

**Internship**  
**at**  
**Rajan Hospital, Kotkapura, Punjab**

**By**  
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*MBA Health and Hospital Management*

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## **ABOUT THE HOSPITAL**

Rajan Hospital existence is the result of an 18-year tradition of caring the patients. Backed with the vision to offer the best in patient care and equipped with technologically advanced healthcare facilities, they are one of the upcoming names in the healthcare industry. A team of well-trained medical staff, non-medical staff and experienced clinical technicians work round the clock to offer various services. Their professional services make them sought after hospitals in Kotkapura, Punjab.

At Rajan Hospital, our strength is the team of highly qualified, well experienced senior consultants who are ably supported by high calibre nursing professionals and paramedical staff. With the focus on delivering most modern healthcare services, Raja hospital healthcare professionals are provided with advanced technologies in medicine and management. Rajan hospital is empanelled with Government and Semi-Government departments and various health insurance companies. Rajan hospital is a fully equipped medical centre situated in the centre of the city with covered area 18000 Sq. Feet and is a 100 bedded hospital.

Rajan hospital follow process driven quality systems that adhere to international standards of clinical care, safe environment, infection control and respect for patient rights & privacy. With state of the art multi-disciplinary capabilities and world-class infrastructure and technology, we enrich the quality of life of every patient in a caring and nurturing environment and greatest respect for human dignity and life.

### **Aim:**

- Patient safety (Risk Management)
- Continuous Improvement (Quality Assurance)
- Maintaining organization's culture and standards

### **Vision:**

Rajan Hospital and Heart Centre aspires to be most trusted and preferred healthcare provider in the region.

### **Mission:**

To Provide Quality healthcare and access to latest medical technology at affordable cost.

**Quality Policy:**

Rajan Hospital is committed to provide value added, innovative and continually improving quality healthcare services consistently through learning, interfaced with futuristic technology.

**Objectives:**

- To focus on Quality of patient care
- To improve the performance of all professionals
- To monitor, measure, assess and improve performance and to enhance patient satisfaction.
- To guard, measure and improve patient safety
- To inculcate an excellent hygienic treatment process
- To involving all employees to participate in improving quality
- To search for patterns of non-compliance with goals, objectives and standard through problem identification, problem assessment, finding the root cause and solution generation, plan for solution implementation , implementation of corrective action and monitoring

## **CODES**

| <b>CODES</b> | <b>SCOPE</b>         |                                                                                     |
|--------------|----------------------|-------------------------------------------------------------------------------------|
| Blue         | Individual disaster  |  |
| Orange       | Internal disaster    |  |
| Violet       | Trauma Response Team |  |
| Black        | Death                |  |
| Red          | Fire                 |  |
| Yellow       | External Disaster    |  |

## **FLOOR PLAN OF RAJAN HOSPITAL**

- **Ground floor**

Reception and enquiry

Patient waiting area

OPD

Counselling

Emergency services

Rooms (Day care)

Pharmacy

HR, Account and billing office

Sample collection

X-ray, USG and Echo

ECG,

TMT

Cafeteria

BMW segregation room

- **1<sup>st</sup> FLOOR**

Nursing station

Private rooms

General wards

ICU

Isolation rooms

Attendants waiting area

- **2<sup>nd</sup> FLOOR**

Laboratory

MRD

Stores

OT

Private rooms

Nursing station

- **3<sup>rd</sup> FLOOR**

Electrical panel room

Stores

IT department

Administration

- **BASEMENT**

CSSD

BME Workshop

**Specialty at the Hospital:**

- Emergency & Acute Care Medicine
- Endocrinology And Endocrine Surgery
- Gynecology Obstetrics
- Pain management

- Internal Medicine
- General Surgery
- Orthopedic Surgery
- Cardiac Surgery
- Pathology
- Interventional Radiology
- Emergency and Acute care Medicine
- Anesthesiology

#### **MANAGEMENT RESPONSIBILITIES AT RAJAN HOSPITAL:**

- Top management of the hospital is a totally committed to development and implementation of an effective and efficient QMS for continual improvement.
- Top management has established vision, mission, policy and strategic objectives consistent with the purpose of the hospital, which leads to achievement of patient satisfaction.
- Top management provides its full support by participating in improvement projects, searching for new methods and solutions. Top management also ensures the availability of the resources that are necessary to support the hospital's strategic plans.
- Patient needs and expectations are determined and converted into requirements and fulfilled as documented in process map and procedures for service delivery process and management responsibility.
- Obligations related to the statutory and regulatory requirements are taken care as appropriate.
- Top management takes initiatives in communicating the hospitals values, vision, mission, policies and objectives and targets.
- Top management is highly committed towards process oriented approach

According all the processes are documented and implemented. Internal audits and management review meetings are used as effective tools to ensure the implementation of the laid down processes and also verifying their continuing suitability, effectiveness and adequacy of the system.

Various committees have been incorporated into the managements system of the hospital for the effective implementation of QMS.

## **OBSERVATIONAL LEARNING**

### 1. Emergency Department:

- Emergency Department is located on ground floor facing the main road and has a separate entrance. It has emergency reception and a separate waiting lounge.
- The emergency department takes care of the ambulance services.
- It has been provided with its own Drugs and Stores.
- The emergency department is in vicinity to the laboratory and radiology departments.

### 2. Operation Theatres

- OT is committed to provide the highest standards of surgical care to the patients.
- 4 modular operation theatres with most modern facilities are present.

### 3. Intensive care unit

- An intensive care unit is a specially staffed and equipped separate and self-contained action of the hospital for management of patients with life-threatening or potentially life threatening clinical conditions.
- It consists of 10 critical beds equipped with most modern equipment.

### 4. Medical Record Department

- For storing and verification of all medical records.
- Issue of duplicate records.
- Receipts and reply of mails.
- Preparation and coordination in providing records for court cases and consumer cases.
- Maintenance of MLC, Birth and Death records.
- Coordination with IT department.

### 5. Radiology Department



- Provides complete diagnostic and imaging services
- Has developed standard operating procedures (SOP).
- Has established Goals, objectives and standards of performance that are consistent with both the hospitals philosophy of patient care and practice of professional service delivery and match International standards.

#### Services provided

- CT Scan
- MRI
- Ultrasound
- X-Ray
- TMT
- ECG

### **UTILITY SERVICES:**

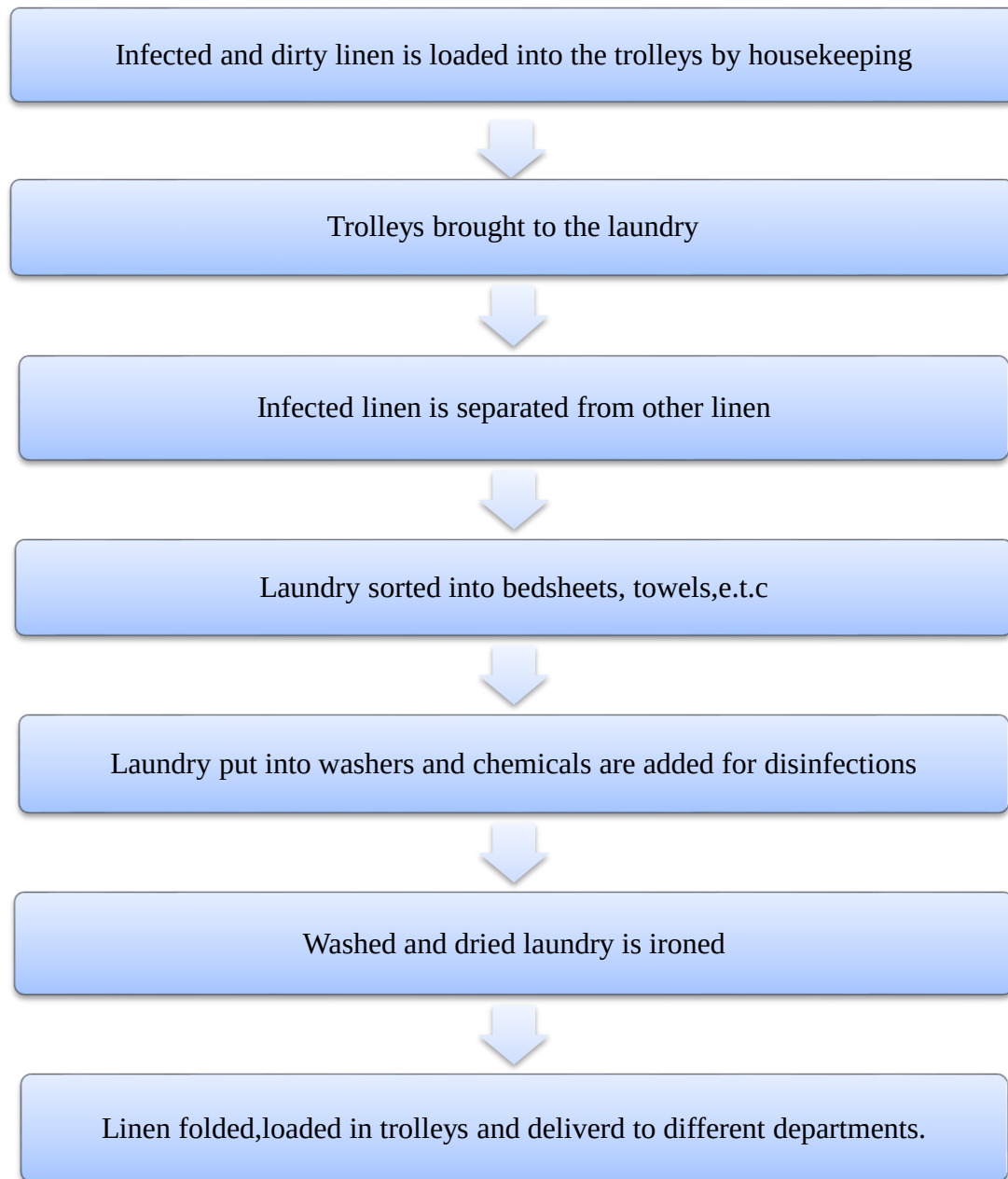
#### **1. CENTRAL STERILE SUPPLY DEPARTMENT**

- It provides steady and efficient supply of sterile linen and instruments of all the functional departments of the hospital.
- Sterile supplies are dispatched to the wards as required to them and used instruments are collected for autoclaving and cleaning.
- Sterile supply to operation theatre and emergency department is a day prior before 8:00pm and as when required.

#### **2. LAUNDRY**

- It provides fresh linen to the hospital and has a major role in maintaining hygienic environment and infection control

## WORK FLOW



## **ADMINISTRATIVE SERVICES**

- Medical
- Superintendent office
- Finance office
- Material department
- Marketing department
- IT department
- HR department
- Quality department