

**Internship at
Rajiv Gandhi Cancer Institute and Research Centre**

By

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MBA Human Resource Management

Academic year, 2015-2017



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Internship Report

Hospital Profile

Rajiv Gandhi Cancer Institute & Research Centre (RGCI&RC) offers super specialized tertiary care services in Medical, Surgical and Radiation Oncology, streamlined into dedicated Site-Specific teams. Super Specialists at RGCI&RC practice an organ specific multi-disciplinary approach to cancer diagnosis and treatment, with the Tumor Board acting as a second opinion clinic for cases that are more critical than others.

Rajiv Gandhi Cancer Institute & Research Centre is today counted amongst Asia's premier exclusive cancer centres, that offers the unique advantage of cutting edge technology, put to use by renowned super specialists. This potent combination of man and machine ensures world-class cancer care to not only patients from India, but also from the neighboring SAARC countries and others. They are fortunate to have taken care of over 1.95 Lakh patients since inception in 1996. The Institute has been accredited by NABH and NABL for its quality of services, and holds ISO 9001 and ISO 14001 certifications.

RGCI&RC is committed to bringing the benefits of cutting edge technology to its patients. The Institute offers best in class techniques such as whole-body robotic surgery, Intra-Operative Brachytherapy, True Beam (the next generation Image Guided Radiation Therapy), PET – MRI fusion, High Frequency Ultrasound, Tomosynthesis (first-of-its-kind revolutionary 3D mammography machine), Nucleic Acid Testing (for safest possible blood), and advanced diagnostic & imaging techniques, including PET CT, Circulating Tumor Cell testing, and Next Generation Sequencing. RGCI&RC has executed strategic alliances with internationally renowned institutes such as Thomas Jefferson University. This has catapulted RGCI&RC into a global league of select hospitals that are pioneers in new approaches to treating cancer.

History

Indraprastha Cancer Society & Research Centre is a not for profit public society managed by a group of socially responsible, selfless, philanthropists. The Society was formed in the year 1994 under the society's registration act, 1860. Besides patients care, one of the main objectives of the society is to study and undertake scientific research on all aspects of cancer and in particular to investigate its incidence, prevalence, distribution, cause, symptoms and to promote its prevention and provides cure.

Rajiv Gandhi Cancer Institute and Research Centre is a visionary project of Indraprastha Cancer Society and Research Centre aimed at providing the best of Oncological Care to those

who need it. At the apex level is the Governing Council for governance and management committee for managing affair of the institute.

The Institute started functioning on 1st July 1996 when a soft opening was done by Hon'ble Smt. Sonia Gandhi. However, it was formally inaugurated by the then, President of India, Dr. Shankar Dayal Sharma, in the presence of Smt. Sonia Gandhi and other dignitaries on 20th August 1996. Initiated as a 152 bedded hospital, it has been growing steadily and has never looked back.

Presently, it is a 302 bedded hospital, with state of the art facility for the diagnosis and treatment of cancer and is recognized as one of the premium Institutes not only in northern India but also in the entire country. Since its inception, the Institute has proved its capability as a Centre of excellence and has so far registered more than 1.5 lacs patients, coming from India & abroad. A large number of patients from Nepal, Bangladesh, Srilanka, and other neighboring countries are also utilizing the facilities of our Institute.

Hospital Layout

Spread over nearly 2 lakh square feet area, with a current capacity of 300 beds, RGCI&RC is one of the largest tertiary cancer care centres in the continent. The Institute's outpatient services are spread on three floors with 57 consultation rooms, and well designed Radiation Therapy areas. RGCI&RC has 9 state-of-the-art well equipped modular Operation Theatres with three stage air filtration and gas scavenging systems, and 2 Minor Operation Theatres for Day Care Surgeries. The Institute has 27 bedded Surgical ICU and an 11 bedded Medical ICU. RGCI&RC has a dedicated Leukemia ward, and a separate Thyroid Ward. The Institute also boasts of an independent Bone Marrow Transplant unit that is credited with pioneering unrelated donor transplants, MUD transplants, and stem cell transplants.

Vision

- To Prevent and treat cancer by Providing Affordable Oncology care of International Standards in India.

Mission

- To be the largest cancer care provider in India by 2020.
- Offering comprehensive services from prevention to palliation at an affordable price.

- Based on core values of quality ,ethics,compassion and respect for all.

Quality Policy

- They are committed to provide reliable and Internationally compatible Diagnostic and Therapeutic Services related to the field of Oncology to our patients & society at large.
- They are committed to continually improve the quality of Diagnostic Services, Therapeutic Services and Environmental Performance, through upgradation and acquisition of environmentally activities on the environment, prevent pollution and comply with all applicable environmental legislation and regulation.
- They continuously review their performance, to ensure service provisioning in humane and congenial environment by motivating, training and involving employees at all levels TO DO THINGS RIGHT FIRST TIME, EVERY TIME AND WITH EMPATHY.

Values

Rajiv Gandhi Cancer Institute & Research Centre always hold its patients, who come for diagnostic and therapeutic treatment, in high esteem. It also encourages teamwork, mutual respect and trust among the management, consultants, residents doctor, medical and para-medical, and the staff of supportive services. Transparency, proper diagnosis, proper treatment and correct advice, to the patients, are the hallmarks of this institute.

Specialities

- Surgical oncology
- Reconstructive services
- Head and Neck Service
- Breast and Thoracic Services
- Orthopaedic oncology services
- Uro and Gyane Oncology
- GI Onco-surgery and Liver Transplant
- Neuro Surgical oncology services
- True Beam
- Radiation Oncology
- Medical Oncology
- Pediatric Hematology Oncology
- Bone Marrow Transplantation

- Anaesthesiology and Pain Management

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.

The student is expected to carry out the following major activities during this period:

- To assist the Administrator/ Manager in day to day operations and during this process gain practical knowledge and skills to handle various managerial issues related to major departments in the organization. He/ she may be allocated some specific project or responsibilities by the manager.
- The student is also required to identify a specific problem area or department for dissertation. The topic for this study will be decided in consultation with the administrator and according to the need of the organization. This activity is envisaged as a problem solving exercise by which the student is expected to:
 - ✓ Diagnose critical problems within an operational area.
 - ✓ Provide the management with a set of alternative solutions
 - ✓ If possible, design the implementation plan to carry out the most feasible solution.

With similar objectives in mind, I joined Rajiv Gandhi Cancer Institute and Research Centre on 6th February 2017.

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. The managerial tasks done during the internship were done majorly in the Human Resource.