

Internship
at
P.D. Hinduja Hospital and Medical Research Centre,
Mumbai

By
Rajasi Chetan Dharia

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

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1. INTRODUCTION

The Late Shri.Paramanad Deepchand Hinduja in 1951 established a charitable hospital under “The National Health and Education Society”. Later the Hinduja foundation under the patronage of Sh. S.P. Hinduja, launched an U.S. \$30 million (about INR 35 crore) project to develop this into a modern, technologically advanced Tertiary Care Hospital Medical Research complex. The Hospital project with 342 beds inclusive of 53 critical care beds was dedicated to the memory of late Sh. P.D. Hinduja and opened in August 1986. Today it is one of South Asia’s most modern centres for health care. It has a unique collaborations program with Massachusetts General Hospital, Boston and the Washington Hospital Centre, Washington D.C., U.S.A.

HISTORY

Behind the ultra-modern and internationally acclaimed in extending world class medical services which are offered at P.D. Hinduja National Hospital & Medical Research Centre, lies a 50 years old dream.

Shri Parmanand Deepchand Hinduja- a hard working philanthropist, laid down the foundation of the National Hospital, way back in 1951.

Hinduja Hospital is an **ultramodern multi-specialty tertiary care hospital with a Medical Research Centre in collaboration with Massachusetts General Hospital (MGH), Boston.**

The hospital has an inpatient capacity of 381 beds inclusive of 57 critical care beds in different specialties. As a tertiary care hospital, the services offered are comprehensive covering investigation & diagnosis to therapy, surgery & post – operative care. The inpatient services are complemented with a day centre, out-patient facilities and an exclusive centre for health check for executives.

GOALS OF INTERNSHIP

1. Identify manager responsibilities and tasks, along with daily operational tasks on the floor

Activity: Job shadow manager and interview on responsibilities including the procedures

2. Objective: Explore various management skills and techniques

Activity: Training, job shadowing other managers and applying techniques while supervising associates

3. Objective: Identify manager's daily tasks

Activity: Interview managers in three different departments and identify and analyse similarities and differences

4. Objective: Analyse the management process of various departments

Activity: Sit in on various levels of management meetings and conduct follow-up interviews

2. ORGANIZATIONAL PROFILE

LOCATION

Located in Mumbai, the heart of the financial and commercial capital of India, it is landmark in itself. Situated in Mahim, Veer Sarvakar Marg, its unique structure and immensity of size and its colour white and yellow edifice immediately distinguishes it from the rest of the surrounding.

PHILOSOPHY

‘To provide World Class Quality Health Care Services to all sections of the society’ with an emphasis on philanthropy.

MISSION

To create Hinduja Hospital as a world class medical institution by delivering quality medical care to all patients as well as continuing medical education to all doctors and training to nurses and by under taking basic and clinical research with a focused on the needs of the country.

VISION

Quality healthcare for all.

QUALITY POLICY

To our patients we commit our best we aim to

- Assure best outcome.
- Build seem less services.
- Create values.
- Satisfied with personalized care.

ACHIEVEMENTS

- The First Hospital Laboratory in India to be **accredited by the College of American Pathologists**.
- P.D. Hinduja Hospital is the second hospital in the city to receive the **NABH accreditation**, on July 1,2009.
- Hinduja Hospital was recently awarded the **IMC Ramakrishna Bajaj Award** for Quality.

MEDICAL EXPERTISE

With over **86 hospital based consultants**; which is a unique feature of the hospital, there is always an experienced specialist available to initiate treatment without delay. The various specialties covered are Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, Orthopaedics, Oncology, Ophthalmology, Rheumatology, Endocrinology, ENT, Gastroenterology, and Paediatrics, paediatric Surgery, Paediatric Neurology, Urology, Nephrology, Dermatology, Dentistry, Plastic Surgery, Gynaecology, Pulmonology, Psychiatry, General Medicine & General Surgery.

BASIC FACTS ABOUT P.D. HINDUJA HOSPITAL

- Bed strength = 402 beds inclusive of 52 critical care
- Bed occupancy rate = 98.96%
- ALOS = 4.7 days
- Mortality Rate = 23 deaths per month
- Patient to Nurse Ratio = 4:1
- Number of Discharges/month = 2000
- Number of OPD patient/day = 2000-3000
- Number of Emergency case = 40-50/ day
- Building of Hinduja Hospital = 3
 - Hinduja Clinic (OPD) = 4 floors (3+1 floor)
 - West Block (IPD Block)= 16 floors

3. SERVICES PROVIDED BY HINDUJA HOSPITAL

The Departments at P.D Hinduja Hospital can be differentiated into :

- 1. Clinical Services** – Those services which are directly related to medical Practice. These Include:-

- a) **Out Patient Department**
- b) **Indoor Patent Department**
- c) **Accident and emergency Department**
- d) **Short Stay Unit**
- e) **OT services**
- f) **Cath lab**
- g) **Ambulance Services**
- h) **Nursing Services**
- i) **Laundry Services**
- j) **Mortuary Services**
- k) **Laboratory Services**

- 2. Non Clinical Services-** Those services which are related to the administrative and non-medical side of the hospital. These include:-

- a) **Admission and Billing**
- b) **Medical Record Department**
- c) **Information Technology**
- d) **Engineering Department**

LOCATION AND LAYOUT OF THE HINDUJA CLINIC (OPD)

FLOORS	WING 1	WING 2	WING 3	WING 4
Ground Floor	Medical/Surgical/Oncology	Radiation Oncology	AKD Department	Gamma Knife, Medical Reports Delivery Counter and OPD Path Lab
First Floor	Consultants	General Radiology and Ophthalmic	ENT and Medical Records	Consultants
Second Floor	Consultants, Neurology Department	Consultants	Consultants, DC and Physiotherapy	Dental and Consultants
Third Floor	Blood Donor Room, Blood bank and Stat. Lab	Endoscopy, Bronchoscopy, Urodynamic	Cardiac, PFT Lab, Consultants	Executive Health Check up

IN-PATIENT DEPARTMENT

The IPD Building is a 16 floors building.

- First Floor-admission and billing Department, Accident and Emergency, MRI, Customer Care
- Second Floor- Cath Lab, I.C.U.(Non-ventilated)
- Third Floor-Operation Theatres (9)
- Fourth Floor-Short Stay services, Stop Over Unit,2 Operation Theatres(for minor surgeries)
- Fifth Floor-CSSD, Medical Stores, Pharmacy
- Sixth Floor-Food Services Department, Provision Stores, Cafeteria
- Seventh Floor-Special and Deluxe Rooms, PICU (6 beds) and NICU (3 beds)
- Eighth and Ninth Floor-General Wards-median, median-A and Median-B (42 beds each)
- Tenth Floor-Intensive Care unit: ICCU (12 beds) and critical Patients (11 beds)
- Eleventh Floor-Deluxe and Suites (8 beds)-earlier there were 30 general beds
- Twelfth and thirteenth floor-Median-A and Special (26 beds each)
- Fourteenth Floor-(28 beds) Specially for Day care and Kidney transplant patients
- Fifteenth Floor-Suites (2) and Deluxe (12)
- Sixteenth Floor-24 beds for median, Median-a, Special and 9 beds for oncology patients.

4.DEPARTMENTS VISITED

S. No	Name of the Department	Date(s) of Visit	Interacted with
1	IMAGING DEPARTMENT	4 th Feb, 2019	Dr. Shweta Sane
2	ACCIDENT AND EMERGENCY DEPARTMENT	4 th Feb, 2019	Dr. Ravi Kenkare
3	CENTRAL STERILE SUPPLY DEPARTMENT	5 th Feb, 2019	Dr. Kiran
4	OPD (3 Wings)	5 th Feb, 2019	Dr. Rajvee Patel
5	OPD Blood collection	5 th Feb, 2019	Mr. Shinde
6	LABS Microbiology Pathology Serology Hematology	6 th Feb, 2019	Ms. Chetna
7	Laundry	6 th Feb, 2019	Mr. Vishal
8	Operation Theatre	6 th Feb, 2019	Mr. Vinod
9	Healthcheck	7 th Feb, 2019	Ms. Rajvee Patel
10	ICU	7 th Feb, 2019	Mr. Mahesh
11	Engineering	8 th Feb, 2019	Mr. Kiran
12	Pharmacy	8 th Feb, 2019	Ms. Geetali
13	Marketing	8 th Feb, 2019	Dr. Bindu

5. PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

1. Audit for the protocol of self-administration of medication
2. Audit of the fire mock drill
3. Audit of the blood donation camp