

Internship
at
Eternal Heart Care Centre, Jaipur

By
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MBA Health and Hospital Management

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INTERNSHIP REPORT

1. INTRODUCTION

Eternal Hospital, Jaipur is the state-of-the-art tertiary care hospital in Rajasthan embarking on the mission of redefining patient care with international clinical excellence and advanced technology. Eternal Hospital is one of the most advanced tertiary care facilities under the visionary initiative of Dr. Samin K Sharma & his wife Mrs. Manju Sharma boosted with great expertise in healthcare by leading clinicians, astute management team supported by highly trained clinical and non-clinical staff.

Eternal Hospital states newest addition of tertiary care hospital which brings together the state-of-the-art medical infrastructure, cutting edge technology and highly integrated and comprehensive information system along with quest for exploring and developing newer therapies. To serve the community at large we have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within & outside the country. Eternal Hospital is backed up by the trained supportive staff, efficient system with modern procedures in affiliation with Mount Sinai Medical Centre, New York with an aim to cater the needs of Rajasthan and people across the globe promoting the international medical tourism.

2. GOALS OF INTERNSHIP

As an integral part of the curriculum, a student of MBA HM is required to undergo three months of practical exposure in a reputed organization by way of Internship. For the MBA HM 22nd batch, this period was from 4th February 2019 to 2nd May 2019, officially.

The student is expected to carry out the following major activities during the period.

- To assist the Administrator/ Manager in day to day operations and during this process gain practical knowledge and skills to handle various managerial issues related to major departments in the organization. He/she may be allocated some specific project or responsibilities by the manager.
- The student is also required to identify a specific problem area or department for dissertation. The topic for this study will be decided in consultation with the administrator and according to the need of the organization. This activity is envisaged as a problem-solving exercise by which the student is expected to:
 1. Diagnose critical problems within an operational area.
 2. Provide the management with a set of alternative solutions.
 3. If possible, design the implementation plan to carry out the most feasible solution.

3. ORGANIZATIONAL PROFILE

3.1 Vision

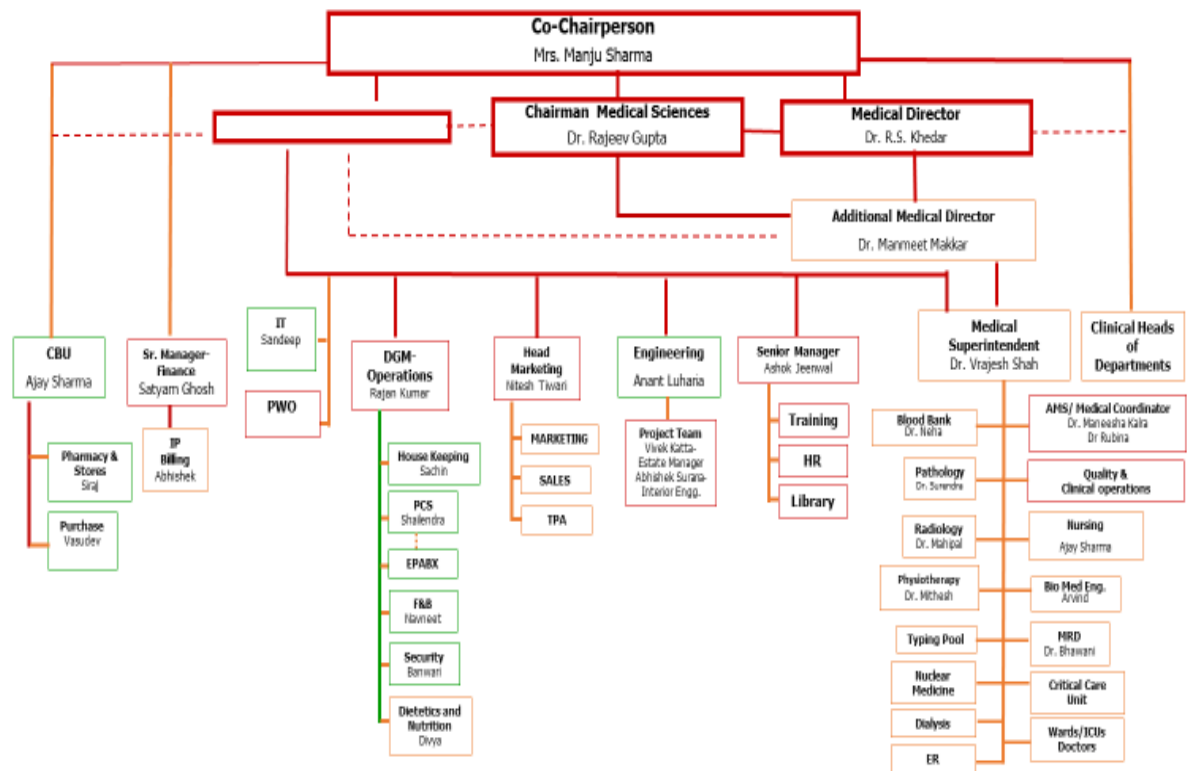
A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

3.2 Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

3.3 EHCC-THE LEADERSHIP TEAM

Organogram-EHCC



4. SERVICES OFFERED BY THE HOSPITAL

SPECIALTIES

- Anaesthesia
- Dentistry
- Dermatology & Venerology
- Ear, Nose & Throat
- General Surgery
- Gynaecology & Obstetrics
- Internal Medicine

- Orthopaedics & Joint replacement
- Paediatrics
- Pulmonology

SUPER SPECIALTIES

- Cardio Thoracic & Vascular Surgery
- Cardiac Anaesthesia
- Clinical Psychiatry
- Diabetes & Endocrinology
- Gastroenterology
- Gastro-intestinal Surgery
- Interventional Cardiology
- Non-invasive Cardiology
- Nephrology
- Neurology
- Nuclear Medicine
- Neuro & Spine Surgery
- Pediatric Cardiology
- Plastic Surgery
- Urology

SUPPORT SERVICES

- Department of Dietetics
- Physiotherapy

DIAGNOSTIC & IMAGING SERVICES

- Blood Bank
- Pathology
- Radio Diagnosis
- Critical Care
- Emergency & Ambulance

24*7 SERVICES

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio Diagnosis

5. A QUICK TOUR

- 225 bedded super speciality hospital
- Modular “class 100” operation theatre
- 24*7 hr cath lab
- 24*7 emergency with fully equipped ALS/BLS/Ambulance
- Blood storage bank.
- Nuclear medicine (gamma camera with stress thallium)
- Radio Diagnosis & imaging services (MRI/CT Scan, CT angiography, bone densitometry, X-Ray)
- Clinical Pathology- bio chemistry & microbiology
- Pneumatic chute for quick sample transport
- Transfusion medicine
- Non-invasive cardiology (Echo, TMT, etc.)
- Environment friendly: use of solar energy, green building & recycled water
- Café lounge
- Library
- Seminar hall and conference room

6. SALIENT FEATURES

- Largest cardiologists team in private sector in the state of Rajasthan to perform complex care.
- Contribution of 80 critical care beds to the state- Rajasthan is having a scarcity of critical care beds and people are dying without availability of critical care beds and emergency services when required. EHCC is giving 80 critical care beds including medical, surgical, cardiac care, CT recovery etc.
- Cath lab: EHCC consists of 2 state-of-the-art cath labs that house most advanced technology including bi-plane flat panel imaging, which allows for more images with less contrast dye usage, and magnetic catheterization. There is a facility to show the live cases at the auditorium for medical fraternity.
- Treatment in golden hours- EHCC believes in rapid action and focused care to give best results for heart attack, brain attack and trauma because the hospital believes that door-to-needle time is important.
- Modular/laminar flow “class 100” operation theatres with HEPA filter and zero infection rate.
- Availability of GAMMA imaging, nuclear medicine for cardiac treatment.
- Pneumatic chute- A suction operated system placed at sample collection counter and nursing stations to send the collected samples directly to the laboratory. This reduces the need for manpower and possibility of infection.
- Separate in and out system for sterile and non-sterile items is also an infection controlling measure.
- Steam disinfection system for infection free instruments.

- Minimum involvement of attendants & patients. Video briefing for attendant's information and counselling.
- EHCC is establishing a research department to evaluate delayed recovery of admitted patients, patients in critical areas, infection cases after surgery etc. A team of senior doctors will audit the surgery and treatment results. A team of Mount Sinai Hospital, USA will be available for live audio/video advices. The EHCC & Research Institute, being a truly international standard hospital, has procured its 2nd cath lab which is the latest one "Phillips FD20" which can perform a full spectrum of cardiac & vascular interventions. It combines a large field of view and a high resolution flat detector with advanced diagnostic and 3D intervention tools- all seemingly integrated in the clinical work flow of a mixed lab.
- Advanced interventional tools for vascular and PTCA procedures.
- Sharp and crisp visualization of small details and objects during cardiac and vascular interventions.
- Dose wise offers low X-Ray dose and excellent image quality as compared to conventional cath labs which is an advantage for both the performing cardiologist and the patient.
- Compact design provides full patient access and supports step projections.
- 3-D mapping system for EP study.
- Phillips mp-20 patient meter.

7. FACILITIES

- Total environment control with proper treatment of air and water, well provided waiting space, sophisticated and well stocked pharmacy and facilities for communication and refreshment enhances the patient comfort. EHCC is supported by state-of-the-art medical gas system, central sterile supply, laundry and full backup power generation.
- Supporting most modern healthcare, EHCC adheres to stringent infection control, environment protection, biomedical waste disposal, sewage treatment, waste treatment and rainwater harvesting. Currently the hospital has 225 beds devoted for patient comfort which include, ICUs, Economy Wards, semi-private rooms, private/deluxe rooms and semi-deluxe/suite rooms.
- Eternal Heart Care Centre & Research Institute, Jaipur continues creating a world class integrated health care delivery system, entailing finest medical skills combined with compassionate patient care.

8. DEPARTMENTS VISITED DURING INTERNSHIP

- Emergency
- Radiology
- Dietetics
- Physiotherapy
- Pathology
- Blood Bank
- Laundry

- Wellness Lounge
- ICU
- Quality
- CSSD
- Food & Beverage
- Human Resource Department
- OPD
- Wards
- Cath-Lab
- Medical Records Department

9. ADDITIONAL PROJECTS UNDERTAKEN

- Gap analysis of EHCC Hospital as per
Access, Assessment & Continuity of Care, Care of Patients and Hospital Infection
Control standards of NABH

10. REPORTING GOOD/ADVERSE EVENTS

- Majority of the staff members I interacted with were very supportive and helped me in completing my dissertation by guiding me whenever I needed help.
- Everyday there was something new to learn and helped me increase my knowledge about the managerial problems and possible solutions.

11. IMPEDIMENTS

- Operation theatre was not accessible so I missed some important information to be used in my project.