

Internship
at
Jaypee Hospital, Noida

By
Prachi Rawat

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The IIHMR University, Jaipur

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

Organizational Profile

The Jaypee Hospital was conceptualized by its Founder Chairman, **Shri Jai Prakash Gaur**, who had a vision of providing quality and affordable medical care with commitment by the promotion of world-class healthcare in the population.

The flagship hospital of the Jaypee Hospital at Noida, which has paved the way for the group in the healthcare industry. This hospital has been planned and designed as a 1200 bedded tertiary care multi-specialty facility and has commissioned 525 beds in the first phase.

The Jaypee Hospital is constructed across an area of 25 acres in Sector -128, Noida.

It has easy accessibility from Delhi, Noida and the Yamuna Expressway.

The Jaypee Hospital is established on the following fundamental principles:

Patient centric high quality care

Evidence based medicine

Ethical treatment

Value for money

Values of Jaypee Hospital

- Compassion : Treat everyone with true compassion.
- Integrity: Serve with utmost integrity.
- Teamwork: Deliver through ultimate teamwork.
- Quality of care: Patient centric high level of Quality Care.
- Innovation: Continually driving innovation and continuous improvement.
- Service: Exceed expectations through service.

INFRASTRUCTURE HIGHLIGHTS

- 525 Beds in first phase
- 15o Critical care beds
- 24 bedded Advanced Neonatal ICU
- 2o bedded Dialysis Unit
- 325 ward beds with Suite, Deluxe, Twin Sharing and Economy options
- 18 Modular ots
- 4 Cardiac Catheterization Lab with Hybrid operating Room
- 2 Linear Accelerator (IMRT, IGRT and VMAT), 1 Brachytherapy Suite, Wide Bore CT Simulator
- 2 MRI (3.o Tesla) with High Intensity Focused Ultrasound
- 256 Slice CT Scan, CT Simulation
- 64 Slice PET, CT,Dual Head 6 Slice SPECT CT, Gamma Camera

VISION

Promoting healthcare to the common masses with the growing needs of society by providing quality and affordable healthcare with commitment.

MISSION

The Jaypee Group is committed to serve the cause of millions who seek dedicated quality and affordable healthcare through its multi-super speciality facility, the Jaypee Hospital. With advanced healthcare facilities, the latest diagnostic services and state-of-the-art technology focused on medical specialties, the Jaypee Hospital strives to be the ultimate choice for medical care.

CORE VALUES

- Quality
- Service
- Innovation
- Integrity
- Teamwork
- Compassion

QUALITY POLICY

- Jaypee Hospital is committed to provide professional patient care at affordable cost to reach patients globally with holistic approach and continually improve the effectiveness of quality management system.

QUALITY OBJECTIVES

- Provide holistic, timely patient care. Continually upgrade the knowledge and technique in patient care. Customer relationship management.

Departmental learnings

I have worked with the Quality department and the Patient Welfare Department at Jaypee Hospital, Noida.

My learnings:

As a part of the Quality team:

1. I learnt doing active audits and active audit analysis
2. I learnt about various quality indicators like incident reporting and CPR form procedures

3. I was actively involved in making quality manuals of different clinical and non clinical department.
4. Also attended a lot of meetings like the quality steering committee meeting and got the chance to learn about all the quality indicators.
5. Learnt to work on an EMR machine.

As a part of the Patient Welfare Department Team:

1. Understood the importance of patient feedback for increasing the patient satisfaction and productivity of the hospital.
2. Learnt about collecting patient's feedback on different levels like IPD, OPD and daycare services.
3. Learnt to do patient's feedback analysis on weekly basis and also how to improve the collection and satisfaction rate at different levels.
4. Learnt about the level of patient's complaint and how to resolve and escalate it.