

**Internship at
RJ Super Specialty Hospital, Bahadurgarh**

By

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Internship Report:

- **RJ Super Speciality Hospital** (RJSSH) was initially set up in September 2015 under the ownership of Mr. Rajesh joon.

Vision: To be the most trusted health care brand nationally and internationally

Mission: To create a network of quality health care service providers up to village levels at affordable costs.

- » **Credible promoters** with a long track record in healthcare & hospitality backed by credible investors
- » **Experienced Management team** with extensive exposure of running and managing large hospital.
- » **Experienced Sales team** which is working on the right channel mix.
- » **Established player in NCR**, providing the full range of services including general specialties and super specialties
- » **Strong team of Doctors** and other medical staff. Specialty gaps are being filled and new doctors being hired for specific geographies.
- » **Extensive focus on Internal Processes.** Special focus on Manpower and Branding to create a performance driven organization
- » **Ready constructed assets**, expected to achieve incremental margins & returns, as occupancy and capacity stabilizes



RJ Super Sepcility Hospital (Source: Hospital Manual)

RJ Super Speciality Hospital-Bahadurgarh

With a history of over 1 years for being in operations, this hospital enjoys its location in North of Haryana from hospital till west of Haryana. It offers immense peace and seclusion by being in an institutional area and still being at the centre of north haryana. It is well connected by road and metro (nearest metro station being 300 m from the hospital).

The hospital has two towers, great landscape and beautiful façade. It has about 2 lac sq. ft. built up area and houses two operation theatres, intervention Cath lab, CT, and most advanced technology acquisition for its intensive care services.

The hospital stands proud for its Intervention Cardiology, Joint Replacement program, Minimal Invasive Surgery, Oncosurgery program, Intensive Care units and high end.

The hospital offers choice of selecting from economy rooms to most luxurious single rooms depending on affordability of the customers. It is well recognized and credited for its services and is empanelled with all major TPA, private companies of repute.

RJ Super Speciality Hospital (Source: Hospital Manual)

❖ Ownership

"We believe in doing whatever it takes for winning. Do it the best we can; do it the best it can be done. That is how we succeed at RJSSH."

❖ Teamwork

Best "Outcomes" come from working together cohesively with our customers (both internal & external)

❖ Integrity

"Integrity for us means being ethically unyielding, fiercely honest and inspiring trust by saying what we mean, matching our behaviors to our words and taking responsibility for our actions."

❖ *Service Excellence*

"We keep the customer (internal and/or external) as the focal point of all our activities. We help customers (and business partners) achieve their needs and goals through intelligent application of our own skills, behaviors and knowledge. We deliver what we promise-and add value that goes beyond what is expected."

RJ SUPER SPECIALITY HOSPITAL provides comprehensive services under one roof:

❖ *Super Specialties:*

- Cardiac Sciences (Interventional Cardiology & Cardiac Surgery)
- Orthopedics (Joints Replacement, Spine & Trauma)
- Neurosciences (Neurology & Neurosurgery)
- Oncology (Medical)
- Aesthetic & Reconstruction Surgery
- Gastroenterology
- Minimal Access Surgery & Bariatric Surgery
- General Surgery
- Nephrology with Dialysis
- Urology

❖ *Other Specialties:*

- ENT & Cochlear Implant
- Obstetrics & Gynecology
- Internal Medicine

- Pediatrics
- Pain Management
- Audiology
- Dermatology
- Dental & Maxillo Facial Surgery
- Ophthalmology
- Psychiatry
- Preventive Health Checks

Observational Learnings

❖ Clinical Services

✓ **OPD DEPARTMENT**

RJ SUPER SPECIALITY HOSPITAL has one centralized OPD.

Functions

Offers a complete facility of healthcare to the individual of all ages

Quality Indicators

- Patient's seen within scheduled appointment time
- Turnover time between two patients
- Patient's Satisfaction

Shortcomings Observed

- Poor maintenance of Flow of Patients
- High Waiting Time

✓ **EMERGENCY DEPARTMENT**

- The EMR department at RJ Super Speciality Hospital is located on the ground floor and has a separate entrance with EMR reception.
- EMR is provided with its own drugs.
- RJ Super Speciality has Five bedded Emergency

Shortcoming's Observed

- No Triage facility

✓ **OT DEPARTMENT**

RJ Super Speciality hospital has two OT's namely OT complex one and OT complex two on the First floor of the Hospital.

Functions

OT is committed to provide the highest standards of surgical care to the patients

Scope and Complexity of Services

- Cardiac
- Neurology
- Ophthalmology
- ENT
- Gynecology
- Plastic surgery
- Orthopedics
- Micro disc
- Laparoscopies

- Oncological and other general surgeries

Days and hours of operations:

The OT department is functional from 8:00 am to 5:00 pm, six days a week

Quality Indicators

- Percentage modification of anesthesia plan
- Percentage of unplanned ventilation following anesthesia
- Percentage of unplanned returns to OT
- Percentage of rescheduling of surgeries
- Anesthesia related mortality rate
- ✓ **INTENSIVE CARE UNIT**

An intensive care unit is a specialty staffed, separately equipped and self contained action of the hospital for the management of patients with life threatening or potentially life threatening clinical conditions.

Quality Indicators

- Return to ICU within 48 hrs.
- Re-intubation rate
- ICU utilization

❖ Support Services

- ✓ **RADIOLOGY DEPARTMENT**

Functions:

- Provides complete diagnostic and imaging services of high quality and minimum error.

- Has developed standard operating procedures(SOP)
- Has established goals, objectives and standards of performance that are consistent with both the hospitals philosophy of patient care and practice of professional service delivery and match international standards.

Services provided:

1. Common X-rays
2. Fluroscopy
3. Ultrasound
4. Colour Doppler
5. CT Unit
6. Ultrasound and CT guided invasive procedures
7. ECHO Cardiography

✓ **MEDICAL RECORDS DEPARTMENT**

It is to provide efficient storing, maintaining, coding and verification of medical records

Services Provided

- For storing of all medical records
- Verification of all records
- Issue of duplicate records
- Receipts and reply of mails
- Preparation and coordination in providing records for court cases and consumer cases
- Maintenance of MTP records
- Maintenance of MLC, Birth and Death registers
- Coordination with IT department for Backup of scanned records

❖ **UTILITY SERVICES**

✓ **CENTRAL STERILE SUPPLY DEPARTMENT**

It provides steady and effective supply of sterile linen and instruments of various departments in the hospital

Operations of the Department

- Sterile supplies are dispatched to the wards as when required and Used instruments are collected for cleaning and autoclaving by CSSD staff
- Sterile Supply to OT and Emergency a day prior before 8:00 Pm and as when required

✓ **LAUNDARY**

It provides fresh linen to all hospital. It has a major role maintaining hygienic environment and in infection control. The staff of laundry are a mix of Contract labor and IMCL workers