

**Internship at
Manipal Hospitals Pvt. Ltd., Jaipur**

By

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MBA Pharmaceutical Management

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ABBREVIATION

1. A.A.H.R.P.P. - Association for the Accreditation of Human Research Protection Program
2. OPD - Out Patient Department
3. EEG - Electroencephalography
4. EMG - Electromyography
5. NCV - Nerve Conduction Velocity
6. NABH - National Accreditation Board for Hospitals
7. CSSD - Central Sterile Services Department
8. CCU - Coronary Care Unit
9. NICU - Neonatal Intensive Care Unit
10. MICU - Medical Intensive Care Unit
11. HDU - High Dependency Units
12. TEE - Transesophageal Echocardiography
13. NABH - National Accreditation Board for Hospital and Health Care
14. PMS - Performance Management System
15. CCD - Customer Care Department
16. KRA - Key Resultant Area
17. JD - Job Description

INTRODUCTION

About Manipal Group

“A world-class network of Healthcare establishments in India”

Manipal Hospitals is part of the Manipal Education and Medical Group (MEMG), which pioneers in the field of education and healthcare delivery.

Manipal Hospitals has a special significance in the overall healthcare industry of India and particularly in South India. A social seed sown more than five decades ago is today the country's third largest healthcare group with a network of 15 hospitals and three primary clinics providing comprehensive care that is both curative and preventive in nature for a wide variety of patients not just from India but also from across the globe.

The focus at Manipal Hospitals is to develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group's flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India.

The ethos of Manipal Hospitals is its belief in the credo of its triad of core values namely “Clinical Excellence, Patient Centricity and Ethical Practices” which have led to it becoming one of the best and most trusted healthcare providers in the country today.

Our Clinical Excellence is rooted in our excellent team of doctors/medical specialists who are well versed with the latest advancements in their respective field of medical expertise. This is further complemented by our teams of highly trained nurses and paramedical people.

Patient Centricity is a key tenet that we follow and which has won the goodwill and trust of our patient over the years. A total “patient first” approach at all times in the outpatients department-working at late hours of the day and even on holidays – are but a few examples amongst many other such patient friendly practices that has resulted in us being one of the most preferred hospitals wherever we are present across India and also to the development of a strong bond based on faith and trust with our patients.

Besides this, our unwavering and unflinching belief in Ethical Practices along with our social initiatives through the Manipal Foundation and other associates NGOs has enables us to extend quality and affordable healthcare to the lesser privileged sections of our society.

At Manipal Hospitals, we are at the leading edge of technological advancements in the medical world. This, along with state-of-the-art infrastructure and facilities, the finest minds in the country and a genuine desire for providing the best healthcare drives path-breaking care for our patients on a day-to-day basis. From the smallest to the most complex medical problems, we pride ourselves in the way we deliver healthcare.

With its flagship quaternary care facility located in the heart of Bangalore city, five tertiary care, nine secondary care and three primary care clinics across five states, today Manipal Hospitals successfully operates and manages 4,900 beds and caters 2 million customers from India and overseas every year.

Executive Leadership

Name	Designation
Dr. H Sudarshan Ballal	Chairman-MHEPL & Chairman-Medical Advisory Board
Dr. Ajay Bakshi	Managing Director & Chief Executive Officer
Dr. Nagendra Swamy S C	Medical Director-MHEPL, President and Chairman - Quality Council
Mr. Sameer Aggarwal	Chief Financial Officer
Mr. Muthana C G	Vice President and Head – Materials & Procurement
Mr. NandKishor Dhomne	Vice President – Information Technology
Mr. Ganesh Selvaraj	Senior General Manager & Head - Human Resources

Manipal Hospital Jaipur :



Overview

Focus at Manipal Hospital is to develop an affordable tertiary care framework with multi specialty healthcare facilities. Over the past few years, they have not only focused on delivery of comprehensive treatment, but also on the quality aspect of healthcare services. Its insistence on the quality parameter in healthcare paved the way for Manipal Hospital to become the largest NABH & NABL accredited hospital in Rajasthan. Manipal's Clinical Excellence is rooted in its brilliant team of doctors/medical specialists, who are well versed with the latest advancements in their respective field of medical expertise. This is further complemented by its teams of highly trained nurses and paramedical people. Manipal Hospital is at the leading edge of technological advancements in the medical world. This, along with state-of-the-art infrastructure and facilities, the finest minds in Rajasthan and a genuine desire for providing the best healthcare, drives it to deliver path-breaking care for patients on a day-to-day basis.

Vision of Hospital:-

“Globally respected Healthcare organization recognized for clinical excellence & distinctive patient care.”

Mission of Hospital:-

“To be the preferred super specialty healthcare provider of international standards known for patient centric care & Clinical excellence through continual improvement of process & outcomes.

Focus of Hospital

To develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

Accreditation & Affiliations: -

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group's flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India.

Manipal Hospital is the first to get credited by A.A.H.R.P.P in India.

Floor wise Facility Distribution:-**BASEMENT**

- Blood Bank
- Canteen
- Radiology
- Radiation Oncology
- Physiotherapy
- Manipal Ankur IVF Center
- MRD
- Laboratory
- MRI
- IP Pharmacy
- C.S.S.D.
- Laundry
- Maintenance
- Bio Medical Engineering
- Central Store

GROUND FLOOR

- General Ward 1
- General Ward 2
- AC General Ward
- Dialysis
- Reception
- Emergency
- OPD
- Cafeteria
- Health Checkup
- Sample Collection Room
- OP Pharmacy
- Mortuary
- Labour Room
- Emergency Day Care

FIRST FLOOR

- Cath Lab
- CCU
- NICU
- OT

SECOND FLOOR

- MICU
- HDU
- Neuro ICU

Services At Manipal Hospital :-

CONSULTATION (OPD)

- Allergy and Asthma
- Anesthesiology
- Banatric Surgery
- Blood Bank
- Cardiac Anesthesia
- Cardiology
- Cardiothoracic and Vascular Surgery
- Critical Care
- Dental
- Dermatology
- Diabetology and Endocrinology
- Emergency Medicine
- ENT
- General Medicine
- Hepato Pancreato Biliary Surgery
- Infectious Diseases
- Medical Gastroenterology
- Medical Jurist
- Neonatology
- Nephrology and Dialysis
- Neuro Surgery
- Neurology
- Nutrition and Dietetics
- Obstetrics and Gynecology
- Oncology-Medical
- Oncology-Radiation
- Oncology-Surgical
- Ophthalmology
- Orthopedic and Joint replacement
- Pediatric
- Pediatric Surgery
- Physiotherapy

- Plastic and Reconstructive Surgery
- Psychiatry
- Radiology
- Respiratory Medicine
- Sleep medicine
- Spine Surgery
- Surgical Gastroenterology
- Urology

LAB SERVICES

- Biochemistry, Serology, Immunology
- Microbiology
- Histopathology and Cytopathology
- Clinical Hematology and Clinical Pathology
- Hormones study

ENDOSCOPIC SERVICES

- Video Gastroscopy
- Video Colonoscopy
- ERCP
- Sigmoidoscopy
- Brochoscopy

RADIOLOGICAL SERVICES

- MRI
- CT Scan
- Digital X-Ray
- Ultra Sonography
- Color Doppler

CARDIOLOGY

- ECG
- 2D Echo
- TMT
- Holter Monitoring
- TEE
- Cath Lab

OTHERS

- EEG
- EMG

- NCV
- Skin Allergy Test
- Spirometry
- Sleep Lab
- 24 hours Pharmacy
- Ambulance Services
- Health checkups

Location :-

The Access to the hospital is very easy. The hospital is located on Sikar Road,Jaipur.

The address of the hospital is:

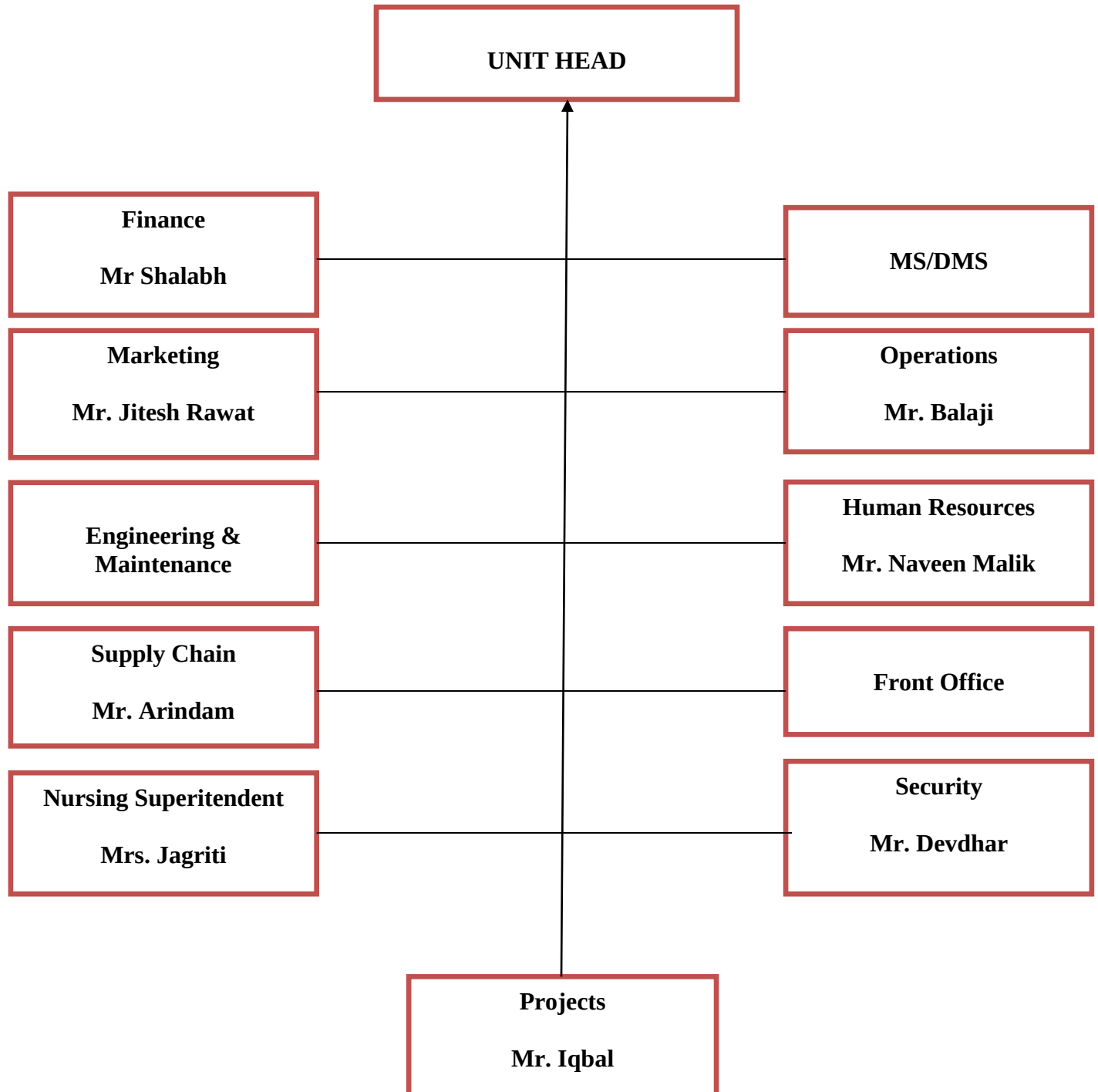
Sector 5, Main Sikar Road, Vidhyadhar Nagar, Jaipur, Rajasthan 302013

Tel: 0141-516-4000

INFRASTRUCTURE :-

The hospital, spread extensively over an area of 2,55,000 sq. Ft. is the first of its kind in any private sector to be approved by the state government for medico legal Services. The Hospital, equipped with all high tech ultra modern facilities is aptly befitted to provide State-of-the Art health care under one roof at affordable charges .Endorsing the international Standards with its thoughtful provisions, Manipal Hospital boasts of lush patient friendly interiors comprising of a capsule lift, artificial Flora and a hanging staircase complemented by utility general services in an air conditioned environment. Functionally and technically- the Hospital is equipped with facilities inherent to world class health care

ORGANISATION STRUCTURE



BRIEF REPORT ON MANAGERIAL TASKS :-

As an integral part of the curriculum, a student of MBA is required to undergo 3 months of practical exposure in a reputed organization by way of Internship. For the MBA-HR 01st batch, this period is from 06th February 2017 to 6th May 2017

The student is expected to carry out all the administrative work assigned by the organization with a major dissertation project.

With the similar objective in mind, I joined Manipal Hospital, Jaipur. The list of tasks I did in Manipal are:-

- ✓ Day to day HR work assigned by HR Manager
- ✓ HR audit
- ✓ Risk Assessment of different Departments
- ✓ NABH Appliance Audit- Documentation Part
- ✓ Process flow understanding of:-
 - OPD Admission both ; with Appointment and Without Appointment
 - IPD Admissions
 - Discharge of both Cash and Credit Patient
 - Billing

Brief Description of above mentioned work:-

- **OPD Admission:-**

Objectives

1. Improving patients satisfaction and relationship management
2. Providing information about admissions and counseling of patients
3. Giving estimates about the charges of components of services
4. Registration and bed allocations

Process Flow :-

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken	Issues and Problems	
1.	Patient Registration	Admission coordinator	2 min		
2	Documentation	Admission coordinator	13 min	Coordinator was equally involved in answering the phone calls (landline)	
3	Information to Nursing Station	Admission coordinator	2 min		
4	Information to patient	Admission coordinator	4 min		
5	Cash received & Documents Signed	Patient	4 min		
6	GDA Took patient to the ward	GDA			
7	GDA handover patient file to the ward	GDA/Nursing Staff			

The three months internship period at the organization was a highly enriching experience with learning new ways of process of work, acquiring skills, facing few difficulties and learning lessons to overcome them