

Internship
at
The Mission Hospital, Durgapurs

By
Mohd Aihatram Khan

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



The Mission Hospital, Durgapur

The Mission Hospital, (A Unit Of Durgapur Medical Centre Pvt. Ltd.) is a 350-bedded hospital located in Durgapur, West Bengal. Built in an area spanning three acres it offers an array of facilities – digital flat panel Cath lab, seven major operation theatres, a 100-bedded critical care unit, a mother and child care unit, 24-hour accident and emergency department, blood bank and for the first time, a computerized pneumatic tube system. The Mission Hospital started its operation on 2 April 2008. This is the first speciality corporate hospital in Eastern India outside Kolkata.

OUR MISSION:

To become a centre of excellence in healthcare by bringing tertiary level healthcare to the people of eastern India.

OUR VISION:

To provide affordable quality health care to patients by incorporating improvement in its day-to-day schedule.

OUR VALUES:

The focus of all of our activities are based on “Patients first” policy. Our responsibility is to provide the best possible care and outcome for every patient. We strive to exceed our patients' expectations for comfort and convenience.

We take every opportunity to serve and support those in our care, based on seven fundamental values that form the foundation of The Mission Hospital Durgapur culture:

1. Quality
2. Compassion
3. Integrity
4. Teamwork
5. Service
6. Innovation
7. Stewardship

OUR EXCELLENCE

Accident & Emergency Medicine, Anaesthesiology, Cardiology, Paediatric Cardiology, Cardio Thoracic & Vascular Surgery, Critical Care, Dentistry, Dermatology, Endocrinology, ENT, Gastroenterology & Gastrointestinal Surgery, General & Laparoscopic Surgery, General Medicine, Institute Of Laboratory Medicine & Research, Nephrology, Neurology & Neuro Surgery, Obstetrics & Gynaecology, Ophthalmology, Orthopaedics & Spine Surgery, Paediatrics & Neonatology, Plastic & Reconstructive Surgery, Psychiatry, Pulmonology/Respiratory Medicine, Radio-Diagnosis & Imaging Sciences, Transfusion Medicine, Urology & The Department of Physical Therapy and Rehabilitation

SERVICES

- Parking
- Pharmacy
- Blood Bank
- Cafeteria
- Ambulance
- Waiting Area
- Capacity: 350 beds

CORE VALUES

The corporate, value system at The Mission Hospital, Durgapur (West Bengal) is founded on three pillars – Service, Compassion and Integrity.

- Care for customer
- Respect for Associates
- Excellence through Teamwork
- Always Learning
- Trust Mutually
- Ethical Practices

QUALITY & SAFETY

QUALITY POLICY AT THE MISSION HOSPITAL, DURGAPUR

- Deliver world class patient care through medical excellence.
- Create a patient-centric environment
- Ensure high standards and safety of treatment during the patient's stay
- Continuous Quality Improvement through implementation of robust clinical and non-clinical process and protocols
- Complying with statutory regulations



“FACILITIES”

1. OUT REACH CLINICS
2. CLEFT CARE PROGRAM (SMILE TRAIN)
3. SPARS FOUNDATION KOLKATA
4. SPARS FOUNDATION USA
5. TELEMEDICINE
6. OPDs AT OUTREACH CLINICS
7. SENIOR CITIZEN SCHEME

1. OUT REACH CLINICS

- City centre, Durgapur
- Asansol
- Burdwan
- Bankura
- Siliguri
- Dhanbad
- Krishnanagar
- Behrampur:
- Bokaro
- Bolpur
- Raniganj

CLEFT CARE PROGRAM (SMILE TRAIN)

Every year about 35000 children are born in India with Cleft of Lip / Palate. These children are with normal intelligence, but faces problem like poor speech, hearing impairment, and social stigma. The Mission Hospital, Durgapur is a proud partner of the Smile Train, a New York based non - profit organization that aims at improving the lives of children born with cleft lip and /or palate. The Smile Train has helped us in improving the quality of treatment by funding for free treatment of these patients.

Partnership with The Smile Train signifies that we provide -

- * Quality corrective surgery and multidisciplinary team approach.
- * State of art operation theatre and post operative care.
- * Proper counselling
- . * Proper rehabilitation

SPARS FOUNDATION KOLKATA

The management of The Mission Hospital was clear from the outset that the hospital would not only have to set the highest standards for quality healthcare but also that of good corporate citizenship. While the long-term vision envisages setting up of full-scale training facilities, the initial focus expectedly has been on getting the hospital up & running. In order to be able to adequately address its responsibilities of corporate citizenship even during these initial years and keeping in focus the training of skilled personnel for healthcare industry, in 2008 the hospital signed a long-term agreement with Sparsh Foundation – the pioneers of industry tagged vocational training in this country.

Sparsh Foundation, a small, autonomous, Indian, not-for-profit Society, headquartered in Kolkata, are specialists in planning, designing & executing training modules for the youth – specially from financially disadvantaged families who have been compelled to discontinue studies in formal academics at various levels in school, more often than not due to poverty related issues. The goal is to develop easily replicable prototypes of short-duration, vocational training courses for the millions of unskilled dropouts in India in various trades that offer huge employment potential in a new world economic system.

SPARSH FOUNDATION USA

Sparsh Foundation USA helps 'The Mission Hospital' to arrange best surgery for children with different congenital heart diseases. So far, a total of over three hundred such operations have been successfully done at "The Mission Hospital".

SPARSH is an Ann Arbor, Michigan, USA based non-profit organization, which aims to touch the lives of the disadvantaged in India by providing them access to the critical health care and well being that they need and deserve. SPARSH believes that caring people can come together to make a difference in the lives of these children and women, and hence, engagement of the local community is an important part of the organization's mandate. The word SPARSH means touch in many Indian languages. Sreyashi Dey's transformative experience in India led to the founding of SPARSH. She learned through conversations with Dr. Srirup Chatterjee, that he was deeply committed to finding ways to operate on children whose parents could not afford to pay for surgery. She began to discuss with him the possibility of forming a non-profit organization that would raise funds for the critical surgeries for children. This was the seed that grew into SPARSH. Sreyashi, an active professional Odissi dancer, realized that she could use her art to help disadvantaged children who need surgeries. Deeply touched by the encouragement of members in the community, including artists, physicians, academics, and journalists, she got a group of individuals to form the executive board. Though from diverse professional backgrounds, they bring together their experience, talent and passion to the common goal of removing barriers for disadvantaged women and children.

TELEMEDICINE

Telemedicine has revolutionized the present generation healthcare delivery system by exchanging medical information between two clinical locations for enhancing the medical expertise between the hospitals for better diagnosis, treatment and educational services so that we can reach to distant part of our country with better treatment approach. The World Health Organization defines Telemedicine as, "The delivery of healthcare services, where distance is a critical factor, by all healthcare professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and for the continuing education of healthcare providers, all in the interests of advancing the health of individuals and their communities". The concept of telemedicine would thus include.

Tele health

use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education and training, public health and health administration

Tele consultation

Use of information and communications technology to enable clinical consultation between geographically separated individuals such as health care professionals and their patients

Tele monitoring

A real time and live interactive monitoring (evaluation) of technique or procedure of an applicant seeking procedures, or a surgeon seeking to certify or document his competence in a specific technique or procedure

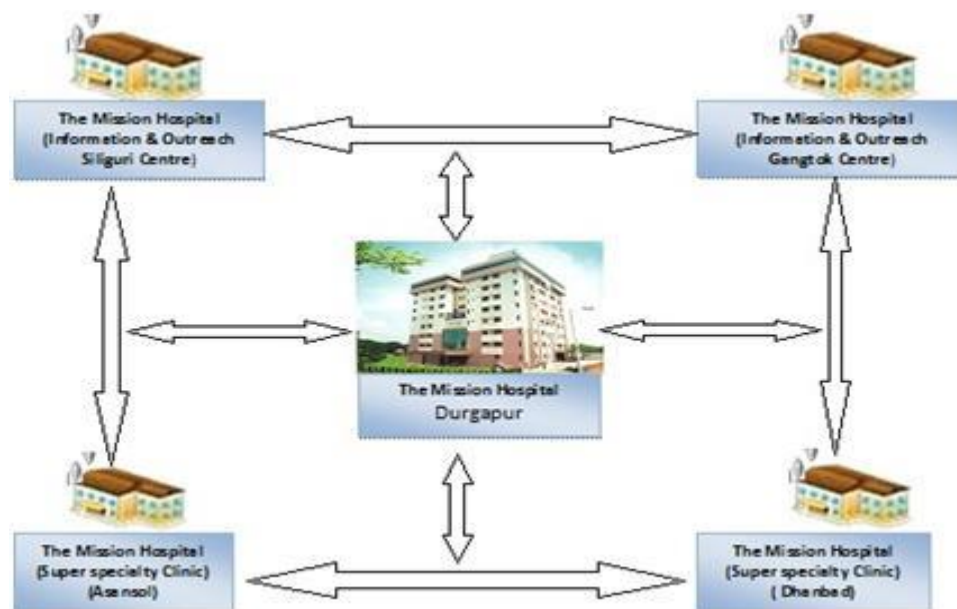
Tele treatment

Advice provided to the patient through another doctor using information and communications technology about the course of treatment to be taken;

Tele diagnostics

is the use of information and communications technologies to enable the diagnosis of a patient between geographically separated individuals. A good example takes place between The Mission Hospital Super specialty clinics and The Mission Hospital, Durgapur - has better equipment and Super specialists to make diagnostic, management or treatment decisions for a patient who is located in the more remote area. The health personnel in the Mission Hospital Super specialty clinic can share everything from blood draws, to X-rays to other information about their patient. The doctor at the other end of

the video or audio sharing can analyze the tests, talk to the patient or the doctor who is with the patient, and work together to make decisions. The Information Technology Department of The Mission Hospital has setup the Free Telemedicine Program to serve the patient of some part of India for the betterment of health services in India.



An ideal facility of telemedicine and Telehealth is available in The Mission Hospital, Durgapur. The Hospital is intra & inter connected with its entire satellite super specialty clinic located at of the India in the name of the hospital has equipped with modern and advance technological support to reach the various needy patients across the India. The hospital is providing to have all the facility like ECG, ECHO, X-Ray and other information about their patient. The doctor at the other end of the video or audio sharing can analyze the tests, talk to the patient or the doctor who is with the patient, and work together to make decisions.

ENT

ENT (ear, nose, and throat) is the specialty that deals with diagnosis and treatment of ear, nose, throat, and head and neck disorders. The ENT department at The Mission Hospital, Durgapur provides the comprehensive management of the following ENT disorders.

GASTROENTEROLOGY & GASTROINTESTINAL SURGERY

The Department of Gastroenterology is the only centre in this region to provide the services in this specialty for managing patients with all sorts of gastrointestinal, liver and pancreatic

diseases. The department is headed by Dr. Md. Asif Ali Ahmed, DM. The departments offer and perform all diagnostic and therapeutic upper & lower endoscopies and ERCPs with video scopes for adults and children. The department has successfully performed more than 60 ERCP and more than 4000 endoscopies till date including different endoscopic procedures

Department of Gastrointestinal Sciences Major Facilities and Strength.

- Well equipped advanced unit.
- Critical Intestinal, pancreatic and liver disorder treatment.
- Advanced endoscopic unit.
- Diagnostic and therapeutic endoscopy of upper and lower gastrointestinal tract.
- Paediatric therapeutic endoscopy.
- Ability to handle removal of abdominal polyps, biopsy from terminal ileum to rule out Crohn's disease, intestinal tuberculosis of all age groups, dilation and stenting of oesophageal, gastro duodenal and colonic strictures.
- Advanced ERCP facilities to handle all critical biliary disorders like big stones, worms, strictures and malignancies by removal of stones, dilation of strictures and stenting including metal stenting.
- Therapeutic ERCP for pancreatic disorder.

Supporting Infrastructure

- Full-fledged up to date laboratory
- Radiologic and endoscopic facility
- Ability to handle all liver disorders and end stage liver disease
- PCR lab for chronic hepatitis B and C patients.
- Full evaluation and treatment of different chronic liver diseases including biopsy

World Class Surgical Unit

- State-of-the-art operation room complex (OR)
- Facilities for pancreatic surgery, cancer surgeries
- Facilities for new and latest gastrointestinal and hepatopancreatic biliary surgery

GENERAL MEDICINE

Internal Medicine is the most extensive, technologically advanced and resource intensive area concerned with the provision of life support or organ support systems in patients who are critically ill and who usually require intensive monitoring. Patients requiring intensive care usually require support for hemodynamic instability (hypertension/hypotension), airway or respiratory compromise (such as ventilator support), acute renal failure, potentially lethal cardiac dysrhythmias, and frequently the cumulative effects of multiple organ system failure. Patients admitted to the intensive care unit not requiring support for the above are usually admitted for the intensive/ invasive monitoring, such as crucial hours after major surgery when the deemed too unstable to transfer to a less intensively monitored unit.

The ICU are equipped with state-of-the-art facilities including mechanical ventilators to assist breathing through an endotracheal tube or a tracheotomy opening; cardiac monitors including external pacemakers and defibrillators; dialysis equipment for renal problems; equipments for constant monitoring of bodily functions; a web of intravenous lines, feeding tubes, nasogastric tubes, suction pumps, drains and catheters; and a wide array of drugs to treat the main condition(s), induce sedation, reduce pain and prevent secondary infections.

Many nurse practitioners and Physician Assistants with specialized training are also part of the staff that provides continuity of care for patients. Staffs typically include specially trained critical care nurses, respiratory therapists, Nutritionist, Physical therapists, nursing assistants etc.

OBSTETRICS & GYNAECOLOGY

The Department of Obstetrics & Gynaecology at The Mission Hospital is the only tertiary level care centre in this region. Our dedicated consultant Obstetrician & Gynaecologist provide specialist medical as well as surgical management for all types of obstetrics & gynaecological problem. There is a dedicated maternity wing with individual labour rooms where labouring women can have support from her near relatives. The labour ward complex has a dedicated operation theatre, with 24 hrs. On-site under cover near our tertiary level neonatal-unit.

Another feather in the cap is the achievement of "**Painless Labour**" (epidural analgesia in labour) by a team of our expert Anaesthetists and Obstetricians. We also have allied specialties for specialist's opinion. State-of-the-art Gynaecological surgery is now available

here. Ectopic pregnancies, ovarian cysts, hysterectomies, sterilizations and treatment of endometriosis including ovarian endometrioma are performed laparoscopically with the advantage of minimal pain and bleeding which ensure early return to daily activities using this "Key hole method" of advanced modern surgery. We have packages for various Gynaecology procedures & surgeries tailored to suit the medical needs of individuals.

We also have facilities/packages for women's gynaecological health check up including "PAP smear" (screening of cervical cancer), pelvic Ultrasonography (screening of ovarian cancer) and tests/investigations for menstrual irregularities. Our dedicated Obstetrics and Gynaecology department has performed numerous advanced surgeries like Laparoscopic Assisted Vaginal Hysterectomy (LAVH), Laparoscopic salpingectomies, Oophorectomies and salpingo-oophorectomies, endometriosis, fibroid uterus, ectopic pregnancy, sterilization etc. We also perform conventional surgeries like abdominal and vaginal hysterectomies, female genital cancers surgeries pelvic floor repair etc. We offer contraceptive advice and insert MIRNA-IUS for heavy periods as outpatient. We perform intra-uterine insemination for infertile couples and wish to expand our service in the next couple of years to incorporate IVS (test tube baby) for mothers with medical problems like Diabetes, heavy epilepsy disease, hypertension etc, during their pregnancy, deliveries and post partum period. Surgeries are performed in dedicated operation theatres designed with laminar flow & HEPA filters to ensure a truly clean and sterile environment and assisted by our highly trained theatre staff.

HAEMATOLOGY

Introduction:

Haematology is a branch of medicine concerning the study of blood, the blood-forming organs, and blood diseases. The word "haeme" comes from the Greek for blood. A Haematologist deals with the diagnosis, treatment and overall management of people with blood disorders ranging from anaemia to blood cancer.

- High prevalence of anaemia of different aetiology, especially nutritional anaemia
- Increasing number of cases and carriers of Thalassemia, sickle cell anaemia and other Serious deficiency of specialized infrastructure for early and rapid diagnosis and proper haemoglobinopathies.
- Treatment of haematological malignancies.
- The miniscule no. of Bone Marrow Transplantation (BMT) facilities in Eastern India
- Lack of diagnostic and therapeutic facilities for haemophilia patients.

Services:

Haematology services are available on the outpatient basis as well as in day care and inpatient. All patients are treated in accordance with advanced and up-to-date protocol-based management plan after detailed investigations. Department has specialized laboratories, which perform extensive state of the art investigations for leukaemias, lymphoma, myeloma, bleeding and coagulation disorders, hemoglobinopathies and anaemia. The Department is steadily growing in stature and now become synonymous with cutting edge science focusing

on blood diseases.

The Department is organised into four integrated divisions. These include:

- Clinical Haematology
- Diagnostic Haematology
- Clinical and Basic Research Programs
- Teaching and Education

Clinical Haematology

- General Haematology
- Nutritional and haemolytic anaemia
- Auto-immune haematological disorders
- Primary and secondary marrow failures
- Problems arising from transfusion of blood products
- Haematological disorders associated with other systemic diseases
- Coagulation Disorders
- Managing bleeding disorders arising from platelet/clotting factor deficiency, congenital or acquired
- Haemophilias and Von Willebrand Disease
- Diagnosis and management of thrombotic disorders
- Haemato-Oncology
- Management of patients with haematological malignancies: myeloma, lymphoma and acute and chronic leukaemias
- Provides routine and specialised haematological investigations
- Bone Marrow Transplantation
- To be implemented soon

In Patient Treatment

The haematology department provides treatment of leukaemias, aplastic anaemia, idiopathic thrombocytopenic purpura, lymphomas, myelodysplastic syndrome, haemophilia, multiple myeloma and various other haematological disorders as indoor patients. Both general as well as single occupancy room with isolation and barrier nursing is available for treatment of highly immune-compromised leukaemia patients.

- Blood transfusion support for patients such as, Thalassemia, aplastic anaemia and myelodysplastic syndrome
- Factor therapy for haemophilia patients,
- Platelet support and fresh frozen plasma/ cryoprecipitate for patients with platelet function defects and rare factor deficiencies.
- Intravenous chemo-therapy
- Intra-theal chemotherapy for leukaemia, myeloma and lymphoma.
- Monoclonal antibody therapy,
- Growth factor support,
- Bone marrow aspirate, biopsies,
- Minor procedures like central line placement, removal etc.

Diagnostic Haematology

- Evaluation of anaemia:
- Complete iron profile
- Vitamin B 12 and folate level assay
- Immune-haematology for complete diagnosis of auto-immune disorders
- Haemoglobinopathy screening
- Bone marrow aspiration and biopsy
- Cytochemistry,
- Immune-phenotyping
- Cytogenetics assay
- PCR for diagnosis of myeloproliferative neoplasm
- Coagulation screening
- Factor deficiency assay
- Inhibitor screening
- Complete DIC profile
- Immunohistochemistry

Future Services:

- Fully HEPA filtered Isolation ward for haematology patients
- Dedicated Paediatric Haematology unit
- All types of allogenic bone marrow transplant including mismatched and haplo-identical (half matched) transplant
- In house CD-34 assay and viability assay
- State of the art molecular laboratory including real-time quantitative PCR and Flowcytometry for rapid diagnosis.

ONCOLOGY

The Cancer Conundrum:

Cancer is becoming a modern-day epidemic. The incidence of cancer in India is 70-90 per 100,000 population & cancer prevalence is established to be around 25,00,000 with over 8,00,000 new cases and 5,50,000 deaths occurring each year. More than 70% of the cases present in advanced stage. About 6% of all deaths in India are due to cancers.

Lack of well-equipped cancer treatment centres and severe shortage of trained cancer specialists compounds the problem.

Comprehensive Cancer Care:

The Department of Clinical Oncology, The Mission Hospital has been developed to provide state-of-the-art management for all types of cancer .Comprehensive cancer care encompasses all facilities including screening, diagnosis, staging, treatment & follow-up of a cancer patient.

Diagnosis: Clinical examination, Biopsy, Tumour marker profile, Mammography, CT, MRI, USG, other relevant investigations.

Treatment: Multimodality multispecialty treatment services incorporating specialized Cancer Surgery, Clinical Oncology, Hemato-Oncology services through Team Approach.

Follow-up: Clinical examination, Tumour Markers, USG, CT, MRI, Mammography, other relevant investigations.

PAEDIATRIC CARDIOLOGY

We are having one of the finest and high volume dedicated paediatric cardiology and cardiac surgery department in Eastern India. Our distinguished and esteemed faculties can deal with all sorts of complex neonatal and paediatric cardiac interventional and surgical cases with internationally accepted outcomes.

We are happy to announce that, we conduct various work-shops every quarterly, which is attended by international faculties as well. The infrastructures include a dedicated paediatric digital cat lab, 20 bedded paediatric cardiac ITU, 30 bedded exclusive paediatric cardiac ward and a separate paediatric ECHO room with 3D TEE facility, apart from ultra modern cardiac OTs. We are fortunate to have one of the best team of Paediatric cardiologists who are trained in different best paediatric cardiology centres in India.

We provide 24x7 Paediatric cardiology services

The Diagnostic services:

- Exclusive Paediatric Echocardiography with TEE.
- Neonatal Echocardiography
- Fetal echocardiography to detect congenital heart defects before babies are born
- Neonatal & Paediatric ECG
- 24 hr holder monitoring
- Head up tilt test for syncope
- Diagnostic services are also provided in our outreach clinics in different parts of Bengal like Asansol, Burdwan, Bankura, Bolpur, Beharampur, Krishna nagar, Malda, Siliguri.

OUR INTERVENTIONAL SERVICES:

The Micro-surgery (both neonatal & paediatric procedures done in Cath Lab)

- Diagnostic Angiography with or without coil embolization.
- Device Closures of holes in heart:
- PDA
- ASD
- VSD
- AP window
- RSOV
- Pulmonary AV malformations.
- Balloon Pulmonary Valvoplasty
- Balloon Aortic Valvoplasty

- Balloon Coarctoplasty

OPD Services:

We provide routine paediatric cardiology OPD from 9 am to 5 pm on all week days. Emergency services are available round the clock including Sundays and holidays. We see around 50-70 out patients every day, with approximately 50 ECHOs per day. We do around 70-80 cathlab procedures with more than 100 congenital cardiac surgeries every month.

PSYCHIATRY

Psychiatry or Neuropsychiatry is the medical specialty devoted to the study, diagnosis, treatment, and prevention of mental disorders. These include various affective, behavioral, cognitive and perceptual abnormalities. Mental health is fundamental to overall health and productivity. It is the basis for successful contributions to family, community, and society. Throughout the lifespan, mental health is the wellspring of thinking and communication skills, learning, resilience, and self-esteem. Mental health problems are real and disabling conditions that are experienced by one in five Indians.

Magnitude of Psychiatric Illness

Psychiatric disorders are the modern-day epidemic. It's like the slow knife which penetrates surreptitiously almost unperceivable but silently wrecks havoc in the effected person's life in specific and overall social and occupational productivity in general. Below is the indicator of magnitude of disability due to psychiatric illnesses which surpasses and well ahead of the burden of illness due to cardiovascular illness, cancer and diabetes taken together like other medical illnesses, mental health range from severe and life-threatening disorders to relatively mild and self-limiting conditions. Approximately 2.8% of the adult population suffers from severe mental health, such as schizophrenia or bipolar disorder, or from the more common, yet disabling, anxiety and depressive disorders or from alcohol and other substance abuse. Its is also been projected by WHO that by 2020 Depression will be leading cause of morbidity and second leading cause of mortality too.

It is often used to mean this syndrome but may refer to other mood disorders or simply to a low mood. Major depressive disorder is a disabling condition that adversely affects a person's family, work or school life, sleeping and eating habits, and general health. In the United States, around 3.4% of people with major depression commit suicide, and up to 60% of people who commit suicide had depression or another mood disorder. The diagnosis of major depressive disorder is based on the patient's self-reported experiences, behaviour reported by relatives or friends, and a mental status examination. There is no laboratory test for major depression, although physicians generally request tests for physical conditions that may cause similar symptoms.

UROLOGY & KIDNEYS

The Mission Hospital, Durgapur offers a full range of urology and nephrology services for adults and children. The doctors have sub-specialty training in the following areas: prostate disease, kidney disease, bladder control, male infertility, testicular cancer, bladder, prostate

cancer, erectile dysfunction, chronic, hypertension and kidney cancer.

Urologists in this hospital are also recognized for excellence in patient care and in all aspects of urology.

1. Anaesthesiology and pain management

2. The department of Anaesthesia provides preoperative care to the patients that come through the operating rooms each day. The Mission Hospital performs approximately 5000 surgical procedures per year, which include cardiac, neurosurgical, vascular, orthopaedic, plastic, ophthalmology, and gynaecologic, urologic, general and minimally invasive surgery. We also provide care to patients undergoing procedures in locations outside the main operating room, such as labour and delivery, the endoscopy suit, the CT scan and MRI departments.

3. In addition, many patients are seen in the Anaesthetic consult clinic for preoperative evaluation.

The department also takes care of The Surgical Critical Care Units (which includes 10 bed CTVS-ITU, 14 bed Surgical & Neuro-Surgical/trauma unit) providing preoperative intensive care and resuscitation. The Department also provides acute and chronic pain management services. Members of the department are actively involved in teaching and training program for doctors and paramedical staff.

CARDIO THORACIC & VASCULAR SURGERY

The Department of Cardio-Thoracic and Vascular Surgery have successfully operated upon more than 2000 cases of complicated coronary artery bypass surgeries, 578 valve replacements, 121 valve repairs, 156 infant and paediatric complex congenital cardiac surgeries already, since its inception on 2nd April 2008. Along with the surgical group, there is a dedicated team of Cardiac anaesthesiologists and Intensivists, who ensure round the clock bedside care in the CTVS ITU. The team has done more than 20000 cases of Heart Surgery in the city of Kolkata. They perform "Total Arterial CABG with LIMA RIMA Y", the most modern form of bypass surgery known. Apart from routine CABG, many cases of "Coronary artery Endarterectomy", Left Ventricular remodelling procedures, (DOR Procedure) anterior coronary wall reconstruction procedures with vein patch, Post Infarct VSD have also been done in this hospital.

All types of valvular heart Surgery, including Repairs, Replacements and Ross procedures, Aortic Root Replacements has been successfully performed in The Mission Hospital. But what sets this department apart from other hospitals is the successful neonatal and paediatric cardiac surgical program, which is being run. We have already performed 56 complex cardiac surgeries that require very high degree of technical dexterity, knowledge about infant physiology and dedicated intensive care and infrastructure. There has been no mortality till date in this specialty.

CARDIOLOGY

The Department of Cardiology, The Mission Hospital Durgapur epitomizes a complete, wholesome; guideline based dedicated approach to all cardio logical problems both invasive and non-invasive. Equipped with the latest generation cardiac catheterization laboratory available in the world today all complex cardio logical interventions like primary and complex angioplasties, balloon valvuloplasties, carotid and peripheral interventions, aortic

stent graft implantations, cardiac resynchronization therapies, implantable cardioverter defibrillator implantations, device closures of various congenital defects – the list is unending. Suffice it to say whatever happens in cardiology today in the world happens here maintaining similar international standards.

A young dynamic team with learned expertise is the key to this success. In the 3rd year of its birth it has received accolades from all and sundry regarding the phenomenal achievements with enviable success. This has been instrumental in developing a commendable paediatric cardiac surgery services providing informative and accurate echocardiography and cardiac catheterization details which forms the backbone to this.

The hospital holds regular check up camps using on field yet remotely interpretable ECG machines, on field echocardiography screening facilities, on field basic blood parameter assessments. Ill patients are transported by the hospital in fully equipped critical care ambulances equipped with ventilators cardiac defibrillators and external pacesetting arrangements.

The department is preparing to offer academic courses like PG diploma in community cardiology, DNB courses in cardiology , on – hand echocardiography training to deserving and aspiring young doctors. A technician training course is also in place for Cathlab and echocardiography technicians. We are to hold “The Mission Cardiology Update” from 2011 onwards – an endeavour to refresh and update the knowledge of local physicians, cardiologists and post graduate students.

Invasive Cardiac Electrophysiology and Radiofrequency Ablation - An Introduction
this is a specialized subdivision of Cardiology that deals with cardiac rhythm disorders. By this, we mean abnormalities of the heartbeat. In Medical terminology these are referred to as **CARDIAC ARRHYTHMIAS**

DERMATOLOGIST

Dermatology is the branch of medicine dealing with the skin, nails, hair and its diseases. It is a specialty with both medical and surgical aspects. A dermatologist is a physician who is trained to evaluate and treat children and adults with benign and malignant disorders of the skin, hair, nails and adjacent mucous membranes. A dermatologist also treats diseases and cosmetic problems of the skin, scalp, hair, and nails.

The different types of skin diseases seen in the Department of Dermatology include –

1. Acne (pimples)
2. Hair and nail disorder
3. Skin infections
4. Drug reactions and allergies
6. Sun induced damage
7. Skin Cancer
8. Skin pigmentation disorders like vitiligo
9. Paediatric skin diseases
10. Birthmarks and congenital skin diseases
11. Viral infections like warts, herpes simplex, herpes zoster etc.
12. Connective tissue diseases
13. Contact dermatitis including occupational diseases

- 14 Ulcers
- 15 Skin wounds and burns

ENDOCRINOLOGY & METABOLISM

The Mission Hospital's Endocrinology & Metabolism department is committed to providing the highest quality healthcare for patients with diabetes, endocrine and metabolic disorders.

Aims & Objectives:

- Evidence-based management of Endocrine disorders
- Identify and critically review new / emerging diagnostic and treatment strategies and, when appropriate, incorporate them into the practice.
- Research and education within their areas of expertise.

The service available (IPD/OPD)

- Diabetes Mellitus
- Lipid Disorders
- Nutrition
- Bone health & Osteoporosis
- Pituitary/Gonad/Adrenal Disorders
- Thyroid Disorders
- Outreach Endocrinology

DENTISTRY

We offer our clients a full range of cosmetic treatments as well as first class healthcare dentistry.

There are two approaches with one aim: To give you the beautiful, natural looking smile you have always wanted. The days when cosmetic dentistry was only for models and film stars are long gone. Today most of them are just ordinary people who want to look good; after all people realize that a great smile not only enhances their confidence but also has an impact on their lives.

SERVICES:

Unlike most dental practices that specialize in this field, The Mission Hospital offer every kind of service.

From routine check-ups and hygiene appointments to a full range of cosmetic procedures, we provide everything you need to create and maintain a beautiful smile.

Out		patients	
1)			Cosmetic
2)		Restorative	Treatment
3)	Full	Mouth	Rehabilitation
4)			Endodontic
5)			Orthodontics
6)		Oral	Surgery
In		Patient	

We serve our patients a wide spectrum of Oral and maxillofacial surgery to correct diseases, injuries and defects in the head, neck, face, jaws and the hard and soft tissues of the oral and maxillofacial region. It is a recognized international surgical specialty and it is one of the specialties of dentistry.

Treatments which are performed in Craniomaxillofacial complex which includes mouth, jaws, neck, face, skull, are as follows Dent alveolar surgery (surgery to remove impacted teeth, difficult tooth extractions, extractions on medically compromised patients, bone grafting or preprosthetic surgery to provide better anatomy for the placement of implants, dentures, or other dental prostheses).

Diagnosis and treatment of benign pathology (cysts, tumours etc) Diagnosis and treatment (ablative and reconstructive surgery, microsurgery) of malignant pathology (oral & head and neck cancer)

Diagnosis and treatment of cutaneous malignancy (skin cancer), lip reconstruction.

Diagnosis and treatment of congenital craniofacial malformations such as cleft lip and palate and cranial vault malformations such as craniosynostosis (craniofacial surgery)

Diagnosis and treatment of chronic facial pain disorders. Diagnosis and treatment of temporomandibular joint (TMJ) disorders

SWOT ANALYSIS

STRENGTH

- Location, Brand image
- Patient strength, Patient oriented providers
- Patient centric approach
- Experienced doctors
- Corporate connection
- Satellite clinics

WEAKNESS –

- HIS System
- internal operating problems
- Space constraint
- Low advertising

OPPORTUNITIES –

- Moving people from their location to our location (outreaching to people)

- Referral from outreach clinics and independent consultants.
- Pain clinic (for more no. of geriatric patient)

THREATS -

- Mission hospital's staff is working with competitor hospital
- Quality services in cheaper price