

Internship
at
Asian Institute of Medical Science, Faridabad

By
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MBA Health and Hospital Management

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ASIAN HOSPITAL FARIDABAD “will to serve, skill to cure”

It is a 425-bedded super specialty tertiary care hospital, truly futuristic in its services & technology and brings together some of the most talented medical professionals in India. The hospital has been accredited with NABH and NABL accreditations and is equipped with state-of-the-art technology. The hospital provides preventive, diagnostic, therapeutic, rehabilitative, palliative and supportive services all under one roof and is designed to meet patient care and research requirements of the new millennium.

VISION

“To be the most trusted healthcare partner FOR PEOPLE through our unsurpassed quality & care and by striving to provide ACCESSIBLE, AFFORDABLE and BEST AVAILABLE healthcare services in India.”

MISSION

“To provide comprehensive patient care by working as a team and offering highest standards of medical service in an ethical manner for delivering extraordinary customer satisfaction.”

CORE VALUES

- Focus on Patient and Patient Care
- To provide extraordinary customer satisfaction
- Treating all people with respect and dignity
- Acting always with utmost integrity
- Creating value for the society we live in
- Service with Empathy and Compassion
- Teamwork – Partnering for success

Quality Policy

“To create a safe patient centric healthcare delivery system which is accessible, affordable and best available”

ASIAN INSTITUTE OF MEDICAL SCIENCES has been rated seventh Best Hospital in Delhi NCR in year 2013 and again rated as eighth Best Specialty Hospital in year 2016 by “The Week” magazine as per the “AC Nielsen Survey”. Also, hospital is ranked among the Best Healthcare Brand by The Economic Times Survey 2016.

Asian Institute of Medical Sciences provides comprehensive multi-specialty tertiary care facilities through its 14 centres of excellence.

The ASIAN CANCER CENTRE offers end to end services – from prevention, early detection to comprehensive treatment and palliative care. The first hospital in North India to deploy the Varian's Rapid Arc on a Trilogy system along with several high-end equipment such as PET/CT, DUAL head Gamma Camera and HDR brachy-therapy among others.

The ASIAN CENTRE FOR BONE MARROW TRANSPLANT is an advanced bone marrow transplant unit in India providing a ray of hope to retrieve life. This department features a dedicated and next generation stem cell transplantation centre which caters to blood cancers as well as stem cell transplantation for non-malignant conditions.

The ASIAN HEART CENTRE provides comprehensive cardiac care including non-invasive, interventional and surgical facilities. The hospital runs the most advanced cardio thoracic vascular surgery program including bypass, open heart and valvular heart surgery. This centre is equipped with the most advanced Cath-lab for angiography and angioplasties.

The ASIAN CENTRE FOR ADVANCED SURGERY is manned by highly skilled surgeons, fitted with ultra-modern surgical and diagnostic tools to tackle the most complicated surgical procedures. 11 modular operation theatres are equipped with LED lights, media bridges, laminar air flow, operating microscopes, image intensifiers, laparoscopic equipment, harmonic , RFA , hepa filters, Laser, Cusa etc.

The ASIAN CENTRE FOR NEUROLOGY AND NEUROSURGERY is fully equipped to treat all kinds of disorders of the brain and spine. The department is equipped with latest and high-end machines like Digital EEG, EMG etc.

The ASIAN CENTRE FOR UROLOGY AND KIDNEY TRANSPLANT is a state-of-the-art unit providing excellent care for all urological conditions such as kidney stones, prostrate, laparoscopic urology & uro-oncology.

The ASIAN CENTRE FOR RENAL DISEASES AND DIALYSIS offers all forms of dialysis- haemodialysis, SLED, CRRT, Peritoneal dialysis and provision to dialyse hepatitis and HIV+ patients. The centre is also successfully running Renal Transplant programmes.

The ASIAN CENTRE FOR BONE AND JOINTS offers one of the most comprehensive treatments of bone and joint ailments. The hospital offers extensive expertise in joint replacement surgeries like knee, hip and other joints.

The high end and innovative technologies in the **ASIAN CENTRE FOR ADVANCED IMAGING** gives access to patients to a reliable and intensive diagnosis. The Imaging Department of this hospital is equipped with state-of-the-art Phillips equipment including a 1.5 T MRI, Mammography, Bone Densitometer, 4 D Ultrasound and Digital X Ray. The centre has PET/ CT and dual head Gamma camera, installed for early detection of cancer.

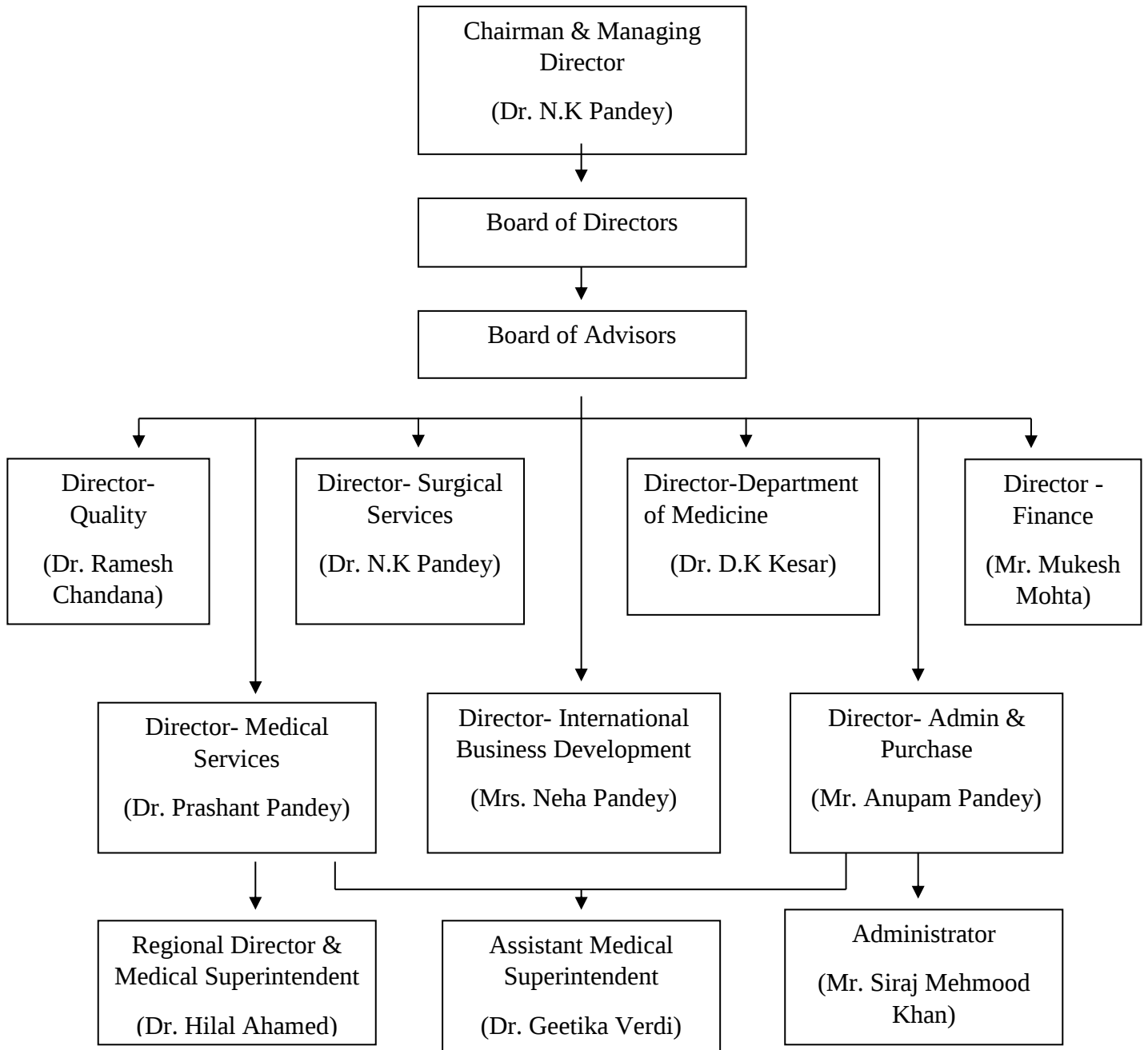
The ASIAN CENTRE FOR GASTROENTEROLOGY is a state-of-the-art unit providing excellent diagnostic and curative facilities in gastro intestinal problems with the most experienced specialists for a wide spectrum of Gastro Intestinal problems like: Gaseous Distension, Dyspepsia, Jaundice, Constipation, Bleeding from mouth and rectum.

The ASIAN CENTRE FOR MOTHER AND CHILD is an integrated unit providing excellent care for pre and post-natal care including high risk deliveries. AIMS also have state-of-the-art LDR suites which enable mothers to give birth in a comfortable and friendly environment.

The ASIAN CENTRE FOR BARIATRIC & METABOLIC SURGERY is specialized in treating obesity that results in weight loss. The hospital is known for highly successful weight loss programs, which have helped many people to take control of their weight and avoid life threatening diseases.

The ASIAN CENTRE FOR AESTHETIC SURGERY & MEDICINE provides state-of-the-art unit for all kinds of cosmetic treatments with the best equipment's and the most experienced 'specialists'. Asian Institute of Medical Sciences is not just another hospital, but a complete solution in the philosophy of healthcare.

ORGANOGRAM OF AIMS



INTRODUCTION

The Aim of the summer training was:

“To Study the Administrative and Managerial Functioning of Asian Institute of Medical Sciences (AIMS)” With Special Reference to the Different Areas / Departments of the Hospital.

The **Objectives** of Internship were:

- To learn the daily Operations of the Organization and its various areas.
- To study the salient features about the functioning of these areas.
- To identify issues associated with some of the specific areas.
- To undertake the projects and tasks assigned to me during the Internship.

During the Internship I was posted in Quality Department and was handling Hospital Licenses as it is one of the important concerns during the NABH Audits, starting from maintaining the license file to auditing it for checking the appropriateness was done. Apart from this, I was given the responsibility for maintaining the Quality Indicators of the hospital and maintaining the data for 6 months and making presentation on it. During the internship I have done various Audits of IPD files as well as MRD audits for the files present in MRD. I was given the responsibility to observe the hospital staff about their awareness on hand hygiene in critical care units of the hospital. I have worked on maintaining and auditing the critical care equipment's of the hospital with respect to their preventive maintenance as well as their calibration.

Apart from Quality department, I was posted in Emergency Department for the management and co-ordination of beds for the patients in Emergency Department as well as observed the process of the department.

Apart from the major projects of dissertation, I have done some minor projects on:

1. In patient files audit
2. Compliance to Spill kits in the hospital
3. Facility Management audit in the hospital

Reviews about the hospital and its day to day Operations and Management:

1. The hospital management and its department have good co-ordination between them.
2. The hospital has done good work before the audit to reduce the non-compliance.
3. There were issues in the management of emergency department as the bed allotment was not proper and the patients used to get beds after spending more than 4-6 hours in emergency.
4. During the facility audit it was found that lots of scrap material which needs to be condemned were kept in the parking area and occupying unnecessary space.
5. There were issues in patient files as the forms and other documents were not filled.
6. The staff were trained with Basic Life Support but still during the audit they were not able to explain the process.
7. It was found that some of the licenses were expired and were not maintained in the original file kept with the higher authorities.
8. The SOP of various department were updated and included every important thing that is necessary.