

Internship at National Health Mission, Gujarat

By

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INTRODUCTION

Dissertation is an integral part of MBA- Hospital & Health Management. As a part of curriculum students are required to undergo 3 months training with reputed organization to learn the daily operational management and if possible to help the management study and address some identified issues/problems associated with some specific operational areas. The main purpose of training is to get exposure to the organization and its daily working.

General Hospital Palanpur, a tertiary care hospital, is recognized as center of excellence for providing medical care, and research facilities of high order in the field of medical sciences. The hospital is centrally air conditioned having capacity of 300 beds, 245 functional beds State-Of-the-Art operation theaters and intensive care units. Fortis Escort Hospital Jaipur is growing by examples not only in the field of clinical excellence, training and research but also in the field of management expertise.

Due to these distinguish features I did my summer training from this hospital, with aim and objective of getting exposure to the functioning of the institute.

The aim of the training was:

To study the administrative and managerial functioning of HR in General hospital palanpur

The Objectives of summer training were:-

- To learn the daily operational management of the organization and its various departments/areas.
- To identify issues/problems associated with some specific departments/areas.
- To undertake the project /special task assigned

Overview of Hospital



General hospital is the largest public hospital and is located in Palanpur Gujarat India with facilities for specialized diagnostic therapeutic rehabilitate patient care spread over of land it houses a number of prestigious institute and allied hospital the Gujarat medical council and Gujarat nursing council the new building and infrastructure of CHA came into existence 1954 the hospital is one of the oldest and most modern in India treating about 1to 2 lack outdoor patient and admitting 62570 patient annually it performs about 5000 surgeries and 800 deliveries per year

This is a 320 bedded hospital it operates as a hospital. It offers services in the areas of burns, , dermatology, gynecology and obstetrics, medicine, , neurosurgery, neurology, ophthalmology, orthopedics, pediatrics, plastic surgery, psychiatry, and surgery. The company also provides clinical support services, such as anesthesiology, cardiology, and radiology services.

In addition, it offers emergency services, including accident and emergency, burn emergency, gynecology and obstetrics emergency, and pediatric emergency services. Further, the company's facilities include outpatient clinics for AIDS, burns, cardiology, chest diseases, dermatology, dentistry, diabetes, ENT, eye, gynecology and obstetrics, hepatitis, medicine, neurosurgery, neurology, orthopedics, oncology, pediatrics, pediatric surgery, psychiatry, plastic surgery, pain clinic, rabies prevention and management, and surgery

Palanpur Civil Hospital currently has a plinth area of sq.24450ft. and the built up area is 10691 sq.ft. The Hospital includes 4 blocks (A to D) with 2 floors. It consists of total 16 wards which include 2 General wards, 320 indoor beds, 1 special rooms, 5 Operation

Theatres, Postoperative wards, Emergency wards, ICU, etc. The hospital has employee strength of 400 which consist of 17 Medical Doctors, 14 specialist and 86 nurses.

It offers medical facilities for specialized diagnostic, therapeutic and rehabilitative patient care. The hospital can be equated to a medical township and includes a huge medical complex that offers free medical services to the impoverished sections of the society. All the facilities and medical equipments are latest state-of-the-art in medical field and some cost upwards of Rs.1000 core.

Over the past five decades, General Hospital (BAGH) has the privilege of bringing quality health care to citizens of Banaskhantha, its surrounding areas and neighbouring states.

Our mission is to provide quality medical care that answers the needs of patients and their families from the diverse communities we serve.....daily.

General Hospital (BAGH), Palanpur is accredited by:

- National Accreditation Board for Hospitals & Healthcare Providers (NABH)
- National Accreditation Board for Testing and Calibration Laboratories (NABL)

The hospital is also an ISO 9001: 2008 certified institution.

Our state-of-the-art Operation Theatres are equipped with the latest technology that enhances surgical outcomes.

A 24 X 7 support infrastructure in the areas of Accidents & Emergency, Cardiac Care, Medical ICU, Mobile Life Support, Diagnostic Radiology (with CT Scan), Pathology Lab (with Home Collection Service), Dialysis, Blood Bank (including Component Separation facility), Pharmacy and Ambulance services enable a quick response to any medical emergency. A well-appointed OPD service offers standard and executive health check-ups, pre-employment check-ups and specialist consultations.

GH offers a mortuary service and a partial pathological post-mortem facility. The hospital funder takes cases involving Medico-Legal procedures.

Along with expert medical care, BAGH is home to a serene ambience and a clean, hygienic environment that aids quick recovery.

GH is everything that a hospital can be....a benchmark for patient care, with compassion.

Departments, Unit, Activities at Civil Hospital in Palanpur

- Anesthesiology
- Biochemistry Department
- Microbiology Department
- Pathology
- Burns & Plastic Surgery
- Emergency
- ENT
- Radiology

- Gastroenterology
- General Surgery
- Obstetrics & Gynecology
- Orthopedic
- Immune Hematology Blood Transfusion (IHBT)
- Pediatric,
- Skin & VD
- TB & Chest
- Psychiatric
- Pain Management
- Physiotherapy
- Urology
- Pediatric Surgery
- Diabetics
- Truma
- Epilepsy Clinic & Asthma
- This also provides Certificate Courses for Anesthesia.
- Electro Encephalogram Technician (E.E.G.)
- Operation Theatre Physician Assistant
- X-ray / USG / C.T.Scan and M.R.I.

General Hospital Palanpur

- 320 - bedded hospital, spread over 6 Acres with covered area approx. 2.1 Lac sq. ft. spread over 2 stories
- 7 neonatal and 2 ICU
- Region's most advanced HIV AIDS & Trauma Centre
- Flat Panel Cath Laboratory
- Round the clock Cardiac ambulances with all the life - saving equipment's.
- Advanced Mother and Child Care Unit with Level 3 Neo - Natal ICU.

Fully automated blood bank with component facilities and advanced facilities for collection & process.

Block wise Facility Distribution:-

Block 1 Building

- Chief District Medical Officer Office Room
- Bio medical Engineer
- Housekeeping
- Accountant office
- Administrative officer
- Linen office
- store room

Block 2 Building

- Assistant Administrator office
- Assistant Nursing Superintendent office
- Dental OPD
- NICU &ICU
- Female medical ward
- Pediatric ward
- Burns ward
- Labor Room
- PNC ward
- male surgical ward
- male orthopedic ward
- Operation Theatre
- Blood Bank
- Swine Flu ward
- female surgical ward
- Laboratory
- Radiology
- X-ray
- CT-Scan

Block 3 Building

- Registration room
- Reception
- Injection room
- NPCDS for Diabetics
- Gynecology OPD
- pediatric OPD
- General OPD
- Dialysis ward
- Sonography room

Block 4 Building

- Administration/HR department
- Marketing Department
- Finance Department
- Staff Dining Hall
- Change Rooms
- IPD Pharmacy

- Medical/General Store
- Medical Records
- Kitchen
- Laundry
- Engineering Department
- House Keeping Department
- Security Department
- Quality Department

ABBREVIATIONS

- F & B – Food and Beverage
- USG-Ultrasound
- FEHJ- Healthcare Limited
- GE-Gastroenterology
- FD-Facility Director
- MS-Medical Superintendent
- OS- Operating System
- QA-Quality Assurance
- CTVS-Cardio Thoracic Vascular Surgery
- HOD- Head of Department
- ENT-Ear Nose Throat
- CSSD-Central Sterile Supply Department
- SICU-Surgical Intensive Care Unit
- NICU-Neonatal Intensive Care Unit
- LDR-Labor and Deliver
- OT-Operation Theater
- HDU-High Dependency Unit
- MICU-Medical Intensive Care Unit
- HR-Human Resource
- MRD-Medical Records Department
- IT-Information Technology
- PWD-Patient Welfare Department
- NGW-Neuro General Ward
- OPD-Out Patient Department

- IPD-In Patient Department
- PICU- Pediatric ICU