

**Internship at
Eternal Health Care Centre and Research Institute,
Jaipur**

By

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INTRODUCTION

Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital in Jaipur city. This landmark Healthcare Institute is the result of the vision of Dr. Samin K. Sharma, world renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA. Eternal Hospital brings the best in multispecialty treatment to the state of Rajasthan. Hospital with capacity of 250 bedded hospital has state-of-the-art technology focusing on the specialities like Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopaedic & Joint Replacement, Spine Surgery, Nephrology, Paediatrics, Gynaecology, Critical Care, Urology, Pulmonology, Gastroenterology, Diabetes, and Endocrinology and many more.

Eternal Hospital has a knowledge sharing arrangement with Mount Sinai Hospital New York USA, which has been internationally recognized for its top-performing physicians and revolutionary research centres.

GOALS OF INTERNSHIP

Physical exposure is integral part of Masters in Business administration in hospital management (MBA-HM) PROGRAMME. As part of curriculum, students of final year are required to undergo internship training at hospital for a period of three months.

The overall objective of the internship is to provide practical exposure to the students about day to day managerial problems in management of hospital. Through this exposure students are expected to gain knowledge and skills to handle managerial issues for the major departments of the hospital.

The students are expected to identify specific problem area or department for dissertation. The activity is envisaged as problem solving exercise by which the students are expected to:

- Diagnose critical problem in an operational area
- Provide management with alternative solution
- If possible design and implementation plan to carry out most feasible solution

Organizational profile

Eternal hospital another additional to tertiary care hospital which brings together the state of art medical infrastructure, cutting edge technology and highly integrated and comprehensive information system along with quest of exploring and developing newer therapies. To serve the communities at large the hospital has energetic, enthusiastic, forward looking, deserved and able technical expertise from within and outside the country. eternal hospital is backed up by the trained supportive staff, efficient system with modern procedures in affiliation with Mount Sinai Hospital, New York, US, with aim to fulfil the need of people of Rajasthan and across the globe.

Carrying the tradition Eternal hospital aim to not provide the highest level of care, but also to provide the highest level of medical city in Jaipur city. Eternal Hospital has emerged as a destination of choice for many national & international patients owing to the exclusive services and excellent medical outcomes delivered at Eternal Hospital.

All construction and adaptation of technology has been done in adherence to international norms. An aesthetically inspiring building backed by highly dedicated customer services bear the differentiating mark for Eternal Hospital. Latest range of equipment ranging from a highly-equipped ICU to FD-20(most advanced CATH LAB in Rajasthan) cath lab are some of the examples of the high bench marks Eternal Hospital maintains for its patients.

Eternal Hospital has been amongst the leaders in the number of patients in Cardiology right from the first few months of inception. Along with the state-of-the-art medical services, some of the unique features which Eternal Hospital also offers are Nuclear Medicine, Infectious disease department, Fast track surgeries, Preventive health department and Eternal Hospital patient education services.

Services provided by hospital/organization

- Largest Cardiologist Team in Private Sector in the State to perform Complex Cases.
- Contribution of 80 Critical Care Beds to the State – Rajasthan is having scarcity of critical care beds and people are dying without availability of critical care beds at the emergency and when it is required. EHCC is giving 80 critical care beds including Medical, Surgical, Cardiac Care, CT Recovery etc.
- Cath lab - EHCC consists of 2 state-of-the-art Cath Labs that house the most advanced technology including bi-plane flat panel imaging, which allows for more images with less contrast dye usage, and magnetic catheterization. We have facility to show the live cases at our auditorium for medical fraternity.
- Treatment in Golden Hours - EHCC believes in Rapid Action and focused care to give best results for heart attack, brain attack and trauma because we believe that needle time is important.
- Modular/Laminar Flow “Class 100” Operation theatres with HEPA filter and zero infection level.
- Availability of Gama Imaging, Nuclear medicine for cardiac treatment.
- Pneumatic Chutes – first time introducing Pneumatic Chutes.

It is a system placed at sample collection counter and nursing stations. It is a suction operated system and supports to send collected samples directly to laboratory. The system reduces man power, infection possibilities.

- Separate in and out system for sterile and non-sterile items is also an infection controlling measure.
- Steam disinfection system for infection free instruments.
- Minimum involvement of attendants and patients. Video briefing for attendant’s information and counselling.
- EHCC is establishing a Research Department to evaluate delayed recovery of admitted patients, patients in Critical Areas, infection cases after surgery etc. A team

of senior doctors will audit the surgery and treatment results. Team of Mount Sinai Hospital, USA will be available for live Audio/Video advises.

Eternal Heart Care Centre & Research Institute being a truly International Standard hospital has procured the latest equipment's and technology for better results and patient outcomes. EHCC has recently procured its 2nd Cath lab which is the latest one "Phillips FD20" which can perform a full spectrum of cardiac and vascular interventions. It combines a large field of view and high resolution flat detector with advanced diagnostic and 3D interventional tools – all seamlessly integrated in the clinical workflow of a mixed lab.

- Advanced interventional tools for vascular and PTCA procedures.
- Sharp, crisp visualization of small details and objects during cardiac and vascular interventions.
- Dose Wise offers low X-ray dose and excellent image quality as compared to conventional cath labs which is an advantage to both for a performing cardiologist and patient.
- Compact design provides full patient access and supports steep projections.

Other Equipment's are as follows:

- 3-D Mapping system for EP Study
- Philips MP-20 patient meter
- Arjohuntleigh E-8000 fully automated patient beds

VISION AND MISSION

I. VISION

A Centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

II. MISSION

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services

III. CORE VALUES

Integrity

We adhere to an uncompromising code of ethics that emphasizes complete honesty, transparency & sincerity

Patient Centric

Caring for the individual patient and his family is at the heart of our mission

Excellence

We strive to make everything we do world class & strive for excellence in team of skills, state of the art technology, programs & services. We will strive to have leadership in our field

Hospitality

We will welcome people with kindness and do all that we can to assist their health and wellbeing

Accountability

Is about ownership of work and being answerable for the services we provide

Respect for All

We carry the respect for the dignity of each individual

Team Work

System effectiveness is built on the collective strength & cultural diversity of everyone with open communication

HOSPITAL SPECIALISATION

- Interventional Cardiology
- Obs. & Gynaecology
- Cardio Thoracic Vascular Surgery (CTVS)
- Pulmonary & Sleep medicine
- Neurosurgery
- Nuclear Medicine
- Paediatric
- Anaesthesia
- Critical Care
- Radiology
- Preventive Cardiology & Internal Medicine
- Dietetics
- Endocrinology
- Physiotherapy
- Neurology
- Pathology
- Nephrology
- Blood Bank
- Orthopaedics
- Dental
- Oncology
- Onco-Surgery

SUPPORT SERVICES

NURSING CARE

The nursing team is committed in providing the patient with professional and companionate care of highest standards. The staff nurse is responsible for daily care during entire patient stay at hospital. Every single room is equipped with nurse and central nursing station.

HOUSEKEEPING

To ensure the patient room neat and clean, the housekeeping staff do cleaning twice a day and can be done again on the request by patient. Staff nurse will provide the clean linen to patient as well for the bed and other things required by the patient.

DIETARY

During the hospital stay the patient requires the diet according to their clinical condition which is planned by the dietician after the initial investigations and consultation by the concerned doctor.

SERVINGS	TIMINGS
BED TIME	6:00AM-6:30AM
BREAKFAST	7:30AM-8:30AM
LUNCH	12:30PM-1:30PM
EVENING TEA	4:00PM-4:30PM
SOUP	6:00PM-6:30PM
DINNER	7:30PM-8:30PM
HEALTH BEVERAGES	9:00PM-9:30PM

IT IS the hospital policy that no outside food is allowed for the patient.

EMERGENCY & AMBULANCE

The hospital is fully equipped with round the clock emergency services supported by ambulance services.

PHARMACY

For the purchase of medicines and other medical items, pharmacy store is available within the premises of the hospital at ground floor.

CAFETERIA

separate cafeteria is available for both for patient attendants and the hospital staff.

PARKING

To facilitate the attendants and the visitors for the vehicle enough parking space is available which is at the back of hospital assisted the parking and security staff. The underground parking is available for the hospital staff.

FACILITIES FOR VULNERABLE PATIENTS

The hospital identifies and provides special care to the vulnerable patients by providing wheelchairs, stretchers who under the category of:

- Unstable condition of the patient
- Old age patients
- Physically or mentally challenged persons
- Those who cannot perform ADL (activities of daily life)

DEPARTMENTS VISITED

As part of my internship, I was mainly involved in the functioning of Inpatient department, at the IPD admission counter of the hospital. This involves the understanding of process flow and bringing out the bottlenecks in admission process. Some of the duties performed –

1. Guiding the patient to reach the correct person to start with the admission process.
2. Assisting the patient in filling registration form.
3. Assisting the patient with basic queries about the rooms, procedure of admission.
4. Coordinating and controlling the patient flow at the desk on high patient footfalls.
5. Coordinating with staff regarding the patient queries.

LESSONS LEARNT

The internship period provided me extremely valuable learning experience. It gives me first hand practical experience of dealing with patients in IPD. I learnt about the want, need and demand of the patient. Th also understood the importance of right temperament of staff for appointments which directly interacts with the patient like at the admission counter. I also realized the importance of top management in making an organization into a learning organization and developing a good organization culture.