

INTERNSHIP REPORT.

Submitted to



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for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

By

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MAX HOSPITAL, GURUGRAM

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Goals of Internship

- To understand the working and culture of organization
- To understand the normal process flow of departments
- To assist the administration in coordinating and managing the daily activities.
- To acquire the practical knowledge related to different departments.
- To indulge in effective communication for better interaction with patients and staff.
- To understand the documentation and electronic system working of the organization.

Organization Profile

Max Healthcare Institute Limited (“Max Healthcare”) is one of the India’s largest healthcare organizations. It operates 16 healthcare facilities (3400 beds) across the NCR Delhi, Haryana, Punjab, Uttarakhand and Maharashtra. Almost 85% of their bed capacity is in Metro/Tier 1 cities. Apart from hospitals, Max Healthcare also operates a homecare business and pathology business under brand names Max@Home and Max Labs respectively. Max@Home offers health and wellness services at home while Max Lab provides pathology services outside hospital network.

The present amalgamated company was formed subsequent to the acquisition of 49.7% stake in erstwhile Max Healthcare Institute Limited by Radiant Life Care Pvt. Ltd. (“Radiant”) and the amalgamation of Max Healthcare with Radiant thereafter. The amalgamated entity assumed the name Max Healthcare Institute Limited.

Core values of Max Healthcare Institute Limited are:

- Compassion
- Excellence
- Efficiency
- Consistency

AWARDS

Max Healthcare has been awarded by

- Operational Excellence Healthcare awarded by FICCI.
- Healthcare Leadership Award awarded by ABP Group.
- Health brand of the year awarded by India Health.
- Nursing Excellence by AHPI.
- And many more.

Max Hospital, Gurugram

The 72 bed Max Hospital Gurgaon has treated over 5 lakh patients, applying its expertise across 35 specialised fields including Cardiac Sciences, Minimal Access, and Laparoscopic Surgery, Neurosciences, Urology, Orthopaedics, Aesthetics, and Reconstructive Surgery, and Nephrology.

It is a modern healthcare facility, equipped with 11 ICU beds, 3 PICUs, 5 NICUs and 4 Cardiac Care beds, making it one of the largest medical centres in North India.

Along with this, the hospital also has an endoscopy departments, radiology and pathology diagnostics, and other support units.

Its team of 155 doctors and 143 nursing staff, are focused solely on providing a world-class healthcare experience. To help them do this, they use state-of-the-art technology, four high-end modular Operation Theatres, and an NABL accredited Max Lab and NABH accreditation.

Max Hospital Gurgaon offers the advantage of integrated medical care in a multi-disciplinary setting. As a result, it has received multiple awards and industry accreditations.

Mission

- Create exceptional standards of medical & service excellence.
- Care provider of First choice
- Principal choice of physicians
- Ethical practices
- Create international centre of excellence for select super specialities.
- Safety- patient, customer, staff

Vision

Deliver international class healthcare with a total service focus, by creating an institution committed to the highest standards of medical & service excellence, patient care, scientific knowledge, research, and medical education.

Goals

- Profitable without profiteering.
- Seamless linkage between secondary & tertiary care.

Centre of excellence includes:

- Bariatric surgery
- Bone marrow transplant
- Cancer Care/ Oncology
- Cardiac sciences
- Endocrinology & Diabetes

- Gastroenterology, Hepatology & Endoscopy
- Kidney transplant
- Laparoscopic/ Minimal Access surgery
- Liver transplant and biliary sciences
- Neurosciences
- Orthopaedics & Joint replacement
- Urology
- Aesthetic and reconstructive Surgery
- Audiology and speech therapy
- Dental care
- Dermatology
- ENT
- Interventional Radiology
- Mental Health & Behavioural sciences
- Paediatric
- Podiatry
- Physiotherapy
- Internal medicine

Internship

Dissertation period started from April 5, 2021 continued till July 2, 2021, under the mentorship of Dr. Sreeja Menon (HOD Anaesthesia). During this period, training was done in Operation Theatre complex and Accident & emergency department. Training was done for 1.5 months in both the departments, respectively.

Operation theatre

OT complex consists of 4 OT (3+1) under the supervision HOD Anaesthesia. In total, it consists of 30 staff members inclusive of nursing staff and OT technicians.

Nursing staff works in Shifts of three along with technicians.

All the major and minor surgery occurs in 3 OT. There is one septic OT, where suspicious cases are done.

OT is usually planned for working from 8:00 a.m. and operates till 5:30 p.m. After this only the emergency unplanned cases are done.

Key Responsibility as OT coordinator:

- Coordinated with financial department for financial clearances of patients before surgery.
- Coordinated with floor nursing team regarding patient preparedness for surgery, patient's LOS on specific bed.
- Coordinated with anaesthetist team regarding patient's investigation, lab results and other department clearances denoting patient's fitness for surgery.
- Coordinating with nursing staff for transportation and shifting of patient from room to OT/recovery ward or OT/ recovery ward to room.
- Coordinating with surgeon's coordinator for surgery intimation or specific information related to surgery.
- Coordinating with OT heads related to delay of surgery, cancellation of surgery and postponing of surgery.
- Accessing the reasons for delays of surgery and documenting the same for future benefits.
- Assisting in booking the cases for surgeons and assigning the OT for specific surgery.
- Assisting in entering the category and billing the surgery done in OT, which would be directly intimated to the billing desk.

Accident and Emergency Department

Due to COVID crisis, ER was divided into 2 namely COVID HDU & Non- COVID Emergency Department. Emergency being located on the ground floor with separate entry.

Key responsibilities:

- Coordinating with the patient and Emergency medicine officer.
- Coordinating with nursing staff in relation to triaging.
- Coordinating with other departments specially with radiology and pathology for immediate scanning and investigations.
- Assisting physicians in placing orders related to patient's laboratory investigations, radiology investigations and special procedure.
- Coordinating in segregating non covid patients from covid patients.
- Counselling covid patients.
- Assisting physicians in taking the medical history of patients and communicating with nursing staff in managing and stabilizing patient.