

Internship at
Max Super Speciality Hospital, Dehradun

By

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Max Super Specialty Hospital (MSSH), Dehradun- Inaugurated on 25th May 2012

Highlights :

- **Key specialties –**
 - **Max Institute of Neuro Sciences, Dehradun(MIND)**
 - **Institute of Cardiac Sciences**
 - **Orthopaedics & Joint Replacement Unit**
 - **Medical & Surgical Oncology**
- **Dedicated Neuro Critical Care and Cardiac Surgical Critical Care suites**
- **Tertiary Care unit**
- **1st hospital in the state with Specialized Critical Care Setup manned by trained intensivists 24x7**
- **1st facility in the state to perform High End Multidisciplinary Oncology & Plastic Surgeries**

24 hour emergency service with Ambulance facility extended across the region

Accreditations - MSSHD :

- **1st NABH accredited hospital in Uttarakhand by Quality Council of India for maintaining high standards in Clinical Care and Support Services**
- **MAX is a LEED certified organization and has been awarded the Green Hospital Award for implementing and maintaining Green Initiatives**
- **NABL accreditation received on November 2015, confirming our commitment to continuous quality improvement.**



The Facility - MSSHD :

Bed capacity (Operational Beds) 160 IP + 10 day care.	• Single 35 • Double 40 • Economy 16 • Deluxe 5 • Suite 1
Cath Lab	01
OT	Major : 05 Emergency : 01
OPD Chambers	29
Total ICU beds	MICU 14 Post Op 05 CCU 07 NSICU 08 NICU 06 GICU 07

Other Facilities - MSSHD :





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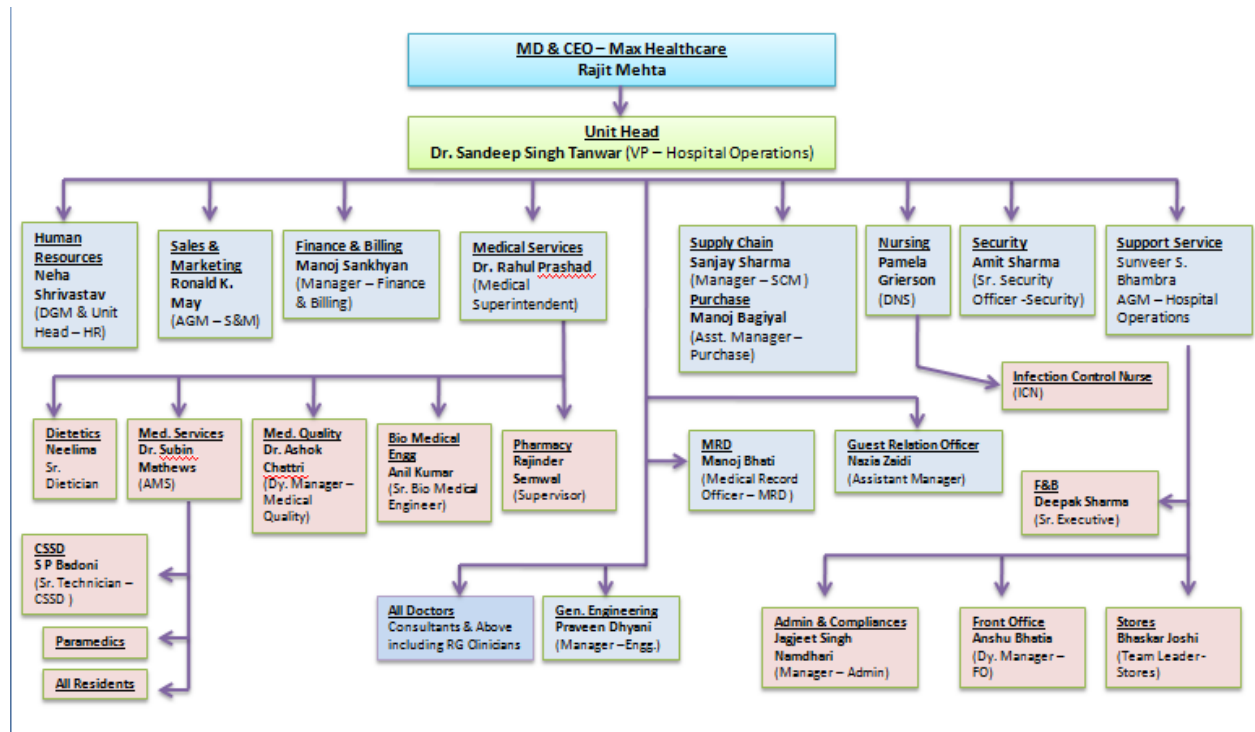
- ATM
- Books Harbor
- Café Coffee Day
- Valet Parking
- Separate lift for patients
- Visitors Café
- ICU Waiting Lounge
- Multi Faith Temple

Scope of Services - MSSHD :

- Anesthesiology
- Cardiac anesthesia
- Cardiology- Interventional
- Cardiology- Non Invasive
- Cardiothoracic surgery
- Critical Care
- Dermatology
- Emergency Medicine
- General Medicine
- General Surgery
- Medical Gastroenterology
- Medical Oncology
- Neonatology
- Nephrology
- Neurology

- **Neurosurgery**
- **Nuclear Medicine**
- **Obstetrics and Gynecology**
- **Ophthalmology**
- **Orthopedics surgery & Joint Replacement**
- **Pediatrics**
- **Pediatrics surgery**
- **Psychiatry**
- **Plastic & Reconstructive surgery**
- **Respiratory Medicine**
- **Radiology**
- **Surgical Oncology**
- **Urology**
- **Vascular surgery**

Organization chart :



DEPARTMENT-WISE LEARNINGS

The learnings about how the organization works and what are the different departments and how departments work and how their functions are inter-related and depend on each other, are based on observations as well as on interviewing and personal interactions. All the learnings are summarized below:

OPD	- Reception/Information system - Giving appointment - Registration system-OPD and Diagnosis - Billing function-OPD, diagnostics ,Emergency - Report/document delivery system - Customer feedback system
HR	- In development of HR policies and strategies - In manpower planning - In recruitment and selection - In employee training - In salary determination - In performance appraisal - In personnel data entry and record maintenance - In consultation and advisory services to management and employees - In grievance handling

MRD	- Proper storage and maintenance of medical records - Maintenance of integrity and confidentiality of medical records. - Submission of required data to government.
IT	- In maintenance of all the software's in the hospital - In IPD Billing - In OPD Billing - In house keeping - In ward/nursing department - In issuing visitor's pass - In stores - In purchase department
EMERGENCY AND TRAUMA	- Provide immediate care to patients in need - Categorize patients according to the TRIAGE - CODE BLUE team in case of cardiac emergency
BLOOD BANK	- blood donation or collection - storing blood
LABORATORY	- outsourced - routine investigations
CSSD	- sterilizing all the instruments used in the hospital - sterilizing ,storing and supplying the clean linen

ICU	- for critically ill patients - Barrier nursing
OT	- For carrying the surgeries
QUALITY	- For continuous quality improvement - For making the staff to follow hygiene practices - Driving clinical audits through clinicians - Quality improvement audits - Keeping a check on quality indicators.
MARKETING AND SALES	- Brand promotion - Doctors' promotion - Arranging Continuous Medical Education, camps, meetings, conference - Field visits for Doctors' referrals
FINANCE AND ACCOUNTING	- Keeping a track of the accounts. - Keeping a track of revenue generation and expenses of the organization
GENERAL ADMINISTRATIO N	- Bargaining with the vendors(outsourced) - Renewal of license and laws of hospital according to the changing government policies - Looking after the machineries and backups - Arranging the vehicles for travelling to the staff for field work

	- Request for the workforce (security ,housekeeping etc) need to the HR - To keep joining and resignation record of doctors(Gynecology, Radiology and Cardiology) who do foetal echo
MEDICAL OPERATIONS	- Regular updating of ICUs' status - Ward rounds - Medical updates(patient files for the form filling by the doctors and nurses) - PNDT audits - Auditing of discharge summaries of panel patients - Arranging multi disciplinary team meetings - Screening of mortality sheets
PHARMACY	- Maintaining drug formulary - Keeping a track of the used drugs and to order the required medicines - To release the required medication on different floors - To discard the expired medicines or the medicines near to expiry (usually near 3 months of expiry)

