

**Internship Report at Rama Medical College Hospital and Research
Center, Kanpur**

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

Yash Jain

Under the Supervision and Guidance of

Dr. Prashant Kumar Sharma

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INTRODUCTION:

Rama Medical College Hospital and Research Center is a Multispeciality hospital situated in Mandhana, Kanpur. It is 800 bed hospital with serving different facilities like ophthalmology, pediatrics, gynecology and obstetrics, orthopedics, cardiology, oncology, ENT, neurology, dermatology, urology, pulmonology and etc. The hospital have its own NABL accredited Pathology laboratory and microbiology lab. In the administrative department, there are some departments like HR, Operations, Quality, Purchase, IT and etc. In the auditing of quality services of the hospital, Quality department play an important role. The role of quality manager in assessing the quality services by auditing of the department Ensuring good quality non-clinical services like infection prevention, security, diet etc.; Ensuring clean surroundings, OPD Areas, Wards, Labour Room, OT and Patient amenities and outsourced services, Periodical assessment of hospitals on quality check list and arrive at a score for the facility; 4. Identification of gaps, develop action plan under the guidance of in- charge of the hospital and monitor compliance, Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank/Storage license, AERB regulations, etc, Keep a record of non-functional equipment's and time line for its repair along with AMC for all equipment's, Planning and work-out modalities towards upliftment, preventive maintenance of equipment's and vehicles and modernization of hospital, To institute and effective grievance redressal system both for employees and the patients.

OBJECTIVE

The main objective of this internship to understand the department work flows and policy and procedures in the quality department.

ORGANIZATION PROFILE

❖ OVERVIEW:

Since our inception in 1995, our journey began in the spheres of healthcare and education and have today emerged as a globally recognized multi-faceted organization with a significant presence in the fields of education, Medicare, healthcare, software, and infrastructure.

Today we pride ourselves in our business entities having become examples to quote and follow with focus on our highly advanced state of the art infrastructure and cutting-edge technology.

Our group has flourished by leaps and bounds in all verticals under the gigantic canopy of the Rama Educational Society. Rama's corporate philanthropy is to provide world class education to each of our students, the best medical facilities to every patient, and access to healthcare for all.

"We established our first medical venture - Rama Hospital, Medical College & Research Center, Kanpur, in 2001. Located on the main G.T. Road in a sprawling campus, Rama hospital adheres to Standard Medical Practices with state-of-the-art offerings for Indian and International patients. Since our inception 17 years ago, we have come a long way in the field of healthcare and now have 5 state of the art, highly advanced super-specialty hospitals, serving people with world class medical facilities now operating in Kanpur and N.C.R as well."

The Hospital was founded by the late Founding President Dr B S Kushwah, aimed at becoming one of the finest tertiary care health facility. It was not built to just serve as a hospice environment but was constructed with a desire to house and encourage clinical resources, technologies, practices and cater to the large patient demands which risked delayed attention and unnecessary loss of life quality of living.

The setup also hosts many Undergraduate and Post Graduate programs and is continuously engaged in knowledge sharing and advances in medical science with the fraternity.

The setup stands on a 50-acre land parcel amidst the NCT and houses 800 beds in the currently constructed 4.5 lac sq ft. proposed to expand to over 1500 beds soon. The building is made and operated in an ecologically conscious manner, utilizing recycled and treated water, solar mass power generation and use of natural illumination in majority of the spaces.

More than 14 theatres, around 100 emergency and critical care beds along with 650 general patient beds, the facility has all kinds of diagnostic modalities and provisions for the upcoming radiation oncology unit.

1M, 'Seva Bhav' remains at the epiCenter of everything we do, and each member of our establishment is committed to provide a healing experience to our visitor.

We have General 650 Emergency 50 Private Beds 50 Adult Intensive Care Beds 40 Pediatric Intensive Care Beds 15 Total 805.

Rama Hospitals have been founded with the aim of providing best healthcare solution to everyone at an affordable cost. With a modest beginning of 150 bedded hospital in 2001, today the hospital network has grown to 4 hospitals with more than 1800 beds. Our hospitals are equipped with all modern diagnostics, curative and rehabilitative set of equipment supported with hi-tech Hospital information management system. The team of experienced clinicians and paramedical work force are enabled to deliver expert healthcare services.

The hospital caters to patients from almost all parts of northern India and it humbles me to have earned the faith of so many people. We at Rama constantly work around improving our service standards and believe in applying most modern clinical approach with compassion to deliver nothing but the best. Our services are personalized and economized to the needs of the society."

❖ MOTO

"We Bring Innovations to Life" "Rama Ka sapna swasth Ho Samaj Apna"

The Rama Group is inspired by its founder Late Dr. Babu Singh Kushwah's motto "Healthy people build a healthy nation". "Rama Ka sapna swasth Ho Samaj Apna"

❖ MISSION

Our mission is to achieve professional excellence in delivering quality healthcare services to all sections of society, to pursue the healthcare domain through research & development and to promote care and compassion with integrity and ethics. Adhering to national and global standards in healthcare is the winning streak at our hospitals.

❖ VISION

Our Vision is to establish a very patient centric tertiary and secondary healthcare organisation. We aim to provide quality medical services using state of the art technology and highly advanced equipment / machines without charging any over the top rates, we strive to be within the reach of common people, providing healthcare at affordable rates.

❖ CORE VALUES

- Care & Compassion for every life
- Respect & Appreciation for each other
- Teamwork & Passion in working together
- Focus & Discipline for improving healthcare quality
- Creativity & Innovation to develop effective solutions
- Honesty & Integrity in all our dealings

❖ PHILOSOPHY

Our hospital policy has been designed for maximum safety and comfort of the patients/attendants/ visitors as well as healthcare providers. Hence, our philosophy revolves around the 'patient-first' principle. We believe and execute ethical practices, compassionate treatment of patients and quality and precision of the highest standard from triage, treatment and service to cleanliness, disposal, safety and advancement."

❖ AWARDS AND ACCREDITATIONS

Rama Hospitals across various departments and locations has earned a staunch and solid reputation for its world-class offerings, expertise, talent, and experience as well as tireless dedication to bring healthcare and self-care to Indian and International patients alike.

❖ AWARDS

Ayushman and Quality healthcare delivery System by Deputy Chief Minister, Pradhan Mantri Jan Arogya Yojna

❖ VISA AND MEDICAL INSURANCE

Foreign nationals planning to visit Rama Hospital for medical/surgical treatment are advised to travel on valid medical visas. An invitation letter for medical visa can be provided on request to bonafide patients and one attendant/accompanying member.

Our visa and travel assistance desk are operational round the clock to offer services related to healthcare for international patients.

Contact our helpdesk for more information: 7310473105 Write to us at: rhrc@ramagroup.in SERVICES AND FACILITIES OFFERED

❖ **CLINICAL**

• Physician (ER doctors, surgeons, hospitalists) • Nurse (CRNA, RN, LPN/LVN, CNS) • Techs (Radiology Tech, Ultrasound Tech, Surgical Tech) • Therapist (Physical Therapist, Radiation Therapist) • Medical Assistants • Pharmacists • Medical Technologist, Medical Laboratory Technologist • Dietitian

❖ **ADMINISTRATIVE**

• Clinical Operations • Nursing Operations • Business Operations • Finance • Pharmacy • Inventory Control • Business Head • Human Resource • Information Technology • Bio Medical Management.

❖ **MEDICAL TREATMENTS AND FACILITIES:**

-  CARDIOLOGY
-  DERMATOLOGY
-  DIABETOLOGY
-  E.N.T.
-  GASTRO-ENTEROLOGY
-  GENERAL SURGERY
-  LAPAROSCOPY
-  NEUROLOGY
-  NEUROSURGERY
-  OBSTETRICS
-  ORTHOPEDICS
-  PEDIATRICS
-  PEDIATRIC CARDIOLOGY
-  PEDIATRIC PSYCHIATRY
-  PLASTIC SURGERY
-  RADIOLOGY

- ✚ REHABILITATION AND PHYSICAL/OCCUPATIONAL THERAPY
- ✚ THORACIC SPECIALISTS
- ✚ UROLOGY
- ✚ DENTAL CENTER: GENERAL DENTAL, ORAL AND MAXILLOFACIAL SURGERY, PEDODONTICS AND ORTHODONTICS
- ✚ EMERGENCY CENTER
- ✚ DIALYSIS CENTER
- ✚ HEALING AND REHABILITATION CENTER

❖ **CORPORATE SOCIAL RESPONSIBILITY (CSR)**

Rama Group's strong belief in Corporate Social Responsibility is inspired through its commitment to taking care of Environment, Health and Safety of its employees, customers and the surrounding neighborhood. For us, business is as much about integrating societal, economic and environmental obligations as it is about creating value for our esteemed customers. In our own humble way, we strive to induce the change we want to see and the change we want to be.

❖ **EMERGENCY SERVICES**

The Emergency department also includes:

An Operation Theatre dedicated to emergency procedures An isolation room for the management and/or quarantine of patients with infectious diseases/ conditions Critical clinical services including: • CT • Ultrasound • MRI • X-Ray • Blood Bank

Emergency Facilities

Emergency Services/ Trauma Qualified Doctors/Nurses Pathology Lab Pharmacy 24 hours Ambulance Digital X-Ray E.C.G. MRI, CTScan, Ultrasound TMT Echocardiography Radiological Investigation Hemodialysis ICU/CCU/NICU/PICU 14 well-equipped Modular Operation Theaters Comfortable Private, Semi-Private rooms and General Wards

❖ **BLOOD BANK SERVICES**

Our Blood Bank is committed to providing high-quality services by assuring the supply of safe, tested and quality blood and its products to patients in need.

- The blood bank is capable of processing:
- Whole human blood
- Packed Red Blood cells
- Fresh frozen plasma
- Platelet concentrates
- Cryoprecipitates
- Leucocyte depleted red cells
- Platelet pheresis

❖ **RADIO-DIAGNOSIS**

- Digital X-Ray • Fluoroscopic Investigation (Special X-Rays) • Mammography (Breast X-Ray) • Ultrasonography • Color Doppler • 16 Slice CT Scan Electrocardiogram (ECG)
- Treadmill Test (TMT) • Sonomammography • DEXA2D Echo • Ultrasound with Color Doppler • Chest X-ray

❖ **PATHOLOGY**

- Hematology • Histopathology Clinical Pathology • Cytopathology • Flow cytometry • Coagulation • Frozen Section • Biochemistry • Immunology • Microbiology • Virology • Parasitology • TB Culture • Bacteriology • Serology

❖ **EMPANELMENT AND AFFILIATIONS**

▪ **TPA AND INSURANCE**

- E-Meditek • Bajaj Allianz • Paramount Insurance • Alankit Healthcare • MD India • Health India • Apollo Munich Health Insurance Co. • Dedicated Health Insurance Company Ltd./Mediassist • HDFC Ergo Family Health Plan Insurance Co. (FHPL) • Max Bupa healthcare • MediAssist • Future Generali • United Health care Parekh "

▪ **GOVERNMENT AFFILIATIONS**

- ECHS

▪ **PRIVATE SECTOR**

- L&T • Mother Dairy • Linfox Private Ltd • Salasar

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- To auditing departments for the quality parameters.
- To prepare the document for NABH Pre-Entry Level Accreditation
- Training of the nurses, housekeeping staff, pharmacy staff, security and etc.
- To prepare the SOPs for the workflow of the department.

KEY LEARNINGS:

As a part of Quality department, I learned various things in providing quality services to the patients.

1. The process flow of the department of the hospital.
2. Inter-departmental relations.
3. Implementation of SOPs in the department.
4. Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank/Storage license, AERB regulations, etc.
5. Ensuring good quality non-clinical services like infection prevention, security, diet etc.
6. Ensuring clean surroundings, OPD Areas, Wards, Labor Room, OT and Patient amenities and outsourced services.
7. Periodical assessment of hospitals on quality check list and arrive at a score for the facility.