

INTERNSHIP
AT
NARAYANA MULTISPECIALTY HOSPITAL

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Hospital and Health Management



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Introduction to Hospital

NARAYANA MULTISPECIALTY HOSPITAL



- Narayana Hrudayalaya means God's Compassionate Home.
- Situated in Bangalore, Karnataka, founded by Dr. Devi Prasad Shetty in 2001.
- NH started as a 225 bed hospital in 2000, is today a 6651 capacity bed multi-speciality healthcare services chain that provides superior tertiary healthcare at affordable costs
- Talking about NH footprints, there are total 24 hospitals and 7 heart centres in India and Cayman Island.

CORE VALUES OF NH

The core values at NH are represented by the acronym "iCare", which encompasses

- Innovation and efficiency- to continuously reduce the value of delivery of high quality health care and improve the reach.

- Compassionate care- in providing approachable care that creates a difference to our patients.
- Accountability- to honor our commitments to our patients, employee and investors with integrity and transparency.
- Respect for all- recognize the contribution of each employee and respect the rights also as dignity of every patient and employee.
- Excellence as a culture- where we individually excel to collectively make sure the highest quality of consistent and reliable service to our patients and sustainable value to all or any of our stakeholders.

VISION

The vision of Narayana hospital is to provide high quality healthcare with care and compassion at a reasonable cost at an outsized scale.

MISSION

We at Narayana Health have a dream of creating quality healthcare available to the masses worldwide.

NH Jaipur is a 330 bedded multispecialty tertiary care hospital, located at Pratap Nagar in Jaipur. The hospital is spread out in a 4.7-acre campus and offers high quality affordable medical aid to the people of not only Rajasthan but also the bordering states of Uttar Pradesh, Haryana and Madhya Pradesh. This hospital commissioned in 2011, is a full stage NABH accredited organization and is defined by its multi-disciplinary approach to supply comprehensive healthcare to its patients. NH Jaipur possess best teams of specialists who are trained in top institutions in India & abroad bringing in international experience to medical care and treatment.

One of the unique features of NH Jaipur is that, the hospital houses one among the largest dialysis units in the region with a capacity of performing 3000 dialysis sessions per month. It is also a licensed center for performing heart & kidney transplants. The hospital accommodates one of the largest cardiology units in the district and is the largest center in Rajasthan performing CABG (By-pass Surgery) using LIMA RIMA Y technique. High end technological infrastructure

including clinical excellence has aided the hospital come out as the preferred center for high-risk, minimally invasive and re-do surgeries in Western India and of the significant hospitals of the Narayana Health group.

Narayana Multispeciality Hospital, Jaipur offers comprehensive care across 37 specialties which include its six Centers of Excellence - Cardiology & Cardio-vascular surgery, Medical & Surgical Gastroenterology, Orthopaedics & Joint Replacement, Renal Science & Kidney Transplant, Medical & Surgical Oncology (Cancer) and Critical Care Medicine.

Milestones achieved by Narayana Health in the last 7 years -

- 32,500+ Cardiac procedures have been performed at NH, which incorporates surgeries like Angioplasties, , Coronary Bypass Surgery Grafting with Advanced Techniques like Beating Heart Surgeries, Minimally Invasive Cardiac Surgery, Complex Congenital Surgeries and other Valvular and Vascular Surgeries
- 87,000+ dialysis sessions done so far, which incorporates a lively and really successful kidney transplant programme by internationally skilled transplant experts
- 4700+ Neuro-surgeries performed which incorporates Endoscopic Surgery of all kindsof brain tumours, Brain Vascular Surgery, Aneurysm & AVM Surgery, Minimally Invasive Spine Surgery, Spine fixation & Surgery for spinal tumours, Brain Endoscopy and treatment of Hydrocephalus
- Since inception, 7,00,000+ patients have been treated within the last 7 years

Services

- i. Consultation : Out-patient & In-patient
- ii. 24/7 Emergency Services
- iii. Pharmacy
- iv. Blood Bank
- v. Laboratory
- vi. Radiology
- vii. Ambulance

Facilities

- i. 11 state-of- the-art OTs with Laminar air-flow
- ii. 4 Cardiac Surgery OTs
- iii. 2 Flat Panel Cath Lab
- iv. Critical care- 80 bed CCU
- v. 21 bed Dialysis unit
- vi. Radiology: 128 Slice CT Scan, 1.5 Tesla MRI

Hol YAG Laser Technique for Urology procedures

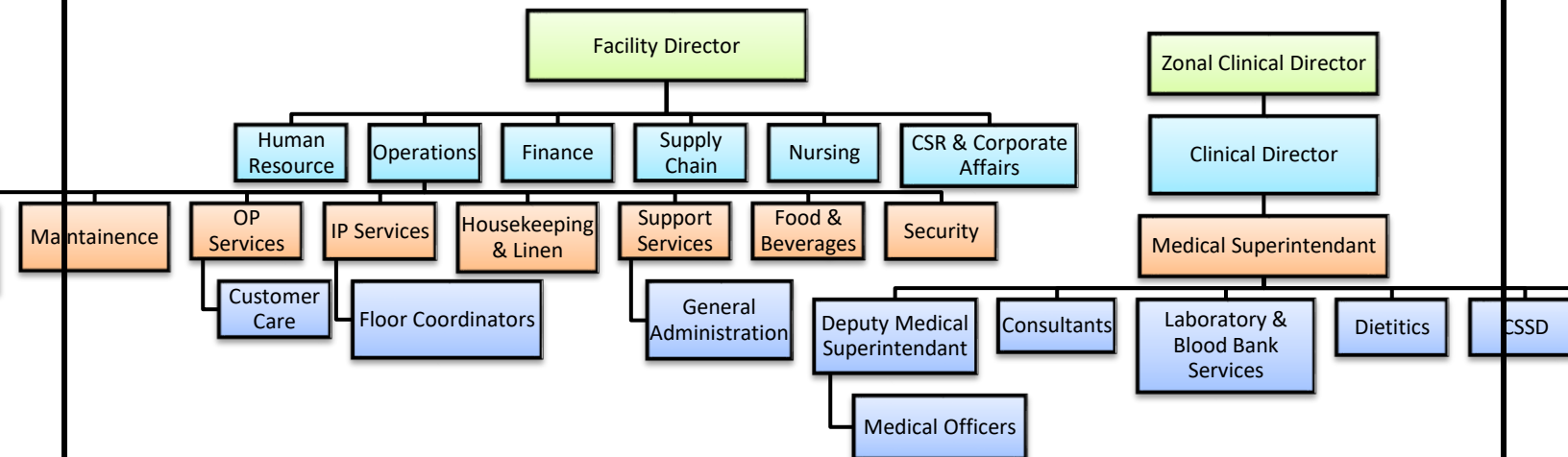
SERVICES AT NARAYANA MULTISPECIALTY HOSPITAL JAIPUR

FLOOR	SERVICES
Lower Ground Floor	Dialysis Unit Physiotherapy Endoscopy Bronchoscopy F&B Department Food court Surgical ward Emergency Department Radiology Department CSSD Store and purchase Mortuary IT Department Maintenance Department Fire & Safety Office
Ground Floor	South OPD Wing • Ortho OPD • Onco OPD • OBG OPD

	• Gastroenterology OPD • Psychiatry OPD • OPD Pharmacy • Microbiology & Infection Control • Sample collection room • Blood Bank • Cathlab North OPD Wing • Endocrinology • Cardiac OPD • Procedure Room • USG • Preventive Health checkup • Guest Lounge • Admission Department • TPA/Corporate cell Training Rooms Administration Medical Record Department
First Floor	Medical General Ward ANC Ward Labor Room Pediatric General Ward Neonatal ICU Pediatric ICU Semi private Ward Operation Theatre (1-6) Intensive Therapeutic Unit (ITU)

	Biomedical Engineer Office
Second Floor	Neurosurgery Ward Orthopedic Ward CTVS Ward Medical ICU Surgical ICU PACU Private Ward Operation Theatre (7-9)

ORGANOGRAM OF NH JAIPUR



Internship Program – 22nd March to 19th June 2021

Dissertation Topic – To study the conversion pattern and reasons of refusal in emergency department at NH Jaipur

Objectives of Internship

The purpose of the internship is to

- To obtain knowledge of hospital setup and to know about different departments of the hospital.
- Become acquainted with the roles and responsibilities associated with daily work of a health care administrator.
- Becoming involved in various ventures and projects at the internship site, which aims to achieve the specified objectives.
- To gain an exposure to the work related to the field of hospital management.
- Implement, complete and report on administrative projects as specified in the organization.
- Acquiring new learning's through challenging and significant activities.
- Developing strong team work and mentoring relationships.

Duties Performed (Floor Coordinator) -

- To direct, supervise and coordinate functions and activities of the floor / area and maintaining Cost and Financial Management.
- To receive patients and meeting them within half an hour of admission during working hours and sharing the contact number, so that the patients or attendants could reach out when required, thereby ensuring high satisfaction of patients.
- To take rounds and meet every patient in the wards daily and collecting patient's feedbacks, communicating the same to different stakeholders involved, and hence resolving all kinds of administrative problems with department heads.
- Improve patient satisfaction by making use of measures like reduction of waiting time, process restructuring, etc.
- To contribute in improvement of hospital facilities, including construction or renovation of structure and purchase of new equipment based on personal inspection of premises, consideration of hospital policies, knowledge of needs and resources.
- Reduce / eliminate patient refusals, management of beds to accommodate patients in every single available bed in the hospital. In case of DAMA (Discharge against Medical Advice), informing about the same to higher authorities including Department HOD, GM Operations and Medical Superintendent of hospital.
- To elucidate hospital and departmental policies, goals and operational procedures through department heads.
- Informing all the patient transfer in-out shifting to the treating consultants.
- To ensure availability of bed in coordination with all stakeholders and ensure preparation of room / bed before new admission, internal transfers
- To ensure proper food facility for the patient like food served is hot and is served at right time, keeping in record the dietary habits choice for tea or coffee.
- To ensure availability of right size dress for the patient so as to make patient feel good and comfortable.
- To ensure availability of housekeeping services at prompt so patient doesn't have to wait for long, also availability of adequate linen stock.
- To ensure the consultant rounds is carried out daily for all patients so as to have maximum satisfaction for the treatment being given.

- To ensure Cross-Referral are carried out within the same day within stipulated timeline. Delay / Non availability of referral consultant is escalated and treatment is planned as per directives of the clinical administration. Urgent cross referral it will be treated like a Critical Care cross-referral to be attended to in 45 minutes.
- To ensure and minimize all delays in rendering of treatment towards improving ALOS for all medical and surgical patients.
- To carry out daily billing audit of all patients to avoid billing leakages and to ensure every bill is checked before it is handed over to patient
- To ensure re- counseling's of the patient/attendant is done after change in the procedures or surgery and shifting from one ward to another.
- To ensure and maintain discharge TAT of 1-2 hrs for cash patients and 2-3 hours for sponsor patients
- Informing Billing & Pharmacy for task clearance after patient gets marked for Discharge.
- To ensure and minimize relatives / attendants movement in the hospital to fulfill formalities like discharge, TPA formalities & billing unless the settlements is required.
- To ensure discharge summary, pharmacy clearance is carried out for every planned discharge
- Strictly adhering to organization's regulations and policies especially those related to infection control, patient safety and NABH.
- Supports Continuous Quality Improvement and participates and assist in all the quality assurance pursuits of the service.

KEY LEARNINGS FROM INTERSHIP

- Learning how to speedup the discharge process from the point the patient is marked for discharge in the system, till he/she gets physically discharged from the hospital. This all includes the timely medicine return, pharmacy clearance, billing clearance, TPA approval for the credit patients and resolving all those issues leading to delay in discharge process. Meanwhile, patient feedbacks are also collected, so as to know the loopholes of different departments which could be worked upon.
- To acquire knowledge about how to do medical record audit of the patient's files, checking different aspects of file compliance like the completion of admission order, medicine card, history and physical examination sheet, doctor progress notes with proper date, time and signature of the concerned authority (doctor/nurse/attendant in case of informed consent).
- To maintain the data of LSP (long stay patients), the patients who have been in the hospital for a long duration of time. To be updated regarding their current medical condition and sorting any kind of administrative issue which the patient is facing.
- To get updated about the details of the patients who are availing the medical facilities in hospital through Third Party Administrator, and hence providing the required documents (Extension for further stay, case summary of patient) to the TPA from the Medical officers of the concerned wards.
- To document the data of the patients who went DAMA (Discharge against Medical Advice) in a particular month, and thereby knowing the reasons of the same, whether it being a financial issue, treatment refusal, home care advised etc.
- To prepare the data of Discharge Tracker, which includes the Discharge TAT (Turn around Time) of the in-patients from different wards and categorizing them based on planned or unplanned discharges and cash or credit; and hence working on the same so that the discharges are completed within the specified time.