

Internship at
Eternal Heart Care Centre, Jaipur

By

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ORGANIZATION PROFILE

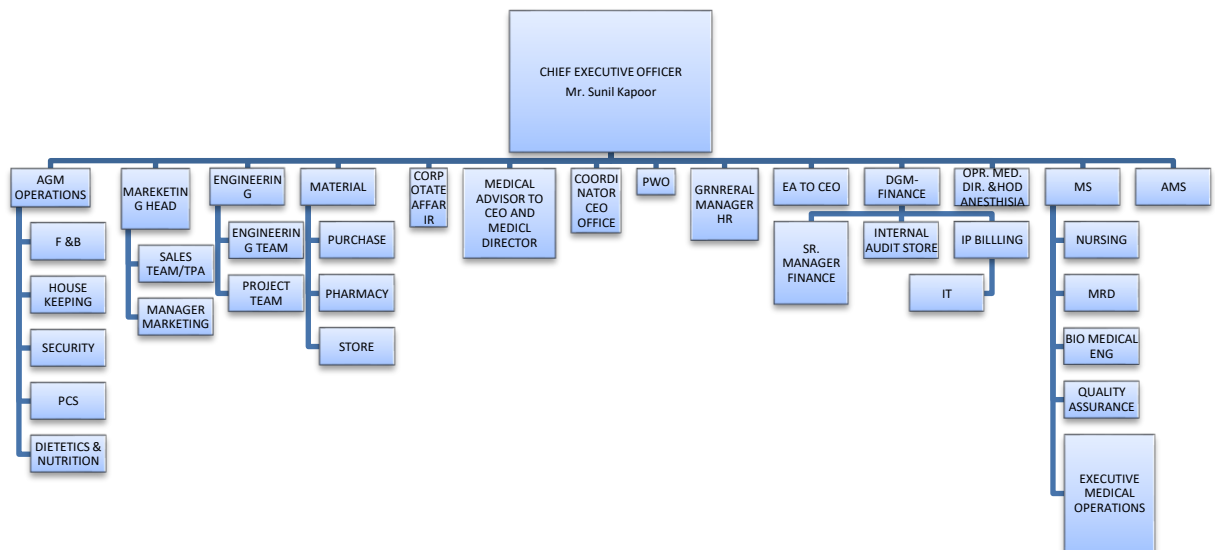
Vision

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

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.

EHCC Leadership Team



SERVICES OFFERED BY THE HOSPITAL

SPECIALITIES

- Anesthesia
- Dentistry
- Dermatology and Venerology
- Ear, Nose and Throat
- General Surgery
- Gynecology and Obstetrics
- Internal Medicine
- Orthopedics & Joint Replacement
- Pediatrics
- Physiotherapy
- Pulmonology

SUPER SPECIALITIES

- Cardiothoracic & Vascular Surgeries
- Cardiac Anesthesia
- Clinical Psychiatry
- Diabetes and Endocrinology
- Gastro-Intestinal Surgery
- Interventional Cardiology
- Noninvasive Cardiology
- Nephrology
- Nuclear Medicine
- Neuro and Spine Surgery
- Pediatric Cardiology
- Plastic Surgery
- Urology

SUPPORTIVE SERVICES

- Department of Dietetics
- Physiotherapy

DIAGNOSTIC AND IMAGING SERVICES

- Blood Bank
- Pathology
- Critical Care
- Emergency and Ambulance Services

24 X 7 SERVICES

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio diagnosis

A QUICK TOUR

- 225 Bedded Super Specialty Hospital (Operational Beds-130)
- Modular “class 100” Operational Theatre
- 24 X 7cath lab
- 24 X 7 emergency with fully equipped ALS/BLS Ambulances
- Blood storage bank
- Nuclear medicine (gamma camera with stress thallium)
- Radio- diagnosis & Imaging sciences (MRI, CT scan, CT Angiography, bone densitometry, x-ray)
- Clinical Pathology-Biochemistry & Microbiology
- Pneumatic chute for quick sample transportation
- Transfusion medicine

- Non-invasive cardiology
- Environment friendly: use of solar energy, green building & recycled water
- Café lounge
- Library
- Seminar hall and conference roof

FLOOR PLAN

Basement 2

- Parking
- Medical record department
- Bio medical plant

Basement 1

- Dialysis department
- Dietician
- Kitchen
- Staff cafeteria
- Laundry
- IPD pharmacy
- Mortuary

Ground floor

- OPD
- Reception
- OPD pharmacy
- Billing and discharge
- TPA
- Radiology
- Cafeteria
- Prayer room
- Emergency department
- Nuclear medicine

M floor

- HR department
- CEO
- Finance department
- Library
- Auditorium
- IT department
- Quality Assurance Department
- Wellness lounge
- Blood bank
- Reception
- Plastic surgery
- Physiotherapy
- Pathology department
- Dental department
- Ophthalmology department

First floor

- ICU
- Consultants

Service floor

- CSSD

Second floor

- OT area
- Pre-Operative Ward
- CTVS ICU
- Surgical ICU
- MICU

- 6 OT
- 2 Cath lab

Third and Fourth Floor

- Wards

Fifth Floor

- Marketing Department

CLINICAL SERVICES

Those services are which are directly related to medical practice. These include

1. Outpatient department
2. Inpatient department
3. Accident and emergency department
4. Pathology department
5. OT
6. Dialysis unit
7. Physiotherapy department
8. CSSD

NON- CLINICAL SERVICES

Those services are which are related to administrative and non-medical side of the hospital. These include

1. Admission And Billing
2. Quality Assurance Department
3. Human Resource Department

4. Medical record department
5. Pharmacy
6. Housekeeping
7. Marketing
8. Finance
9. Information technology
10. Dietician
11. Food and beverages
12. Purchase department
13. Engineering
14. Patient welfare department
15. Bio medical engineering
16. Security
17. Laundry

CLINICAL SERVICES

Out Patient Department

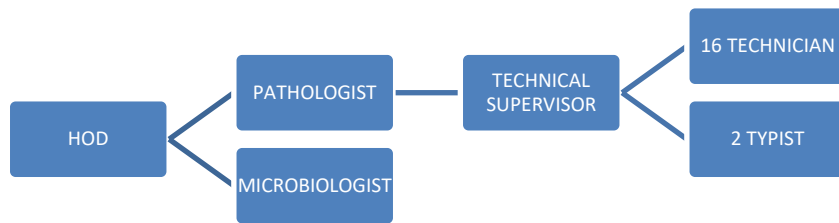
Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

Inpatient Department:-

Inpatient department deals with inpatient care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure that patients are only admitted to a hospital when they are extremely ill or have severe physical trauma.

Pathology Department:-

All types of diagnostic test are performed here under the guidance of pathologist. There are fully automatic machines which provide the specific results. Some services are outsourced from different companies.



Operation theatre

All type of surgeries are performed here. There are SICU, MICU, NICU, HDU, CTVS and General ward. The services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy).

Dialysis unit

It deals with the artificial replacement of the lost kidney function in patient with renal failure to remove excess water and waste products from the blood

Physiotherapy:-

The department provides facilities such as Electrotherapy, Diagnostic, Manual, Mechanical mobilization Therapy, Exercise therapy etc.

CSSD:-

The department provides clean and sterile supplies which help in reduction of infection and improving the quality of care. The department provided infection control by educating staff on different topics

NON CLINICAL SERVICES

Admission and Billing:-

This is the department involved in the counselling to the patients, admission process and guiding them while billing is done after final discharge of the patients.

Quality Assurance Department:-

Headed to maintain and perk up the standards. Quality assurance (QA), the activity of providing evidence needed to establish quality in work and the activities that require good quality is being performed effectively. It included all those planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirement for quality.

Human Resource Department

The department helps to ensure the availability and retention of quality talent to meet organization goals and objectives and to provide overall growth and development of employee's orientation and functional training. The department looks into the matter like attendance and leave management, appraisal and promotion process ,medical benefits, employee welfare programs, payroll management , grievance handling.

Medical record department

MRD is the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents.

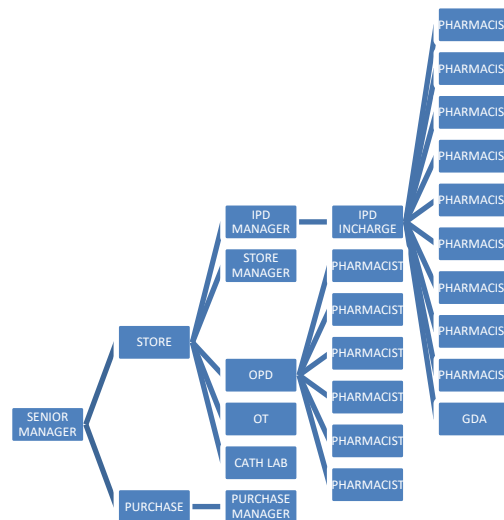
The department deals with record collection, codification, storage, analytical evaluation and retrieval of record if needed.



Pharmacy

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customs, special wards .The Department services include procurement and providing medicines to the patients.

The department also provides medicines to the wards if needed and give details to the billing department at the time of discharge of patients.



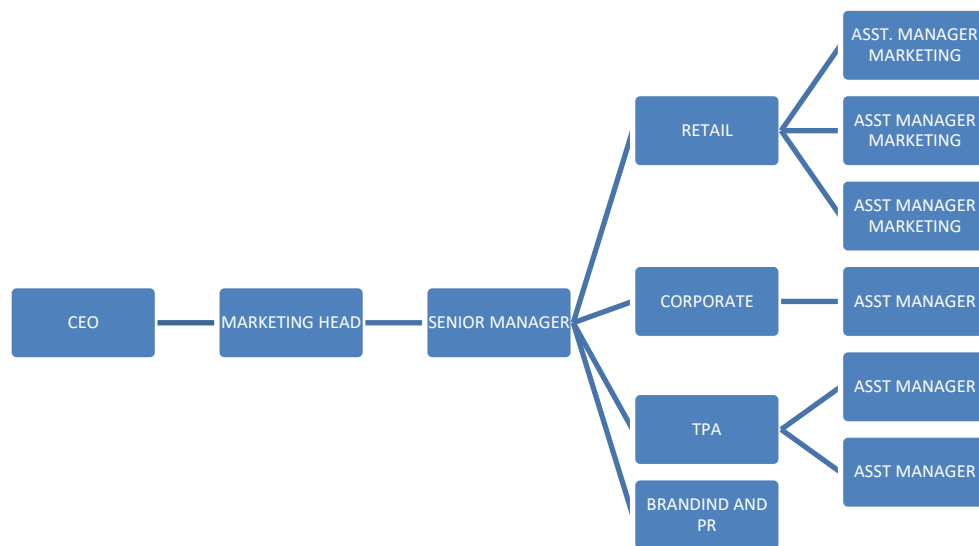
Housekeeping

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost. The department

performs activities like cleaning providing room amenities, pest controlling and waste disposal.

Marketing

The department is responsible for the revenue generation through brand building, retail sales, cooperate marketing, PR and media communications and liaison with the government. Some activities of the department are brand awareness, events management, cooperate social responsibility and ensure business and growth in line with organizational objectives.



Finance

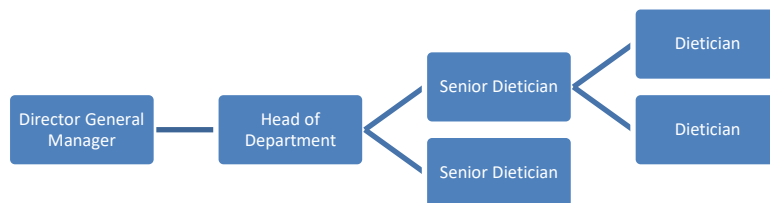
The department provides accurate relevant and timely financial information necessary in making the right business plan and decisions. The finance department looks into the business building insight, areas for lowering cost and improving profitability, updating of bills on daily basis for IPD patients. The billing staff has overall responsibility for coordination of various functions and daily basis report for the admission and provides the necessary solution to daily problems as deemed proper and reasonable.

Information technology

It department provides it values to the end users with respect to their day to day function. The department serves various departments for IT infrastructure, hardware and network, anti- virus services, internet services, upgradation of software, telecommunication between various departments, auditorium functioning.

Dietician:-

The department provides the food and beverages to the esteemed customers. The department performs daily audits of the store and kitchen areas, take round of the entire service area with and after the service timings, monitoring of services.



Engineering:-

The department manages all the engineering and machines, supervising day to day hospital maintenance work and ensuring smooth functioning of facilities of the hospital. The department coordinates with various department non-medical so that there is no hindrance in day to day work of all facilities. The department is responsible for managing plant engineering equipment, utilizes spares and consumables like diesels generators, plumbing, pipelines, ventilation, air conditioner, water treatment plants etc.

Patient welfare department:-

The departmental goal is to make and position the hospital as a center of excellence by ensuring customer satisfaction through personalized customer care. The department manages patients attendants expectations as well as keeping the interests of organization alive, improves the quality of the services for the patients through feedback given by the, networking within the organization for the benefit of the patient and attendant.

Bio medical engineering:-

The department installs commission and maintains all the medical equipment in an efficient and cost effective way and makes technical appraisal and recommendation for purchase of new equipment. The department provided inputs to commercial department about new/renew of contract with equipment supplier including annual maintenance contracts.

Security:-

The department provides proactive, competent services, to protect the life and property of every individual present in the premises, to prevent any action or situation that might result in an injury or death when a patient/attendant/visitor/employee are lawfully on the hospital premises.

Laundry

The department delivers spotlessly clean and hygiene linen and uniforms to the users of different departments. The department maintains records for issued linen, received linen, new linen and alteration if needed. The department treats infected/contaminated linen, treats heat labile linen.

