

Internship
at
The Mission Hospital Durgapur

By
Parul Raheja

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- COMPANY

Hospital Profile: The Mission Hospital, Durgapur

The Mission Hospital started its operation on April 02; 2008. This is the first super specialty corporate hospital in Eastern India outside Kolkata. The hospital has taken an initiative to amalgamate and integrate the best in healthcare be it manpower or 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 neighbouring areas through its patient centric and high quality care.

The NABH accredited, Mission Hospital, Durgapur is now also an Associate Member of the International Hospital Federation (IHF) for the current year 2017.

The International Hospital Federation (IHF) is a non-governmental international organization, located in Bernex (Canton of Geneva), Switzerland. It is a global association for healthcare management, whose primary mission is to improve the health of societies through cooperation between participants within the worldwide health sector.

The Mission Hospital, as an Associate Member, recognizes itself as one of the few well managed hospitals and health services where all individuals seeking treatment and cure can reach their highest potential for health.

VISION:

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

MISSION:

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

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.

QUALITY AND SAFETY:

The Quality and safety departments work relentlessly to make The Mission hospital a more effective and safer healthcare provider.

In quality and safety, we expertise in the following areas:

1. Accreditation and Regulatory Compliance
2. Clinical Risk Management
3. Data Resources Management
4. Environmental Health and Safety

5. Infection, Prevention & Control
6. Patient Safety
7. Quality Education

CORE VALUES:

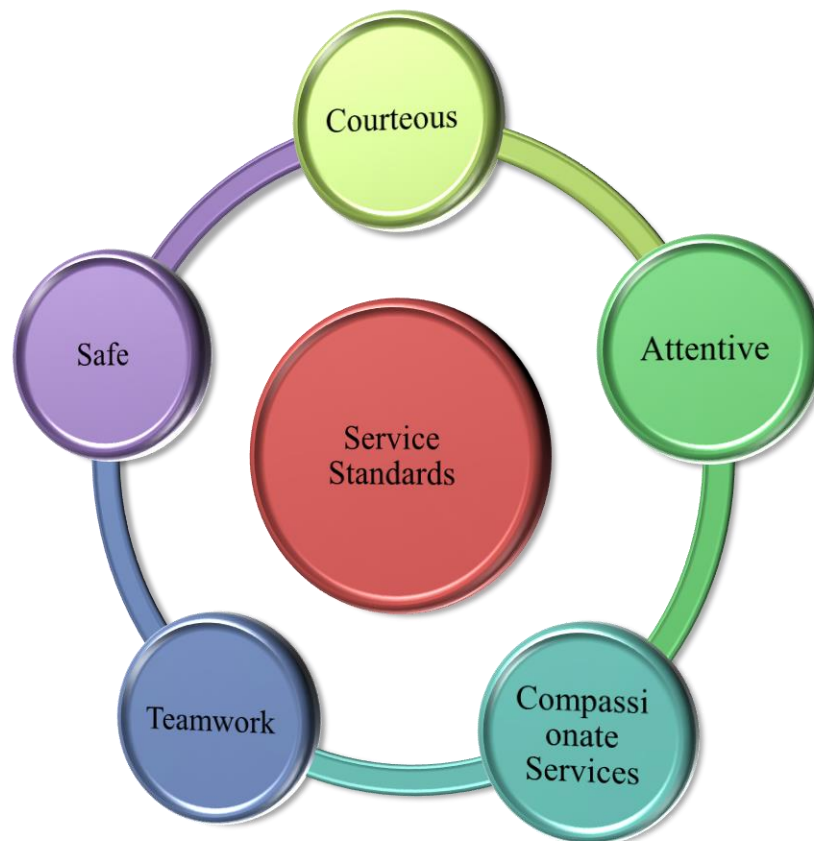


Figure 1 Core Values

OPERATION DEPARTMENT

The Mission Hospital, Durgapur

Operations management is essential for the efficient functionality and provision of health services, a growing field in the midst of reform. This department consists of admissions, front office, IPD/OPD services, diagnostic services, discharges, patient trafficking, patient shadowing, patient counseling, waiting time, etc. The goal of operation personnel in healthcare is to streamline costs and to create necessary funding to maintain adequate levels and quality of services offered. (1)

ORGANOGRAM

Roles an Operation Manager plays in a Hospital

A healthcare operations manager acts as a liaison between the clinical staff and the recipients of healthcare services. In general, a healthcare operations manager oversees the general functioning of a healthcare facility. This position manages the financial wellbeing of a healthcare facility, implements policy, and manages the medical and non-medical staff. (2)

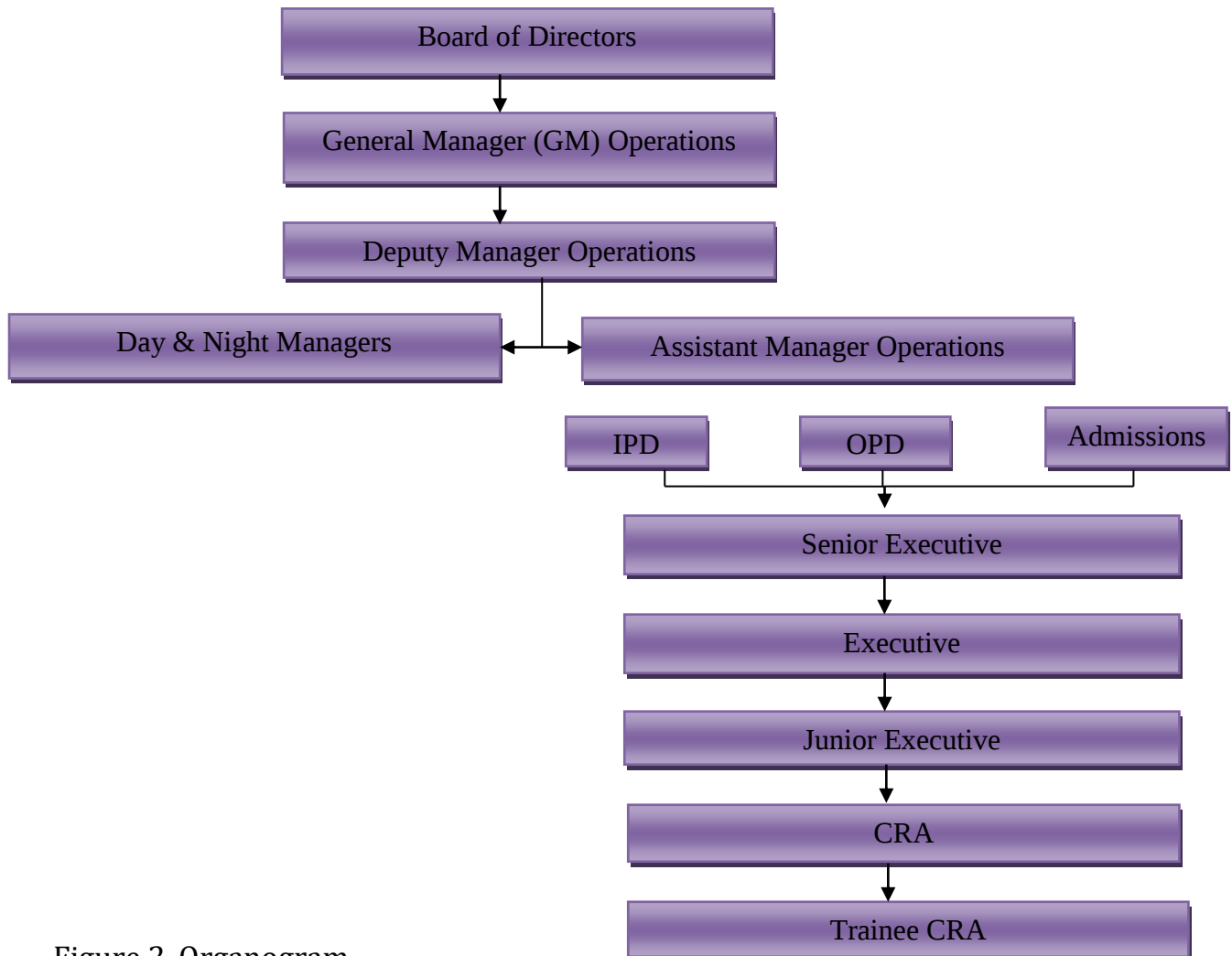


Figure 2. Organogram

In hospital patient is categorized into three as per the mode of payment from the time of admission these categorisation take place for easy identification and also to fasten up the entire hospital process. Admission takes place through two modes i.e. Emergency and Outpatient services (OPD).

Emergency patient: These patients are admitted in emergency first and after stabilising the patient condition patient is transferred to inpatient services (IPD) following the same OPD protocols whether corporate or insurance patient.

Patient admitting through OPD: For credit patients

- i. Corporate patients are directed to Corporate Desk for the admission process. Patient or patient party is handed over the Admission slip. 'Admission Slip' is filled by patient for the necessary details, bed category, etc. Regarding ward admission, patient is asked for the desired category of bed / rooms required by the patient and Admission executive inform them about the details of the facilities in that particular category.
- ii. Undertaking is taken from the corporate patients before initiating admission process.
- iii. Original referral letter from corporate companies along with valid documents depending upon the corporate company is taken from the patient.
- iv. Necessary details are recorded in the Inpatient Module keeping in view corporate name, tariff category & billing bed category.

For insurance patients

- i. Patients who are advised for admission either through OPD or Emergency and who have any Health Insurance Policy are directed to Admission Desk.
- ii. Admission Executive admits the patients through the same process as of the cash patient except the patient gives an Undertaking that if Insurance company doesn't pass the claim or patient's treatment bill exceeds the claim amount, then patient need to pay the balance amount.

Bed Status of The Mission Hospital, Durgapur

Hospital has the license to run 363 operational beds and all beds are functional. Here is the distribution listed out

Floors	Wards	Capacity	Total
8th Floor	Private Room	06	14
	Deluxe	05	
	Deluxe Suits	03	
7th Floor	Semi Private Room	06	60
	IP	05	
	General	17	
	Neuro Female	19	
	Neuro Male	13	
6th Floor	Semi Private Room	06	58
	IP	05	
	Ortho General	17	
	SICU	14	
	HDU	11	
	Step Down	05	
5th Floor	Pediatric Ward	10	46
	NICU	12	
	Mother Care/ Crib	15	
	Dialysis	09	
4th Floor	Cardiac Ward	22	22
3rd Floor	CTVS ITU A	12	37
	CTVS ITU B	18	
	OT	7	

2nd Floor	CCU 1	13	60
	CCU 2	14	
	Cath Lab	3	
	MICU 1	18	
	MICU 2	12	
1st Floor	General Male	39	57
	General Female	18	
Ground Floor	Emergency	09	09
Total			363

Figure 3. Bed status of the Hospital

Hospital has segregated the NICU (Neonatal intensive unit) in the as per there level of care, they are as follow:

Level 1: Baby who needs just a simple care after birth

Level 2: Baby who needs more care then level 1. (Centerline or any other minor equipment required may be used)

Level 3: Baby who needs more needs more care then level 2. (Ventilation or any other life saving equipments)

Quality Indicators for Discharge Process

- ✓ Patient Tracking
- ✓ Hospital discharge time benchmarks
- ✓ Hospital Length of Stay
- ✓ Discharge Monitoring Sheet
- ✓ Bed Management
- ✓ TAT Analysis