

Internship
at
The Mission Hospital Durgapur

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The Mission Hospital Durgapur

Introduction -

Internship is mandatory part of any MBA programme. This Internship helps us to apply our theoretical knowledge in a practical scenario and helps to see the ground realities of any organization. It proves a way for broadcasting our thought process and brainstorm how simple steps taken at the managerial level can lead to exciting results. As a inst leg of my MBA Hospital and Health Management, I pursued this internship of 3 months from The Mission Hospital Durgapur . This is a NABH Accredited organization .Details will be unveiled in the further sections.

Goals -

The various goals predetermined by me in the 3 months of internship are stated as follows.

- To understand the organization culture
- To understand the process flow of various department
- To measure the compliance and non compliance of NABH Nursing Excellence
- To study the nurses satisfaction level
- To study the patient satisfaction level regarding nursing services
- To study the consultation satisfaction level regarding nursing services
- To analyze the nurses night report of last 6 months
- To identify the major causes of prescription errors in the Mission Hospital Durgapur.

Organization Profile:-

The Mission Hospital, (A Unit Of Durgapur Medical Centre Pvt. Ltd.) is a 350-bed hospital located in Durgapur West Bengal India .Built in an area spanning three acres it offers an array of facilities – a digital flat panel cath lab, a seven major operation theatres, a 100-bed critical care unit, a mother and child care unit, 24-hour accident and emergency department, blood bank and for the first time, a computerized pneumatic tube system (Sumetzberger, Germany).

This is a hospital with "futuristic" technology and enriched with "brilliant minds" behind the equipments.

The Mission Hospital started its operation on 2 April 2008. This is the first speciality corporate hospital in Eastern India outside Kolkata. The Mission hospital is the first superspeciality corporate hospital of Durgapur which has taken initiative to amalgamate and integrate the best in healthcare be it manpower or technology. This hospital has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Durgapur and its neighbouring areas through its patient centric and high quality care, and patients are benefiting from the facilities of the hospital.

The Mission Hospital is committed to providing affordable quality health care to patients by incorporating improvement in its day- to-day schedule.

Mission

To become a centre of excellence in healthcare by bringing tertiary level healthcare to the people of eastern India.

Vision

To provide affordable quality health care to patients by incorporating improvement in its day-to-day schedule

Values

The focus of all of our activities are based on “Patients first” policy. Our responsibility is to provide the best possible care and outcome for every patient. We strive to exceed our patients' expectations for comfort and convenience.

We take every opportunity to serve and support those in our care, based on seven fundamental values that form the foundation of The Mission Hospital Durgapur culture:

1. Quality
2. Compassion
3. Integrity
4. Teamwork
5. Service
6. Innovation
7. Stewardship

The Mission's policy on quality is best explained by the following objectives:

- Provide continuous and regular training for employees to bring out the best in them to achieve quality improvement in service.

- Understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- Provide quality service that is responsive, efficient, courteous and helpful.

The Mission 's Goals are to:

- Continuously improve all our services through quality management
- Focus on our patients and deliver high quality service
- Improve all our partners in our quality improvement activities.
- Empower employees to make appropriate decisions.
- Have the highest degree of respect from one another and values diversity.
- Use training, teamwork and open communication to enable all employees to achieve their full potential.
- Recognize and reward employees contributions.
- Take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the hospital are afforded the safest possible environment.
- Maintain the highest ethical standards in protecting the public and the environment.
- Measure the effectiveness of our activities and monitor progress towards achieving our vision.
- We deliver patient care of the highest order at the most affordable rates without compromising on quality. Our focus is always on ethical and service-oriented growth.

Scope of Services

- Accident & Emergency Medicine
- Anaesthesiology
- Cardiology
- Paediatric Cardiology
- Cardio Thoracic & Vascular Surgery
- Dentistry
- Dermatology
- Endocrinology
- ENT
- Gastroenterology & Gastrointestinal Surgery
- General & Laparoscopic Surgery
- General Medicine
- Institute Of Laboratory Medicine & Research
- Nephrology
- Neurology & Neuro Surgery
- Obstetrics & Gynaecology
- Ophthalmology
- Orthopaedics & Spine Surgery
- Paediatrics & Neonatology
- Plastic & Reconstructive Surgery
- Psychiatry
- Pulmonology/Respiratory Medicine
- Radio-Diagnosis & Imaging Sciences
- Transfusion Medicine
- Urology
- Physical Therapy and Rehabilitation.

Intensive Care Units

- Medical Intensive Care Unit
- Surgical Intensive Care Unit
- Coronary Care unit
- CTVS ITU
- Neonatal Intensive Care Unit
- Dialysis

Other Support Services

- Pharmacy Services
- Laboratory & Radiology
- Medical Records
- Blood Bank
- Ambulance Services
- Canteen

Outsourced Services

- Laundry
- Housekeeping
- Security Services
- Biomedical Waste Disposal

Round The Clock Services

- Pharmacy
- Billing
- Ambulance
- Dialysis
- Emergency and Medicine

Hospital Layout**Eight Floor**

- Private/ Deluxe Room Deluxe Suites (Room No.802 to 818)

Seventh Floor

- Semi-Pvt / Inpatient Room (Room No.702 to 709)
- General Ward - Paediatric Cardiology

Sixth Floor

- Semi - Pvt / Inpatient Room (Room No. 602 to 609)
- Surgical ICU
- CTVS - HDU / Inpatient Billing

Fifth Floor

- Labour Room &(Minor OT)
- Dialysis Unit - ESWL Room, Telemedicine
- NICU & Paediatric Ward

Fourth Floor

- Administration
- IP Pharmacy
- Cardiac Ward (Room No. 404 to 411)

Third Floor

- Operation Theatres
- CTVS ITU / CSSD

Second Floor

- MICU
- Cath Lab
- Coronary Care Unit (CCU)

First Floor

- OPD
- Endoscopy, Blood Bank, Echo, ECG, TMT
- Central Laboratory
- General Ward (Male & Female)

Ground Floor

- Accident & Emergency Department
- Radiology Department (MRI/ CT/ USG/X-Ray)
- Reception, Admission
- Insurance Desk, Corporate Desk
- OPD Chambers, OP Pharmacy, Cafeteria

Basement

- OPD, Executive Health Check- Up
- Quality / Conference Room / Credit Cell
- Sample Collection / PFT / EEG / NCV / EMG / Physiotherapy / Dietary