

INTERNSHIP REPORT

Submitted to



THE IIHMR University, Jaipur

Master of Business Administration (MBA)

In

Hospital & Health Management

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by

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THE MISSION HOSPITAL, DURGAPUR

INTRODUCTION –

Internship is mandatory part of any MBA program. This internship helps us to apply our theoretical knowledge in a practical scenario and helps us to see the ground realities of any organization. It proves a way for broadcasting our thought process and brainstorm how simple steps taken at the managerial level can lead to exciting results. As a institutional leg of my MBA Hospital and Health Management, I pursued the internship of 3 months from The Mission Hospital Durgapur. This is a NABH accredited Organization.

OBJECTIVES OF INTERNSHIP –

- To understand the profile and functioning of the organization & gaining an understanding of the organization's work culture.
- To indulge in patient safety in health and social care settings.
- Learning in the execution of a variety of administrative tasks.
- To Collect & examining data qualitatively and/or and quantitatively, and in utilizing methods appropriate to analyze information.

ORGANIZATIONAL PROFILE –

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) is a 350 bedded, state-of-the-art super specialty hospital, with cutting edge technology. Built in an area spanning three acres it offers an array of facilities-digital flat panel cath lab, seven major operation theatres with laminar airflow and HEPA filters, 100 bedded critical care unit, dedicated mother and child care unit, 24 hour accident and emergency department, blood bank and for the first time, a fully computerized pneumatic tube system.

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

The Mission Hospital started its operation on April 02, 2008. This is the first super specialty corporate hospital in Eastern India outside Kolkata. The hospital has taken an initiative to amalgamate and integrate the best in healthcare be it manpower or 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 and high quality care.

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

MISSION:

To become a centre of excellence in healthcare by bringing tertiary level healthcare to the people of eastern India.

VISION:

To provide affordable quality health care to patients by incorporating improvement in its day-to-day schedule.

VALUES:

The focus of all of our activities are based on □ policy. Our responsibility is to provide the best possible care and outcome for every patient. We strive to exceed our patients' expectations for comfort and convenience.

OBJECTIVES:

- Provide continuous and regular training for the employees to bring out the best in them to achieve quality improvement.
- Understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- Provide quality service that is responsive, efficient, courteous and helpful.

SERVICES PROVIDED BY ORGANIZATION:

Clinical Services

- Accident and Emergency Medicine
- Anesthesiology
- Cardiology
- Pediatric Cardiology
- Cardio thoracic & Vascular
- Critical Care
- Dentistry
- Dermatology
- Endocrinology
- ENT
- Gastroenterology & Gastrointestinal surgery
- General & Laparoscopic Surgery
- General Medicine
- Institute of Laboratory Medicine & Research
- Nephrology
- Neurology & Neuro Surgery
- Obstetrics & Gynaecology
- Ophthalmology
- Orthopedics & Spine surgery
- Pediatrics & Neonatology
- Plastic & Reconstructive Surgery
- Psychiatry
- Pulmonology/Respiratory Medicine
- Radio-diagnosis & Imaging sciences
- Transfusion Medicine
- Urology
- The department of Physical therapy and rehabilitation.

Intensive Care Units –

- Medical Intensive Care Unit
- Surgical Intensive Care Unit
- Coronary Care Unit
- CTVS ITU
- Neonatal Intensive Care Unit
- Dialysis

Other Support Services –

- Pharmacy Services
- Laboratory & Radiology
- Medical records
- Blood Bank
- Ambulance Services
- Canteen

Diagnostic Services –

- 2D Echo
- CT Scanning
- DSA Lab
- ECG
- EEG
- EMG/EP
- Holter Monitoring
- MRI

Outsourced Services

- Laundry
- Housekeeping
- Security Services
- Biomedical Waste disposal

Round the Clock Services

- Pharmacy
- Billing
- Ambulance
- Dialysis
- Emergency and Medicine

HOSPITAL LAYOUT –

Basement	• OPD, Executive Health Check-Up • Quality / Conference Room / Credit Cell • Sample Collection / PFT / EEG / NCV / EMG / Physiotherapy
Ground Floor	• Accident and Emergency Department • Radiology Department (MRI/CT/USG/X-Ray) • Reception, Admission, Helpdesk • Insurance Desk, Corporate Desk • OPD Chambers, OP Pharmacy, Cafeteria
First Floor	• OPD • Endoscopy, Blood Bank, Echo, ECG, TMT • Central Laboratory • General Ward (Male & Female)
Second Floor	• MICU • Cath Lab • Coronary Care Unit (CCU)
Third Floor	• Operation Theatre • CTVS ITU / CSSD
Fourth Floor	• Administration • IP Pharmacy • Cardiac Ward (Room No. 404 to 411)

Fifth Floor	• Labor Room & Minor OT • Dialysis Unit – ESWL Room, Telemedicine • NICU & Paediatric Ward
Sixth Floor	• Semi-Pvt/Inpatient Room (Room No. 602 to 609) • Surgical ICU • CTVS – HDU / Inpatient Billing
Seventh Floor	• Semi-Pvt. Deluxe Room / Deluxe suites (Room No. 702 to 709) • General Ward – Paediatric Cardiology
Eight Floor	• Private / Deluxe Room / Deluxe Suites (Room No. 802 to 818)

Key Activities:-

- Open File Audit -
Open File Audit of the Patient's Medical record on a routine basis and assess the compliance level of the file documentation as per NABH.
- Closed File Audit -
Closed file Audit of consent form done for the month of August 2020, November 2020 and March 2021 to assess the compliance level of consent documentation.
- Top Sheet of COVID Patient -
Due to COVID scenario, as per govt. order a format of the top sheet of COVID patients which comprises of daily vitals, blood parameters and drug prescription to be filled with the help of the doctors.
- Vitals updating of COVID patient –
Updating morning and evening vitals of COVID patient in the West-Bengal Govt. Portal.
- COVID-vaccination Implementation –
Registration, verification and screening of the individual for vaccine

Key Learnings:-

- Skills to coordinate at the level of an intern.
- Time management
- Becomes familiar with the roles and responsibilities associated with day to day work
- Effectiveness in working as part of a team, listening and responding effectively to the ideas of others.