

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

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

Academic year, 2017-2019



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Part 2-The Projects

- To observe the issue in the functioning of blood donation process by their root cause analysis, corrective and preventive action on routine basis.
- To compare the compliance of blood donation process standards with those laid down for blood banks by NABH.
- To suggest improvement needs to be done in terms of fulfilling the requirement of accreditation.
- To analyse the blood donors satisfaction with the current donation process.
- To compare the compliance of blood donation process standards in small blood donation camp as per NABH standards organized by hospital.

ABBREVIATIONS USED

OPD- Out Patient Department
IPD- In-Patient Department
ALOS- Average Length of Stay
AKD- Artificial Kidney Department
PFT- Pulmonary Function Test
ICU- Intensive Care Unit
CSSD- Central Sterile Supply Department
PICU- Paediatric Intensive Care Unit
NICU- Neonatal Intensive Care Unit
OT- Operation Theatre
SSSU- Short Stay Service Unit
A & E- Accidents and Emergencies
HLA – Human Leucocyte Antigen
MR – Medical Record
MRD- Medical Records Department
MRI – Magnetic Resonance Imaging
EPA-Error Prone Abbreviation

PART 1

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 our services always meet the expected requirement of our clients and patients.

ACHIEVEMENTS

- The First Hospital Laboratory in India to be **accredited by the College of American Pathologists**.
- P.D. Hinduja Hospital is the second hospital in the city to receive the **NABH accreditation**, on July 1,2009.
- Hinduja Hospital was recently awarded the **IMC Ramakrishna Bajaj Award** for Quality.

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 = 402 beds inclusive of 52 critical care
- 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 case = 40-50/ day
- Building of Hinduja Hospital = 3
 - Hinduja Clinic (OPD) = 4 floors (3+1 floor)
 - West Block (IPD Block)= 16 floors
 - Lalita Girdhar (S1 Building) = 14 floors

DEPARTMENTS OF HINDUJA HOSPITAL

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

- 1. Clinical Services** – Those services which are directly related to medical Practice. These Include:-

a) Out Patient Department
b) Indoor Patient Department
c) Accident and emergency Department
d) Short Stay Unit
e) OT services
f) Cath lab
g) Ambulance Services
h) Nursing Services
i) Laundry Services
j) Mortuary Services
k) Laboratory Services

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

- a) Admission and Billing
- b) Medical Record Department
- c) Information Technology
- d) Engineering Department

The following are the various departments where the induction was provided -

	Name of the Department	Date(s) of Visit	Interacted with
1	IMAGING DEPARTMENT	3 April,2018	Dr. Sheetal
2	ACCIDENT AND EMERGENCY DEPARTMENT	3 April,2018	Dr. Ravi Kenkare
3	CENTRAL STERILE SUPPLY DEPARTMENT	3 April,2018	Dr. Kiran
4	OPD (3 Wings)	3 April,2018	Dr. Sampada
5	OPD Blood collection	4 April,2018	Mr Shine
6	LABS Microbiology hology Serology Hematology Pat	4 April,2018	Ms Chetna
7	Laundry	4 April,2018	Mr Vishal
8	Operation Theatre	4 April,2018	Mr Vinod
9	Health check	4 April,2018	Ms Rajvee
10	ICU	4 April,2018	Mr Mahesh

11	Engineering	4 April,2018	Mr Kiran
12	Pharmacy	5 April,2018	Ms Geetali
13	Marketing	25 April,2018	Dr.Bindu

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 a 16 floors building.

- First Floor-admission and billing Department, Accident and Emergency, MRI, Customer Care
- Second Floor- Cath Lab, I.C.U.(Non-ventilated)

- 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

INTRODUCTION:

- 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.

LOCATION AND LAYOUT:

- It is based on the 3rd floor of the IPD block and consists of :-
 1. **9 Operation Theatre**
 2. **4 Hand scrubbing areas (2 between 1 OT).**
 3. **1 Clean utility room**
 4. **1 Dirty utility room**
 5. **1 Pre-operative room**
 6. **2 Separate changing rooms for gents and ladies.**
 7. **1 Equipment room**

8. **1 Doctors lounge**
9. **1 OT manager cabin**
10. **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 is 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

LOCATION & LAYOUT

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

1. Allocation of H.H. No.
2. Collection of computerized list of Discharged / death cases
3. Collection of health record charts from wards / casualty
4. Assembling in standard order
5. Deficiency check
6. Medical coding
7. Indexing
8. Filing of various reports
9. Operation procedure
10. Retrieval and issuance of files
11. Receiving and storing of files
12. Medical certificates, injury certificate, correspondence of L.I.C claims and legal matters etc
13. 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:

1. 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.
2. 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.