

Internship at Columbia Asia Hospital, Gurgaon

By

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MBA Hospital and Health Management

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Introduction

The Internship and Dissertation are an integral part of the course curriculum of MBA Hospital and Health Management IIHMR Jaipur. As part of the course, students at the end of their final year are required to undergo internship of four months to get an in-depth exposure to the various departments in the organization, as well as take up projects as per the requirements of the organization where the students get training.

During my Internship at Columbia Asia Hospital, Palam Vihar, Gurgaon, there were numerous learning experiences.

A brief report of the internship of four months is presented below with the details of tasks undertaken and lessons learnt during the training.

Goals of Internship

- To observe the administration and management of various hospital departments and develop the skills to manage them
- To understand the mission, vision and the culture of the organization
- To assist in operations of hospital
- To work on projects allocated by the head of operations
- To utilize the knowledge of MBA program in practical implementation in hospital

Organizational Profile

Columbia Asia Hospital, Palam Vihar Gurgaon is a 90 bedded hospital providing services since July 2008. Besides, being a multi-speciality facility it also has come up majorly as a preference for international patients.

It is a NABH accredited hospital following strict standard protocols in providing patient care.

The mission of Columbia Asia Hospitals is

“To deliver the best clinical outcomes in the most effective, efficient and caring environment”

The vision is

“We have a passion of making people better”

Services offered by the Organization

24-HOUR SERVICES

- Emergency room
- Blood Bank

- Laboratory
- Pharmacy
- Endoscopy
- Radiology
- Ambulance
- Operation theatre
- Intensive Care Unit
- Labour and delivery suite
- Cath-Lab

SPECIAL CLINICS

- Asthma Clinic
- Cosmetic Clinic
- ENT Clinic
- 8am to 8pm Outpatient clinics
- Bariatric Surgery Clinic
- Spine clinic
- Knee clinic

BLOOD BANK

- Blood components
- Apheresis

PREVENTIVE HEALTHCARE

- Cardiac screening
- Cancer screening
- Comprehensive health check - below 30 years
- Comprehensive health check - between 30 to 40 years
- Comprehensive health check - above 40 years
- Comprehensive Health Check - Senior Citizen

• OTHER SERVICES

- Nutrition & Dietetics
- Psychology and counseling services
- Audiology
- Physiotherapy

Facilities

DIAGNOSTIC IMAGING

- CT Scan
- Picture archival communication system

- Teleradiology
- Holter Monitoring
- Tread Mill Test
- MRI
- Electroencephalography (EEG)
- Nerve Conduction Velocity (NCV)
- Echocardiography
- Digitized radiography
- Ultrasound & color doppler
- Echocardiography
- Conventional Radiology
- Digitized mammography
- **OPERATING THEATRE**
- Central sterile services department
- Major & minor surgery
- **AMBULATORY & DAYCARE**
- Bronchoscopy
- Daycare surgery
- Pulmonary Function Test
- Endoscopy
- Chemotherapy
- Dialysis

NURSING UNITS

- Intensive care
- Isolation care
- Labour and delivery suite
- Neonatal intensive care
- Nursery
- Pediatrics

PATIENT ACCOMODATION

- Rooms (Single/Superior/Double & Five Bed)
- Intensive Care Unit
- High dependency unit

CLINICAL LABORATORY

- Histopathology
- Cytology
- Biochemistry
- Microbiology
- Clinical pathology

Departments in the Organization

S no.	Location	Departments
1	Basement	
	Office 1	• Operations • International Marketing • IT • Biomedical Department • Security
	Office 2	• HR department • Support Services • Facility • Laundry Services
2)	Ground Floor	• Customer Care • Pharmacy • Laboratory • Radiology
		• Emergency Department • Non Invasive Cardiology (NIC) • OPD station 1 • OPD station 2 • Dental Surgery
3)	First Floor	• Physiotherapy • OT • ICU • LDR

Laboratory Department

1) Highest revenue generating test :

The top 3 tests in terms of revenue generated are :

- Kidney Function Test(KFT)

- Liver Function Test (LFT)
- Complete Blood Count (CBC)

For the month of March the highest revenue was generated by KFT of Rs. 9,62,000 which was 15% of total revenue generated

2) Names of three outsourced tests

- Haemoglobin Electrophoreses: Done in first trimester in pregnant female patients
- New born Screening: Tests done on five parameters done in pregnant patients
- Antinuclear antibody /factor

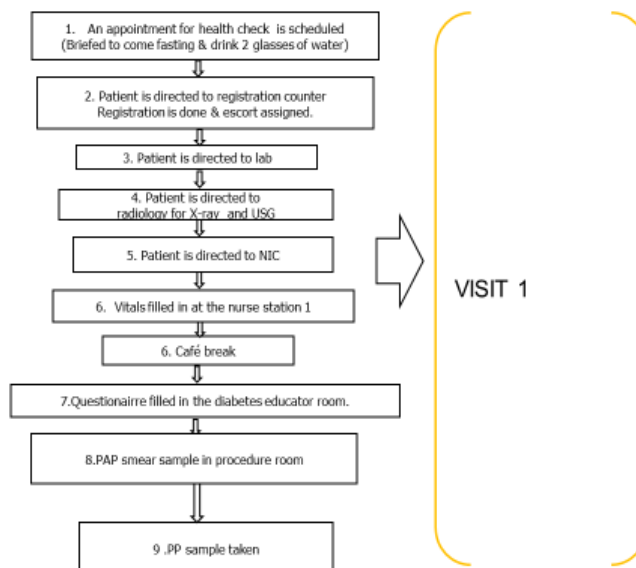
Health Check Process: Columbia Asia Hospital offers health check packages under 3 categories :

Less than 30 years

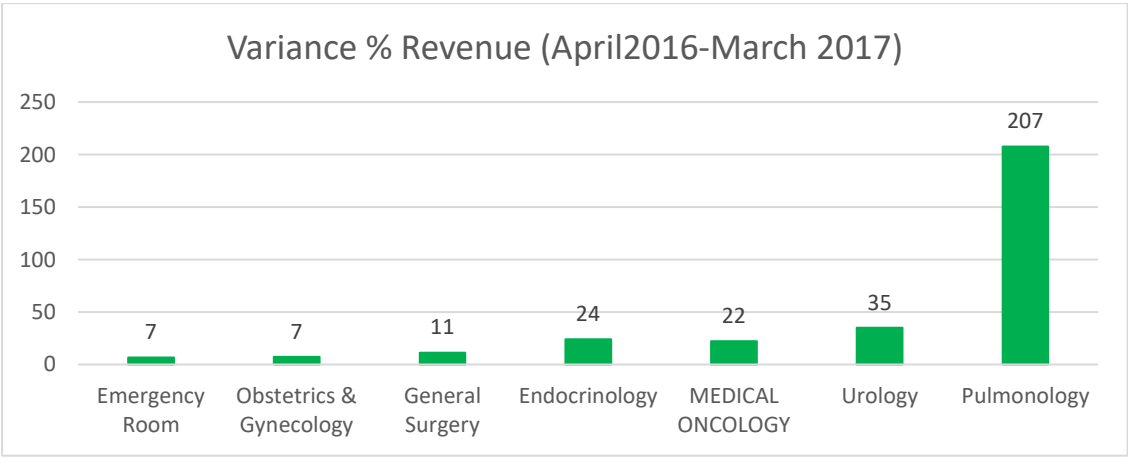
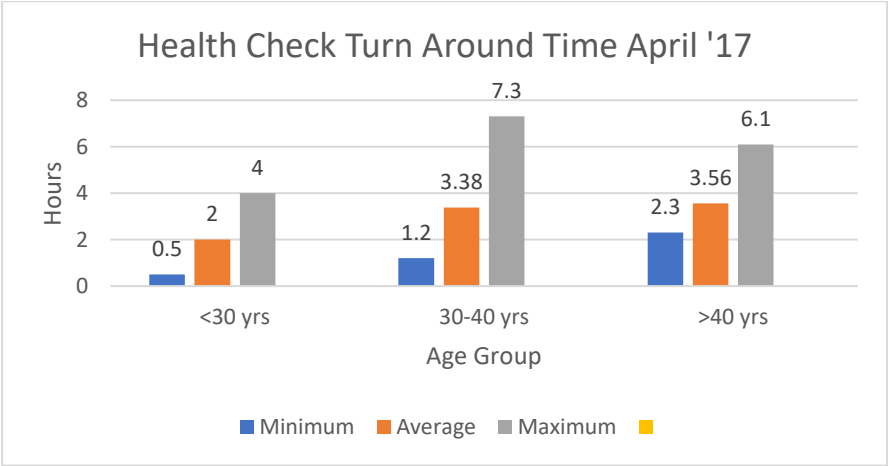
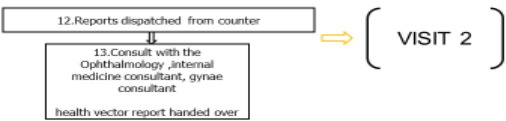
30-40 years

More than 40 years

HEALTH CHECK CURRENT PROCESS



HEALTH CHECK PROCESS MAP



Pharmacy Department

1) Average time for dispensing medicines : 10 minutes

2) The steps for dispensing medicines can be divided as:

- Receipt of prescription
- Order Entry
- Billing of Medicines
- Dispensing of Medication

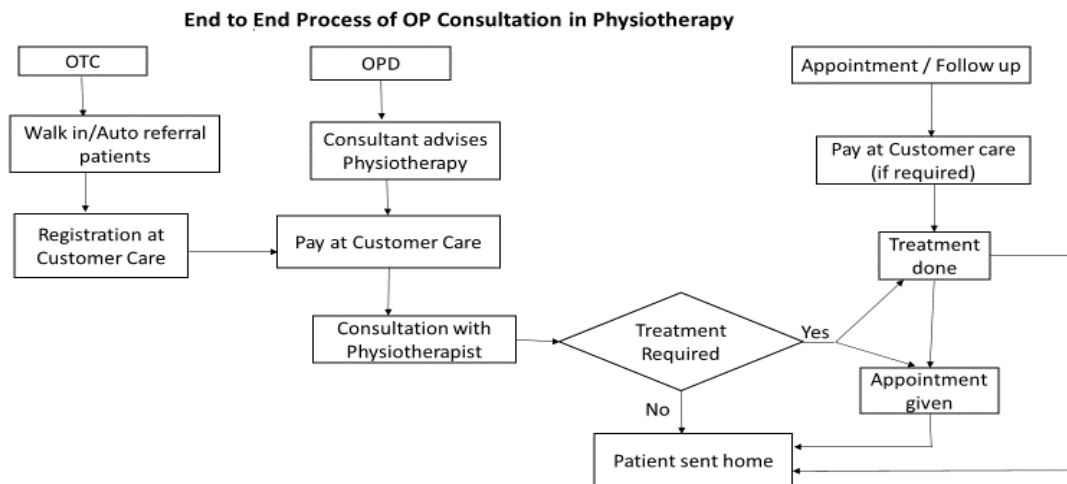
2) Most expensive consumable:

IPD: High value antibiotics

OPD: Medicines used in Dermatology and Neurology

3) Least expensive consumable: Paediatric syrup

Name of License (Pharmacy)
Retail License (Form 20) - MS Store
Retail License (Form 21) - MS Store
Wholesale License (Form 20B)- MS Store
Wholesale License (Form 21B) - MS Store
Retail License (Form 20)- Pharmacy
Retail License (Form 21) - Pharmacy
Narcotic License



Clinical Services department

Census Beds and non-Census bed numbers: Census = 90, Non-Census = 18

Average occupancy for last year (2016-2017) : 56 %

Support Services (Source: Support Services Manager,Atul)

1) Highest revenue generating food item: Vegetarian Thali

2) Average cost per plate lunch for staff: Rs 33.40

3) How is Spill kit maintained?

- Spill kit is checked on daily basis
- Checklist is matched and then spill kit is sealed with tape
- In case the seal of the spill kit is not intact the contents of spill kit are matched again, replenished if required and then sealed again

4) Who is the vendor of disposing BMW?

VULCAN

5) Procedure / policy for screening visitors

For Patients and their companions:

- Visitor are given visitor passes to visit patient rooms and ICU. Only one person allowed per visitor pass
- The visiting hours are fixed as:

Patient rooms: Weekdays – 4pm to 7 pm

Sundays and holidays – 11 am to 1 pm and 4pm to 7pm

ICU timings: 12pm-1pm and 4pm to 5pm

- At a time, not more than 3 persons can be present in a room during visiting hours
- The bags of the visitors are frisked by the security at the staircase and in front of lifts
- Yellow passes given to café visitors

For vendors and suppliers:

- They are not allowed to enter from the main gate. The staff gate in basement is used for the same.
- A visitor pass is issued to them at the staff gate by the security
- They need to carry the pass with them as long as they are in hospital premises and return the same at security desk on exit from the hospital

Facilities

1) Steps taken to make the hospital “ Green” and reduce carbon foot print :

- Use of heat pump in place of hot water generator has significantly reduced diesel consumption
- We try working as a paperless organisation with most data available online
- STP plant used for recycling waste water which is then used in gardening, horticulture
- Compost id also used in horticulture

2) Average diesel consumption per year

Year	Diesel consumption (l)
2016-2017	45867
2015-2016	69507
2014-2015	65114
2013-2014	57000
2012-2013	151000

Finance 1) Average Bill amount (March)

OPD: Rs1495

IPD: Rs81,120

2) Average cost of per plate lunch for staff: Rs33.40