

Internship at
Thumbay Hospital New Life, Hyderabad

By

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Thumbay Hospital New Life

Introduction: The opportunity of doing a dissertation in the MBA programme plays a pivotal role in our professional life. This dissertation not only helps us to apply our theoretical knowledge in a practical scenario but also helps us in experiencing ground realities of any organization. I pursued my dissertation of 3 months from Thumbay Hospital New Life, Hyderabad. Thumbay Hospital New Life is a two-year-old hospital, details of which will be elaborated in the further sections.

Goals of Internship: The various goals predetermined by me for these 3 months of internship are stated as follows:

- To understand the organization culture
- To understand the process flow of various departments
- To find the gaps in the process and choose a dissertation topic that is most needed in the organization
- To assist administration in day to day activities
- To acquire knowledge and skills through practical training
- To inculcate good communication skills for an effective interaction with the employees and patients
- To apply these learnings in the allotted project

Organizational Profile: Thumbay Hospital New Life is an ultramodern multispecialty hospital owned and operated by Thumbay Group UAE, which is one of the largest healthcare providers in the UAE. Thumbay Group's hospitals are renowned for the high-quality healthcare delivered, with the most modern equipment and cutting-edge technology combined with expert doctors, technicians and nursing staff with extensive experience. Thumbay Hospital New Life aspires to emerge as the leading super specialty facility in the region. It is conceived as a 'family'

healthcare facility where high quality healthcare is delivered at affordable costs. Thumbay Group also aims to make it a hub of Medical Tourism, as well as a leader in healthcare/medical training. Many more super-specialties would be added to the hospital, in the next two years.

Vision: To be the leading network of academic hospitals in the region

Mission: To provide patient centered care of the highest quality in an academic set up

Core Values:

- Excellence- Provide clients with a consistently high level of service through benchmarking and continual improvement
- Trust- Ensure trust, compassion, dignity and mutual respect for colleagues and clients through open communication and dialogue.
- Client Centered- Always follow ethical practices that emphasize honesty, fairness, dignity, and respect for the individual.
- Continuous learning- Always keeping abreast with new technologies and evidence based clinical practice.
- Teamwork- Always working together as a team and drawing strength from our diversity to serve the community.
- Integrity- Committed to personal and institutional integrity, make honest commitments and work consistently to honor them.

Specialties Available

- Accident and Emergency Medicine
- Cardiology
- Cardiothoracic Surgery
- Critical Care Medicine
- Dermatology
- Dialysis
- ENT

- Endocrinology
- General Surgery
- Gynaecology & Obstetrics (including High Risk Pregnancy)
- Internal Medicine
- Laparoscopic Surgery
- Medical Gastroenterology
- Neonatology
- Neurology
- Neurosurgery
- Nephrology
- Nutrition and Dietetics
- Orthopedics Surgery
- Pediatrics
- Pediatric Surgery
- Pulmonology
- Plastic Surgery
- Psychiatry
- Physiotherapy
- Surgical Gastroenterology
- Urology

Support Services

- Ambulance
- Blood Bank
- CSSD
- Pharmacy
- Dermatology
- Dialysis
- Coffee Shop

Diagnostic Services

- Bronchoscopy
- C.T Scan
- 2D Echo
- Endoscopy
- EEG, EMNG
- Interventional Radiology
- PFT
- Ultra Sound
- TMT
- X-Ray

Laboratory Services

- Biochemistry
- Hematology & Clinical Pathology
- Histo & Cytopathology
- Microbiology & Serology
- Immunology

Organogram

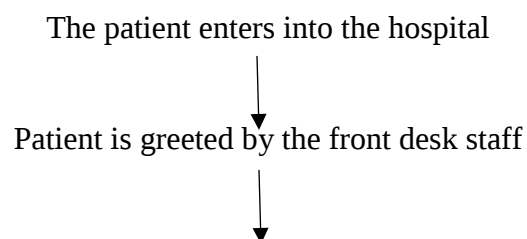
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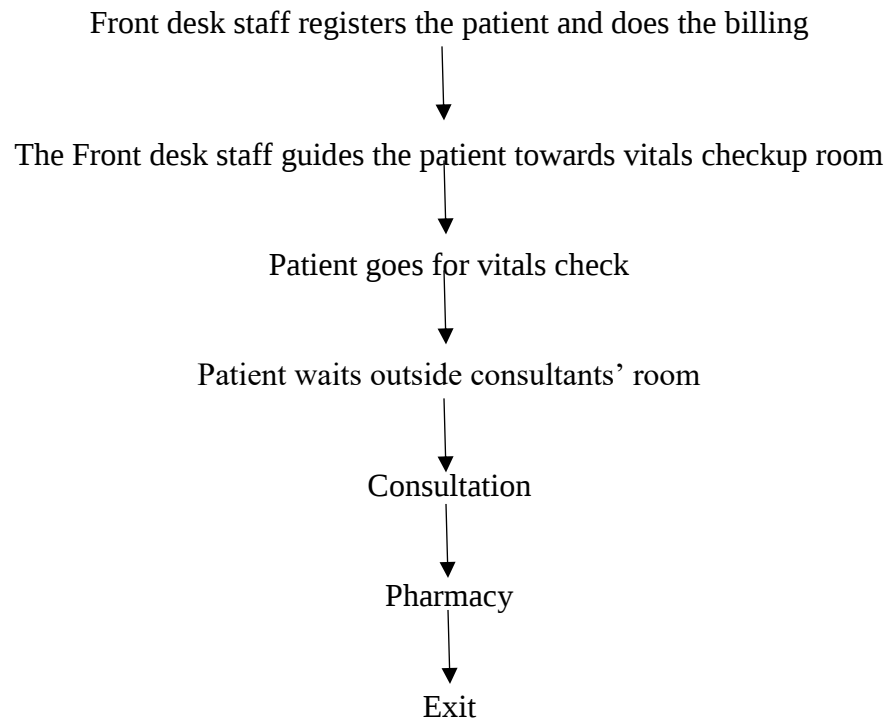
OUT PATIENT DEPARTMENT

Staffing

The OPD consists of 30 Consultants, 5 technicians, 3 consultant's personal assistant, and 12 nurses, 1 OPD Coordinator, 1 Front desk supervisor and 8 front desk staff.

Process Flow





Observations

Positives

- Experienced staff
- There was a unity among staff
- Staff's working hour was flexible

Negative

- No appointment system
- Very low number of footfall in the hospital.
- Staff though were experienced and well versed with local language, hospitality in them was not reflected.
- Most of the doctors did not follow fix schedule, due to which the patient suffered.
- Least motivation and centrality among employees

- Patient's feedback forms were not given importance. It was noticed that negative feedbacks were hidden and positive feedback forms were self-made.
- No system or person was authorized to address the feedback forms.
- Lack of internal branding
- Lack of accountability
- Job description of each employee should be communicated once again.
- Miscommunication among clinical and non-clinical providers. It was noticed that when staff takes leave, the same thing do not get communicated to other co-workers.
- Minimum usage of electronic mails and group meetings
- Non-availability of medication in the hospital pharmacy
- Doctor's surgery time or OP time was not communicated until the last time when patient would have already waited for more than 30 minutes.

Work done apart from project

- Supervise the OPD of Thumbay hospital New Life, Hyderabad for smooth patient flow.
- Designed and proposed new feedback forms for OPD.
- Designed Prescription pad for consultants.
- Complaint handling for day to day activities in the hospital
- Tracking the in and out time of OPD consultants.