

Internship at Shalby Hospital, Ahmedabad

By

Aditi Gupta

MBA Hospital and Health Management

Academic year, 2015-2017



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer Airport
Jaipur-302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

Table of Contents

TOPIC	PAGE NO
1. Introduction	1
2. Goals of Internship	1-2
3. Organization Profile	2-3
3.1.Vision	2
3.2.Mission	3
3.3.Services Offered by Hospital	3
3.4. Accrediation	4-6
4. Quality At shalby	6-7
5. Awards and Recognition	7-8
6. Departments visited during Internship	8
7. A Quick Tour	8-9
8. Services Offerd by Hospital	9-11

1)Introduction:-

Shalby Hospitals, a humble initiative by Dr. Vikram I. Shah in 1994, with a six bed medical facility in Ahmedabad, Gujarat, India is among the leading multispecialty hospitals in Ahmedabad and India today, offering a healthcare spectrum covering 40 therapeutic categories, all under one roof. Shalby believes in making available affordable expert healthcare at the door steps with its Hospitals & Patient Outreach Clinics to various parts of INDIA, especially, the tier- II & tier III cities.

The stupendous rise of Shalby Hospitals into the orbit of multispecialty hospital chain in India and “Best in Class” world medical tourism , transforming Ahmedabad and Gujarat in to this coveted stature, lies in the vision of its founder, Dr. Vikram I. Shah, CMD who is best known worldwide as the inventor of “Zero Technique” in Total Knee Replacement (TKR). In the Joint Replacement super-specialty area, Shalby enjoys the coveted fame of performing over 85,000 Surgeries which is a record of sorts, globally.

In its journey and transition as a Multi-specialty Hospitals chain, Shalby has also extended its footprints across the country with over 60 OPD and Patient Follow-up Centres and 15 OPDs in the African Continent- Kenya, Tanzania and Uganda, which functions as its patient outreach clinics. Shalby with its unstinted credibility in “Total Patient Care” inked a pact with RAK Hospital, UAE, for providing its expertise in Healthcare, in the United Arab Emirates, as well. Shalby has been bestowed with an array of coveted awards in the last two decades, winning them almost every year, for its “Expert Healthcare”.

INCREDIBLE MILESTONES



2) GOALS OF INTERNSHIP

As an integral part of the curriculum, a student of MBA HM is required to undergo 3 months of practical exposure in a reputed organization by way of Internship. For the MBA HM 20th batch, this period was from 6th February 2017 to 5th May 2017, official.

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.

3)ORGANIZATION PROFILE:-

VISION OF THE HOSPITAL :

“ To be among the best Joint Replacement centers of the world , and a preferred medical institution for treatment of Cardiac , Spine , Oncology ,

Trauma and other medical conditions through world class technology , human expertise and highest professional standards at competitive costs”

Mission:-

To be the preferred super specialty health care provider for international standards known for patient centric care and clinical excellence through continual improvement of processes and outcomes.

4)Accreditation

NABH



Shalby Hospitals is amongst the league of few hospitals in India, to have received the NABH (National Accreditation Board of Hospitals) certificate in a short span of time. Shalby’s NABH journey started in July 2009, as Shalby family organized itself into small teams of health care professionals taking the daunting task to set systems and process documentations in place. From infrastructure & facility management to services & medical management, all teams were aligned with only one focus in mind – ensuring Better Patient Care & Improved Patient Safety through improvement in quality services offered by our hospital. And, here we stand now : NABH accredited.

ISO 9001:2008

The ISO 9001:2008 standards relate to quality management systems and are designed to help organizations ensure they meet the needs of customers and other stakeholders. The standards are published by ISO, the International Organization for Standardization and available through National standards bodies ISO 9001 which deals with the fundamentals of quality management systems, including the eight management principles on which the standards

are based. ISO 9001 deals with the requirements that organizations wishing to meet the standard have to fulfill. Third party certification bodies provide independent confirmation that organizations meet the requirements of ISO 9001. ISO 9001 is one of the most widely used management tools in the world today.

An ISO Certificate, guarantees a level of quality in the services offered by Shalby to its patient. It sets us apart from our competitors in terms of quality.

ISO 9001 assures:

- Quality and reliability
- Protection & safety
- Compatibility between services
- Consistency in the delivery of services
- Greater choice of services
- Environmental protection.



NABL

National Accreditation Board for Testing and Calibration Laboratories (NABL) is an autonomous body under the aegis of Department of Science & Technology, Government of India. Government of India has authorized NABL as the sole accreditation body for Testing and Calibration laboratories.

In order to achieve this objective, NABL provides laboratory accreditation services to laboratories that are performing tests / calibrations in accordance with ISO/IEC 17025:2005 and ISO 15189:2007 for medical laboratories.



5) Quality at Shalby

Patient Centric Approach

In the era of awareness among patients and stiff competition, Shalby Hospitals is committed to provide quality services to patients. Patients feedback and suggestions are taken positively to sustain and maintain our quality practices across the hospital.

We continually strive to improve the quality of patient care by:

- Monitoring and evaluation of the treatment pattern given to patients
- Evaluating our performances against industry standards
- Prevention is better than cure as early detection saves money & reduces pain
- Emphasize on the importance of Preventive Health care Programme to patients

CQI

Shalby is committed to providing highest quality health care through innovative use of technology across all the medical specialties, with the minimal damage to the environment. As a result, patients benefit as follows:

- Maintenance of quality standards minimizes the infection rate in the hospital
- Reduces the time for package surgeries and hence the cost to the patient
- Shalby has achieved many accreditations, so patients, corporates and medical insurance companies prefer Shalby Hospitals as their primary treatment provider.

6) Awards And Recognition:-

In its journey of 21 years, Shalby has been bestowed with an array of coveted awards for its "Expert Healthcare", almost year after year.

2016

- CNBC Gujarat Ratna Award for "Excellence in Healthcare Services"
- Best Medical Tourism Center Award” by Gujarat Tourism and Vibrant Gujarat

2015

- AHPI (Association of Healthcare Provider, India) "Best Patient Friendly Hospital"
- CNBC India Healthcare Awards 2014-15 in Category "Best Multi-Speciality Hospital (Metro)"
- VCCircle Healthcare Award in Category "Emerging Tertiary Care Hospital of the Year"

2014

- Indian Medical Association - Innovation and Research company of the year
- Frost And Sullivan - Comprehensive orthopaedic services provider company of the year

2013

- Frost And Sullivan - Healthcare Services Provider Company of the Year

2012

- Business Today - Star SME Services - Medium Enterprise
- Union Ministry of consumer Affairs, Food and Public Distribution - Rajiv Gandhi National Quality Award
- CNBC TV 18 And ICICI Bank - Most Tech Savvy SME - Emerging India Awards

2011

- ET Now for Leaders of Tomorrow Award
- FICCI - FICCI Healthcare Excellence Award
- The Gujarat Institute of Housing & Estate Developers - Best Maintained Public Spaces across all sectors
- Ahmedabad Medical Association - For Excellence in Medical Field

7)DEPARTMENTS VISITED DURING INTERNSHIP:-

TABLE: 1
• OPD
• Health Check up
• Radiology
• Dietetics
• Dental
• Pathology
• Blood Bank
• Emergency
• Laundry
• Homecare
• ICU
• Quality

8) A Quick Tour:-

Shalby Hospitals, an initiative by Dr. Vikram I. Shah in 1994 with a six bed facility in Ahmedabad, Gujarat, India is a chain of Multispecialty Hospitals today with 9 hospitals having full- fledged operations across 6 locations in Western and Central India and 3 more multispecialty medical facilities in various stages of completion and commissioning by the end of 2016 with will help the group to cross 2500 beds mark from its current installed capacity of 1700 beds.

Shalby's recognition as a multi-specialty Tertiary hospital chain in the Indian medical tourism map lies in the vision of its founder, Dr. Vikram I. Shah, Chairman and Managing Director who is known

worldwide as the inventor of “O”Technique in Total Knee Replacement.

9) SERVICES OFFERED BY THE HOSPITAL

➤ SPECIALTIES:

- Anesthesia
- Dentistry
- Dermatology & Venerology
- Ear, Nose & Throat
- General Surgery
- Gynecology & Obstetrics
- Internal Medicine
- Orthopedics & Joint replacement
- Pediatrics
- Pulmonology

➤ SUPER-SPECIALITIES

- Cardiothoracic & vascular surgeries
- Cardiac Anesthesia
- Clinical Psychiatry
- Diabetes & Endocrinology
- Gastroenterology

- Gastro-intestinal Surgery
- Interventional Cardiology
- Noninvasive Cardiology
- Nephrology
- Neurology
- Nuclear Medicine
- Neuro & Spine Surgeries
- Pediatric Cardiology
- Plastic Surgery
- Urology

➤ **SUPPORT SERVICES**

- Department of Dietetics
- Physiotherapy.

➤ **DIAGNOSTIC & IMAGING SERVICES**

- Blood Bank
- Pathology
- Radio diagnosis
- Critical care
- Emergency & Ambulance Services.

➤ **24 X 7 SERVICES**

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio diagnosis