

**Internship at
N.M. Virani Wockhardt Hospital, Rajkot Unit**

By

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INTERNSHIP REPORT

Introduction:

Wockhardt Hospitals was incorporated on 28 August 1991 under the Companies Act, 1956 as a public limited company. The Company was originally named First Hospitals and Heart Institute Limited. On 11 September 2000 the name was changed to Wockhardt Health Sciences Limited and subsequently on 19 October 2000 the name was changed to Wockhardt Hospitals Limited.

Wockhardt Hospitals are one of the leading tertiary care, super specialty healthcare networks in India offering high quality healthcare services. The chain of hospitals is owned by the parent company Wockhardt Ltd., India's 5th largest Pharmaceutical and Healthcare company with a presence in 20 countries across the globe. Wockhardt hospitals, originally called First hospitals and Heart Institute, were one of the early movers among corporate health-care chains in India. The company was established in 1989 and it started its first operations with a medical center in Kolkata, 1989 and a heart hospital in Bangalore two years later. Today the company has its presence across India with 8 multi specialty hospital networks.

Network Hospitals

South Mumbai

The New Age Wockhardt Hospital in South Mumbai was created with the vision of treating and healing thousands and millions of lives. Situated at Mumbai Central, in the heart of the city's business district, it is a 21-storeyed state-of-the-art tertiary care hospital. The best in Multi-Specialty Care, it focuses on Critical Care and also has a premier Heart Care Institute in its facility.

The New Age Wockhardt Hospital has set new standards not only in India but also in all of Asia. It is the first fully wireless hospital in Asia, first wireless ECG management system in India, first paperless ICU in Mumbai, first GPS enabled ambulance service that sends relevant statistics to the doctors & first Intelligent ICCA system enabling

anytime-anywhere patient data retrieval system by doctors in Mumbai. In addition to this, it has the highest number of beds in ICU (100) assisted by female and male nurses suiting the patient's comfort & the largest state of the art eight bedded Accident and Emergency unit in South Mumbai with round-the-clock vigilance.

North Mumbai

Wockhardt Super Specialty Hospital, North Mumbai offers hi-end clinical care in Cardiology, Neurology, Neurosurgery, Orthopedics and Joint Replacement Surgery. It is a 14 storied & 330 bedded multi-specialty located in the northern region of Mumbai, Mira Road.

Wockhardt Super Specialty Hospital is equipped with 9 ultramodern operation theatres with Laminar Air Flow System to achieve Zero Bacterial Count, fully equipped 'ICU on Wheels' on call 24x7 & state-of-the-art Critical Care Department.

Vashi (Navi Mumbai)

Sterling Wockhardt Hospital, Vashi, is a 50 bedded, Multispeciality hospital offering care in Neurology, Neurosurgery, Orthopedics and Joint Replacements, and Minimal Access Surgery. Other specialties like Urology, Nephrology, Medical and surgical Oncology, Endocrinology, Gynecology, Pediatrics, Critical Care, and Emergency & Preventive healthcare also find prominence for the benefit of the citizens of Vashi and its peripheries.

The hospital is equipped with one operation theatre with a dedicated Endoscopic suite, 10 bedded state of the art and patient centered ICU, 3 bedded Emergency Department, State of the art diagnostic facility and 24 hours Emergency Ambulance Services.

Nagpur (Super-Specialty Hospital)

Wockhardt Super specialty hospital in Nagpur is the first NABH accredited hospital in Central India. Wockhardt Super Specialty Hospital is conferred as Best Super Specialty Hospital in Nagpur by "The Week" Magazine, (Hansa research) consecutively for two years. The 118 bedded hospital with a Modern Cathlab, 4 Operation theaters, 50 Beds of ICCU & SICU & with In-house diagnostic facilities like CT scan, MRI, EEG & EMG.

The citizens of Central India can now avail of Super Specialty Medical care in the areas of Cardiac & Cardiac surgery, Interventional Radiology, Neurology & Neurosurgery, Orthopedics & Joint Replacement surgeries, Minimal Access Surgery and Critical care besides other specialties like Urology, Nephrology, Endocrinology, Gynecology, Pediatrics, Emergency Care and Preventive Healthcare & various high end surgeries like Kidney Transplant surgery, Bariatric Surgery, Minimally Invasive surgeries.

Nagpur (Heart Hospital)

Wockhardt Heart hospital is one of the pioneers of Angiography by the radial method in Nagpur. An accomplished full-time expert team of cardiologists and cardio surgeons drives our cardiac services at Wockhardt Heart Hospital, Nagpur. The ICU is managed and monitored round-the-clock by our cardiologists to ensure timely care in cardiac emergencies. This team is supported by skilled and qualified nurses known to be expert in quality patient care. The hospital is geared with 50 beds (12 ICU and 5 SICU), 2 Cardiothoracic Operation Theatres, Cardiac Catheterization Lab, Dedicated cardiac Ambulance & 24 Hour Emergency Hotline.

Nasik

Wockhardt Hospitals, Nasik is the first corporate hospital in north Maharashtra which offers comprehensive, end-to-end care in Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopedics and Joint Replacement Surgery. Other key Specialties include Minimal Access Surgery, Nephrology, Urology, Critical Care, Medical & Surgical Oncology and Emergency Services & Trauma Line. Apart from providing Preventive Healthcare Services, the hospital also acts as a Regional Referral Centre for Pathological investigations.

The hospital is accredited by NABH and equipped with 200 beds (of which 44 are critical care beds), 4 Operation Theatres meeting International Standards, digital Flat Panel Cardiac Catheterization Lab, dedicated Cardiac Ambulance and a 24 hrs. Wockhardt Emergency Heart Line & Accident & Trauma Line.

Surat

Adventist Wockhardt heart hospital, Surat offers comprehensive services in the areas of Cardiology and Cardiothoracic Surgery backed with 24 hours Emergency & critical Care Services under one roof. This Super Specialty Heart Care hospital is equipped with 110 beds (40 bedded Critical Care Unit), 2 Cardiothoracic Operation Theaters meeting International Standards with Full-time Cardiac Surgery Team, digital Flat panel Cardiac Catheterization Lab, dedicated Cardiac Ambulance and 24 hours Wockhardt Emergency Heart Line

Accreditations and Associations

Wockhardt hospitals are accredited by the National Accreditation Board for Hospital and Healthcare providers, NABH. Wockhardt Hospitals has strategic alliances with Partners Harvard Medical International.

Wockhardt-HMI HIV/AIDS Education and Research Foundation (WHARF) is a non-government organization established to provide training to healthcare professionals and counselors in India.

The Hospital has joined hands with Needy Heart Foundation making pediatric cardiac surgeries for needy children available at a highly subsidized rate. It has collaboration with Rotary Pacemaker Foundation.

Goals of internship:

- To observe process flow of different departments of the hospital.
- To find out the gaps in the processes where there could be patient dissatisfaction.
- To suggest recommendation to overcome the gaps.

Organizational profile:

N M Virani Wockhardt Hospital, Rajkot is a dedicated super specialty hospital to offers end-to-end care in Cardiology, Cardiac surgery, Neurology, Neurosurgery, Orthopedics, Joint replacement & Minimal Access Surgery along with other specialties like Urology Nephrology, Medical and surgical Oncology, Endocrinology, Gynecology, Pediatrics,

Critical care, Emergency Care and Preventive Healthcare. It is the only NABH Accredited hospital in the region.

The hospital is equipped with: 170 beds (24 MICU and 6 SICU beds), 6 Operation Theatres with one dedicated for Endoscopies, and having a full-time expert surgical team, dedicated Cardiothoracic and Orthopedic/ replacement Operation Theatres, true flat panel Cardiac Catheterization Lab, dedicated cardiac ambulance and a 24 hours emergency heart line.

Vision

“Wockhardt Hospitals will strive with excellence to fulfill the need of the community in its chosen field of medical treatment.”

Mission

To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise in a caring and nurturing environment with greatest respect for human dignity and life.

Quality Policy

The Wockhardt Group hospitals follow process driven quality systems and adhere to international standards of clinical care, safe environment, medication safety, respect for rights and privacy and international infection control standards. With latest technology, multi-disciplinary capability, state of the art facilities, world class infrastructure and excellent patient care ambience and processes. Wockhardt Hospitals Group is poised to become the most advanced and progressive healthcare institution in India.

New-age medical facilities

In pursuance of our vision to establish new-age medical facilities and centers of clinical excellence in India, Wockhardt Hospitals, entered into a strategic alliance with Partners Medical International in Boston, USA. This exclusive association enables access to Harvard's expertise and clinical acumen in the areas of medical innovation and training.

Clinical expertise

As an associate hospital of Partners Medical International in India, Wockhardt Hospitals derive knowledge and acumen from various associated Hospitals in the world and bring to its patients, the global standards in technology and clinical expertise related to the management of diseases and tertiary care.

- Deliver world class patient care through medical excellence.
- Create a patient-centric environment:
- Ensure high standards and safety of treatment during the patient's stay
- Continuous Quality Improvement through implementation of robust clinical and non-clinical process and protocols
- Having world-class infrastructure and cutting edge technology utilized by highly skilled employees.
- Complying with statutory regulations

Service Standards:

- Courteous
- Attentive
- Compassionate service
- Teamwork
- Safe

Services provided by hospital/organization:

Heart care:

Heart Care is a complex field that requires a range of preventive care, screening, advanced diagnostic tests, invasive and non-invasive procedures, postoperative management, cardiac rehabilitation, and a full range of surgical programmes.

Heart Care today has evolved into a service which is in demand everywhere, especially in India and the developing world. An ageing population and the epidemic of Coronary Artery Disease which India and surrounding countries face make cardiac surgical facilities essential.

Operating on the most Central organ of the body demands the best of Human Resources, Technical Skills, Equipment and Team Effort. There are no margins for error.

For over two decades, Wockhardt Hospitals has dedicated its services in the field of cardiac care in India and can proudly claim the spot of the market leader in heart care in India. The proficiency, precision and skill of our cardiac services demonstrate our pioneering contributions in this field. In our yesteryears, this included the world's first conscious off pump coronary artery bypass surgery. Wockhardt Hospitals will pursue its commitment to lead in the dominion of cardiac care and continue to be the most sought after destination for patients not just in India but also from across the world. Since 1990, Wockhardt Hospitals has successfully treated thousands of heart patients and successfully performed a number of cardiac procedures and surgeries. Our Cardiac team is strengthened by an accomplished full time and visiting team of over 50 cardiologists and cardiac surgeons who provide the Wockhardt legacy of excellence in all our hospitals.

Bone & joint care

Bones and joint problems are extremely common and are a major cause of reduced activity and disability. These problems can range from congenital deformities, fractures, diseases such as various types of arthritis, to degenerative conditions.

- Wockhardt hospitals are among the country's premiere hospitals specializing in the care of the musculoskeletal system. We are dedicated to providing compassionate care to our patients. We benefit from the varied knowledge and skills of all of our surgeons enabling us to provide comprehensive orthopedic care.
- Bone and joint care is one of our core specialties. The bone and joint program at Wockhardt Hospitals makes it a center for excellence in orthopedics with highly skilled clinical expertise. Our Hospitals provide cutting-edge diagnostic and operating facilities such as computerized navigation, imaging and treatment in orthopedics. This helps in accurate fixation of implants and joint replacement. A comprehensive support of Rheumatology Services makes it a complete program. Also, application of Minimal Access Surgery minimizes the extensive drawbacks of surgery, reducing hospital stay, blood transfusion and results in faster recovery.

Two dedicated Operation Theatres of International level where high-end procedures and minimally invasive surgeries (arthroscopy) are performed. They are equipped with-

- Laminar flow systems
- State of the art implants
- Infection free post operative care
- State of Art Physiotherapy & rehabilitation Centre

Nephrology and urology

At our dedicated Nephrology unit, there is a dialysis centre equipped with state-of-the art dialysis machines and a dedicated RO (reverse osmosis) water plant. Acute & chronic renal failure cases would be accepted. Two CRRT machines would be available to enhance the dialysis repertoire.

Gastroenterology

The specialized teams of doctors conduct advanced treatment for disorders of the liver, biliary tract, pancreas, and other GI endoscopy and ERCP, sclerotherapy, banding, stenting polypectomy, and so on. Bariatric surgery would also be undertaken.

Trauma care and emergency services

It has well-equipped seven bedded triage and an emergency Operation Theatre supported by ICU where Critically ill and polytrauma patients are attended in an integrated manner and supported round the clock by team of physician, Radiologist, Anesthesiologist, General ,Orthopedic and Neurosurgeon and specially trained nursing staff.

The Hospital has Code Blue team comprises a team of a emergency Physician, Cardiologist, Anesthetist and a Nurse who responds to all such Emergencies.

The distance between emergency –Triage- Operation Theatre- Cath lab has been kept minimal for the speedy approach of facilities and medical staff.

Critical care

The patients who require acute advanced care are taken to Critical Care unit which does round the clock observation. The Critical Care Unit facilitates:-

- Forty Three bedded Critical care unit with nurse to patient ratio of 1:1 having advanced ventilators and monitoring systems.
- International Protocols of Nursing care
- Bedside arterial blood gas analysis & Imaging i.e. X-ray, ultrasonography, echocardiography, peripheral Doppler
- Bedside Haemodialysis, endoscopy and bronchoscopy.
- Microprocessor controlled capable of providing ventilatory support to adults and children

Mother and child care

It is deal set-up both for mother and child alike. A dedicated LDR complements the other labor rooms and state-of -the -art foetal monitoring system for complete safety of both mother and child are available. Laparoscopic as well as other gynecological surgeries are undertaken. The labor rooms can well facilitate all emergency cases round the clock. For Child health care the hospital is equipped with:

- Level 3 neonatal intensive care facilities for babies
- Implementation of clinical contemporary protocols of resuscitation at birth,
- Timely immunization, feeding advice and health ante-natal & post natal checkups.
- Special clinics for asthma, epilepsy, adolescent health, child psychology and high-risk newborns.

Pulmonary medicine

The centre offers an integrated approach for the treatment and management of pulmonary diseases as well as respiratory problems. Procedures like broncho-alveolar lavage, brush cytology, bronchial / transbronchial biopsy, needle aspiration cytology and interventional bronchoscopy are performed.

Burns, plastic surgery, cosmetic& reconstructive surgery

Specialized corrective procedures for congenital anomalies, facial injuries, scars and reconstructive work are undertaken. Treatment for acute burns and related post burn corrective procedures are performed by highly experienced doctors.

Internal medicine

Protocols for evidence-based medicine are followed in the treatment of general medical disorders including infections, degenerative and metabolic disorders and clinical immunology etc.

Diabetes & endocrinology

With the change in lifestyles, advanced therapeutic modalities for complicated disorders of thyroid, pituitary and other metabolic diseases like diabetes, hormonal and growth disorders are thoroughly investigated here.

- Adult & Childhood Diabetes
- Adult and Childhood Obesity
- Metabolic and Lipid disorders
- Thyroid disorders

Physiotherapy & rehabilitation centre

Chest Physiotherapy (CTVS) and rehabilitation for joint diseases, stroke, backache, trauma and so on is provided by well trained staff and facilitated by latest gadget

Nutrition

Professionally managed Dietetics Department supervises all meals with special emphasis on disease specific menu, and Nutritional requirements.

Preventive health check unit

Well designed comprehensive and preventive health packages for executives as well as for general population, including an array of blood tests, X-rays, Ultrasound, TMT, ECG, Pulmonary Function test, Echocardiography, Eye and Dental check up.

Radio diagnosis and imaging

It is equipped with,

- 6 slice CT scan machine
- 1.5 tesla MRI machine.
- 500 MA X ray machines

"The World Class Dialysis Program supported by ARCS, USA, enhances the delivery with reducing variability in delivery of care for patients undergoing Dialysis."

Sonography unit caters for multifaceted services for abdomen, small part and Obstetric mapping round the clock. Equipment consists of color & power Doppler and interventional ultrasound.

Pathology & microbiology

Pathology services include biochemistry, microbiology and histopathology & Range of tests offered exceeds 3000 from routine to rare ones. It strictly follows the protocols of the college of American Pathologists (CAP). The result is cutting edge accuracy and speed in investigation, enabled by the high-tech procedures and state of the art equipment.

Comfort, safety and supportive care

Total environment control with proper treatment of air and water, well-provided waiting space, sophisticated and well stocked pharmacy and facilities for communication and refreshment enhance patient comfort.

The hospital is networked for global connectivity and supported by state-of-the –art medical gas system, central sterile supply, laundry and full backup power generation.

Solar water heater system

Renewable energy systems are our most effective strategy for preventing air, water and land pollution. They also help our economy and national security by reducing our huge dependency on imported fossil fuels. Thus, to help preserve our natural supplies and decrease air pollution locally, the hospital has implanted solar water heater system in its infrastructure which would conserve not only electricity but also natural resources.

Support services

- 24 Hour Chemist shop
- Patient attendant rest areas
- 24 hour Multi-cuisine Cafeteria

Departments visited:

- 1) Medical Admin, Diagnosis & OPD: 6th Feb – 19th Feb
- 2) Marketing Department: 20th Feb – 5th March
- 3) Billing & Altius Department: 6th March – 19th March
- 4) Housekeeping & Security Department: 20th March – 2nd April
- 5) CSSD, OT , Cathlab & Laundry Department: 3rd April – 16th April
- 6) Materials Department: 17th April – 30th April

Projects undertaken other than dissertation:

- Four days Direct visits to the Doctors in Rajkot city
- One day Visit to Wankaner with MMU
- One day Visit to Jamnagar for Periphery Specialty Camp
- Prospective study has been done to assess referrals with the sample size of 112 Inpatients
- Physical mapping of CCTV cameras.

Impediments: Initially Gujarati language was the impediment in learning process.