

**Internship at
Asian Heart Institute, Mumbai**

By

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HOSPITAL PROFILE

Asian Heart Institute (AHI) is India's No.1 cardiac care hospital, established in 2002, located in the western suburb of Bandra, at the Bandra-Kurla Complex (BKC), in Mumbai, Maharashtra, India. In just 15 years, the hospital has treated more than 300,000 patients, and completed over 37000 angiographies & angioplasties and more than 21000 heart surgeries. AHI has a staggering success rate of 99.83% in bypass surgeries and an overall 99.6% in cardiac surgeries. These success rates are among the highest in the world. It has pioneered the treatment of complex heart surgeries, arterial graft & beating heart surgery in India.

ASIAN HEART INSTITUTE AND RESEARCH CENTRE (AHIRC) is a renowned name in the field of cardiac surgery, interventional cardiology and cardiac diagnostic. The institute was set up as a dedicated cardiac hospital to bring to India the best cardiac care, training of cardiac surgeon and cardiologists and also to conduct research of international standards.

Asian Heart Institute (AHI) which is pioneer in the field and is fully dedicated to cardiac care facility. AHI is led by the vision of Dr. Ramakant Panda for creating a best cardiac healthcare delivery system in India.

Asian Heart Institute has set benchmark in cardiac care with its path breaking work over the past 15 years. Today, it is recognized world over as a center of excellence providing the latest technology in Cardiac Bypass Surgery, Minimally Invasive (Robotics), Interventional Cardiology, Pediatrics Cardiology Surgery. The hospital is backed by the most advanced laboratories performing complete range of investigative tests in the field of Nuclear Medicine, Radiology, Hematology, Transfusion medicine, Microbiology.

Asian Heart Institute has a vast pool of talented and experienced team of doctors, who are further supported by a team of highly qualified, experienced & dedicated support staff & cutting edge technology. The hospital today has an infrastructure comprising of around 250 beds, 2 CATH Labs, 6 Operation Theatres, 3 ICU's besides an array of other world-class facilities. AHI provides top services in areas of acute care, invasive and non-invasive

cardiology and state of the art surgical procedures, besides playing a leading role in prevention, early detection and the renewal of heart disease.

It provides high-class emergency services to patient including the facility for air ambulance. The institute also offers many cardiac preventive health checks. AHI has now taken a landmark step in introducing Robotic Cardiac Surgery by installing the first the **Da Vinci Surgical System** in this Region.

HISTORY

Medgate Today honoured Dr. Ramakanta Panda, the Chief Consultant Cardiovascular Thoracic Surgery and the Vice Chairman and Managing Director of Asian Heart Institute, as the No1 cardiac surgeon and one of the 25 living legends in the Healthcare of India.

The hospital added a sports medicine facility in 2007 as a number of hospitals across the country expanded their services in that practice area prior to the 2010 Commonwealth Games.

As of July 2012, it was one of the two private hospitals in Mumbai, India to participate in a government insurance scheme to provide coverage for the poor.

In April 2013, through its Pediatric Cardiac Center, AHI committed to providing free heart surgery for 100 economically-weak children who have congenital heart disease. The hospital helped clear up the government-operated KEM Hospital's waiting list, which had grown so long that some infants and children had been waiting for surgery for over three years. Dr. Panda committed to operating 1000 children, who because of their financial situation would otherwise have had no recourse to cardiac surgery.

MISSION

“To operate as a world-class heart hospital, incorporating the latest technological advances and ethical practices to provide quality heart care at reasonable costs”

VISION

To be a globally preferred centre of excellence.

VALUES

- Customer Satisfaction
- Highest Quality
- Culture of High Performance
- Integrity and Ethical Practices
- Innovation and Change

Accreditations

Joint Commission International, USA

AHI is a Joint Commission International (JCI) accredited hospital. JCI is the highest global accreditation body to recognize hospitals adhering to patient care and safety norms. The receiving of the JCI accreditation is a vindication of excellence in medical services and the care provide to each of the patients.

NIAHO (National Integrated Accreditation for Healthcare Organizations)

This NIAHO Accreditation Standards Interpretive Guidelines and Surveyor Guidance for Critical Access Hospitals (NIAHO) document is based upon the Centers for Medicare and Medicaid (CMS) Conditions of Participation for Critical Access Hospitals 42 CFR 485.606 and State Operations Manual Regulations and Interpretive Guidelines for Critical Access Hospitals. These Interpretive Guidelines also are periodically updated based on notices distributed from CMS. Hospitals participating in the Medicare and Medicaid program are expected to comply with current Conditions of Participation. When new or revised requirements are published hospitals are expected to demonstrate compliance in a time frame consistent with the effective date published by CMS in the Federal Register.

International Organization for Standardization (ISO) 9001:2000 Certification

Asian heart institute has been certified by ISO 9001:2000 ensuring compliance across multiple criteria including improved patient satisfaction, effective Quality Management System, efficient management of our processes and contribution improvement of the system.

Have also been acknowledged as

- "India's Best Private Cardiac Hospital" In 2014, by the Health Care Achievers Awards hosted by the Times of India Group
- "India's Best Private Cardiac Care" two years in a row in The WEEK-Hansa Research
- "India's Best Cardiac Care Hospital" by CNBC & ICICI Lombard healthcare award

- Amongst the "World's TOP 10 Best Hospitals for Medical Tourists" by Medical Travel Quality Alliance (MTQUA)
- Among the TOP 5 Cardiac Hospitals in India by Indiatimes.com

HOSPITAL LAYOUT

AHI is a renowned name and has a building i.e. of mixed (vertical and horizontal) expansion. The building is semi circular in shape with 7 floors and two level basements. Each of the floors would be explained in details below for understanding.

FLOOR WISE DISTRIBUTION OF AHI

Lower Basement

- Medical Records department
- Laundry and linen
- Mortuary
- Central Stores Department

Upper Basement

- Parking
- Cafeteria for staff

Ground Floor

- Hospital Entry
- Admission Desk
- Help Desk
- Reception
- Cafeteria
- Billing
- Imaging Services
- Marketing Department
- Corporate Office
- Security Cottage

- Pharmacy
- Day care center
- Emergency
- Auditorium
- Doctors Cabin

First Floor-(OPD Block and Executive health checkups)

- OPD Billing
- One helping desk
- Fourteen consultation chambers where specialized doctors in the following fields are available-
 - ENT
 - Ophthalmology
 - OBGY
 - Gen surgeon
 - Audiometry
 - Gen physician
 - Chest physician
 - Urologist
 - GASTRO
 - RHEUMAT
 - Neuro physician
 - Neuro surgeon
 - Psychiatry
 - ONCO
- LIBRARY
- Clinical research
- CSSD
- Blood bank and Lab area
- Patient care manager room
- Security station

Second Floor

- OPD and Echo area
- IT section
- AKD
- ICU 2
- Endo, Diabetic OPD, Pediatric unit
- Stress Echo, 2D Echo, Doppler

Third Floor

- ICU 1
- LOBBY
- CATH lab
- Cardiac OPD
- THINK TANK
- OT
- Quality
- CATH office

Fourth Floor

- Common sharing and twin sharing rooms
- Nursing station 1, 2, 3
- Shaving room
- Pantry
- Waiting area

Fifth Floor

- Deluxe and suit class rooms
- Nursing station 1, 2, 3
- Doctors room

- Dietician

Sixth Floor

- Cardiac Rehab
- Expansion area
- Physiotherapy

Seventh Floor

- Expansion area
- Dental OPD

MEDICAL RECORDS DEPARTMENT

Layout- Lower Basement

Functions of MRD

- To ensure that the AHI has complete & accurate medical record for every patient.
- Public dealing with respect to TPA queries, Bill verification, MLC cases and dealing with Summons to the doctors, hospital.
- To maintain high level of confidentiality as far as patient's records are concerned.
- To ensure that the records are identified and stored safely to prevent unauthorized changes and easily retrieved whenever required.
- Issuing Emergency, Medical, Birth & Death certificates.
- To generate Bed Occupancy reports (daily & monthly), **P.N.D.T**, **M.T.P** reports (monthly).
- Sorting of active files from the inactive files.

Record Retention Periods:

- IP Records : 10 years
- OPD documents : 3 years
- MLC Records
 - Non court cases : 10 years
 - Court Cases : on final decision of court + 3 years
- Birth/Death Register : Not to be destroyed

Color coding followed for various files as follows:-

- Green - insurance
- Red - Pediatric
- Yellow - Ophthalmology
- Blue - General (OPD+IPD)

EXECUTIVE HEALTH CHECK UP (EHC)

Layout:- 1st floor

Process Flow: -

AHI has an EHC department on 1st floor for preventive health checkups. It offers a broad range of preventive health checkups packages.. This is exclusively designed to provide complete body check-up for.

1. Corporate executives.
 2. Pre-employment health check-ups
 3. General health check-up for walk in-patients.
- The executive checkup department, a part of OPD services, is a wing of this hospital dedicates to the diagnostic and preventive side of patient care. It is a place where healthy patient come for prognosis of disease or to know about the preventive and curative aspect of conditions they may already have.
 - This system facilitates the patient to get all the required investigations/ consultations done without having to pay for either consultation and/or for each individual item of pathological or imaging investigations. It is the centre point where the potential customers come directly in contact with hospital services. This department can therefore be a point to draw in patients to become in-patients or for them to come even for follow-up OPD consultation.
 - The packages in the program have been developed by a team of highly qualified and experienced medical personnel and are designed to offer a complete medical checkup and within their limitations detect any latent health problems. In additions, these packages are offered at special discounted rates that make them truly worthwhile. At the end of the day, candidates leave the hospital with all their reports.
 - This department is dependent on various other hospital departments and consultants to ensure a smooth process flow. Therefore co-ordination is a key factor in smoothly running the department. The departments in co-ordination are, pathology, radiology, following department, medicine, surgery and gynecology.

For corporate clients, AHI have various health checkups packages which are pre-designed and customized by the respective company/organization, according to their policies.

The patients usually come with a prior appointment, empty stomach that is then undergone through a series of tests under the supervision of doctors. The package includes complimentary breakfast and doctors consultation both pre-post, valid up to 15 days from the letter of reference from their office, duly authorizing the check.

TYPES OF EHC PACKAGES

1. Platinum plus
2. Platinum
3. Deluxe
4. Gold
5. Cardiac
6. Basic

OT (Operation Theatre)

- ❖ Layout: 3rd floor and 2nd floor (non working)
- ❖ No. of OT's: 6
- ❖ No. of beds in Preoperative ward: 5
- ❖ No. of beds in post operative wards: 6
- ❖ Utility room: 1
- ❖ Pantry: 1
- ❖ Sterile room: 4
- ❖ Changing room: 4

OT Staff:

1. OT Coordinator
2. Surgeon
3. Anesthetist
4. Anesthetist Assistant
5. Senior OT Technician
6. OT Technician
7. Per fusionist
8. Per fusionist technician
9. Scrub Nurse

The aim of department of anesthesiology and OT facility is to provide the highest quality of care to patients undergoing various types of cardiac surgeries. The OT facility is positioned as a tertiary care centre of excellence providing complete services for various surgical specialties. The department is staffed with highly experienced and trained anesthesiologist, surgeons, technicians, nurses and other support staff. Their services have state of the art technology and equipment with highest level environment and quality controls. For each OT there are two scrub nurses and one circulating nurse. Protocols based on approach for quality pre-operative, intra- operative and post- operative and follow-up care of the. The complex is divided into three zones: sterile, semi sterile and non-sterile zones. Complete services to the following surgical specialties are provided.

INFECTION CONTROL SURVEILLANCE PROGRAMME FOR OT

Records maintained for OT Sterilization Check:

1. OT Culture File:

- Contains culture report of each OT
- Done every **72 hrs.**
- Swabs taken from OT floor, walls, table locations.
- Method used: **Still Air Method.**
- FORMAT: Site (OT No.)

Method

Receiving date

Reporting date

Microbiology report

2. Daily OT Cleaning File:

- Daily OT cleaning record (compiled to get monthly record) with format as:
OTNo. / Item name / Qty./Date/Morning, Evening, Night with (personnel sign & ID no.)
- OT washing date record, OT fumigation date record.

3. Fumigation Record File

- Separate record for each OT
- Fumigation done by **2% trigene**
- Weekly reporting

CENTRAL STERILE SUPPLY DEPARTMENT:-

The central sterile supply department (CSSD) plays a key role in providing the items required to deliver quality patient care. Centralizing the reprocessing of reusable devices helps ensure uniform standards of practice, while also providing for improved workflow (soiled, to clean, to sterile). This also facilitates the training and education of skilled technicians who must be aware about the standards, complexities, challenges, risks and technicians associated with the CSSD function. Every CSSD task must be performed for the welfare and safety of patients, co-workers and the community.

CSSD is the heart of hospital infection control and the most important unit of clinical support services. CSSD's main functions are cleaning and drying, assembly, packing, sterilizing, storing and distributing instruments (both multi use and single use devices), as per well delineated protocols and standardized procedures.

INFRASTRUCTURE:-

It is divided into 3 zones

1. Decontamination area
2. Assembly area
3. Sterile storage area

STAFF:-

- 1 manager/department head
- 1 executive
- 1 senior technical officer
- 4 technical officers
- 6 junior technical officers
- 10 trainees
- 16 health care attendants

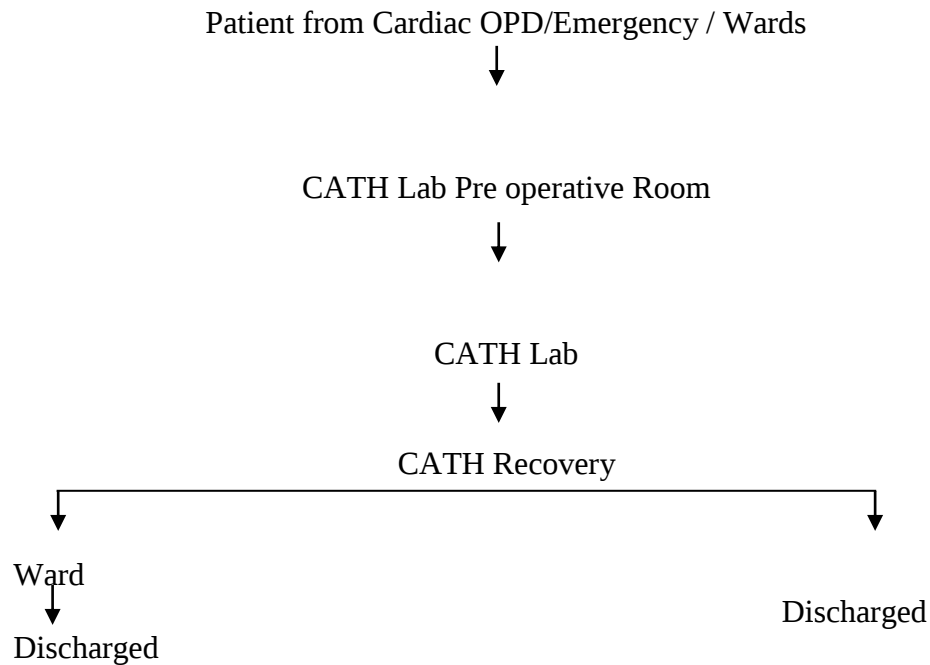
MAJOR TECHNOLOGIES:-

- Ultra sonic cleaner
- Washer disinfectant
- Dryer
- Steam sterilizers
- Plasma sterilizers
- ETO (ethylene oxide gas sterilizer)
- Dry heat sterilizer

Catheterization Lab (CATH)

Layout: 3rd floor

Workflow



Common procedures in CATH Lab:

- Coronary Angiography (CAG)
- Coronary Angioplasty (PTCA)
- Balloon Mitral Valve Plasty
- Permanent Pacemaker
 - Single chamber
 - Dual chamber
 - Bivent
 - Combo device
 - AICD
- Electrophysiology study-Radiofrequency Ablation (EPS-RFA)

CATH Recovery ICU 2nd floor

Layout: 2nd floor

Workflow-

After the patient has undergone a cardiac procedure, he/she is shifted to CATH Recovery ICU 2nd floor, to keep an eye over the cardiac status for the next few hours.

- If the patient had only Angiography, he is discharge from CATH Recovery after 6 hours of the procedure.
- If the patient has undergone any surgical procedure, then he/she is shifted to the wards the next day for further investigations.

The nurses keep the record of the patients' status and their medications as well. The duty doctor is responsible for reviewing the patients from time to time.

Physiotherapy

The department is on 6th floor. It is used for cardiac rehab as well as sports therapies. Various machines of international standards are placed over here which also includes treadmills, cross trainers, cycles and cardiac pumbers.

There are various test's which are being performed at the ground floor and 2nd floor. They are as follows:

- X-Ray
- Echo
- ECG
- TMT
- Mammography
- Bone Densitometry

STANDARDS OF OPD

- PATIENT TURN AROUND TIME = 4.5 HOURS
- DOCTORS DELAY = 15 MIN
- WAITING TIME FOR PATIENT = >15 MINUTES

PROCESS FLOW:

- As the patient enters at 1st floor, he has to go at billing counter where he has to pay the initial amount for package.
- After completing billing patient comes to the nursing counter and from there patient goes for the investigation (sugar-fasting)
- After that patient comes back to the nursing counter and here patient is diverted for various investigation.
- Then reports send to the report room from various investigation centers, where the reports are compiled and distributed to the patient.

Imaging and Radiology

Services Provided:

- CT
- Ultrasound
- X-Ray
- MRI
- Mammography
- Bone Densitometry

PHARMACY-the complete health store

Layout :-

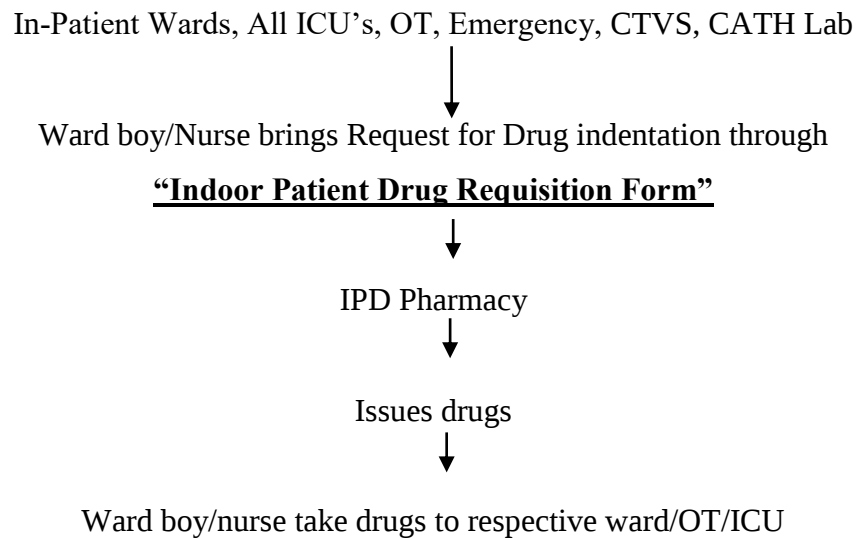
Ground floor

Timing: -

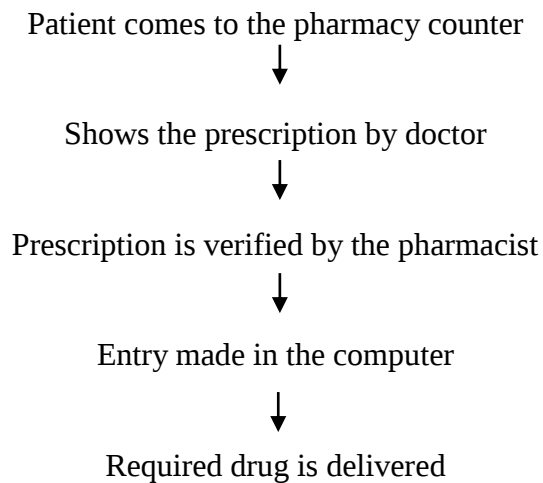
- **OPD: 8:00 AM – 8.00PM**
- **IPD: 24 Hours**

PROCESS FLOW:

FOR IPD PHARMACY-



FOR OPD PHARMACY



OPD billing-

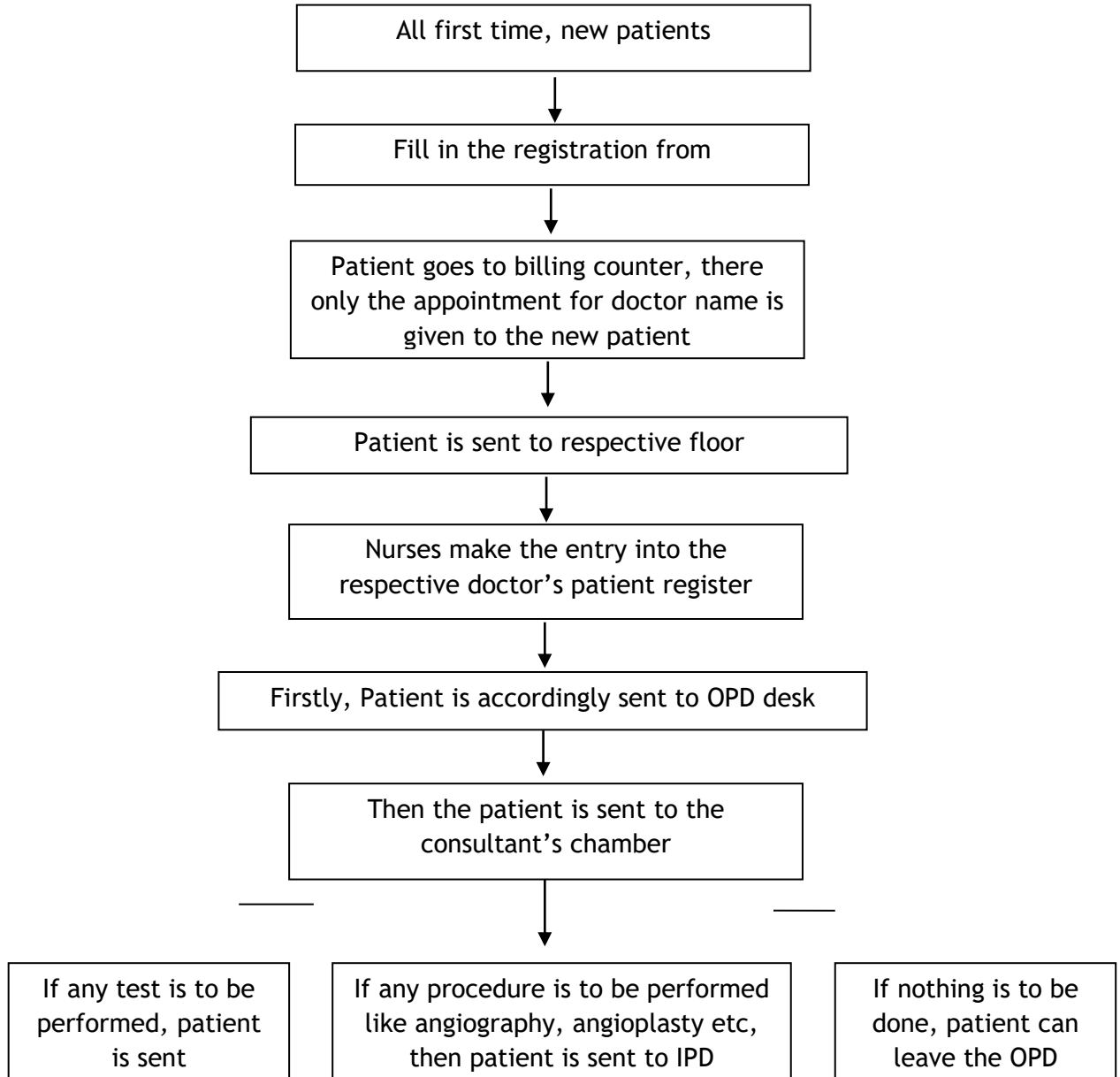
There is one billing counter and billing for the consultant for all doctors on the same floor is done here.

PROCESS FLOW:

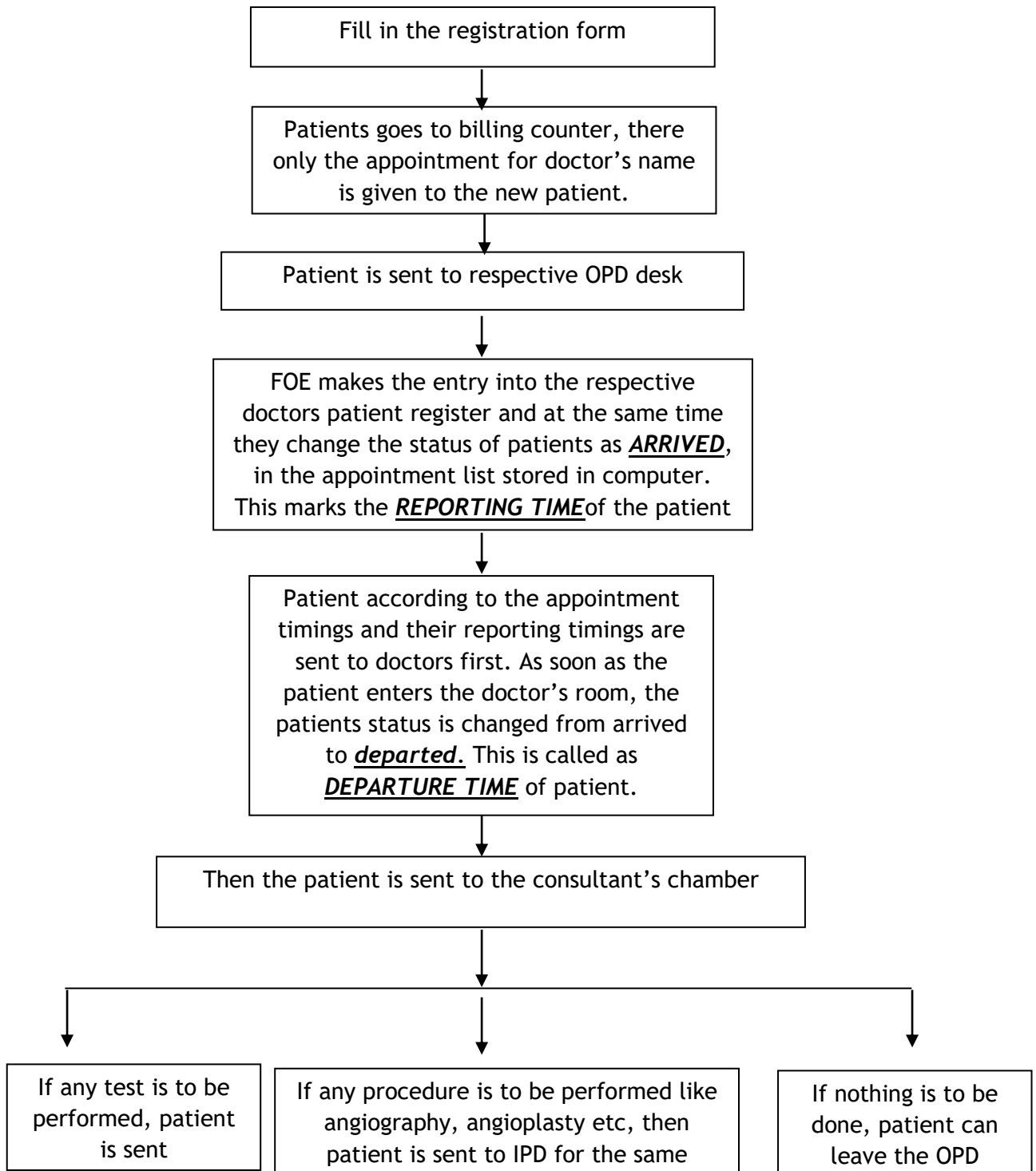
- As the appointment patient enters the first floor OPD for seeking doctor's consultation, she/he has to report to the OPD desk, where the FOE guide them to the billing counter to pay the consultation fee. If the patient is non appointment, walk in patient who is visiting for the first time then he/she has to fill the registration card and has to do the billing where itself the particular doctor is appointment and if the patient is non appointment follow up patient then he has to first do the billing and then report to the respective nursing station.
- After completing billing, appointment patient again comes to the OPD desk and get their name registered in the patient register. If the patient is coming for the first time for consultation then the nurse makes their new OPD card, wherein doctor writes all the important findings, all the test and drugs are prescribed in the same booklet, and the patient has to bring the booklet every time he/she comes for follow ups. The patient has to bring the booklet every time he/she can keep all his reports. But if the patient is coming for the follow up visit the nurse themselves take out their file, which contains all their previous and current reports. As soon as patient leaves the counter FOE makes an entry in the computer that patient has arrived (there is an automatic system and each nurse and other staff have their separate ids and passwords to open this and so by this they can see all the records of patients).
- The FOE then goes and keep these files in the doctors room, whereby each patient is called according to their appointment time.
- As soon as the patients name is called he/she first has to visit the consultant, sees the patient as soon as the patient enters doctors cabin the FOE changes the status from arrived to departed.
- After departing from the consultation room, the patient has to either undergo some tests, or he has to get admitted into the IPD (for which he goes to Day care for screening), or he can leave the hospital, as prescribed by the doctor.

- Before leaving the first each and every patient gets his/her consultation details of that day's documents are scanned as well as photocopied.

First time patient (walk in/non appointment)



First time visitors,
but appointment patients



MARKETING DEPARTMENT

1) Referral:

- Community Education Programmes (CME) through social media
- General Practitioners
- Picnics
- Friends of Escorts

2) Corporate

- Empanelment/Corporate Tie ups
- PSU's Tie-ups
- TPA Tie Ups
- Summits
- Workshops

3) International

- Embassy
- Doctors
- Facilitators

4) Public Relation

- Press Conferences
- Shoots/Interviews
- Print Media: Newspaper, Magazines
- Branding: Events, Conferences, Trade shows.

LOCAL PUBLICITY

- TV ads / Cable ads
- Newspaper Ads
- Ads in local magazines, supplements, directories
- Leaflets, Pamphlets and Flyers
- Direction Boards
- Kiosks
- Hoardings
- Hospital Board (Glow sign)

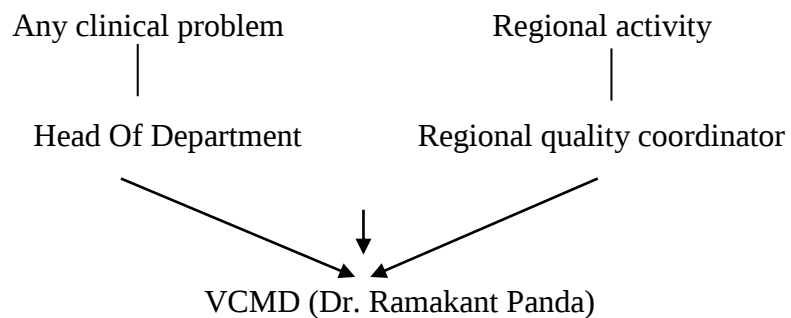
QUALITY DEPARTMENT

Layout:- 3rd Floor

Functions of quality department

- Clinical and non clinical audit
- Policy making
- Quality initiative
- Committee meeting coordination
- Organizing meeting and taking the minutes
- Various committee organized by quality department are:-
 - Infection control committee
 - Safety and quality starting
 - HR committee
 - Pharmacy and therapeutically committee
 - Medical audit committee
 - Medical record committee
 - OT committee
 - Sexual harassment committee
 - Independent ethics committee
 - Executive council committee
 - Institutional review board committee

Process Flow



HUMAN RESOURCE DEPARTMENT

Layout:- Ground Floor

Jobs & Responsibilities:

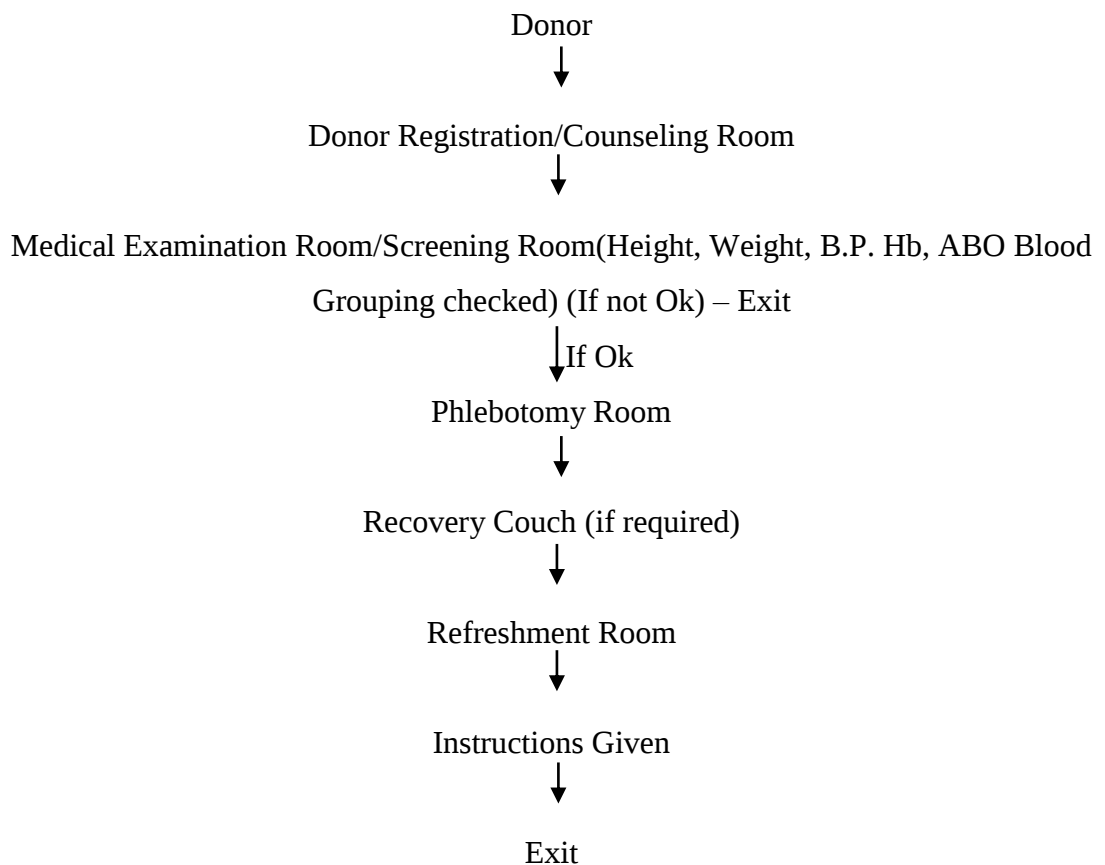
- Manpower Planning
- Internal Job Posting Process
- CV Selection
- Credential Policy
- Confirmation and Appraisal
- Staff Queries
- Follow up with selected candidates
- Issuing of appointment letters
- Disciplinary Policy
- Leaves sanctioning
- Payroll
- Budgeting for departments
- Doctors payout
- Duty roster
- Issuing of Experience letters
- Investigation of staff grievances
- Issues of slow cause
- Salary statement
- Full in final settlement
- Outsource staff report checking
- Manpower planning
- Dispatch of salaries
- Pre-recruitment calls
- Organizing interviews
- Housekeeping of CV's
- Preliminary interviews

- Joining formalities
- Leave record maintenance
- Issuing of I-Cards
- Conducting Employee Welfare Programme e.g. Nurse Day
- Issuing of Refreshment Coupons
- Conducting Exit Interviews.

BLOOD BANK

Layout: First Floor

FLOW OF DONOR:



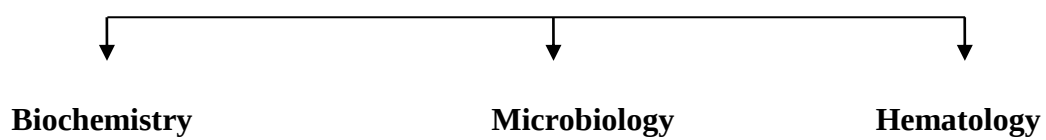
- If the donor is more than 55kgs, then 450 ml of blood is collected, otherwise 350 ml.

Infrastructure of the blood bank-

- Donor Registration/Counseling Room
- Medical Examination Room
- Donor room/Phlebotomy/Bleeding room-Blood is collected in this room.
- Aphaeresis Room

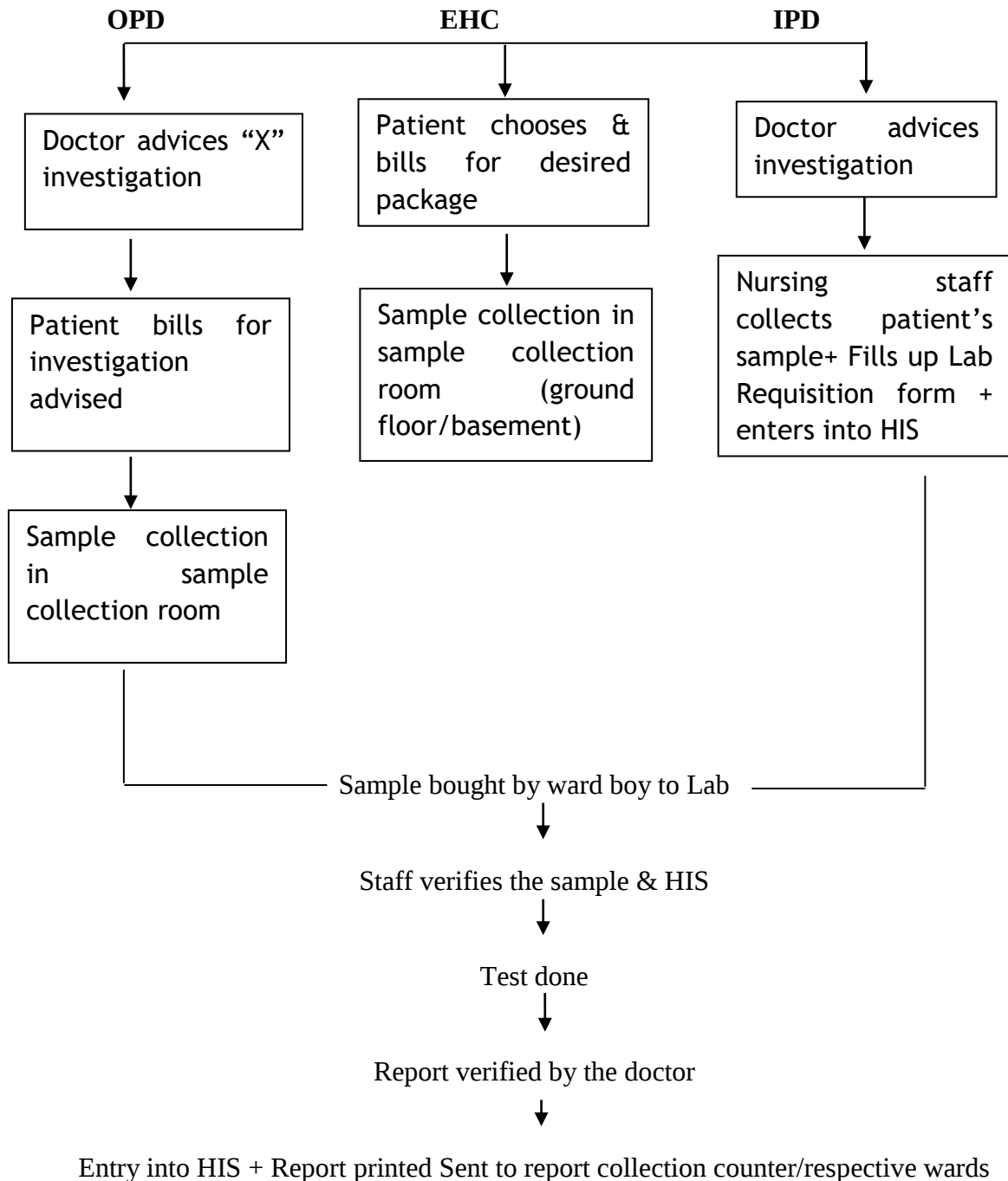
- Refreshment Room-After donating the blood, refreshments are provided here.
- Component Room: Here collected blood is formed into different components.
- Cross matching Room (Serology room) – Here Blood is tested & cross matched.
- Store Room/Record Room-All the records and inventories are stored here.
- Wash & Sterilization Room-Here any blood tested positive for any infection or unmatched blood is discarded.

Laboratory Services



Layout:-Basement, Main building

Workflow:



FINANCE & ACCOUNTS

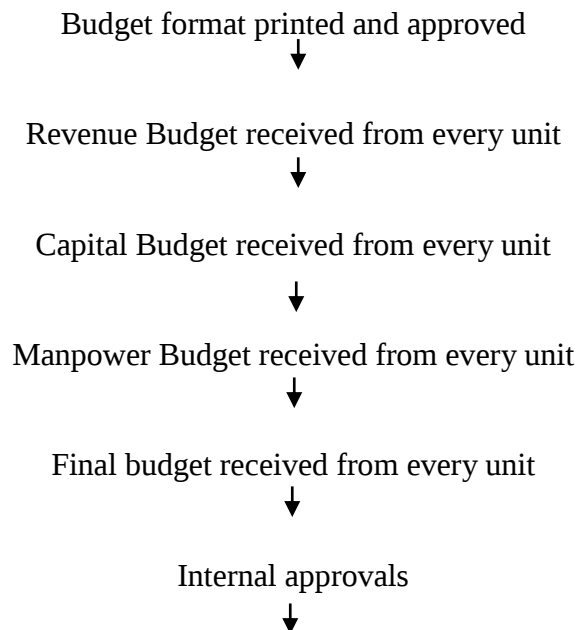
Layout:- Ground Floor

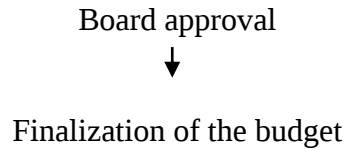
Scope of Services:

The scope & complexity of service proved by this department (which includes billing aspect also) is:

- Business building insights.
- Areas for lowering cost & improve profitability
- Updating of bills on daily basis for IPD patients.
- Customer (patient's Attendant) satisfaction for billing concern.
- The Billing staff has overall responsibility for coordination of various functions (Pharmacy, Wards etc.) and daily basis report for admission and they maintain a log of all the problems that arise and provide the necessary solution as deemed proper and reasonable.
- Daily collection of money from various sources in the hospital and its deposition in bank.
- Maintenance of petty cash.
- Budgeting
- Department serves all departments for finance & billing aspect.
- Making Balance sheet, Profit & Loss statement for the financial year.
- Maintenance of file of all employees, vendors, creditors & debtors.

PROCESS OF BUDGET MAKING





LAUNDRY SERVICES

Layout:- Lower Basement

- Cleaning and washing of clothes of all the hospital with ironing is done.

MAINTENANCE & ENGINEERING

Layout: Between 3rd and 4th floor

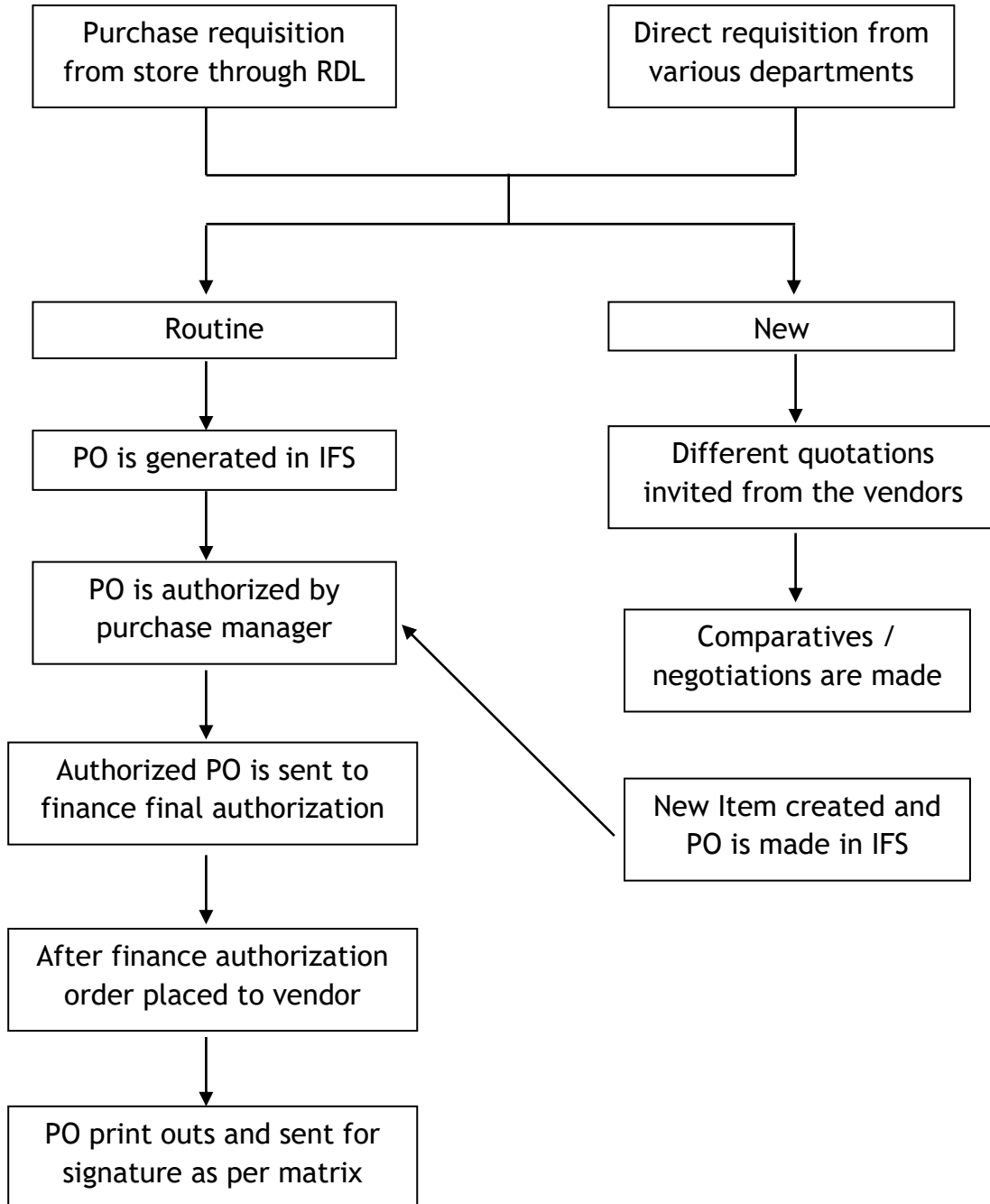
Components:

- Electricals
- Boiler Plant
- Air conditioning
- Sewage treatment
- Carpentry
- Pump House + Fire Fighting
- HVAC
- Plumbing

Functions:.

- Preparing the plan for equipment daily and preventive maintenance, spare parts and consumable for the department so that each facility works properly & there is minimum breakdown.
- Engineering is also responsible for controlling and ensuring for optimum use of power, water and diesel.

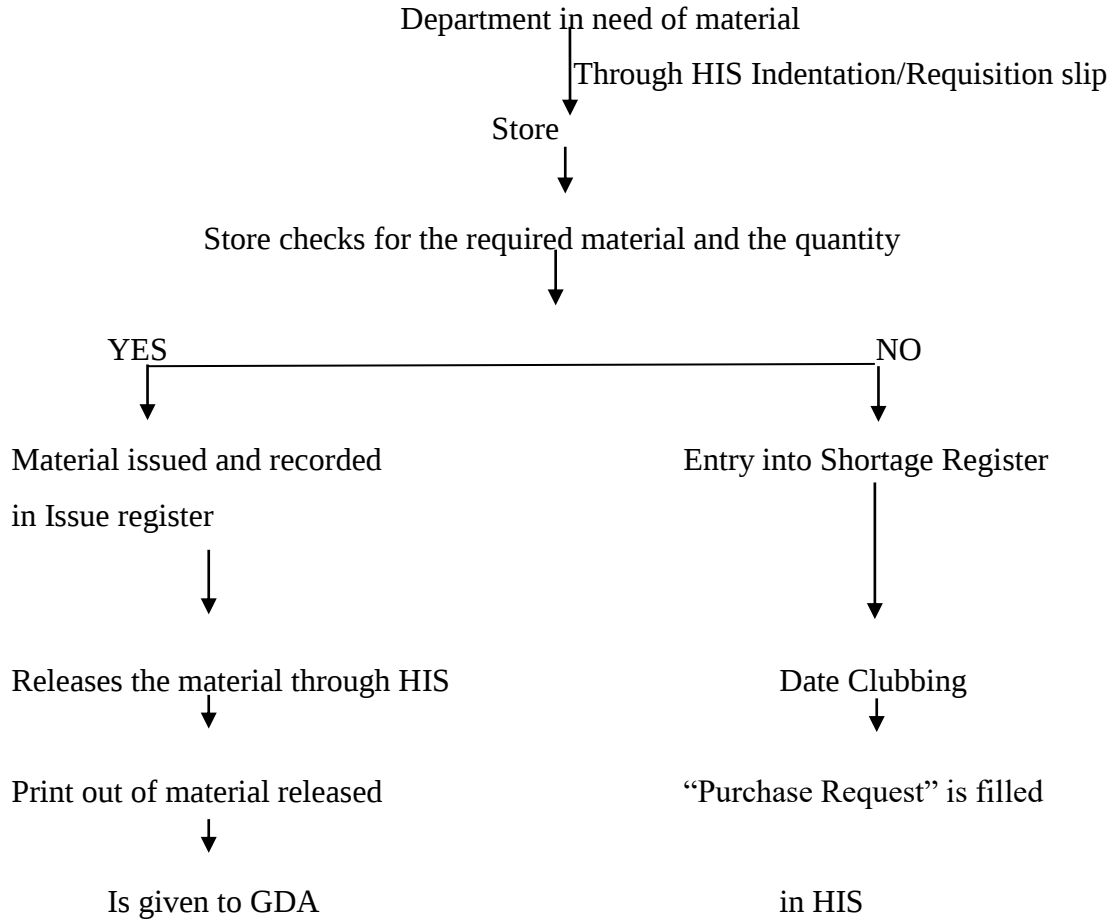
- **Work Flow**



STORES

Layout: Lower Basement

WORK FLOW



HOUSEKEEPING

Status: Outsourced

Components & Status

S. No.	Component	Outsourced to:	Shift Timings
1.	Housekeeping	Proserv	Morning: 7:00A.M-7.00P.M Night: 7:00 P.M-7:00A.M
2.	Ward boys (GDA's)	Proserv	Morning: 7:00A.M-7.00P.M Night: 7:00 P.M-7:00A.M
3.	Glass Cleaners	Classic Appearance	8.AM – 5.30PM
4.	Pest controllers	Proserv	Morning: 7A.M -11AM Evening: 5.PM – 9.P.M

Advantages of outsource:

- ✓ Reduce workload of management e.g. no salary, PF, Uniform headache.
- ✓ Manpower management is the responsibility of contractor
- ✓ Reduction in cost if services are contracted out.

FUNCTIONS:

- Clean Floor, Wall ceiling
- Discharge Cleaning
- Remove Garbage
- Replace Supplies in Utility Rooms
- Clean Housekeeping Equipments
- Clean Room, Wards, Reception, OT, ICU Etc.
- Infection Control
- Pest & rodent Control
- Odor Control
- Environment Hygiene

- Sanitation Hygiene
- Checking Cleanliness of All Areas
- Control & Reporting of All maintenance Works
- Hospital Waste Disposal
- In-Service Training

Day	Weekly Assignment
Monday	Thorough Cleaning of all hospital doors
Tuesday	Thorough Cleaning of Ceilings & AC ducts
Wednesday	Thorough Cleaning of corners & skirting
Thursday	Thorough Cleaning of Toilets
Friday	Thorough Cleaning of AHU's & wooden beading cleaning
Saturday	Thorough Cleaning of Outer area+Parking Area
Sunday	Thorough Cleaning of all Administration Block + All Wards

EMERGENCY

Layout: Ground Floor

- Nurse Station
- Store room: 1

Infrastructure:

- Beds: Total: 5
 - For Triage-3
 - For Observation -2
- Ambulance -2
- Air Amblances-1

Nurse: Patient Ratio: 2:1

Inventory Management

1. Inventory register
 - Medicine trolley daily checklist
 - Dressing trolley daily checking
 - POP Checklist
 - Crash cart checklist
2. Ambulance inventory Register

Maintenance Book:

- Oxygen pressure daily checklist
- ECG Checklist
- Biomedical Equipment Checklist.

AMBULANCE SERVICE FLOW

Call centre executive attends the emergency call



Transfer the call to Emergency's Doctor



Notes down necessary details like

- * Place/address
- * Time of call received
- * Details of call
- * Name & contact no of caller



Informs Casualty Nurse in charge



2 nurses + 2 GDAs + 1 Resident Doctor get ready



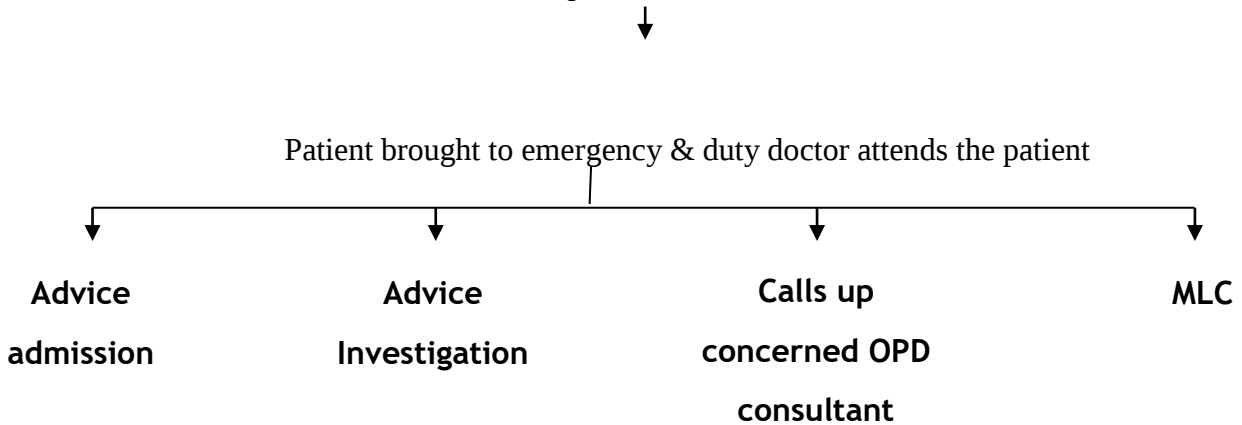
Ambulance dispatched within 5 mins.



Ambulance picks up patient



Necessary first aid given to patient & call is given to doctor in Emergency regarding current patient's condition



Think Tank

Layout: 3rd Floor

Workflow:

If there is a case to be discussed at common platform amongst doctors or any management related issues or other requirements where people need to come together and discuss over matters related to hospital then think tank is brought into use.

- **Amenities Available:**

- Large oval table
- Eight chairs
- Projector
- White board
- Audio system.

F & B Department

Layout- Ground Floor and lower basement

Functions:-

- Catering to Inpatients, Hospital staff, Patient attendants.
- Diet counseling
- Education
- Smooth provision of laid out 9 diets to the patients.
- To check the patient, Attendant & Staff food for quality, preparation, presentation and packing.
- Coordinating closely with the Nursing shift in charges for changes in the patient's diet or new admissions etc.

Areas in Kitchen

- **Receiving & Storage Area-** Walk in refrigerator
- **Preparation Area-** For peeling, cutting, chopping, slicing, mincing
- **Cooking Area:** Party, Bakery, Continental, Indian
- **Tray Layout & Packing Area**
- **Service Area:** From here food is transferred to patient's on trolleys.

Other Areas:

- Dish washing & pot washing area
- Dietician Room

Flowchart of Dietician and Inpatient Interaction;

The dietician takes details of new patients such as name, UHID, doctor's name, diagnosis and diet prescribed.



Takes a detailed round and provides nutritional counseling and education, ensures patient's compliance to recommended diet.



Does nutritional screening in order to know about patient's clinical conditions, appetite and tolerance to food and acceptance to hospital diet and food allergies if any.



After the rounds, detailed food summary sheets are planned and prepared for every patient keeping in mind medical history and preference of patient as well.

Flowchart of Dietician & Nursing Staff interaction

Dietician receives a daily diet requisition once a day from all nursing station.



Dietician cross-checks received diet requisition from time to time with nurse both during rounds and on phone constantly.



Dietician updates changes with respect to new admissions/transfers/discharges/changes in diet

SECURITY SERVICES

Layout:- Ground Floor

Area of Operation (Present)

- Visitor's check
- Surveillance of hospital through CCTV's
- Theft, Burglary
- Violence
- Handling of MLC
- Material movements in & out of the hospital
- Handling visitor's pass
- In case of patient's death, handling emotional chaos of attendant
- Parking management and traffic control.

Additional Responsibilities:

- Playing their role once different codes are brought into action.
 - Blue : Individual Disaster
 - Red : External Disaster and Fire
- Locker & key management.
- Conducting Mock Fire and Disaster Drills.
- Playing their part in **HAZMAT**.

ICU

Layout:- 3rd floor and 2nd floor.

Working Shifts:

Morning: 8.00 AM to 2.00 PM

Evening: 2.00 PM to 8.00 PM

Night: 8.00 PM to 8.00 AM

EQUIPMENTS:

1. Ventilator
2. Patient monitor
3. Defibrillator

4. Syringe pump
5. ECG machine
6. Pace Maker
7. ICU bed
8. Blood gas analyzer
9. Crash Cart

Each Bed Space Contains

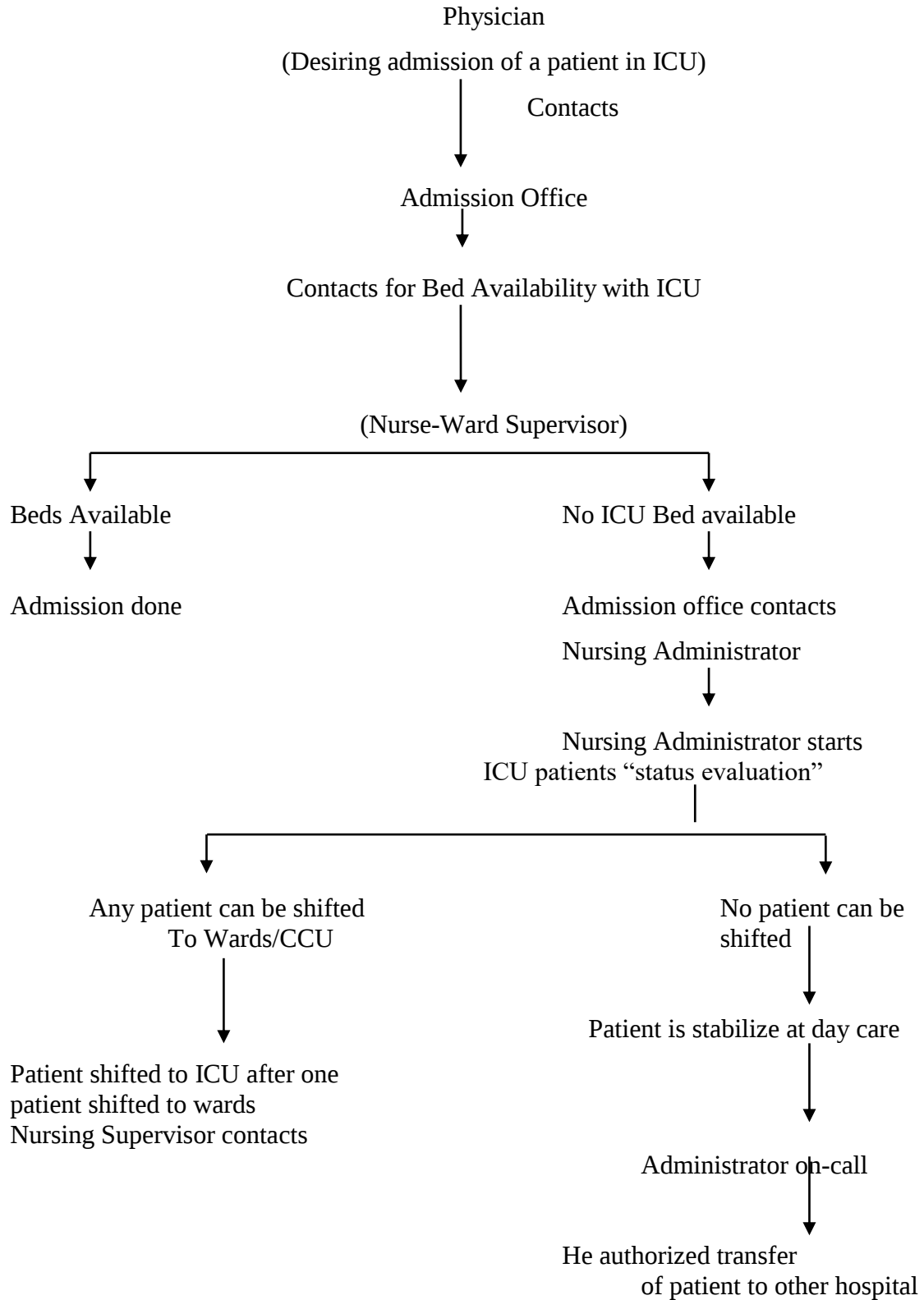
1. Motorized Electric Bed
2. Multiparameter Modular Philips Monitor- mounted on wall behind the bed.
3. Chart/Locker Trolley
4. Independent wall mounted panel housing 2 each of Oxygen, Air & Vacuum outlets
(all connected to control manifold by concealed pipelines)
 - Each bedside monitor is hooked to CENTRAL NURSING STATION MONITOR.
 - Other Equipment (common to all beds):
 - Ventilators

- Syringe pumps
 - Feedings pumps
 - Nebulizer
- I bed has access to piped Ro water & can be used for bed-side dialysis.

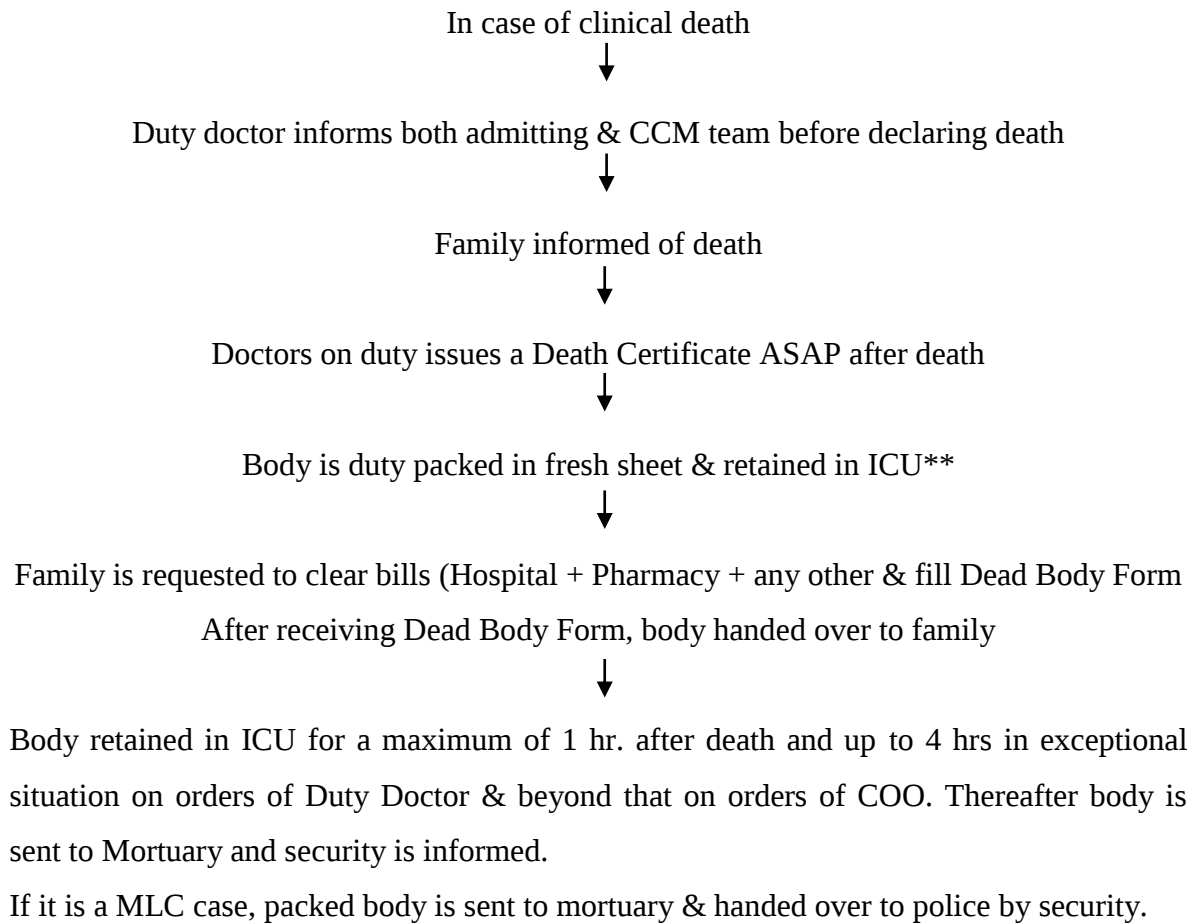
Admission in ICU can occur from:

- Inpatient wing of the hospital
- Emergency complex
- From other hospitals
- Sometimes directly from OPD
- Rarely from Bronchoscope, Endoscopy, Dialysis unit

Patient admission procedure in ICU-



DEATH PROTOCOL



Information Technology (IT) Department

Layout:- 2nd Floor

Functions and responsibilities:

- To keep the servers alive
- To keep the network alive
- To keep internet connection alive
- To take care of all the desktops & laptops in the organization
- To track the records of all the desktops
- To keep an eye on the employees
- Training of the other Staff for the HIS

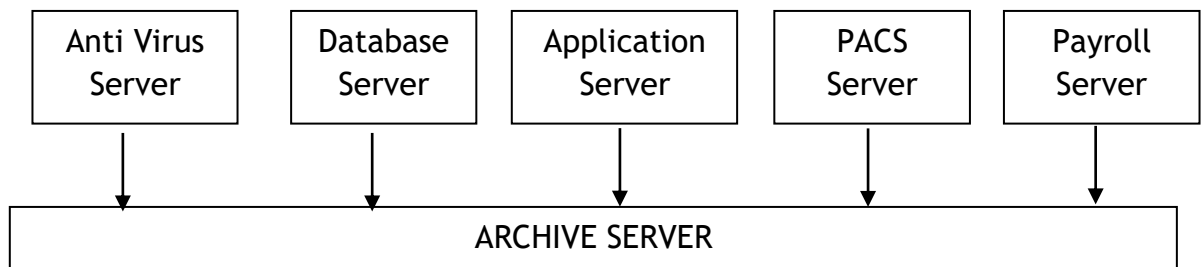
- To come up with new technologies that can be implemented in the hospital to ensure its smooth functioning and increasing safety of care of patients.

2 Major Work Areas: General Administration & HIS

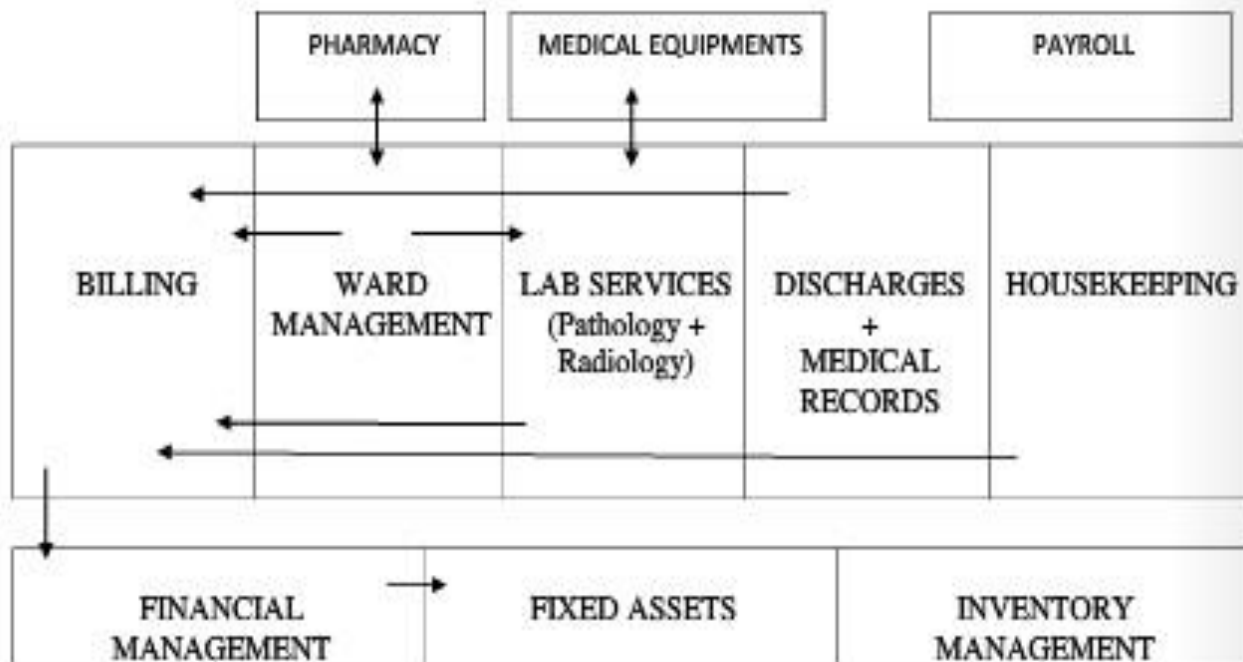
I) General Administration:

Servers:

- Anti view server
- Database server
- Application server
- PACS server
- Payroll server
- Archive server



II) HIS Structure



Wards

Layout: 3rd floor and 4th floor

Staffing of Nursing Personnel in wards:-

Nursing team leader



Assistant Team Leader



Nursing Supervisor



Nursing in charge



Nurses

- Nurse to Patient ratio-1:5
- The staff works in three shifts
 - a) Morning (8.00AM-2.PM)
 - b) Evening (2.00PM-8.00PM)

Night (8.00PM-8.00AM)