

Internship at
The Mission Hospital Durgapur

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GOALS OF INTERNSHIP

- To Understand the profile of the organization and functioning of the organization
- To observe various protocols followed in organization and try to acquire skills to accomplish them
- To familiarize with different departments, staffing and equipment used in them
- To observe work culture of the organization
- To learn the business model of the organization

ORGANIZATION PROFILE

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) a 350 bedded, state of the art super Speciality hospital, with cutting edge technology.

The Mission Hospital started on April 02, 2008. This is the first super Speciality corporate hospital in Eastern India outside Kolkata. The hospital has taken an initiative to integrate the best in healthcare at its best manpower and technology. It has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Eastern India and its neighboring areas through its patient centric with high quality care.

Built in an area spanning of three acres , offers of facilities digital flat panel cath lab, eight major operation theatres with laminar airflow and HEPA filters, 100 bedded critical care unit, dedicated mother and child care unit, 24 hours Accident and Emergency Department, laboratory, blood bank and for the first time, a fully computerized pneumatic chute system

This hospital is with "futuristic" technology and enriched with "brilliant minds" behind the equipments.

The Mission Hospital is committed to providing affordable, quality health care to patients by incorporating improvement in its everyday schedule.

MISSION

The Mission of The Mission Hospital, Durgapur is to decentralise superspecialty healthcare and offer it to every doorstep in Eastern India, outside of the metropolis, and to heal patients with devotion, honesty, and gentle loving care.

VISION

The Mission hospital Durgapur will be known as a leading healthcare institution dedicated to providing exceptional patient experiences, improved clinical outcomes, and enhanced health outcomes for patients while adhering to fiscal and social commitments.

OBJECTIVES

- To provide staff with ongoing and frequent training in order to bring out the best in them and increase quality.
- To promote patient happiness, understand the needs of the patients and maintain professional standards.
- To provide prompt, efficient, pleasant, and helpful customer service.

GOALS

- Continuously improvement of all our services through quality management
- Focus on our patients and deliver high quality service
- Involve all our partners in our quality improvement activities
- Empower employees to make appropriate decisions
- Have the highest degree of respect for one another and value diversity
- Use training, teamwork and open communication to enable all employees to achieve their full potential Recognize and reward employees' contributions
- Take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the Hospital are afforded the safest possible environment
- Maintain the highest ethical standards in protecting the public and the environment
- Measure the effectiveness of our activities and monitor progress towards achieving our Vision

SERVICES PROVIDED BY HOSPITAL

LEVEL PLAN

LEVEL	DEPARTMENTS
BASEMENT	Executive health check upOPD Auditorium/conference room Library Quality Department Sample collection room PFT/EEG/NCV/EMG PhysiotherapyYoga
GROUND FLOOR	Accident and Emergency Department Reception and registrationOPD chambers Pharmacy Radiology Department Insurance desk/corporate deskCafeteria Dietician
FIRST LEVEL	OPD Central LaboratoryEndoscopy Blood bank General ward (male & female) Echo /ECG/TMT/
SECOND LEVEL	MICU

	Cath labCCU
THIRD LEVEL	OPERATION THEATRECTVS ITU/CSSD
FOURTH LEVEL	Cardiac ward Administration departmentIP Pharmacy
FIFTH LEVEL	Labor room & Minor OT Dialysis unit,ESWL Room ,Telemedicine NICU and Pediatric ward
SIXTH LEVEL	Semi-private patient Room Surgical ICU CTVS-HDU/Inpatient Billing
SEVENTH LEVEL	Semi-private patient room General ward – Pediatric Cardiology
EIGHT LEVEL	Super Deluxe RoomsBoard Room

SPECIALITY SERVICES

Outreach clinics
Ambulances services
Free health camps
Master's in emergency medicine courses
Telemedicine
OPD Outreach clinics

DEPARTMENTS VISITED

On the very first day we have visited every departments and receive information about the workflow of every department

Also, attended the meeting about annual departmental budget for the year 2020-2021

PROJECT UNDERTAKEN OTHER THAN DISSERTATION-

- **CPMS(Covid Portal Management System)**

- I worked at an online portal where I was responsible for updating the vitals of Covid patients four times a day in the Government portal site.
- New admissions were updated on a regular basis.
- Patients who were discharged after recovering from Covid have been updated.
- Death due to covid had been updated.

WEB PORTAL – A web portal is a specially designed website that brings information from diverse sources like online forums, search engines, works together in a uniform way

- **RT PCR report generation:**

- I assisted in the creation of a patient's RT PCR report.

- **Collecting Vitals of Covid Patients admitted in ICU and other wards:**

I used to check vitals of all the covid patients in the hospitals

Vitals include(BP, Sugar, Temp, Pulse, Urine output)

- **Updation of all the covid patients who all are there on the ventilator on the government portal.**

KEY LEARNING-

- **DEEP KNOWLEDGE OF GOVERNMENT COVID CPORTAL-**
- **BRANDING –**
The process involved in creating a unique name and image for a product in the consumers mind, mainly by advertising campaigns with a consistent theme.
- **DIGITAL MARKETING –** It encompasses all marketing efforts that can be use in an electronic device or the internet. Businesses leverage digital channels such as search engines, social media, email, and their websites to connect with current and prospective customers.

RECOMMENDATIONS

Social media (Facebook, Instagram) should be update Twice in a week
Video should be post once in a week on social media (You tube, Facebook etc.)
Promotional activities like camps, CME, BLS training, free health camps, blood donation camps etc. can be posted on the social media (Facebook, Instagram etc.)
On Prevention, educational and health tips can be given on social media to aware people about upcoming health issues etc.
There should be an information about a Health check-up on the Hospital Web site

IMPEDIMENTS

There were no impediments as complete freedom to choose departments and dissertation topics with no barriers and excellent flexibility to improvise
Liberty to raise questions and confront for anything was promoted throughout the process