

ANALYSIS AND STRENGTHEN PROCESS FOR SAFETY OF HAZARDOUS CHEMICALS USED IN HOSPITAL

Internship Report Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of

the degree of Master of Business

Administration (MBA)

in

Hospital and Health Management

by

Mohd Aamir Khan

Under the Supervision and Guidance of

Dr Sandesh Kumar Sharma

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1. Introduction-

Eternal Hospital, a unit of Eternal Heart Care Centre (EHCC), Jaipur is the state-of-the-art tertiary care hospital in Rajasthan embarking on the mission of redefining patient care with international clinical excellence and advanced technology. Eternal Hospital is one of the most advanced tertiary care facilities under the visionary initiative of Dr Samin K Sharma & his wife Mrs. Manju Sharma boosted with great expertise in healthcare by leading clinicians, astute management team supported by highly trained clinical and non-clinical staff.

Eternal Hospital states newest addition of tertiary care hospital which brings together the best medical infrastructure, cutting edge technology and highly integrated and comprehensive information system along with quest for exploring and developing newer therapies. To serve the community at large we have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within & outside the country. Eternal Hospital is backed up by the trained supportive staff, efficient system with modern procedures in affiliation with Mount Sinai Medical Centre, New York with an aim to cater the needs of Rajasthan and people across the globe promoting the international medical tourism.

1.1 Vision- A Centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

1.2 Mission- To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

1.3 Values-

Integrity: We adhere to an uncompromising code of ethics that emphasizes complete honesty, transparency, and sincerity.

Patient Centric: Caring for the individual patient and his family is at the heart of our mission.

Excellence: We strive to make everything we do world class and strive for excellence in terms of skill, state-of-art technology, programs, and services. We will strive to have leadership in our field.

Hospitality: We will welcome people with kindness and do all that we can do to assist their health and well-being.

Accountability: Is about ownership of work and being answerable for the services we provide.

Respect for All: We carry the respect for the dignity of everyone.

Teamwork: System effectiveness is built on the

2. Objective of Internship- The main objective of internship is to maintain safety, security and accessibility to hazardous material in compliance with JCI.

3. Organization Profile-

EHCC hospital is the only hospital of the Rajasthan with JCI Accreditation. Joint Commission International or JCI is USA Based organization accreditation. This accreditation is a testimony to EHCC Hospital's constant endeavour to provide world-class patient care and maintain the highest standards in healthcare delivery. Apart from this hospital is accredited by NABH, NABL and awarded for Nursing Excellence by NABH.

All construction and adaptation of technology has been done in adherence to international norms. An aesthetically inspiring building backed by highly dedicated customer services bear the differentiating mark for EHCC Hospital. Latest range of equipment ranging from a highly equipped ICU to FD-20 (most advanced Cath lab in Rajasthan) Cath lab is some of the examples of the high benchmarks EHCC Hospital maintains for its patients.

EHCC Hospital has emerged as one of the most preferred multi-specialities healthcare centre with three successful heart transplants, ECMO and many more. Clinical excellence is rooted in our team of doctor or medical experts who are well versed with the latest advancements in their respective field, this is further complemented by our teams of highly trained nurses and paramedical staff.

Along with the state-of-the-art medical services, some of the unique features which EHCC Hospital also offers are Nuclear Medicine, Infectious disease department, Fast track surgeries, Preventive health department and EHCC Hospital patient education services.

4. Services Provided by the Organization-

- 225 Bedded Multi Specialty Hospital (Operational Beds - 130).
- Modular "Class 100" Operation Theatre.
- 24 x 7 Emergency with fully equipped ALS/BLS Ambulances.
- Blood Storage Bank.
- Clinical Pathology - Biochemistry & Microbiology.

- Pneumatic chute for quick sample transportation.
- Transfusion Medicine.
- Non-Invasive Cardiology (Echo, TMT etc.).
- Largest Cardiologist Team in Private Sector in the State to perform Complex Cases.
- Contribution of 80 Critical Care Beds to the State - Rajasthan is having scarcity of critical care beds and people are dying without availability of critical care beds at the emergency and when it is required. EHCC is giving 80 critical care beds including Medical, Surgical, Cardiac Care, CT Recovery etc.
- 24 x 7 Cath lab - EHCC consists of 2 state-of-the-art Cath Labs that house the most advanced technology including bi-plane flat panel imaging, which allows for more images with less contrast dye usage, and magnetic catheterization. We have facility to show the live cases at our auditorium for medical fraternity.
- Treatment in Golden Hours - EHCC believes in Rapid Action and focused care to give best results for heart attack, brain attack and trauma because we believe that needle time is important.
- Modular/Laminar Flow “Class 100” Operation theatres with HEPA filter and zero infection level.
- Availability of Gama Imaging, Nuclear medicine for cardiac treatment.
- Radio-Diagnosis & Imaging Sciences (MRI, CT Scan, CT Angiography, Bone Densitometry, X-Ray).
- Pneumatic Chutes - first time introducing Pneumatic Chutes. It is a system placed at sample collection counter and nursing stations. It is a suction operated system and supports to send collected samples directly to laboratory. The system reduces manpower, infection possibilities.
- Separate in and out system for sterile and non-sterile items is also an infection controlling measure.
- Steam disinfection system for infection free instruments.
- Minimum involvement of attendants and patients. Video briefing for attendant’s information and counselling.
- EHCC is establishing a Research Department to evaluate delayed recovery of admitted patients, patients in Critical Areas, infection cases after surgery etc. A team of senior doctors will audit the surgery and treatment results. Team of Mount Sinai Hospital, USA will be available for live Audio/Video advises

Eternal Heart Care Centre & Research Institute being a truly International Standard hospital has procured the latest equipment and technology for better results and patient outcomes.

- EHCC has recently procured its 2nd Cath lab which is the latest one “Phillips FD20” which can perform a full spectrum of cardiac and vascular interventions. It combines a large field of view and high-resolution flat detector with advanced diagnostic and 3D interventional tools - all seamlessly integrated in the clinical workflow of a mixed lab.
- Advanced interventional tools for vascular and PTCA procedures.
- Sharp, crisp visualization of small details and objects during cardiac and vascular interventions.
- Dose Wise offers low X-ray dose and excellent image quality as compared to conventional Cath labs which is an advantage to both for a performing cardiologist and patient.
- Compact design provides full patient access and supports steep projections.
- 3-D Mapping system for EP Study.
- Philips MP-20 patient meter.
- Arjohuntleigh E-8000 fully automated patient beds.
- Other- Environment friendly: Use of Solar Energy, Green Building & Recycled Water, Cafe Lounge, Library, Seminar Hall & Conference Room.

4.1 Departments in Organization-

- **Clinical Departments-**

Emergency

Cardiology

Anaesthetics

Critical Care

ENT

General Surgery

Paediatrics

Gynaecology

Ophthalmology

Orthopaedics

OPD

IPD

- **Non-Clinical Departments-**

House Keeping

Laundry

Communication and Marketing

Employment Service

Information Service

Medical record

Security

Voluntary Services

Patient transport

5. Key Activities other than Dissertation-

There was active involvement in the different activities in the hospital in addition to the dissertation project.

6. Key Learning from Internship- Analysis of the areas where it requires efforts to meet the criteria recommended by JCI and putting efforts to bring it to that required level.