

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of
Master of Business Administration (MBA)

in

Hospital and Health Management

By

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Organization: Shri Mata Vaishno Devi Narayana Superspeciality Hospital



1) Introduction:

Narayana Health is headquartered in Bengaluru, India, and operates a network of hospitals across the country, with a particularly strong presence in the southern state of Karnataka and eastern India, as well as an emerging presence in northern, western and central India. Our first facility was established in Bengaluru with approximately 225 operational beds and we have since grown to 21 Hospitals + 1 Cayman Islands and 6 heart centres, 19 primary care facilities across India and an international hospital in the Cayman Islands. The group now features over 5,859 operational beds through a combination of greenfield projects and acquisitions. We believe that the "Narayana Health" brand is strongly associated with our mission to deliver high-quality, affordable healthcare services to the broader population by leveraging our economies of scale, skilled doctors, and an efficient business model.

In aggregate, our centres provide advanced levels of care in over 30 specialties, including Cardiology and Cardiac Surgery, Cancer Care, Neurology and Neurosurgery, Orthopaedics, Nephrology and Urology, and Gastroenterology.

Shri Mata Vaishno Devi Narayana Superspeciality Hospital is a NABH accredited Hospital of Jammu, Kashmir and it was inaugurated on Tuesday, 19th April 2016 by the Hon'ble Prime Minister of India, Shri Narendra Modi at Kakryal, near Katra in Jammu. This State-of-the-Art Tertiary care Superspeciality Hospital in collaboration with 'Shri Mata Vaishno Devi Shrine Board', caters to patients across more than 20 different specialties with a special focus on Cardiology & Cardio-Vascular Surgery, Medical & Surgical Gastroenterology, Orthopaedics & Joint Replacement, Renal Sciences, Medical, Radiation & Surgical Oncology (Cancer) and Critical Care Medicine, thus providing the affordable quality care that Narayana Health stands for to the people of Jammu & Kashmir.

Shri Mata Vaishno Devi Narayana Superspeciality Hospital is one of its own kind of hospital which provides accommodation for medical and paramedical staff within the hospital premises.

Mission: to deliver high quality, affordable healthcare services to the broader population in India. Our core values are represented by the acronym "iCare", which encompasses innovation and efficiency, Compassionate care, Accountability, Respect for all, and Excellence as a culture. At the same time, we seek to generate a strong financial performance and deliver long-term value to our shareholders through the execution of our business strategy.

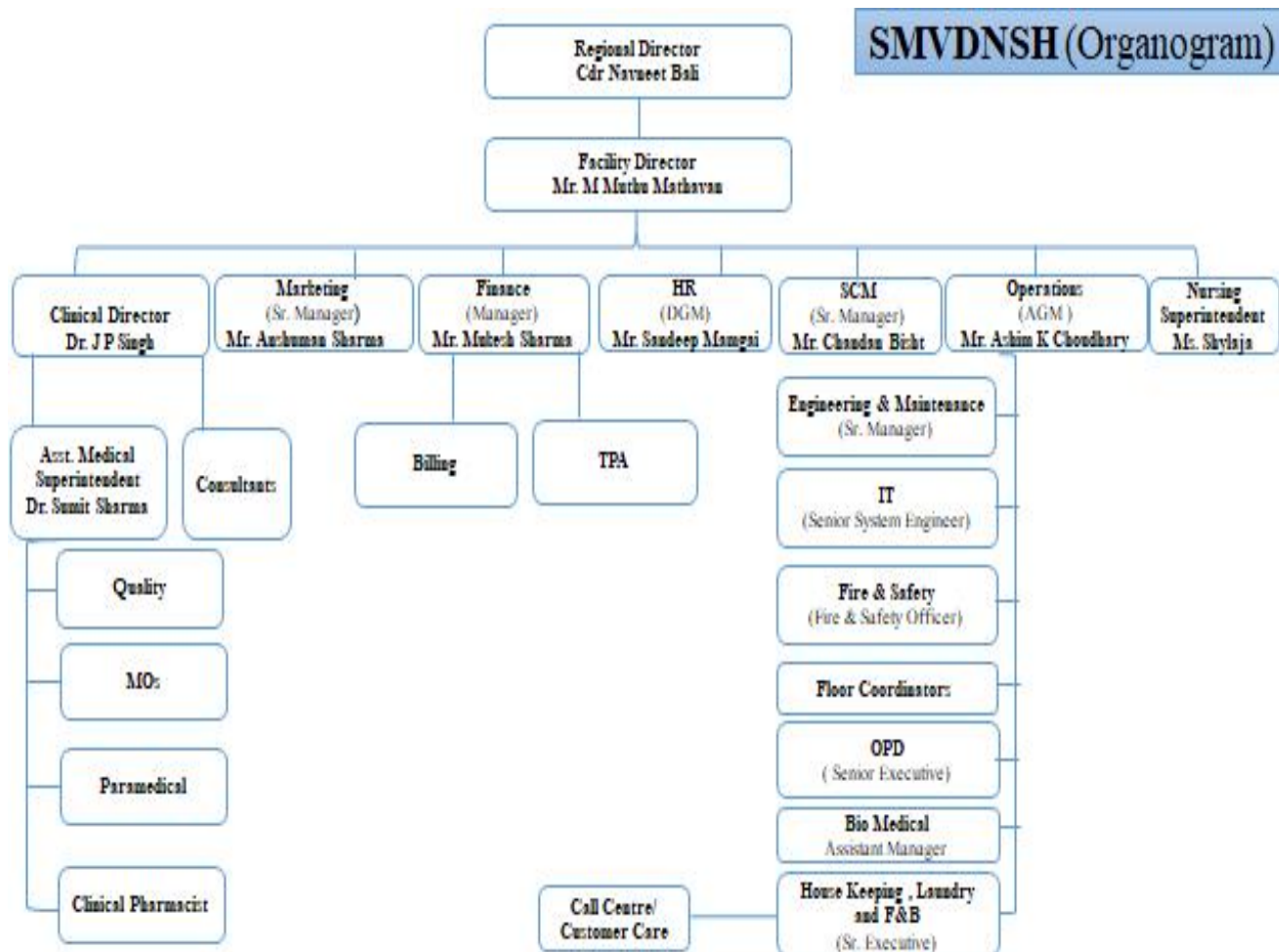
Vision: to provide high quality healthcare with care and Compassion at an Affordable cost on a large-scale.

2) Objectives of Internship:

- To understand the work pattern and organization structure of SMVDNSH
- To understand the work flow in quality department

3) Organizational Profile:

We have pleasure in introducing ourselves as Shri Mata Vaishno Devi Narayana Superspeciality Hospital, a legal entity of Narayana Health, a group Company that has 22 hospitals, 6 heart centres, 19 primary care facilities across India. Shri Mata Vaishno Devi Narayana Superspeciality Hospital was inaugurated on Tuesday, 19th April 2016 by the Hon'ble Prime Minister of India, Shri Narendra Modi at Kakryal, near Katra in Jammu. This state-of-the-art tertiary care Superspeciality hospital started in partnership with the 'Shri Mata Vaishno Devi Shrine Board' caters to patients across more than 20 different specialties with special focus on Cardiac Sciences and Oncology, thus providing the affordable quality care that Narayana Health stands for to the people of Jammu & Kashmir. It will also house a full-fledged Bone Marrow Transplant facility. Our HQ is at Bangalore.



4) Services Provided by Organization:

Clinical Services OPD and IPD: SMVDNSH

Department of Cardiac Sciences

1. Interventional Cardiology

2. Cardiac Surgery

Department of Neuro Sciences

3. Neurology
4. Neuro Surgery

Department of Oncology

5. Medical Oncology
6. Radiation Oncology
7. Surgical Oncology

Department of Orthopaedics

8. Orthopaedics & Joint Replacement

Department of Gastroenterology

9. Medical Gastroenterology
10. Surgical Gastroenterology

Department of Women & Children

11. Obstetrics & Gynaecology
12. Paediatrics
13. Neonatology

Department of Renal Sciences

14. Urology
15. Nephrology

Other Departments

16. Oral & Maxillo facial Surgery

- 17. ENT
- 18. Emergency Medicine
- 19. General Medicine & Rheumatology
- 20. Pulmonology
- 21. Nuclear Medicine
- 22. Dietetics

Laboratory Services

- 23. Biochemistry
- 24. Microbiology
- 25. Serology
- 26. Haematology
- 27. Clinical Pathology
- 28. Histopathology
- 29. Immunology

Radiology Services

- 30. MRI (1.5tesla)
- 31. CT (128Slice)
- 32. Color Doppler
- 33. Ultrasound
- 34. X-ray

Other Diagnostics

- 35. Bronchoscopy
- 36. Gastro Intestinal Endoscopy
- 37. Colonoscopy
- 38. EEG
- 39. ENMG
- 40. Uroflowmetry
- 41. GAMMA Camera

- 42. Support Services
- 43. Anaesthesia
- 44. Critical Care Services
- 45. PET SCAN
- 46. Bone Scans

Non-Invasive Cardiology

- 47. ECG
- 48. TMT
- 49. Holter
- 50. 2D Echo/TEE

Radio Therapy

- 51. Linear Accelerator
- 52. Branchy Therapy

Other Services

- 53. Physiotherapy
- 54. Health Check
- 55. Dialysis

24x7Services

- 56. Modular OTs
- 57. Cath Lab
- 58. Critical Care
- 59. Emergency
- 60. Ambulance
- 61. Laboratory
- 62. Blood Bank
- 63. Radiology

Services available as Visiting OPD

64. Psychiatry

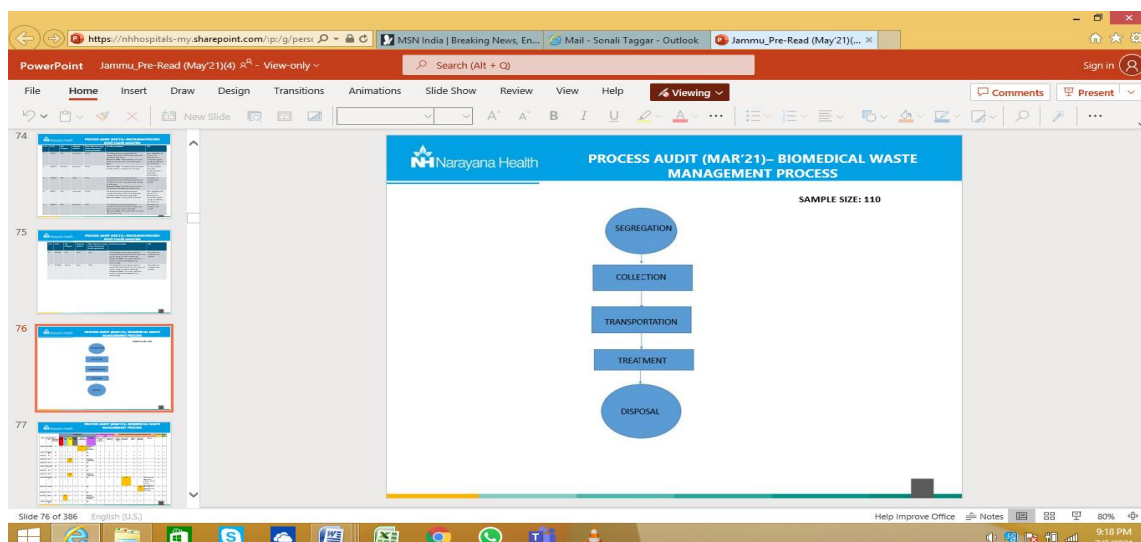
5) Key Activities/ Projects Undertaken Other than Dissertation:

TOPIC : BIOMEDICAL WASTE MAGMENT PROCESS:

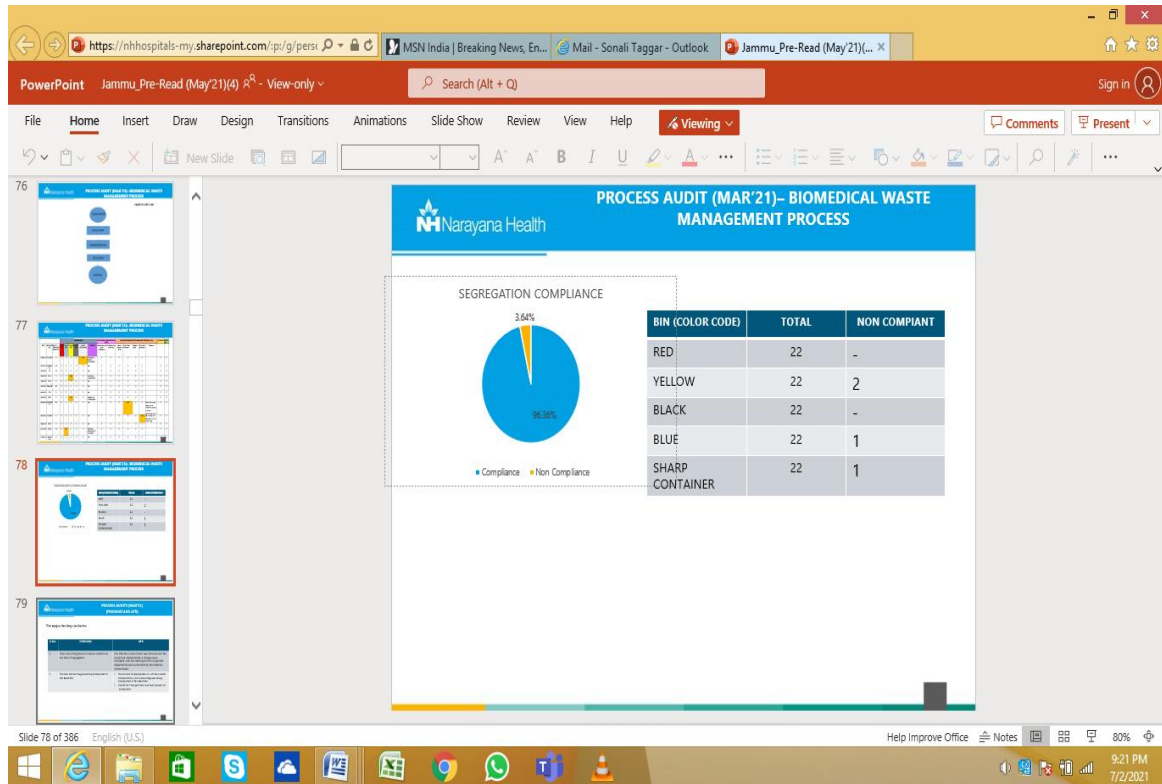
A questionnaire was used to collect the data:

The screenshot shows an email client window with a questionnaire PDF attached. The questionnaire is titled "Shri Mata Vaishno Devi Narayana Superspeciality Hospital Kakryal, Katra (Jammu & Kashmir) BIOMEDICAL ENGINEERING". It contains seven questions related to biomedical waste management. The email is from Hiteshi Gandhi <HITESHI.GANDHI@NARAYANAHEALTH.ORG> to Sonali Taggar, dated Tue 6/8/2021 4:07 PM. The right sidebar shows a list of BME Forms, including "ACCESORIES HANDOVER FO...", "Equipment Handover Form.xlsx", "Loaner Equipment Handover...", "PERMANENT EQUIPMENT SH...", "questionnaire.PDF", and "Training Attendance Sheet.pdf".

Shri Mata Vaishno Devi Narayana Superspeciality Hospital Kakryal, Katra (Jammu & Kashmir)	BIOMEDICAL ENGINEERING
1. Whom will you call in case of equipment breakdown?	
2. How to clean the equipment?	
3. What cleaning products should be used for cleaning the medical equipments?	
4. Whom will you contact in case any accessory gets misplaced?	
5. What is a CEID number?	
6. How will you locate the CEID number of your equipment?	
7. Should you keep the medical equipment on charging while not in use? (Yes/No)	



110 respondents were there who participated in the study.



Segregation compliance was found to be 96.36%

FINDINGS WHICH WERE OBSERVED ARE:

PROCESS AUDITS (MAR'21) (FINDINGS AND ATR)

The major findings includes:

S.No.	FINDINGS	ATR
1.	There was mixing found in various dustbins at the time of segregation.	The Infection Control Team was informed and the concerned departmental in charges were intimated. Also the trainings for the respective departments were conducted by the Infection Control Team.
2.	The Red colored bag was being transported in the Black Bin	- Due to lack of appropriate no. of color coded transport bins, red colored bag was being transported in the Black Bin. - Indent for Transport bins has been placed on 13-04-2021

5.1: Activities:

- Active file audits
- Passive file audits
- Tracer audits
- Coordination of mock drills

5.2: Project:

6) Key Learnings from Internship:

- Terminologies used in quality department
- To perform active, passive and tracer audits
- Internal audits
- Stakeholder management
- Arranging meetings conducted in the hospital monthly basis.