

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur
for the partial fulfillment for the

award of the degree of Master

of Business Administration

(MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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2021

INTRODUCTION



CK Birla Hospitals, comprising of its three landmark identities The Calcutta Medical Research Institute (CMRI), BM Birla Heart Research Centre (BMB) and its recent venture **Rukmani Birla Hospital (RBH)** have set milestones in the healthcare Industry.

The hospitals are intrinsically bound by three integrated philosophies —

- Clinical Excellence,
- Ethics and
- Patient Centricity.

These operational philosophies have been pivotal in making the hospitals grow and serve people who are in need of healthcare. The three units of CK Birla Hospitals having footprints in Kolkata and Jaipur offer 800 plus beds with comprehensive outpatient and inpatient services. Working with a mission in providing quality healthcare for all, supported by latest technologies and modern infrastructures, the hospitals continue to set new

standards of Cure and Care.

Duration of internship

It was for around 5 months i.e., from 1st Feb 21 to 22nd June 21

My Mentor in Organization – Cdr. Sandeep Puranik

Designation – Operations Head

He is a Leader with proven track record of leading teams in two distinct fields i.e. Armed Forces and Healthcare with over 27 years of combined work experience.

Driven, self-motivated, highly energized, and recognized for the ability to translate company vision and mission into strategies that consistently exceed financial and organizational targets. Strong Operations orientation with focus on people, process, process development, procurement, contract negotiations and managing change with sharp focus on cost control. I am keen to lead a facility / organization where professionals can contribute on strength of their performance. An alumnus of two premier Joint Defence Services institutions of the Indian Defence Forces viz. National Defence Academy (NDA) and Defence Services Staff College (DSSC). Served in Indian Navy for 24 years, operated extensively at sea including Command of Submarine platform and as planning team coordinated during key operations.

About the Operations Department

Organogram

All the staff for each of these department include On- roll and Off roll. other than IT all departments most of the staff was outsourced.

GOALS OF INTERNSHIP

- Learning about the daily operations in various Operations department, with activities and roles of people in the department.
- Understanding the documentation and licensing that the hospital maintains
- Understanding Organizational hierarchy.
- Interpersonal communications within the organizations
- Understanding the organization culture
- Working upon a pain point for the organization

ORGANIZATIONAL PROFILE

RBH (Rukmani Birla Hospital) is part of CK Birla hospitals group. It is a 230 bed multi-specialty hospital in Jaipur which offers in-patient and out-patient services. Built on three key principles — Clinical Excellence, Ethical Conduct and Patient Centric approach, with its team of efficient doctors, caring nurses, and organized support services, caters to the patients' needs and also makes sure that they and their families are well looked after. It is NABH accredited hospital .

LOCATION-

Rukmani Birla Hospital (RBH), Gopalpura Bypass Road, near Triveni Bridge, Jaipur-302018

VISION-

“Patient at the core”

MISSION-

“Continuously creating benchmarks towards providing unmatched patient experience through clinical and service excellence amidst an exclusive environment that embraces innovation and quality combined with compassion, commitment, accountability and transparency”

Commitment towards Quality-

“To constantly upgrade our human and technological resources aligned with the best global developments in medical science”

Quality Policy Statement-

“To maintain highest standard of quality in the service delivered at the hospital”

SERVICES PROVIDED BY HOSPITAL

- In-Patient Services
- Out-Patient Services
- Day care services
- Dialysis
- Endoscopy
- Diagnostic Services
- Laboratory Services
- Emergency Services
- Radiology

Overview

- Cutting edge technology
- 6 state-of-the-art modular OTs
- Flat panel advanced Cath Lab
- 128 slice CT Scan (Wide Bore)
- 3.0 Tesla MRI (Wide Bore)
- Fully digital Mammography
- Fully digital X-Ray
- Modular IVF & diagnostic lab
- 12 bedded Emergency
- 64 Critical Care beds
- 15 bedded Dialysis unit
- Fully equipped life saver ambulances
- Ergonomically designed interiors

Hospital has following Departments:

- Department of Neurosciences
- Department of Gastro Science
- Department of Renal Science
- Department of Plastic and reconstructive surgery
- Department of Cardiac Sciences
- Department of Bone & Joint
- Department of Anesthesiology
- Department of Critical Care Medicine
- Department of Dental Sciences
- Department of Dermatology
- Department of Diabetes and Endocrine Sciences
- Department of Dietetics
- Department of Ear, Nose & Throat (ENT)
- Department of Emergency Medicine
- Department of General & Minimal Invasive Surgery
- Department of Histopathology
- Department of Internal Medicine
- Department of Laboratory Medicine
- Department of Obstetrics and Gynecology
- Department of Ophthalmology
- Department of Osteopathy
- Department of Pediatrics
- Department of Pharmacology
- Department of Physiotherapy
- Department of Pulmonology and Critical Care
- Department of Radiology

DEPARTMENTS VISITED

- Nursing
- Billing
- Bio medical engineering services
- Engineering and maintenance
- OT and Cath lab
- Linen and housekeeping
- Patient care services
- Patient experience department
- IP floors
- Radiology
- Blood bank
- Laboratory
- Quality
- Human Resources
- Marketing and Sales
- Supply chain management and pharmacy
- Security
- F & B
- Medical Admin
- Operations
- Information Technology

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

"My experience includes a variety of opportunities. I was the management intern there in operations department, analyzing Patient's data and drafting reports for the Operations Head. Other than that,

Daily routine tasks:

- Supervise daily administrative operations in Hospital.
- Learning and Monitoring expenses and suggest cost-effective alternatives.
- Hands-on experience with Hospital database systems and analyzing it on MS Excel
- Involved in discussions, weekly meetings and Business review meetings (BRM) for effective operational procedures and excellence.
- Trained new Interns
- Understanding the Financial budgeting i.e., the OPEX and CAPEX for the operations department.
- Answered queries from compliance owners and approvers for its backlog clearance
- Involved in gap analysis for the operations Department and also suggested for solutions.
- Stayed up-to-date with healthcare regulations
- Familiarized with the different checklist maintained by hospital for maintaining quality.

Key Involvements:

- Being the independent Housekeeping Lead for NABH preparation and during NABH Audit. Also took over Housekeeping department Head duties as interim arrangement for almost a month duration.
- Also handled independent responsibility of F&B department when the F&B Head was isolated due to COVID-19. This was particularly noteworthy because it coincided with the transition of F&B vendor.
- Was the unit SPOC for handling all compliances and ensured backlog of compliances was updated.
- Made important contribution in drafting the revised organic structure for PCS department.
- Co-ordinated the MIS with all HODs (07 departments). Prepared the consolidated monthly presentations for Operations department for Unit Head review.



Training for Housekeeping staff



Hazmat Training and hands-on practice before NABH

74C (2-01) TOILET CLEANING CHECKLIST 01/3/11

Time	Liquid Soap	Toilet Paper	Toilet Roll	Mirror	Taps	Wash Basin	Walls	Health Facet	WC	Urinal	Waste Bin	Floor	Housekeeper sign	Remarks	any
07:00 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
07:30 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
08:00 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
08:30 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
09:00 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
09:30 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
10:00 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
10:30 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
11:00 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
11:30 AM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
12:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
12:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
01:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
01:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
02:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
02:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
03:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
03:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
04:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
04:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
05:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
05:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
06:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
06:30 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
07:00 PM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		

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Check list for washroom cleaning to maintain Quality