

1. Time motion analysis study done on the dietetics department.
2. Project done on Branding of Wockhardt Hospital during the Election Campaign in Gujarat.