

Internship
at
Sanjeevani Hospital, Kotputli

By
Sandeep Yadav

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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

Internship Report

The internship done from 1 February 2019 to 31st May 2019 at Sanjeevani Hospital, Kotputli which was the renowned hospital of the locality. This hospital is multispecialty hospital (50 bedded) providing services mainly to the patient of Gynae, Pediatrics and General Surgery. The hospital is going for NABH entry-level pre accreditation certification along with Manyata Certification through a consultancy organization (i.e. HLPPT Jaipur). The hospital allows me to do the study of my research from HLPPT and find out the gaps of NABH and Manyata, which occurs in SHCOs. During my study, the starting days were spent on observing culture of staff, team of medical and paramedical staff getting trainings from NABH consultants, ways of training staff, preparing HCO for self-assessment quality audit etc. The services provided by the HLPPT to the hospital are very efficient and effective.

GOALS OF INTERNSHIP :

- To get acquainted to the organization's work, culture and work ethics.
- To have a clear understanding of Mission, vision, objectives, values and ethics of the organization.
- To understand the structure, Process and outcome of the healthcare organization getting consultancy from HLPPT.
- To know the approach taken by HLPPT which are to every healthcare organization.
- To understand the administrative structure as well as the management in the organization.
- To inculcate spirit of team work, mutual respect, soft skill required to work in organization.
- To find out my shortcoming and trying to provide solution for the same.
- To assist the organization in carrying out its project.
- To have clear understanding of the role of this organization in helping other HCO to grow both quantitatively and profitability.
- To know how they does planning, staffing, material management and financial management, which will enhance the managerial and administrative skills.

ORGANIZATIONAL PROFILE:

Sanjeevani Hospital is a multispecialty hospital and has well-experienced, energetic, versatile, and qualified team of doctors and nursing staff. It has an average experience of 14 years in the field of hospital industry.

It's Vision is "To provide excellent healthcare services in the locality at affordable cost for everyone.

It's mission is " To become such a multispecialty hospital of the locality for which patient not required to go for treatment due to lack of facilities to the nearby city.

SERVICES OFFERED:

Sanjeevani Hospital gives qualitative healthcare services to the patients for improving their health along with safety. They have high robust team of Doctors and nursing staff who have well experience in the field, committed to the objective to provide treatment to every segment of local people.

Since the hospital has tie up with HLFPT for improving Quality for NABH Entry level Accreditation certification and Manyata Certification it allowed to do the study in HLFPT which provides services in management of quality, Operations, Project service, Legal service and public health.

1. Under Quality Management, it provides:
Accreditation consultancy: NABH/ Manyata
Developing SOPs, Policies & Procedure, Tariffs
Benchmarking analysis
Organizational assessment audits
Gap Analysis etc.

2. Under Operation Management, it provides:
Business Process Re-engineering
Management Restructuring
Hospital equipment management
Information Technology Management
Human resource Management
Stationery & signage planning
Inventory management
Customer relationship management

3. Project Management,
Infrastructure Planning & Designing
Diagnostic center
Pharmacy setup

4. Legal Management includes:
Licensing and statutory consulting
Legal Consulting
Hospital operation and Management
Doctors and Employees
Outsourcing Agencies
Vendor agreements
Service contracts

5. Public Health Management includes,
Documentation management
Monitoring and evaluation
Capacity building
Skill development
Class room trainings

DEPARTMENT VISITED:

There will be HCO visit during the period of three months of internship in Jaipur and nearby areas. All HCO, which we have visited, are SHCO (i.e. having less than 50 beds). These SHCO, with the help of HLPPT, was able to improve quality of care, policies and regulations, and SOPs. Majority of hospital visited were not having knowledge and awareness about quality, training of staff, documentation process.

PROJECT DONE OTHER THAN DISSERTATION:

Apart from dissertation, executed the project where training is given to staff of small healthcare organization was done. The staff in SHCO are unaware of B.L.S., SOPs for various events like emergency, Needle stick Injury, etc. Even basic cleanliness, segregation of BMW etc. is not Known, if at all known did not implement it. The management is least concerned with all these SOPs and protocol and find it very cumbersome and expensive.

Thus to address this problem, HLPPT gave the work of training to staff of SHCO on various topic by presentation and demonstration. Some of the topic are CPR, Medication management, LASA, BMW segregation, Colour coding of bags, Triage, Emergency Codes like Red, Blue, Pink, Yellow etc. The attitude of such SHCOs towards quality and Safety was not good and thus awareness about same had to be inculcated into them, showing the advantages they will achieve monetarily and otherwise.

REPORTING OF EXTRAORDINARY ADVERSE EVENTS IN THE HOSPITAL:

This hospital A, which was a maternity care hospital, was having a poor documentation of adverse drug reaction and sentinel events. Even the new born babies who were still born, live and the number of caesarean sections were not properly documented. When asked the sisters at hospital, revealed the shocking fact that even the normal deliveries, as it was more profitable to hospital. They said such incidents are very common and are followed in many other maternity care hospitals nearby them. This event was extraordinary for the reason of their inhuman approach to cases and money mentality of hospital.

IMPEDIMENTS:

The most common impediment while carrying out the project (other than dissertation) was very attitude of the healthcare organization's management, who were at times very ignorant, rude and resist to change. Since all of HCOs are very small hospitals of less than 50 beds, mainly nursing homes, maternity hospitals etc. The owner of these hospital may be doctor or a group of doctors coming together to set up a small hospital. The main motto was to maximize their profit. Even if training and efficient operating procedure were explained to them, their reluctance to change and implement the same was major obstacle. Thus quality and patient safety should be part of the SHCOs organizational culture.