

Internship at Thumbay Hospital, Fujairah

By

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Thumbay hospital Fujairah, UAE

INTRODUCTION:

Thumbay Hospital, Fujairah (previously known as GMC Hospital, Fujairah) a 60-bedded full-fledged private multispecialty hospital provides quality care at affordable price. The hospital is equipped with various specialty departments & services supported by highly qualified and experienced doctors, technicians and trained nurses.

Accreditations & Membership: The Thumbay Hospital, Fujairah is accredited to JCI and various international bodies apart from the Ministry of Health, UAE, and has credentials of being a member of other equally eminent organizations.

Facilities: VIP Rooms, Deluxe Rooms, General Wards, Inpatient Services, Pharmacy, Endoscopy, Dialysis, Radiology, Physiotherapy & Traction etc & all types of surgeries.

GOALS OF INTERNSHIP:

- To understand the working culture of the International hospital and to get adapt to the working environment.
- To analyze the gaps/errors in documentation of medical records and to give suggestions based on policies and standards.
- Work with the medical record department and the quality assurance department to comply towards JCI standards.

My primary goal during my internship at Thumbay hospital Fujairah was to rectify and to follow a process to make correct the errors/deficiencies/mistakes which usually all clinical and non-clinical staff do while documenting the medical records, as medical records plays a vital role for a hospital in sustaining its accreditation and it has been a great learning experience.

THUMBAY GROUP PROFILE :

- Established in 1998 in Ajman, UAE by its founder, Mr Thumbay Moideen a visionary and third generation entrepreneur from India
- Thumbay Group is an international business conglomerate with operations in 20 sectors and having a work force of nearly five thousand employees, with its headquarters in DIFC Dubai, UAE.
- Medical work force from **25 nationalities**, speaking more than **50 languages**, treating our guests from more than **175 nationalities**

THUMBAY HOSPITAL FUJAIRAH:

- Thumbay Hospital Fujairah a 60 Bedded Private Multi-Specialty Hospital based at Sheik Zayed Road, Fujairah is part of Gulf Medical University-Academic Health System one of the largest health care providers in the region, promoted by Thumbay Group.
- Inaugurated in June 2006, has a highly skilled medical workforce from 13 nationalities that speak more than 17 languages, the hospital is the destination to patients from over 148 nationalities worldwide.

Vision Statement :

To be the leading network of academic hospitals in the Middle East.

Mission Statement:

To provide patient-centered care of the highest quality in an academic setup.

Core Values:

- **Excellence** - Provide clients with **consistently high level of service** through **benchmarking** and **continual improvement**
- **Trust** - Ensure trust, compassion, dignity and mutual respect for colleagues and clients through open communication and dialogue.
- **Client centered** – Always be guided by the needs of our patients and clients.
- **Ethics** – Always follow ethical practices that emphasize honesty, fairness, dignity and respect for the individual.
- **Continuous learning** – always keeping abreast with new technologies and **evidence based clinical practice**.
- **Teamwork** – always working together as a team and drawing strength from our diversity to serve the community.
- **Integrity** – Committed to personal and **institutional integrity**, make honest commitments and work consistently to honor them.

OVERVIEW

As a major Health Care Service Provider of Gulf, Thumbay Hospital Fujairah has taken steps to improve its procedures and services by introducing the International Medical and Health Care Tourism unit of the Hospital. We provide our clients excellent Health care services world class recovery measures as well as recreational therapy.

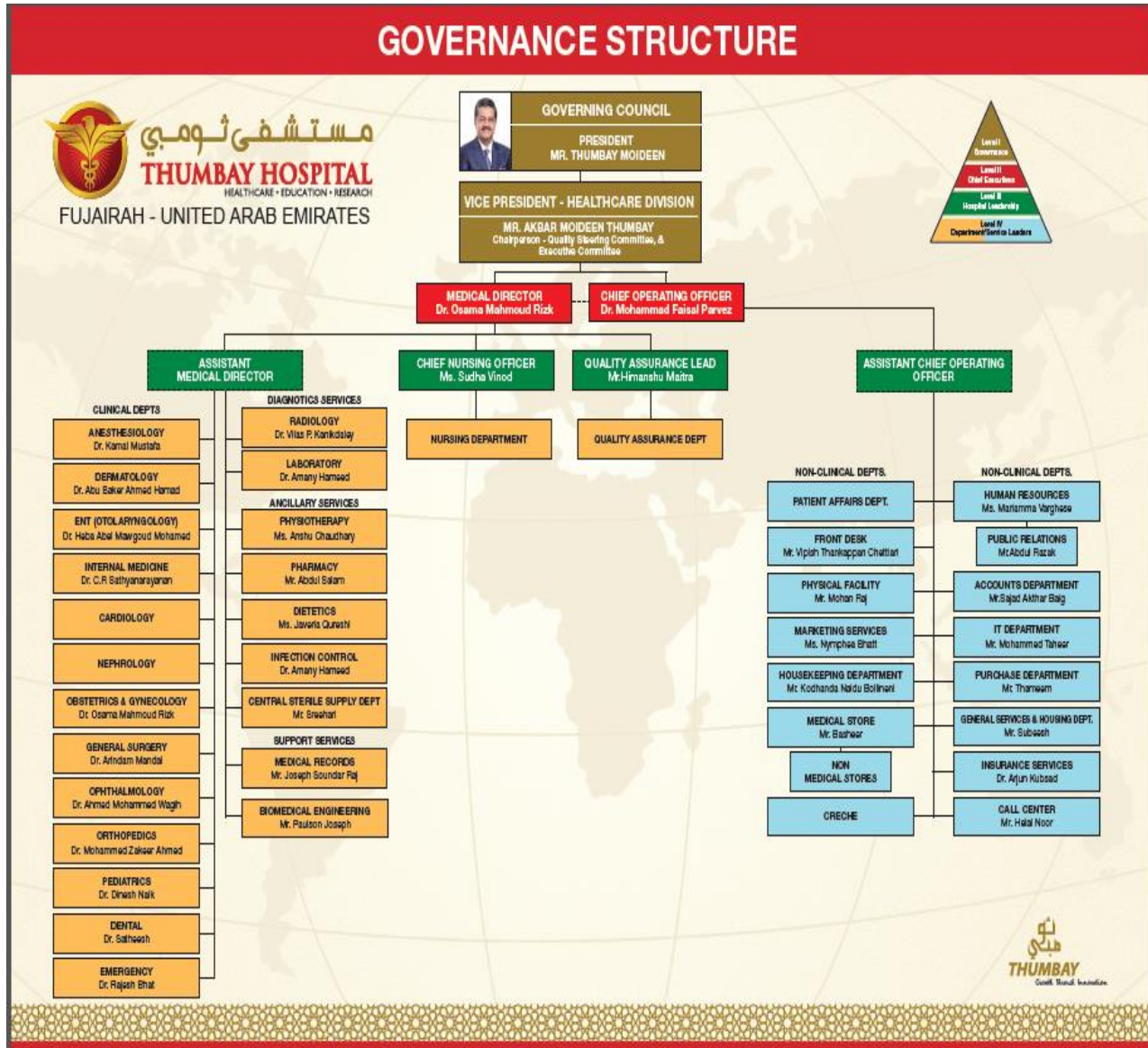
Our aim in Thumbay Hospital Fujairah is to focus a great volume of Medical Tourists travelling from all over the world with a great need for excellent and affordable medical health care services.

Our enquiries come from all over the world from various hospitals, medical practitioners, personal contacts and enquiry portals seeking our needs and services.

Our mission is to provide affordable healthcare that doesn't compromise on quality. It is towards this end that we have established quality systems and controls that meet international standards of excellence in healthcare.

Thumbay Hospital Fujairah brings together highly skilled professional and the latest advancements in medical technology. Our goal is to build lasting relationship with people. We believe that the healing process is as much about personal care as medical attention. It's this conviction that drives us at Ajman's first ever private hospital.

THUMBAY HOSPITAL ORGANIZATIONAL CHART:



CLINICAL DEPARTMENTS:

Medical:

- Accident & Emergency
- Internal Medicine
- Cardiology
- Critical care (ICU, NICU)
- Dermatology
- Pediatrics & Neonatology
- Nephrology

Surgical:

- General Surgery
- Orthopedics
- Obstetrics & Gynecology
- Ophthalmology
- Otorhinolaryngology (ENT)
- Anesthesiology
- Dental Specialties
- Urology

ANCILLARY DEPARTMENTS:

- Nursing
- Laboratory
- Pharmacy
- Physiotherapy
- Radiology
- Nutrition & Dietetics
- Biomedical Engineering
- Infection Control
- CSSD
- Quality Assurance
- Insurance
- IT
- House Keeping
- Patients Affairs
- Medical Records
- Facility Maintenance
- Marketing
- Human Resources

SPECIAL FEATURES:

- Wide range of tertiary care services
- Separate OPD & IP blocks
- Private rooms & deluxe Facilities
- Full range of laboratory diagnosis
- Diagnostic imaging & services (Conventional X-rays, Ultrasonography (4D scan), CT scan, Color Doppler ,Mammography, Fluoroscopy)
- 24 Hour emergency
- ICU- CCU & Labor Rooms
- Day care facility
- New generation medical electronics
- Traditional architecture with modern facilities
- Doctor on call facility
- Facilities: 2 state of art Operation Theatres with ultramodern facilities, well equipped Labor and Delivery Rooms

INNOVATIONS AND INITIATIVES:

- Outpatient Electronic Medical Record system
- Currently developing in-house an Inpatient EMR system
- Picture Archival & Communication System (PACS)
- Hospital Occurrence & Variance Reporting (Incident Management System)
- Inventory Management System
- Hospital Information Management System (HIMS)
- Patient Transfer Agreement with Fujairah Hospital to ensure continuity of Patient care.

Highlights – Hospital:

- Bed strength - 60
- Scope of service – 17 specialties
- OPD visits/month – 10916
- Admissions/month – 349
- Insurance companies - 34

Accreditations and awards:

- Joint commission International – Member
- College of American pathologists
- Sheikh Khalifa Excellence Award Silver Winner (2017-2018)

Licenses:

- Ministry of health
- Federal Authority for Nuclear Regulation

DEPARTMENTS VISITED AND PARTICIPATION:

While being in my internship I got the opportunity to explore a few departments & understand their operations of day to day and then assigned by the quality assurance team being asked to formulate SOPs for respective departments. The departments in which I got the chance to get involved where:

Quality Assurance Department:

During the beginning of my training I got an opportunity to work with the Quality assurance department and was involved in the medical record documentation error analysis process and forming a quality improvement plan for the same while JCI survey for dialysis ,endoscopy and

radiology units was about to happen . The integration of the quality control plan with the entire hospital according to JCI standard was a challenge as it required continues monitoring of the medical records to be analyzed from all the departments.

Thus along with the quality control team leader various checklists were prepared which were used as analyzing tools to monitor these medical records from departments. But limited period to observe the changes in work process actually confined my study to limits.

Medical record department

In the second month of my internship i had the opportunity to work with the medical record department with auditing of medical records to comply with JCI standards. The responsibilities helped me understand processes followed and the JCI standard requirements.

In medical records department in learned to keep the details of patient safe under ethical and legal implications. In medical records department I saw the process being followed daily as well as got the opportunity to observe and be a part at the time of JCI surveyors visits.

Working in medical records department by audits helped me to understand the documentation errors in case files done by various staffs and the reason of its persistence and also the necessity /requirement of training sessions to improve the existing situations.

Had the opportunity to be a part in preparing contents for a conducting a training session based on policies and standards of THFUJ before JCI survey to receive approval. Learned the JCI manual and primarily focused on medical record information management policies, medical record management policies.

Central sterile and supply department:

Had an exposure of CSSD by the end of second month were I saw the whole process being followed from receiving, storing, processing, distributing and controlling the professional supplies and equipment's (both sterile and non-sterile) for all user units of hospitals for the care and safety of patient under strict quality control

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- Gap analysis of requirements of resources in a crash cart in emergency situations and present scenario at THFUJ

EXTRAORDINARY GOOD / ADVERSE EVENTS:

IMPEDIMENTS: