

Internship Report
At
Rukmani Birla Hospital, Jaipur

By
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The logo of IIHMR University, featuring the letters 'IIHMR' in a large, bold, serif font, with 'UNIVERSITY' in a smaller, sans-serif font to the right. The entire logo is set against a dark red rectangular background.
The IIHMR University, Jaipur

INTERNSHIP REPORT

INTRODUCTION:

This report is a short description of my five-month internship carried out as a management trainee in the department of Medical Administration. The internship was carried out within the organization Rukmani Birla Hospital, Jaipur from 1st February 2021 till 19th June 2021. The work of my dissertation was concentrated on the Contingency plan and preparedness of Rukmani Birla Hospital, Jaipur towards the COVID-19 pandemic.

OBJECTIVES:

- To understand the functioning and working conditions of a corporate hospital
- To analyse how to work in a professional environment
- To use gained skills and knowledge in future
- To determine lacking skills and knowledge
- To get on-ground experience
- To enhance communication skills
- To build a good network.
- To enrich professional experience for future job opportunities.

ORGANISATION PROFILE:

CK Birla group is a leading group with 20,000 employees and 41 manufacturing units with its branches in 5 continents. It has 24 service delivery locations along with 3 educational institutions and 4 hospitals. The industry clusters are Technology and automotive, healthcare and education, and home care and building.

Chairman's Message:

The CK Birla Group is on a significant growth path, a transformation journey to double our current size in the next 4-5 years. Our employees carry the vision of our organization forward. We create leaders for the future

CK Birla Hospitals- CMRI and BMBHRC:

CMRI- Calcutta Medical Research Institute Established in 1969 Foundation stone laid in 1963 by the then Hon'ble Defence Minister Mr. Y.B. Chavan 440 beds of which 106 Critical Care Beds.

B M Birla Heart Research Centre Established in 1989 as a Premier State of the Art Cardiac Centre in Eastern India. 205 beds of which 96 Critical Care Beds.

CK Birla Hospitals- RBH:

230 Sanctioned bedded multispecialty hospital, with 180 operational beds-

- Total built-up area 200,000 sq.ft.
- A team of highly qualified and experienced team of medical professionals
- Advanced Critical Care beds
- Fully equipped life saver ambulances
- Ergonomically designed interiors
- Total health care solutions under one roof-
- 1. 6 modular OTs
- 2. 128 slice CT (Wide Bore)
- 3. 3.0 Tesla MRI (Wide Bore)
- 4. Fully Digital Mammography
- 5. Fully Digital 1000ma X-Ray
- 6. Modular IVF & Diagnostic Lab
- 7. HD10 clarity Philips Cath Lab 8. State-of-the-art OPD

Our Vision:

To provide best of Patient service and clinical excellence.

Our Mission:

To create clinical centres of excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

Our Values:

- Integrity
- Excellence
- Respect
- Responsibility
- Accountability

SERVICES OFFERED AT RBH:

<u>CLINICAL SERVICES</u> • Anaesthesiology • Cardiology • CTVS • Critical Care Services • Dental Services • Dialysis • Endoscopy • Emergency Medicine • Endocrinology • General Medicine • General Surgery • Gastroenterology • GI Surgery • Neonatology • Nephrology • Neurology • Neurosurgery • Obstetrics and Gynaecology • Ophthalmology • Orthopaedic Surgery • Otorhinolaryngology (ENT) • Paediatrics • Plastic and Reconstructive Surgery • Psychiatry (OPD) • Respiratory Medicine • Pain Medicine • Urology • Kidney Transplant	<u>DIAGNOSTIC SERVICES</u> • Bone Densitometry • CT Scan • Mammography • MRI • Ultrasound • X-Ray • GI Physiology Lab <u>LABORATORY SERVICES</u> • Biochemistry • Clinical Pathology • Cytopathology • Haematology • Histopathology • Immuno Assay • Microbiology and Serology <u>OTHER DIAGNOSTIC SERVICES</u> • Audiometry • ECG • Echocardiography • EEG • EMG/EP • Holter Monitoring • PFT • Spirometry • Tread Mill Testing • Urodynamic Studies
<u>SUPPORT SERVICES</u> • Ambulance • Blood Storage Centre • Health Check Up • Pharmacy • Nutrition Management • Food and Beverages • Mortuary	<u>REHABILITATIVE SERVICES</u> • Physiotherapy

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

1. I learned about basic functioning of the Rukmani Birla Hospital, Jaipur.
2. Part of clinical quality team.
3. As a part of Medical Admin Team, I made duty rosters of Junior residents under the guidance of my senior.
4. During my induction period, I also gained understanding of the hospital codes like code Blue, code pink, code yellow, code orange, code violet, code black and the methods to deal with them. I also organised Certain mock drills for the same.
5. I was a part of our Quality team and various tasks were assigned to me for NABH preparation as the hospital had its NABH reaccreditation from 2nd April 2021 to 4th April 2021 via virtual mode.
6. I also singlehandedly covered 2 chapters of NABH i.e., PRE (Patient rights and education) and ROM (Responsibilities of management).
7. Conducted training for NABH preparation for the GDA, housekeeping and nursing staff.
8. During my internship, I did audit of bills on daily basis of COVID patients to check that we adhere to the protocols of COVID care packages issued by Government of Rajasthan.
9. I was also a part of RBH COVID team, in which we formulated certain guidelines for management of second wave and the increasing patient load.
10. Formulated a uniform package for moderate, severe and very severe COVID patients as per the Government norms.
11. Helped in Remdesivir procurement process at hospital.
12. Planned and made a report on preparation for third wave of COVID-19 specifically PICU which is suspected to be in children.
13. Co-ordination with doctors for OPD scheduling.
14. I have learnt how to generate reports to strengthen Hospital management system.
15. Management of OPD areas and 3rd floor as a SPOKE from Med Admin team.

KEY LEARNINGS FROM INTERNSHIP:

1. Familiarity with NABH audit process.
2. Understanding of basic knowledge of working at a hospital.
3. Extensive learning of COVID procedures and guidelines according to the guidelines laid down by Government of Rajasthan.
4. Knowledge of day to day functioning of medical administration.
5. Management of OPD areas.

-Dr. Tripti Bhaskar