

Internship
at
Yashoda Supers Speciality Hospital, Kaushambi,
Ghaziabad

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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Yashoda Super Speciality Hospital, Kaushambi, GZB

Yashoda Super Speciality Hospital, Kaushambi, GZB is a name synonymous with advanced world class patient care in Delhi NCR. Having a humble beginning around 12 years ago at Kaushambi, Ghaziabad, the institution has now grown to become a major tertiary care healthcare provider for all walks of life in the region. Presently, Yashoda Super Speciality Hospital, Kaushambi is operational with 200 beds accessible by road and rail both. At Yashoda Super Speciality Hospitals, we have medical practitioners in respective fields, offering not only top of the line medical and clinical facilities, but also quality education and training. We have carved a niche for ourself in India's healthcare industry by excelling in super speciality treatment, complex surgeries, international expertise and state-of-art infrastructure. We are committed to serve the communities by the highest quality patient care to them at affordable prices.

Yashoda Super Speciality Hospital, Kaushambi has been pursuing the aim to deliver world-class patient care services in a comprehensive manner to every individual with an emphasis on quality, service excellence, empathy and patient respect ever since its beginning in 2006. In all its endeavors, it has continuously strived to upgrade its facilities and equipments to match world class standards and consistently invested in making available the latest medical technologies. In addition to all the general specialities, it has a varied range of Superspeciality services i.e. Cardiology & CTVS, Endocrinology, Gastroenterology, Joint Replacement, Nephrology, Neurology, Oncology, Pulmonology, Urology, Neurosurgery, Plastic and Reconstructive Surgery. The centre has a state of the art Cardiac Cath Lab for Interventional Cardiology and Cardiothoracic and Vascular Surgeries. With its present bed strength of 200 beds, it is a hallmark in the journey to organizational development. With a state of the art world class seamless operation theatre complex (comprising four OTs), with HEPA filters and laminar flow maintaining international standards of engineering, operational safety and infection control. The institution has constant support from well qualified and professional Consultants, Residents, Nurses, Technicians, Administrative and Support staff. The hospitals have well equipped critical care units and haemodialysis facilities. The hospital have its own fleet of ambulances including ICU ambulances for transportation of critically ill patients.

Yashoda Super Speciality Hospital has designed comprehensive preventive healthcare packages covering varied requirements of all age groups. The Health check-up packages are flexible enough to accommodate the specific requirements and can be tailor made to suit particular organizations also. It also provides pre-employment health checks at affordable costs.

Taking note of Nobel but professional foot prints of the hospital, various social and corporate institutions have started raining accolades on it. It won many awards like: AHPI Healthcare Excellence Award 2018 Awarded Category -‘Patient Friendly’; CII SBM Star Icon Platinum award,2017; Patient Safety & Quality award at BHU,Varanasi; Best Multi- Speciality Hospital from Times Network Mumbai; Best Hospital in Trauma Care Medical Tourism Excellence Awards; Best Multi Speciality Hospital of the year by ASSOCHAM MEDCON Awards 2017 and many more.

It has also been recognized as the designated ADR Monitoring Centre of Indian Pharmacopoeia Commission (IPC) and got certificate of recognition for affordable healthcare from APHI.

It has collaborated with NHS & Leeds University, UK and Harvard Medical School, USA for imparting training and education of international level to health care providers in the country.

Working beyond recognition by NABH& NABL, The Hospital follows thumb rule of Four “H”—Head (Best brains), Hand (skilled staff), Heart (sensitivity towards emotions&feelings of all) and Final outcome sound Health.

VALUES

DOCTOR YOU CHOOSE

We have got best of the best expert of Doctors in our team.

YOUR HEALTHCARE

We are committed to serve the communities by the highest quality patient care to them at affordable prices.

ALWAYS THERE FOR YOU

Our advance communication systems make us closer to you at one call.

NURSING STAFF

We have highly experienced Nurses in the team to take care of you.

EMERGENCY SERVICES

We are one step ahead serving you the best, just call us on given numbers in any emergency.

PREMIUM FACILITIES

We have carved a niche for ourself in India’s healthcare industry by excelling in super speciality treatment, complex surgeries, international expertise and state-of-art infrastructure

VISION

To create a comprehensive and integrated world – class healthcare facility with best clinical practices and cutting edge technology with compassionate patient care.

MISSION

To deliver world–class patient care services in a comprehensive manner to everyone individual with an emphasis on quality , service excellence, empathy and respect

specialities

Anesthesiology & Critical Care Services

The Department of Anesthesiology and Critical Care Medicine provides 24-hour coverage by staff anesthesiologists and critical care physicians specially trained in pediatric anesthesiology and critical care medicine

Cardiology & CTVS

Department of Cardiology & CTVS at Yashoda Super Specialty Hospitals since its inception in Aug 2008, has become the premier Cardiac Thoracic Centre for Ghaziabad, NCR & Western U.P. We are now performing more than 2000 diagnostic, Interventional & Surgical Procedures annually

Dermatology

Dermatology Services at Yashoda Super Specialty Hospitals caters to skin, hair, nail and mucosal problems. Apart from diagnosing skin diseases and any associated internal problems

ENT

Department of ENT at Yashoda Super Specialty Hospitals provides comprehensive diagnostic & therapeutic services in the field of ENT related disorders. We have 24 hours round the clock ENT Emergency services available.

Neurosurgery

Department of Neurosurgery at Yashoda Super Specialty Hospitals caters to all routine and trauma cases related to brain & spine with experienced neurosurgeons available round the clock.

Nuclear Medicine

Department of Nuclear Medicine at Yashoda Super Specialty Hospitals with its state of art DUAL HEAD GAMMA CAMERA, GE cater to the need for quality diagnostic & treatment services in a professional and world class environment with use of small amounts of radioactive materials (or tracers) to help diagnose and treat a variety of diseases.

Minimal Access and General Surgery

The department of Surgery at Yashoda Super Specialty Hospital provides comprehensive round the clock surgical services. The department provides services for all general surgical procedures including advanced laparoscopic surgeries.

Ophthalmology

Ophthalmology department at Yashoda Super Specialty Hospitals is providing eye care ranging from routine eye examinations to complex & microscopic surgical procedures. The department also performs refractions, prescribes contact lenses and performs other tests to help maintain good vision.

Orthopedics & Joint Replacement Gastroenterology

Orthopedic Services at Yashoda Super Specialty Hospitals takes care of all kinds of trauma and disorders of the musculo-skeletal system. The 24 hour Emergency department receives and takes care of all major and minor trauma and other orthopedic emergencies.

Pulmonology

Department of Pulmonology at Yashoda Super Specialty Hospitals deals with diseases of the respiratory tract and respiratory diseases like diseases of the airway (Bronchial Asthma, COPD), interstitial diseases, diseases of alveolar space (ARDS), diseases of pulmonary vasculature (PAH, PE, Vasculitis), diseases of ventilatory control, occupational lung diseases, all types of infection related to lungs, diseases of mediastinum and pleura, cancer of lung & pleura, sleep related disorders (SAS, Narcolepsy, restless leg syndrome, periodic limb movement, UARS) and upper airway resistance syndrome

Critical Care Medicine

Department of Critical Care Medicine at Yashoda Super Specialty Hospitals looks after critical patients with acute, life-threatening illness or injury. Typical examples of critical illness include heart attack, poisoning, pneumonia, surgical complications, premature birth and stroke

Internal Medicine

Internal Medicine Services are managed by a team of six senior internists who are dedicated to excellence in comprehensive patient care, community obligations and professional growth

Nephrology

Department of Nephrology at Yashoda Super Specialty Hospitals is constituted by Nephrologists with extensive experience in treating various renal disorders and dialysis, the nephrology team attends to patients with Acute renal failure, Chronic renal failure; End stage renal disease, Hematuria (blood loss in the urine), Proteinuria (the loss of protein especially albumin in the urine), Electrolyte disorders (acid/ base imbalance) among other conditions.

Neurology

Department of Neurology at Yashoda Super Specialty Hospitals offer services to manage any neurological disorder with world class ICU/ CCU which are geared to deal rapidly with stroke including TPA and other neurological emergencies round the clock. A physiotherapy and rehabilitation unit offers exceptional neuro-rehabilitation to help stricken patients overcome their disabilities.

Plastic,Cosmetic & Reconstructive Surgery

Department of Plastic, Cosmetic & Reconstructive Surgery at Yashoda Super Specialty Hospitals deals with the healing and restoration of functions from trauma, disease or congenital defects

Pharmacy

The ever expanding Pharma's industrial and practice sectors need clinically and technologically trained pharmacy professionals who can face global challenges. The pharmacist is no longer a mere dispenser of drugs but has assumed a more crucial role in medicine management and as overall health care programmer

Radiology Sciences

Radiology & Imaging Sciences plays a crucial role in determining the accuracy of diagnosis and the subsequent planning of treatment. Radiology & Imaging Sciences help doctors and surgeons to plan every aspect of surgery in advance

Physiotherapy

Department of Physiotherapy at Yashoda Super Specialty Hospitals aims at delivering the most suitable treatment for an injury or condition in order to enhance mobility and quality of life.

Urology

Department of Urology at Yashoda Super Specialty Hospitals diagnose, treat, and manage patients with all medical and surgical problems of urinary tracts of males and females, and reproductive system of males. The organs covered by urology include the kidneys, adrenal glands, ureters, urinary bladder, urethra, and the male reproductive organs (testes, epididymis, vas deferens, seminal vesicles, prostate & penis).

The institution has advanced diagnostic facilities including

MRI,

CT Scan,

Ultrasonography,

BMD,

Mammography

, OPG

, Routine Radiology

ECG, EEG, NCV & EMG, TMT, ECHO, Colour Doppler, Holter Monitoring,

PFT,

Diagnostic Endoscopy

. Fully Automated pathology, Microbiology, Cytology & Histopathology.

The institution has fully functional Blood Bank and Component preparation services

Management Team

BOARD OF DIRECTORS

Chairman

Dr Dinesh Arora

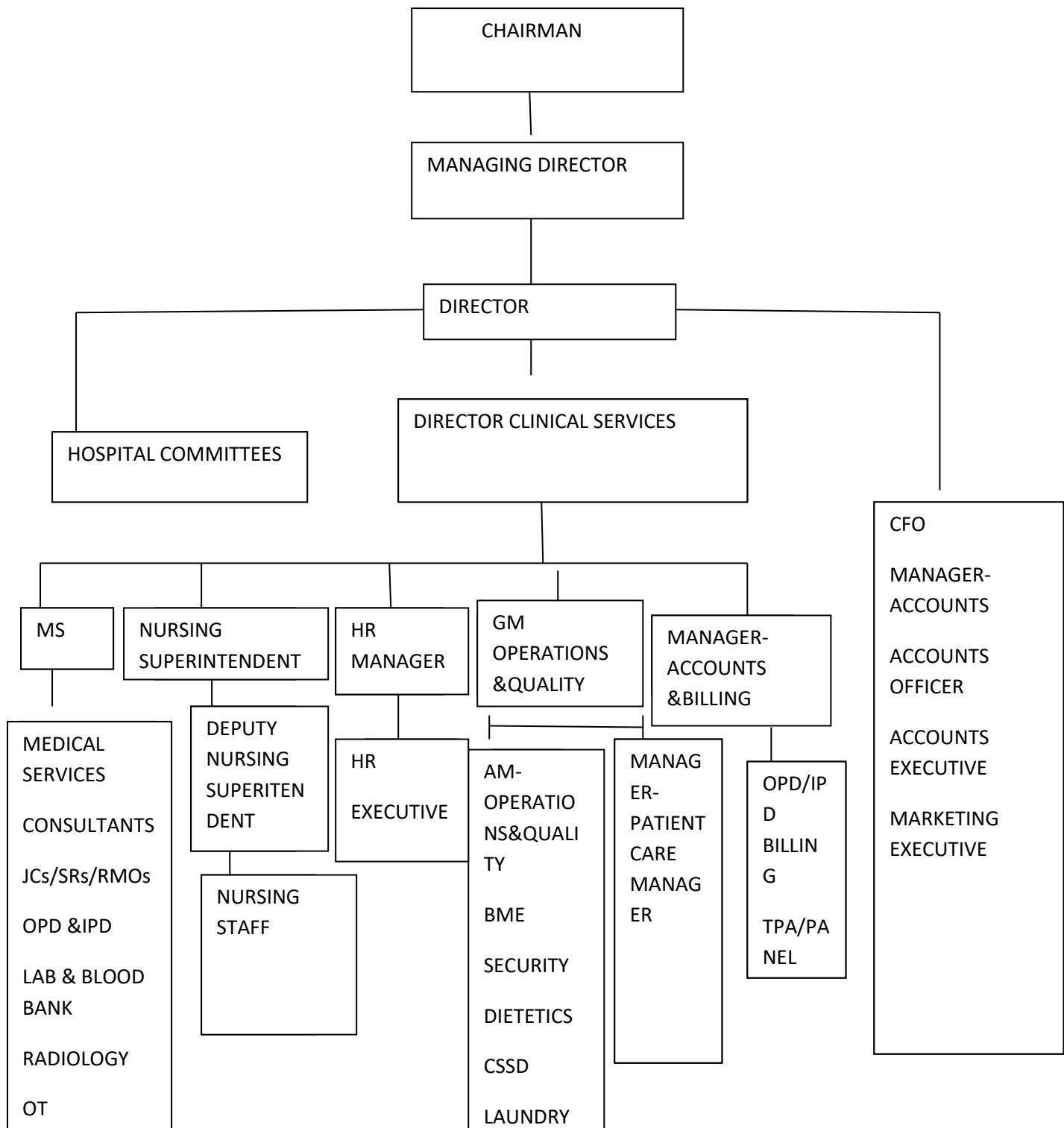
Mr. P.N. Arora

Director

Dr Shashi Arora

Ms. Upasana Arora

ORGANISATION STRUCTURE



Goals of internship

- 1- To enhance knowledge and skills required for working in an organisation
- 2- Learning to solve the management issue of the department
- 3- Understanding the working culture of the organisation
- 4- To observe and study each department and functioning of organisation
- 5- Assisting managers in their day to day work
- 6- Completing the project of dissertation within time
- 7- Completing the work assigned by the organisation sincerely within assigned time duration

Departments visited during the training-

IPD- In -patient department

Maternity department

Quality department

Radiology department

Human resource department

Endoscopy

Dialysis department

Front office

Work done during training-

Designed IEC material – effective information ,education and communication material – for green and clean project

- a- Water conservation – ways to conserve water in household
 - b- Electricity conservation- ways to reduce consumption of electricity in a household
 - c- Avoiding use of plastic- awareness about the harmful impact of use of plastic and ways to reduce and reuse depicted
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- 1- Installed drop box for medicines near OPD pharmacy – for expired medicines or medicines not in use for patients
 - 2- Helped in hospital registration documentation in human resource department

FRONT OFFICE

- **First contact point** between the patients / their attendants coming to the facility.
- Gives directions to them about the locations of various departments.
- Performs in patient and out- patient registration.
- Does appointment scheduling of the patients.
- Makes doctors' available summary.
- Insurance management.
- Does registration and scheduling of preventive health check-ups.
- Helps in planning timely discharge a day before by inquiring about the same from the concerned consultants.

Challenges

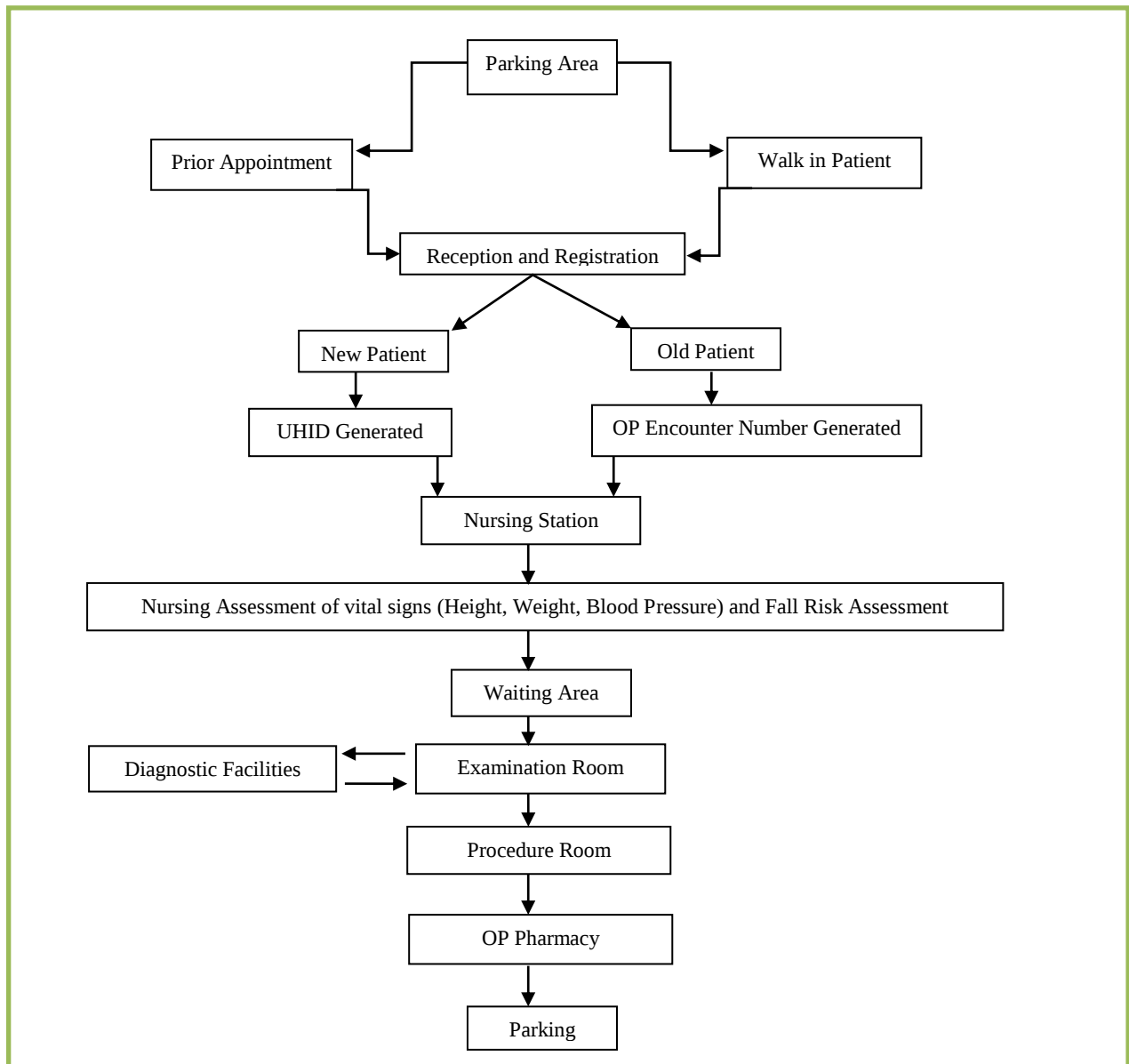
- Shortage of staff
- Huge rush during peak hours, 9:00 am-12:00 pm.

OUT-PATIENT DEPARTMENT

- Each INSTITUTE of Max hospital, Saket has its own OPD area as well as IPD area / day-care area wherever applicable with doctor's chambers and procedure rooms.
- Every OPD has a procedure room and its own Front Desk.

- Appointments are centralized and are recorded on the Hospital Information Management System. As soon as appointments are fixed, a text message is sent to the patient confirming the appointment, and a reminder message is sent on the day before the appointment. No walk-in patient is turned away, and the staffs try to accommodate these patients between the appointments already scheduled for the day.
- Each OPD waiting area has the capacity to handle 70-100 patients waiting.
- In case of a new patient, registration is done which is valid pan-Max and for life time of the patient and a UHID is created which becomes a unique identification for all his health related information.
- For Chairpersons and senior doctors, a junior doctor does the initial assessment of the patient, which not only reduces the workload of the senior doctors (whose slots are always overbooked), but it also gives the junior doctors an opportunity to learn from the best brains in the industry.

The general process flow that is followed in all the OPDs is as follows:

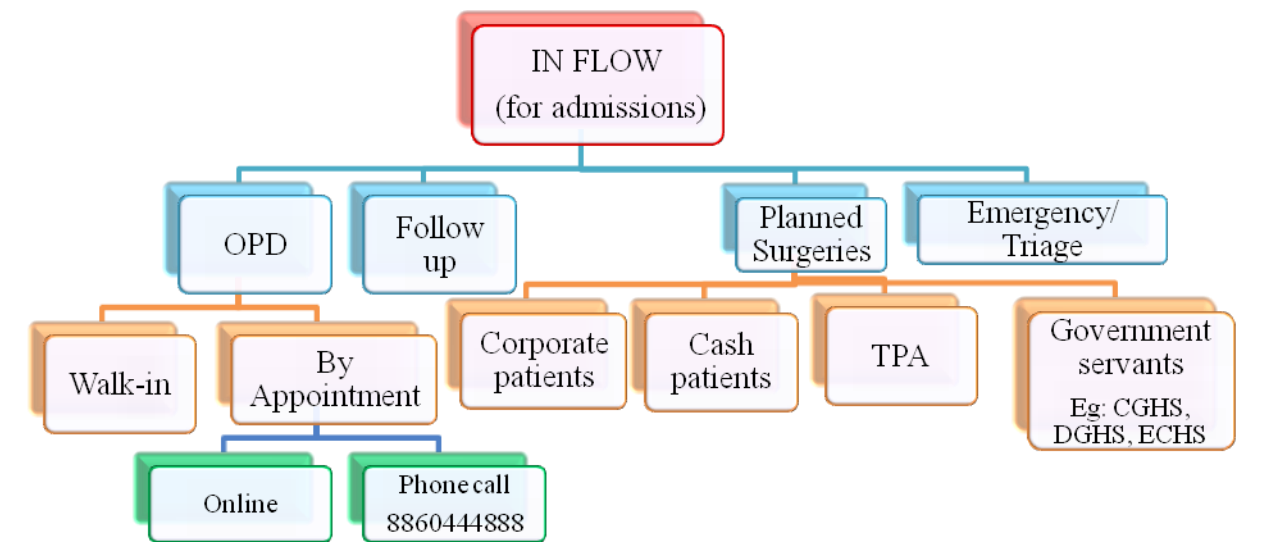


ADMISSIONS DESK

- If the patient has to be admitted to the hospital , he/she first reports to the admissions desk wherein all the paperwork is completed , do's and don'ts as well as patient's rights and duties are explained to him. An initial token amount is deposited here by the patient which is according to his preference of the room (be it economy , single , double, classic deluxe or suite)
- In case of TPA patients, the admission has to be reported to the insurance company within 24 hours.

- STAFF – 70-80; work in shifts with TPA staff working only from 5-5.

ISSUES- Huge departmentalisation which causes co-ordination problems



Hierarchy

