

**Internship at
Manipal Hospital Pvt. Ltd., Jaipur**

By

Richa Pareek

MBA Hospital and Health Management

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The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer Airport
Jaipur-302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

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Sincerely

Dr. Richa Pareek

MBA (Hospital)

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ABOUT THE ORGANIZATION

HOSPITAL PROFILE



Manipal Hospitals Jaipur

Manipal Hospitals is part of the Manipal Education and Medical Group (MEMG), which pioneers in the field of education and healthcare delivery.

A social seed sown more than five decades ago is today the country's third largest healthcare group with a network of 15 hospitals and three primary clinics providing comprehensive care that is both curative and preventive in nature for a wide variety of patients.

The focus at Manipal Hospitals is to develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

The ethos of Manipal Hospitals is its belief in the credo of its triad of core values namely "Clinical Excellence, Patient Centricity and Ethical Practices" which have led to it becoming one of the best and most trusted healthcare providers in the country today.

Our Clinical Excellence is rooted in our excellent team of doctors/medical specialists who are well versed with the latest advancements in their respective field of medical expertise. This is further complemented by our teams of highly trained nurses and paramedical people.

Besides this, our unwavering and unflinching belief in Ethical Practices along with our social initiatives through the Manipal Foundation and other associates NGOs has enables us to extend quality and affordable healthcare to the lesser privileged sections of our society.

With its flagship quaternary care facility located in the heart of Bangalore city, five tertiary care, nine secondary care and three primary care clinics across five states, today Manipal Hospitals successfully operates and manages 4,900 beds and caters 2 million customers from India and overseas every year.

Vision of Hospital:-

“Globally respected Healthcare organization recognized for clinical excellence & distinctive patient care.”

Mission of Hospital:-

“To be the preferred super specialty healthcare provider of international standards known for patient centric care & Clinical excellence through continual improvement of process & outcomes”

Focus of Hospital

To develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

Accreditation & Affiliations: -

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group’s flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India.

Manipal Hospital is the first to get credited by A.A.H.R.P.P in India.

Floor wise Facility Distribution:-

Basement

- Blood Bank
- Canteen
- Radiology
- Radiation Oncology
- Physiotherapy
- Manipal Ankur IVF Center
- MRD
- Laboratory
- MRI
- IP Pharmacy
- C.S.S.D.
- Laundry

- Maintenance
- Bio Medical Engineering
- Central Store

Ground floor

- General Ward 1
- General Ward 2
- AC General Ward
- Dialysis
- Reception
- Emergency
- OPD
- Cafeteria
- Health Checkup
- Sample Collection Room
- OP Pharmacy
- Mortuary
- Labour Room
- Emergency Day Care

First floor

- Cath Lab
- CCU
- NICU
- OT
- Surgical ICU

Second floor

- MICU
- HDU
- Neuro ICU

Services At Manipal Hospital :-

Consultation (opd)

- Allergy and Asthma
- Anesthesiology
- Bariatric Surgery
- Cardiac Anesthesia
- Cardiology
- Cardiothoracic and Vascular Surgery
- Critical Care
- Dental

- Dermatology
- Diabetology and Endocrinology
- Emergency Medicine
- ENT
- General Medicine
- Hepato Pancreato Biliary Surgery
- Infectious Diseases
- Medical Gastroenterology
- Medical Jurist
- Neonatology
- Nephrology and Dialysis
- Neuro Surgery
- Neurology
- Nutrition and Dietetics
- Obstetrics and Gynaecology
- Oncology-Medical
- Oncology-Radiation
- Oncology-Surgical
- Ophthalmology
- Orthopaedic and Joint replacement
- Paediatric
- Paediatric Surgery
- Physiotherapy
- Plastic and Reconstructive Surgery
- Psychiatry
- Radiology
- Respiratory Medicine
- Sleep medicine
- Spine Surgery
- Surgical Gastroenterology
- Urology

Lab services

- Biochemistry, Serology, Immunology
- Microbiology
- Histopathology and Cytopathology
- Clinical Haematology and Clinical Pathology
- Hormones study

Endoscopic services

- Video Gastroscopy

- Video Colonoscopy
- ERCP
- Sigmoidoscopy
- Bronchoscopy

Radiological services

- MRI
- CT Scan
- Digital X-Ray
- Ultra Sonography
- Colour Doppler

Cardiology

- ECG
- 2D Echo
- TMT
- Holter Monitoring
- TEE
- Cath Lab

Others

- EEG
- EMG
- NCV
- Skin Allergy Test
- Spirometry
- Sleep Lab
- 24 hours Pharmacy
- Ambulance Services
- Health checkups

Location :-

The Access to the hospital is very easy. The hospital is located on Sikar Road,Jaipur.

The address of the hospital is:

Sector 5, Main Sikar Road, Vidhyadhar Nagar, Jaipur, Rajasthan 302013

Tel: 0141-516-4000

The hospital, spread extensively over an area of 2,55,00 sq. Ft. is the first of its kind in any private sector to be approved by the state government for medico legal Services.

Infrastructure :-

The Hospital, equipped with all high tech ultra modern facilities is aptly befitted to provide State-of-the Art health care under one roof at affordable charges .

Endorsing the international Standards with its thoughtful provisions, Manipal Hospital boasts of lush patient friendly interiors comprising of a capsule lift, artificial Flora and a hanging staircase complemented by utility general services in an air conditioned environment.

Functionally and technically- the Hospital is equipped with facilities inherent to world class health care

ABBREVIATIONS

A.A.H.R.P.P.	- Association for the Accreditation of Human Research Protection Program
OPD	- Out Patient Department
EEG	- Electroencephalography
EMG	- Electromyography
NCV	- Nerve Conduction Velocity
NABH	- National Accreditation Board for Hospitals
CSSD	- Central Sterile Services Department
CCU	- Coronary Care Unit
NICU	- Neonatal Intensive Care Unit
MICU	- Medical Intensive Care Unit
HDU	- High Dependency Units
TEE	- Transesophageal Echocardiography

GOALS OF INTERNSHIP

As an integral part of the curriculum, a student of MBA Hospital Management is required to undergo 3 months of practical exposure in a reputed organization by way of Internship. For the MBA HM 20th batch, this period was from 6th February 2017 to 5th May 2017, officially.

The student is expected to carry out the following major activities during this period:

- To assist the Administrator/ Manager in day to day operations and during this process gain practical knowledge and skills to handle various managerial issues related to major departments in the organization. He/ she may be allocated some specific project or responsibilities by the manager.
- The student is also required to identify a specific problem area or department for dissertation. The topic for this study will be decided in consultation with the administrator and according to the need of the organization. This activity is envisaged as a problem-solving exercise by which the student is expected to:
 - Diagnose critical problems within an operational area.
 - Provide the management with a set of alternative solutions
 - If possible, design the implementation plan to carry out the most feasible solution.

DEPARTMENTS VISITED DURING INTERNSHIP

• Cardio Thoracic Vascular Surgery (CTVS)
• Nuclear Medicine
• Radiology
• Dietetics
• Physiotherapy
• Pathology
• Blood Bank
• Emergency
• Laundry
• Laboratory
• Biomedical engineering
• Operation Theatre
• ICU
• Quality

ADDITIONAL PROJECTS UNDERTAKEN

- **Process mapping Of Operation Theatre**

Objective: To strengthen the process of OT

To identify the lacunae

To understand the utilisation of man power

➤ **Process mapping of Cath Lab**

Objectives: To identify the indications, risk and benefits of invasive, non invasive diagnostic and therapeutic procedures in cardiovascular disease to obtain a basic understanding of radiation physics, radiation safety, radiologic cardiovascular anatomy, and clinical cardiovascular physiology therefore by using the data obtained from invasive procedures to select medical, catheter-based, or surgical treatment and to provide patient care and patient safety utmost importance

➤ **Process Mapping of Radiology Department**

Objective: To understand the delay in reporting

To understand phenomenon behind overcrowding in radiology department

➤ **Process Mapping of laboratory**

Objective: To understand delay in reporting

To understand utilisation of manpower

➤ **Process mapping of Blood Bank**

Objective: to understand process of blood bank