

Internship Report Submitted To



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

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in

Hospital and Health Management

by

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INTRODUCTION

About Asian Heart Institute & Research Centre (AHIRC)

Asian Heart Institute situated at Bandra Kurla Complex, in the heart of Mumbai is the dream of leading Cardiac surgeon Dr. Ramakanta Panda. Asian Heart Institute, India's No. 1 Heart Care Hospital, was set up in Nov' 2002 with the aim to provide world-class cardiology and cardiac surgery services in India. Internationally Accredited with ISO 9001:2008 [**International Organisation for Standardization**], JCI [**Joint Commission International**] & NABH [**National Accreditation Board of Hospitals and Healthcare Providers**], Asian Heart today is India's highest accredited hospital. It is the first heart hospital in India to get JCI accreditation and first heart hospital to be accredited 5 times in a row by JCI.

It has been designed as per International Standards with stress on safety and patient comfort. All Patient areas have been designed to minimize the risk of infection. AHI was not set up as a hospital for business but rather a dream to fill the gap in the existing healthcare scenario in India.

It offers the full range of cardiology services, from prevention to early disease detection to complex interventions. AHI cardiologists, amongst the best in the country, have been routinely performing all types of cardiac procedures including complex angioplasties, device implantation and closure of congenital heart defects and other high risk cases.

The cardiac surgery team is led by Dr. Ramakanta Panda, India's no 1 heart surgeon, specially chosen to perform redo bypass surgery on Hon'ble Prime Minister Dr. Manmohan Singh in 2009 and many other high profile dignitaries in India and abroad. With a team of some of the best cardiac experts, AHI does the maximum number of cardiac surgeries in Mumbai. It is one of the very few hospitals in the world and only hospital in India where almost all of bypass surgeries are done on a "beating heart" using arterial grafts in 95% of patients which provides the safest & best long term success for the patients. A quarter of AHI patients are high risk, many considered inoperable elsewhere in India and abroad. The team has pioneered new techniques in India which aid in quicker patient recovery. The hospital also routinely performs heart surgery on children, mostly from economically deprived background, at a subsidised rate.

AHI is known for its Preventive Cardiology and Cardiac Rehabilitation department which is one of its kind across the country. The prevention program is for individuals who are at risk for heart disease. The cardiac rehabilitation program is for those who have had a cardiac procedure. The aim of the program is to return the person to their normal life as quickly and as safely as possible, and to reduce their future risk of heart problems.

Achievements of AHI in the last 18years:

• AHI PROCEDURES, AWARDS & RECOGNITIONS

- ♥ Treated more than 400,000 patients,
- ♥ Completed over 43,000 angiographies
- ♥ Over 25000 heart surgeries and more than 4400 complex cases.
- ♥ Staggering success rate of 99.3%, in treatment of cases considered inoperable elsewhere.
- ♥ Overall 99.83% success rate in bypass surgeries- among the highest in the world.
- ♥ Highly capable, experienced and dedicated professional, best –in-class systems, processes and practices.
- ♥ Honest opinions given by highly capable, experienced, and dedicated professionals, using the best-in-class systems, processes, and practices within a strict ethical framework have made AHI a model healthcare institution.

List of Awards and Accolades-

Year	Awards and Accolades
2020	India's No.1 Single Speciality Hospital – Cardiology, as per All India Critical Care Hospital Ranking Survey 2020, conducted by Times Health Survey.
2019	'India's No 1 Single Specialty Hospital- Cardiology' as per Times Health All India Critical Care Hospital Ranking Survey 2019
2018	'India's No 1 Single Specialty Hospital- Cardiology' as per Times Health All India Critical Care Hospital Ranking Survey 2018
2017	1. India's Most Admired Healthcare Brand at the 5th edition of India's Most Admired Brands and Leaders Award by White Page international in association with CNN News 18 & India Today TV.

	2. Dr.Ramakanta Panda awarded India's Most Admired Healthcare Personality at the 5th edition of India's Most Admired Brands and Leaders Award by White Page international in association with CNN News 18 & India Today TV.
2016	1. Reader's digest: Voted as most 'Trusted Hospital 2016' 2. Economic Times: No.1 brand in Cardiac care in India 3. Medgate Today recognised Dr.Ramakanta Panda India's No.1 Cardiac surgeon and one of the 25 living legends in Healthcare in India (Medgate).
2014	Best Single Specialty Hospital, Cardiology (Times of India Health Care Achievers Awards)
2013	1. Top five cardiac hospitals of India by indiatimes.com 2. World's 10 best hospitals for medical tourists by the Medical Tourism Quality Alliance.
2012	Best Single Specialty Cardiac Hospital (CNBC)
2011-2012	1. Best Private Cardiac Hospital in India for 2 years (The week and Hansa Survey). 2. Ranked the "Safest Cardiac hospital in the world" with the lowest mortality rate, among 15 hospitals in eight countries in the At the International Cardiac Benchmarking survey conducted by the Joint Commission International (JCI)

Objectives of the internship

The objectives of the internship includes the learning as given below-

- Designation- Executive Assistant To CEO (Management trainee)
- Department- Operations
- Reporting to- CEO

ORGANISATION PROFILE

Asian Heart Institute is equipped with 12ultra-modern operations theatres, 70 intensive care unit beds, fully equipped modernized pathology, radiology, imaging services (CT scan, MRI), blood bank, 24hrs Pharmacy services and Cardiac ambulance service. The hi-tech Cath lab at the hospital for Cardiac and Vascular Interventional procedures comes with features like unique stent boost, ceiling suspended system gantry, superb

image quality, MRC X-Ray tube technology with unique spectral filtration and continuous sensing safety mechanism. The entire design of the Cath lab is made patient-centric. The hospital also houses the world's most sophisticated imaging and diagnostic technologies.

Asian Heart Institute is committed to high standards of professionalism and integrity. The credit for the professionalism, standards and commitment of Asian Heart Institute goes to each & everyone in the team, a reputation of which we are justifiably proud of. The management of the hospital is always available to answer all your questions. Hospital has an open communication policy where staff has given an opportunity to express them.



Vision, Mission and Core Values

VISION- “Globally preferred centre of excellence”

MISSION- “To operate as a world class heart hospital incorporating the latest technological advances and ethical practices in order to provide quality heart care at a reasonable cost.”

CORE VALUES

- Highest customer satisfaction
- Highest quality
- Culture of high performance
- Integrity and ethical practice

- Innovation and change

SERVICE PROVIDED BY ORGANISATION

1. Cardiac surgery – All types of heart surgeries including

- ♥ Bypass surgery using arterial grafts (the best technique)
- ♥ Valve surgery especially valve repair
- ♥ Redo surgeries
- ♥ Aneurysm surgery
- ♥ Heart transplant
- ♥ Vascular surgery

2. Paediatric Cardiac Surgery

- ♥ All types of Paediatric heart surgery

3. Cardiology

- ♥ Angiography
- ♥ Angioplasty including complex angioplasty
- ♥ Pacemaker & devices implant (AICD, CRT-D)
- ♥ Non-operative closure of heart defects
- ♥ Balloon Valvuloplasty
- ♥ Carotid, renal & peripheral vascular stenting
- ♥ 2-D Echo & Stress test

4. Health check up

5. Preventive Cardiology & Rehabilitation

6. Physiotherapy

7. Radiology

8. Laboratory Medicine

9. Specialised Clinics

- ♥ Chest Pain Clinic
- ♥ Hypertension Clinic

♥️ Heart Failure Clinic

♥️ Valve clinic

Other Non–Cardiac services offered:

♥️ Dental Surgery

♥️ General surgery

♥️ Spine & Orthopaedic surgery

♥️ Nephrology

♥️ Urology

♥️ Psychiatrist and Therapist

♥️ Neurologist

♥️ Endocrinologist

♥️ Physician

♥️ Pulmonologist

♥️ Orthopaedics

♥️ Gastroenterology

♥️ Gynaecology

♥️ Cosmetology

♥️ Aesthetics surgery. (Only OPD basis)

Key People

Chairman- Mr. M. S. Verma

Doctor's team-

Dr.Ramakanta Panda

Vice Chairman & Managing Director

Chief Consultant for Cardiovascular Thoracic Surgery

India's No. 1 Heart surgeon, Padma Bhushan Awardee

Dr. Vijay D'Silva

Director - Medical Affairs & Critical Care

Head of Department, Cardiology

ACCREDITATIONS AND CERTIFICATION

Accreditation is a process in which an external agency assesses a health care organization to determine if it meets a set of requirements (standards) designed to improve the safety and quality of patient care. It also guides and helps the accredited organisation on its progress towards areas requiring attention & improvement. Accreditation benefits all Stake Holders. Patients are the biggest beneficiaries. Accreditation results in high quality of care and patient safety. The patients get services by credential medical staff. Rights of patients are respected and protected. Patient satisfaction is regularly evaluated.

AHI is India's highest accredited hospital. It is accredited by –

1. JCI (Joint Commission International)

JCI is the gold standard in global healthcare standards. It is the international arm of the Joint Commission on Accreditation of Healthcare Organizations, which evaluates quality standards of US hospitals. JCI has very stringent clinical quality standards. The accreditation process requires a hospital to comply with almost 280 standards and 1197 measurable elements. They are created to provide a framework for risk reduction and are focused on creating a culture of patient safety. **In an international benchmarking survey conducted by JCI, and AHI's results was no. 1 among JCI participating hospitals.**

2. NABH (National Accreditation Board for Hospitals & Healthcare Providers)

NABH is a constituent board of Quality Council of India (QCI), set up to establish and operate accreditation programme for healthcare organizations.

Facility Layout -

Ground Floor

-  Reception & Admission
-  Telephone Operator
-  Marketing & Sales
-  TPA
-  Customer Relations
-  Administration & HR
-  Accounts
-  Cafeteria & Kitchen
-  Auditorium
-  Radiology, Ultrasound, CT Scan ,MRI

- ♥ Day Care & Operation Theatre No. 8
- ♥ Retail Pharmacy
- ♥ Cash Counter
- ♥ Billing
- ♥ Axis Bank ATM Machine

First Floor

- ♥ OPD Reception
- ♥ Medical Director's office
- ♥ Executive Health Check-up
- ♥ Medical Social Worker
- ♥ Doctor's Consultation Room
- ♥ PFT / Bronchoscope
- ♥ ECG, Halter, Stress Test
- ♥ Audiometry
- ♥ Library
- ♥ Research
- ♥ C.S.S.D.
- ♥ Blood Bank
- ♥ Pathology & Sample Collection
- ♥ ICU Patient relative waiting area
- ♥ Patient Counselling
- ♥ Corporate Office

Second Floor

- ♥ Consulting rooms
- ♥ Server Room & IT
- ♥ ICU 2
- ♥ ICU 3
- ♥ General OPD
- ♥ 2D Echo
- ♥ Non Cardiac OT complex
- ♥ Dialysis
- ♥ Doctors Eating Room

Third Floor

- ♥ Doctor's Consultation Rooms

-  Conference Room (Think Tank)
-  Vice Chairman's Office
-  Cardiac Cath Lab
-  Cardiac Operation Theatre
-  ICU 1
-  Quality Assurance

Fourth Floor

-  Deluxe Rooms
-  Suite Rooms
-  Doctor's Hostel

Fifth Floor

-  Semi Private Sharing Rooms
-  Special Ward Nurse's Hostel
-  Fire Refuge Area

Sixth Floor

-  Physiotherapy
-  Cardiac Rehab & EECp

Seventh Floor

-  Dental OPD

Upper Basement

-  Car Parking
-  UPS Room
-  Staff Cafeteria

Lower Basement

-  Staff Change
-  Housekeeping, Linen & Laundry
-  Medical Gases & Utilities
-  Morgue
-  General Stores
-  Pharmacy Stores
-  Materials / Purchase Department
-  Medical Records

- ♥ Biomedical Engineering
- ♥ Engineering & Maintenance

Key activities

Each HOD and HR will have a counselling session with each staff, at the beginning of the financial year, where they will educate the employee about the KRAs of the hospital, department and the performance expected from the staff. They will guide and mentor the staff on a day to day basis so that they perform efficiently. They will have a weekly and monthly session with staff to assess staff progress and guide them as well as understand if the staff needs further training or assistance which will be imparted to the staff.

Employee Rights & Responsibilities

Employee Rights #

- ♥ Right to be treated with respect & dignity and without any discrimination
- ♥ Right to register a complaint or file a grievance
- ♥ Right to safe workplace
- ♥ Right to eligible informed leaves
- ♥ Right to seek role clarity
- ♥ Right to get salary in lieu of work done
- ♥ Right to know annual performance evaluation

Employee Responsibilities #

- ♥ Arrive at work on time
- ♥ Dress appropriately for work
- ♥ Obey hospital rules and regulations
- ♥ Not to discriminate or harass others at workplace
- ♥ Avail leaves only after approval from department head
- ♥ Wear identity cards during the duty hours
- ♥ Immediately report workplace injuries or untoward incidents
- ♥ Use email for official purpose only and ensure office stationery & resources are not misused
- ♥ Strictly not to share their Login ID and password
- ♥ Maintain confidentiality of work
- ♥ To abide by any other responsibility assigned by management from time to time
- ♥ To abide by the Break timings

Key learning from internship

It is recognized that in the course of performance of duties/responsibilities, the employees, associates, medical doctors/staff, interns, consultants and retainers would come across or would have access to specific aspects of the items which constitute the Intellectual Property Rights of the hospital or patient information and are protected by the various applicable laws in force from time to time. The information /items will not be misused, transferred or pilfered to a third party during the course of or after an individual leaves the services and/or expiry of contractual retainer ship term with AHI. It is applicable to all Employees of AHI, RMOs, Clinical Associate, Registrars, Medical Doctors, Consultants and Service Providers All documents, records and papers handled by employees are the property of the Hospital. Necessary confidentiality of the same shall be maintained by all concerned. Any information about the hospital or its client's affairs shall not be disclosed to third parties unless approved by a competent authority.

Employees, associates or service personnel, during or after termination of their engagement with the hospital shall not make use of confidential or sensitive information that they have acquired or had access to. Publication of any Medical or other related data is not allowed unless written approval is taken from the concerned authorities.

Scope:

This policy applies to and covers the following

-  Any domain knowledge or know-how generated by or through AHI's internal practices and research both in Clinical and Non-clinical areas.
-  Internal documentation or formats including those for ISO, NABH, JCI or any other accreditation purpose.
-  AHI protocols, manuals, policy enumerations, systems developed to meet AHI's needs of standardization, service and quality requirements.
-  Protocols contained in the AHI's intranet for specific reference of its internal customers.
-  Any or all of these, current or as may be developed in future which constitute the "knowledge tools" at AHI while carrying out operational, clinical or business initiatives at AHI.

HOSPITAL INFECTION CONTROL

At AHI, we strictly follow infection control guidelines and have made policies and procedures regarding precautionary measures to minimize the risk of infection and transmission of blood borne pathogens. These policies are to protect employees as well as patients and are expected to be followed by all.

- ♥ When in contact with blood or internal body fluid, wear gloves
- ♥ Dispose of needles, sharps, and other medical waste in the proper containers
- ♥ When splashing of body fluid is anticipated, a gown, mask, and protective eye wear must be worn
- ♥ Additional precautions may be required in specific situations or on specific units.
- ♥ Questions regarding the transmission of blood borne pathogens should be addressed to your immediate supervisors.

Infection Control in the Hospital is everyone's responsibility to protect the patient and hospital staffs.

Essential Elements are as follows: Hand Hygiene/Hand Wash

- ♥ Before and after each patient contact
- ♥ Before and after any clean/aseptic procedure
- ♥ After touching patient surroundings
- ♥ After body fluids exposure risk

Personnel Protective Equipment's

- ♥ Gloves/Masks/Caps
- ♥ Disposable plastic aprons
- ♥ Eye Shields

Safe Handling and Disposal of Sharps

- ♥ Do not recap needles/avoid pass from hand to hand
- ♥ To ensure that the needles are not broken or bent before use
- ♥ To ensure that Sharps are disposed at the point of use
- ♥ To ensure that not more than two-third of the Sharps containers are filled
- ♥ Follow needle stick injury protocol

Safe Handling and Disposal of Wastes

- ♥ Segregate the wastes at source
- ♥ Know the policies and protocols of the state

- ♥ Safe Disposal
- ♥ Safe handling of spillage

Managing Blood and Body Fluids

- ♥ Spill management as per policy
- ♥ Safe handling of specimen during collection, labelling and transport.

Disinfection of the Equipment's

- ♥ Proper cleaning of the equipment's
- ♥ Follow written policies and protocols

Environmental Disinfection

- ♥ Proper cleaning of the environment
- ♥ Fumigation as required

Immunization

- ♥ Hepatitis B, Tetanus Toxoid vaccination for all the employees of AHI

Isolation

- ♥ Isolate patients with communicable diseases.

Management of sharp injury

- ♥ Encourage bleeding or irrigate mucous membranes
- ♥ Do not suck the injury site
- ♥ Wash with soap and water
- ♥ Complete the incident report
- ♥ Contact emergency room medical officer for management

New Joinees (Clinical/Non Clinical): All New Joiners must meet Infection Control Nodal Leader during the initial training period while joining AHI. It's imperative to get known to our standards and follow it with complete adherence.

COVID Guidelines

Following precautions needs to be strictly followed to prevent getting COVID19 infection. This will also help reduce giving infection to patients who are at high risk of dying, senior staff or those with high BP & diabetes and family members of staffs who are at risk.

- 👉 Follow strict physical distancing - keeping a gap of 6' from all staffs in the hospital both at workplace while moving in the hospital or while eating, and in the accommodation provided by hospital.
- 👉 Should wear mask, gloves all the time including while off duty and inside the hospital accommodation. Everyone should be discarding or leaving the masks in designated places or cleaning the used masks daily as per protocol & use a new / clean one every day.
- 👉 Strictly follow hand hygiene as per protocol & wash hand properly for 20 seconds each time.
- 👉 While eating or visiting toilet, should strictly follow the guidelines for use and reuse of gloves.
- 👉 Should sanitise hands as per protocol which includes after touching any surface.
- 👉 Should not touch face without hand wash.
- 👉 Employee should confine themselves to their accommodation during off hours and not visit colleagues at workplace or staying in another room.
- 👉 Should not be moving around in groups with other employees.
- 👉 Should avoid physical meetings as much as possible and conduct most work through phone and video calls
- 👉 Should take steam inhalation 3 times a day.
- 👉 Should put Betadine nasal drop 3 times a day
- 👉 Should immediately report if anyone having any of the following symptoms - fever, sore throat, cough, breathlessness, diarrhoea, body ache, chills ,weakness, muscle pain, loss of smell or taste
- 👉 Should learn the use & discard of PPE kits as per protocol.

KEY ACTIVITIES

Day	Organisation Induction
Day 1	Introduction - Ice Breaker, Agenda & Expectation Setting from the participants
	Introduction to AHI and History - Presentation
	Attendance, Leaves, Intranet Presentation
	Addressing from the Nursing Department-Patient Rights
	Introduction to Staff Ambassador Group
	Infection Control Class
	Fire and Safety Module
	Admin Department
	SRIT Magnum
Day 2	Awareness of Hospital Infrastructure
	Leave Management System
	AHI Code of Conduct
	Staff Confirmation
	Dress Code Policy
	Employee Welfare Fund
	Employee Referral Scheme
	Staff Mediclaim
	Disciplinary Action & Stages
	Cardiac Videos

Quality Departmental Topics-

Day 3	Theory - Quality - Organogram, Hospital vision, mission, core values, quality policy, JD, Customer satisfaction index – Internal and External
	Practical of all the above topics
Day 4	Theory - Incidence reporting, Root cause analysis, Corrective and preventive action process, Control of Non Conformity, List of Committees in Asian Heart Institute, MIS,activity
	Practical of all the above topics
Day 5	Theory - Tracking Minimum standards of the dept, Internal audit process, Control of documents, Patient identification, Measurement of quality indicators
	Practical of all the above topics
Day 6	Theory - Reading of Quality system manual to understand ISO, JCI requirements
	Practical of all the above topics
Day 7	Theory - Reading of Minimum standards and quality indicators of all the dept – Audit perspective,sample audit
	Practical of all the above topics
Day 8	Theory - Front office processes
	Practical of all the above topics
Day 9	Theory - Front office processes
	Practical of all the above topics
Day 10	Theory - OPD and EHC processes
	Practical of all the above topics
Day 11	Theory - OPD and EHC processes
	Practical of all the above topics
Day 12	Theory – Tele operations processes and billing processes
	Practical of all the above topics
Day 13	Theory - Patient care processes
	Practical of all the above topics
Day 14	Theory - HR processes
	Practical of all the above topics
Day 15	Theory - HR processes
	Practical of all the above topics

Day 16	Theory - HR processes
	Practical of all the above topics
Day 17	Theory - HR processes
	Practical of all the above topics
Day 18	Theory - HR processes
	Practical of all the above topics
Day 19	Theory - HR processes
	Practical of all the above topics
Day 20	Theory - Materials and stores processes
	dept observation
Day 21	Theory - Materials and stores processes
	Practical of all the above topics
Day 22	Theory - Marketing processes
	Practical of all the above topics
Day 23	Theory - Pharmacy and pathology important processes
	Pharmacy- minimum standards, quality indicators ,procedure for supply of drugs, return of expired, procedure for dispensing reserved antibiotics and narcotics ,policy on return of medications, buffer stock
	Pathology- minimum standards, quality indicators, turnaround time, reporting critical values,pt identification and sample labeling, outsourcing test process, quality assurance
Day 24	Theory - IT and finance important processes
	IT- Quality indicators, minimum standards, turnaround time for attending complains, license and password management ,wifi, connection,pendrive policy
	Finance - Quality indicators, minimum standards, vendor payment, patient refund,GRN checking, salary processing
	Dept observation
	Theory - Engineering ,fire safety and admin important processes
Day 25	Engineering - Quality indicators, minimum standards, preventive maintenance, turnaround time, room readiness protocol, preventive maintenance for fire hydrants and fire extinguishers ,filter cleaning
	Admin -Quality indicators, minimum standards,, disaster management policy, new agreement /contract policy, condemnation policy, allocation of

	cabin, contract staff code of conduct, hostel policy, safe deposit of pt valuable
	Dept observation
Day 26	Theory - Biomed ,MRD ,Infection control important processes
	biomed -Quality indicators, minimum standards, turnaround time for attending complians,PPM schedules ,insurance of biomedical equipments, procurement biomedical equipment,maintennace and support
	MRD - Quality indicators, minimum standards, medical records audit, transaction of patient files, Issuing of indoor as papers, issuing medical certificates, dispatch of reports
	Infection control - hand hygiene, biomedical waste management, reporting of diseases, contact precautions, reverse precautions, needle stick injury and PEP, staff vaccinations, fogging
	Dept observation
Day 27	bloodbank,cssd,laundry important processes
	blood bank - Quality indicators, minimum standards, issue of blood ,quality assurance, storage of samples, discard of expired blood unit, outsourcing of blood
	CSSD and laundry - Quality indicators, minimum standards,cssd preventive maintenance, sterility assurance, inventory management, safety in CSSD, assembling and packing ,handling of soiled linen, linen inventory, washing and disinfection of linen, safety in laundry
	Dept observation
Day 28	Theory - Nursing important processes - Quality indicators, minimum standards,admisison and discharge, timeout and urgency levels, nursing assessment and care of pt,room readiness,code blue,care of call bell ,management of CAG and CABG,transfer of patient, medication policy
	Practical of all the above topics
Day 29	JCI standards
Day 30	JCI standards
Day 31	ISO standards

Broad Functions-

- To track minimum standards
- To collate data and prepare reports
- Morning data checking and collecting
- Morning zoom meetings minutes
- Mailing the minutes
- Steering committee meeting minutes
- Working up as discussed in meeting
- Mailing the minutes
- Working on data received
- Pivot of data
- Grouping of data
- Coordinating with different departments
- Helping in preparing ppt, files, budget, profit and loss
- Helping is TPA form fill
- Helping in MOU edit and forms
- Reviewing and reading agreement and mail from facilitator
- Marking opd list of Dr. Panda
- Helping in recall planned meeting
- Helping in workshop
- Helping in policy edit
- And all works told by CEO sir for the AHIRC

KEY LEARNING FROM INTERNSHIP

Week 1

1. Introduction

ice breaker about Asian Heart Institute, agenda of Asian Heart Institute, expectation setting from the participants

2. Asian Heart Institute history presentation

3. attendance , leaves, intranet presentation

4. addressing from the nursing department – patient rights

5. introduction to staff ambassador group

6. infection control class

7. fire and safety module

8. administration department

9. SRIT Magnum

Week 2

1. Awareness of hospital infrastructure

2. Leave management system

3. Ahi code of conduct

4. Staff confirmation

5. Dress code policy

6. Employee welfare fund

7. Employee referral scheme

8. Staff Mediclaim

9. Disciplinary action and stages
10. Cardiac videos

Week 3

1. Departmental introduction theory
2. Organogram and hospital policy
3. Knowledge about hospital service
4. VIP policies and protocols
5. Admission and discharge policy
6. Product knowledge about executive health check-up
7. Discharge of corporate patients
8. Daily visit to patients
9. Question and answer round

Week 4

1. Cardiology product knowledge theory
2. Non cardiac product knowledge
3. Health talk policies
4. Sales camp
5. Corporate and tpa
6. Database maintenance
7. Policy for hni patients
8. Ahi ambassadors
9. Test of question and answer

Week 5

1. Minimum standards theory
2. Patient queries, referral doctors, panel and non panel doctors, process and protocols
3. PR media, branding, digital marketing policy and protocols
4. International patients policy theory
5. Doctors meeting and protocols

6. Ambassadors policies, process and protocols
7. Practical with question and answer

Week 6

1. Induction program of human resource
2. Non disclosure agreements
3. Leave and holidays
4. Confidentiality and non disclosure agreement
5. Application data bank and its maintenance
6. Staffing plan policy
7. Remuneration to retainers / consultants
8. Pre employment medical check up
9. Functioning of employee welfare fund
10. Practical and observation of departmental activity

Week 7

1. Security deposit
2. Mediclaim coverage for employees
3. Attendance and punctuality
4. Code of conduct
5. Employee privileges
6. Concessions to staff
7. Confirmation procedure
8. Performance bonus / Monthly evaluation / Appraisals
9. Wages and salary administration / payroll processing
10. Practical and observation of departmental activity

Week 8

1. Issue of service certificates / issue of salary certificate
2. Disciplinary action
3. Exit interview
4. Full and final settlement procedure / clearance certificate

5. Revision on the SOP
6. Consultancy contract
7. Mobile usage policy
8. Employee referral
9. Training deposit
10. Practical and observation of department activity

Week 9

1. Out of office reply for long leaves
2. Employee evaluation frequency
3. Notice period
4. Email account deletion
5. Revision on the SOPs
6. Compensation to nursing staff
7. Appointment of staff for doctors
8. Staff quarterly exam
9. Staff appreciation
10. Revision on the SOPs
11. Practical and observation of departmental activity

Week 10

1. Employee grievance cell
2. Staff special bonus
3. Birthday celebration
4. Revision on the SOPs
5. ID card issuance to staff
6. Leave rules for MT
7. Conformation procedure for MT
8. MT employment policy
9. Revision on the SOPs
10. Staff retention
11. Staff training, mentoring and monitoring
12. Key staff A/C holder
13. Practical and observation on departmental activity

Week 11

1. Salary fixation of staff
2. Revision on the SOPs
3. Hostel accommodation for AHI staff
4. Interns, observers and trainees induction
5. Break time adherence
6. Free food and accommodation for nursing staff
7. Policy on document submission of staff
8. Jr doctor designation and salary
9. Policy on relocation
10. Anti sexual harassment policy
11. SOP on relocation
12. Practical and observation of departmental activity

Week 12

1. Quality organogram
2. Hospital vision , mission , core values
3. Quality policy
4. Job description
5. Customer satisfaction index – internal and external
6. Incidence reporting
7. Root cause analysis
8. Corrective and preventive action process
9. Control of non conformity
10. List of committees in Asian Heart Institute
11. Monthly information system
12. NABH and JCI activity
13. Practical and observation of departmental activity

Week 13

1. Tracking minimum standards of the department internal audit process
2. Control of documents

3. Patient identification
4. Measurement of quality indicators
5. Reading of Quality system manual to understand ISO , JCI requirements
6. Reading of minimum standards and quality indicators of all department
7. Reading audit perspective, sample audits
8. Practical and observation of departmental activity