

Internship at Wockhardt Hospital, Mumbai

By

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Introduction

The internship duration was from February 1, 2017 to May 4, 2017. There was a 2-day induction program at the group's corporate office in Mumbai. Here the management trainees were all introduced to each other and the organization. We were given a brief overview of the group, various verticals, and presence across the country. Topics for the projects were allocated and there was a discussion where each of us chalked out a plan as how to carry out the study. My location for the internship was Wockhardt Hospital-NOBO, Mira Road (east).

All the knowledge gained or data collected is not given in detail for organizational policy and discretionary reasons. It is hoped that the report reflects the expanse of learning in a real setting, and an organizational overview. The report tries to capture the various paths of learning that were available to the organizational and my efforts to approach them in a practical way that suited the organizational requirements and limitations.

Everyday brought new learning and experiences. This report is just an encapsulation of some of the learning. An outline of activities is given and data or sensitive information is not included.

Role of Internship:

- To understand and learn the practical approach towards day to day micro level operational management of all the departments in a Hospital/Health-Care Organization.
- To observe and learn the process flow of each Department.
- To gain knowledge, core skills, role and responsibilities from the Key players and the stakeholders of the organization.
- To identify any certain problem area in operational department.
- To adapt into the professional world.

Organizational Profile

Wockhardt was founded by Mr. Habil Khorakiwala and was incorporated as Wockhardt Private Limited in 1973. Today the Wockhardt group is a global Indian company that encompasses pharmaceuticals, biotechnology, and healthcare. Wockhardt Hospitals made a beginning in the year 1987 with a hospital in Bangalore. Wockhardt hospital currently runs 9 Hospitals located at Vashi, Mira Road, Mumbai Central, Rajkot, Nashik, Nagpur (Unit I & Unit II), Surat and Goa.

Wockhardt Super Specialty Hospital, Mira Road, inaugurated in 2014, has been envisioned as a healthcare destination where patients receive care in a truly restorative environment. Staff at Wockhardt Hospitals, Mira Road delivers hi-end clinical care across major medical specialties through comprehensive solutions including consultancy, diagnostics, and therapy. It is a 14 storied and 350 bedded Multi-specialty tertiary care hospital.

Vision:

Wockhardt Hospital will strive with excellence to fulfill the needs 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 the greatest respect for human dignity and life.

Services provided by hospital/organization

1. It offers hi-end clinical care in Cardiology, Neurology, Neurosurgery, Orthopaedics and Joint Replacement Surgery.
2. Other key specialties include Minimal access surgery, Internal Medicine, Nephrology, Urology, Critical care, Cosmetology, Obstetrics & Gynaecology, Medical and Surgical Oncology along with Emergency & Trauma Services.
3. 350 hospital beds with comprehensive healthcare services.
4. 9 well equipped, ultra-modern operation theatres with Laminar Air Flow System to achieve 'zero infection' during surgery. 100 critical care beds for comprehensive intensive care.
5. Fully equipped 'ICU on wheels' - on call 24x7
6. High-end Flat Panel Cath lab, 64 Slice CT Scan, 1.5 Tesla MRI.
7. Day care unit for short stay.
8. Fully equipped dialysis unit.
9. High-frequency digital X-rays.
10. Consultation services, diagnostics & treatment.
11. Round-the-clock availability of doctors.
12. Comprehensive diagnostic support system.
13. Adherence to national/international standards.
14. Digital documentation of patient records for all-access.
15. Real-time Waveform monitoring of treatment by specialists through laptops

Departments visited:

Each department were visited during induction.

Projects undertaken other than dissertation:

- To study key operational parameters of various departments of Wockhardt Hospital, Mira Road.

Objective-To observe the process flow of various departments, identify 4 problem areas and more than one solutions for 1 problem. Study duration was 15 days each in every Department.

Departments Studied during this period-

1. OPD, Medical Administration and Diagnosis (February 6,2017- February 19,2017)
2. Marketing Department (February 20,2017-March 5,2017)
3. Billing and TPA Department (March 6,2017-March 19,2017)
4. Housekeeping and Security Department (March 20,2017-April 2,2017)
5. Laundry, CSSD, Cath Lab and OT Department (April 3,2017-April 16,2017)
6. Nursing Department. (April 17,2017-April 30,2017)