

**Internship at
Moolchand Medcity Hospital, New Delhi**

By

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Part 1: Internship

Hospital Profile

As one of India's foremost names in healthcare, Moolchand has been setting standards for the past half century. For over five decades it has been providing healthcare services to three generations of Delhites with care and dedication. Many firsts in Indian healthcare have emerged out of Moolchand (e.g. first Minimal Access Surgery in India). Moolchand also has a sister hospital in Agra, established in the year 2013.

History:

Moolchand's legacy of philanthropic endeavors has spanned more than 80 years.

Moolchand Trust was created in 1928 at Lahore, present day Pakistan and was started with an initial endowment of Rs. 4 million. The enormity of this bequest can be better understood when one considers the fact that the profits of India's largest industrial group (Tata's) was Rs. 5 million in 1947, almost 20 years after this bequest.

The values of Moolchand Trust reflected the ideals of Lala Moolchand and his son Lala Khairati Ram. Their rich spiritual legacy continues.

The burden of this enormous responsibility fell on the young (16 years old) Sardari Lal Talwar who upheld the values and aspirations of the Trust over the next 70 years. In the 1990s Suresh Talwar, Sardari Lal's son helped restructure Moolchand so that it could compete in a world of corporate healthcare.

Historically Moolchand Trust has been funded from the profits of the Moolchand Group in keeping with their philosophy of helping to create a better world. Moolchand's values and focus of helping others is a testimony to the extraordinary courage and care of its past leaders.

Although there will be many large hospitals in India, few will be like Moolchand in serving as institutions of greater good.

Charitable Clinics

The charitable clinics at Medcity campus and in the National Capital Region helps to serve 60,000 lives every year. As part of community service initiative, the hospital's General

OPD offers free consultations with leading doctors across 50+ specialties from Monday through Saturday.

Moolchand Soup Kitchen

Moolchand's Soup Kitchen provides free meals to the needy at Sanathan Dharm Temple, Amar Colony once a week and touch 10,000 lives a year.

Other Initiatives

Moolchand has partnered with a number of NGOs. Some of the partners include:

Prayas

Blind Relief Association

Touching Lives

Beyond this, Moolchand touches many lives through our ongoing seva initiative.

MISSION

To consistently deliver excellent and compassionate medical care to our customers throughout their lives

VISION

To be an integrated, global healthcare service provider, recognized for integrity, quality of care, service and innovation

VALUES

- **Uncompromisable ethics**

We will aspire to maintain the highest ethical standards at all times

- **A passion for excellence**

We do not settle for mediocrity and take pride in whatever we do. Our passion for excellence will show in our technology, processes and care

- **Unmatched quality**

We will relentlessly focus on constant improvement and development of systems which integrate our learning. We will never forget that people trust us with their lives

- **Dedicated to innovation**

We strive to seek innovative or creative solutions and aggressively leverage technology. In many cases, technology will improve the quality of peoples' lives

- **Leverage teamwork and partnerships**

We work in collaboration, across boundaries; to deliver 'more' than we can do in isolation

- **Strive for leadership and growth**

We will systematically focus on attaining leadership positions in order to leverage scale, deliver superior clinical outcomes and attract talent

- **Reward merit**

We will foster an environment which rewards excellence in ideas, clinical care and service deliver. This will help create an institutional DNA which incorporates excellence

- **Customers and partners first**

We will treat our customers and partners as we would wish to be treated. We will always try to exceed their expectations

- **Be responsible stewards**

We will be conservative stewards of institutional resources and aggressively seek to create financial strength in order to guard our stakeholders. We will manage institutional resources as we would like others to manage our personal resources

- **Treat people well**

We will help our employees grow and create a supportive environment for them

ACCREDITATIONS AND AWARDS

Moolchand has been setting standards for excellence in healthcare for over 50 years. Moolchand is India's First Hospital to Receive JCI and Comprehensive NABH (Hospital and Blood Bank) Accreditation.

Accreditations



Joint Commission International (JCI) Accreditation

Moolchand is proud to be in the league of the world's leading JCI accredited healthcare providers. JCI is the highest benchmark for quality healthcare worldwide. We have met the international set of standards laid by JCI covering patient safety, continuity of care, continuous quality improvement, medication management and patient and family education. This accreditation ensures that patients can always count on receiving consistent and extraordinary quality of care. (Effective 05th December 2009)



National Accreditation Board for Hospital and Healthcare Providers (NABH) Accreditation

Moolchand is the first multispecialty hospital in North India to receive this accreditation. Primarily focusing on patient care, safety, continuous quality improvement and innovation, NABH (accredited by ISQua, International Society for Quality in Health Care) has been set up to bring the world's best healthcare quality standards to India. This accreditation is testimony to the fact that Moolchand Care Pathways are protocol driven, reflect global practices and ensure that patients consistently receive quality care. (Effective 19th March 2007)



NABH (Blood Bank) Accreditation

Moolchand is the first hospital in India (along with 3 others) to receive NABH for its Blood Bank. This accreditation is testimony to the fact that Moolchand Blood Bank can be counted for providing highest quality and

safety to our customers.

(Effective 28th January 2009)



National Accreditation Board for Testing and Calibration Laboratories (NABL) Accreditation

Moolchand Diagnostics is accredited by NABL, India's leading accreditation body for pathology services. This reiterates Moolchand Diagnostics' position as a premier provider of pathology services in India. With a team of highly experienced and efficient staff, we provide services strictly adhering to international quality standards. Our well-organized sample management practices and state-of-the-art automated equipments ensure that our patients receive quick and accurate results.
(Effective 08th July 2010)



International Organization for Standardization (ISO) 9001:2008 Certification

Moolchand has been certified by ISO 9001:2008 ensuring compliance across multiple criterias including improved patient satisfaction, effective Quality Management System, efficient management of our processes and continuous improvement of the system.
(Effective 24th January 2010)

ISO 27001:2005 Certification

Moolchand is the second hospital in the world to receive this certification dealing with patient information security. We are committed to protecting patients' medical and personal information and providing complete confidentiality in all aspects of patient care.
(Effective 13th September 2007)



ISO Platinum Certification

Moolchand is the first hospital in the world to receive this certification for development and maintenance of an effective and efficient organization. Formulated by British Standards India, this recognition highlights Moolchand's best in-class performance on a scoring level based on eight management principles of ISO 9001 and performance maturity.

(Effective 4th June 2007)

Awards



Century International Quality ERA Award 2011

We have been announced winners of the Century International Quality ERA Award 2011 in the Gold category for the year 2011.

Started in 1984, the Century International Quality ERA Award instituted by Business Initiatives Directions (BID) is designed to recognize the prestige of the outstanding companies, organizations, and businessmen in the business world. This award is presented to each company as an entity, for corporate achievement, to recognize quality and excellence based on the following concepts: Customer satisfaction, communication strategies, benchmarking, information and data analysis, leadership, planning and decision-making, human resources, continuing education and training, processes and production, business results, ISO 9000 and TQM.



Rajiv Gandhi National Quality Commendation Certificate 2009

Moolchand became India's first multi-specialty hospital to receive the Rajiv Gandhi National Quality Commendation Certificate for Large Scale Service Industry in the Healthcare category for the year 2009. Started in 1991, Rajiv Gandhi National Quality Award was instituted by the Bureau of Indian Standards (BIS) to recognize and encourage Indian

manufacturing and service sector organizations to strive for excellence. This award gives special recognition to those who are considered to be the leaders of quality movement in India.



CII-EXIM Bank Commendation Certificate 2010

Moolchand has received the CII-EXIM Bank Commendation Certificate for Strong Commitment to Excel for the year 2010.

This award, which is jointly instituted by Confederation of Indian Industry (CII) and Export Import Bank of India (EXIM), is one of the most premium award for Business Excellence in the country. The award is based on the European Forum for Quality Management (EFQM), a highly respected quality initiative in the world.



International Asia Pacific Quality Award 2010

Moolchand has bagged the International Asia Pacific Quality Award 2010 for Quest for Excellence in the Healthcare category. Started in 1985, International Asia Pacific Quality Award is modeled 100% on the Malcolm Baldrige National Quality Award from the US and is awarded to organizations that are recognized for quality and continuous improvement of goods, services and quality of life in the Asia Pacific Region.



IMC Ramkrishna Bajaj National Quality Award 2009

Moolchand has received the IMC Ramkrishna Bajaj National Quality Award 2009 for Outstanding Achievements in the Healthcare category.

IMC Ramkrishna Bajaj National Quality Award (IMC RBNQA) has established itself as the most prestigious quality award in India. Modeled on the Malcolm Baldrige National Quality Award (USA), it is awarded to institutions that demonstrate outstanding customer orientation and quality management systems. Started in 1996, these awards are conferred on

organizations that have adapted and promoted various quality initiatives on a sustained basis.

Hospital Layout

Moolchand is a renowned healthcare provider and is situated in the heart of South Delhi. It has a horizontal structure and has been divided as IPD block, Heritage Building, Ayurveda and General OPD Block, Corporate Office.

1.Floor wise distribution of IPD block

Ground Floor

Inpatient beds: (1-33)

NICU

Physiotherapy

Labour Room

First Floor

Inpatient Beds: (101-135)

Intensive Care Unit (ICU)

Housekeeping Department

DNS office

Second Floor

Operation Theatre

Post Op Area

CTVS ICU

Cath Lab

PICU

Third Floor

Inpatient beds: 301-329

International Wing

Inpatient beds: 801-825

2.Ayurveda block:

Ayurveda

General OPD

Institute of Mental Health

Department of child Development and Adult Health

3.Emergency

4.Pharmacy

5.Imaging Centre

6.Heritage Building:

Private OPD

Executive Health check up

Women's OPD

Oncology

Moolchand renal care

Gastro-enterology unit

IVF and fertility clinic

Services provided by the organisation

Allergy

Anaesthesia

Ayurveda

Burns Unit

Cardiology and cardiac surgery

Cosmetics and Plastic Surgery

Critical Care Medicine

Diabetology and Endocrinology

Dental Medicine

Dermatology

Emergency and Trauma care

Ear,Nose and Throat

Gynaecology

Gastroenterology

General Medicine

Geriatric Medicine

Infectious diseases

Brief report on Managerial Tasks:

As an integral part of the curriculum, a student of PGDHM is required to undergo 3 months of practical exposure in a reputed organization by way of Internship.

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.

With similar objectives in mind, I joined Moolchand Hospital on 6th February 2017.

The three months' internship period at the organization was a highly enriching experience with learning new ways of process of work, acquiring skills, facing few difficulties and learning lessons to overcome them. The managerial tasks done during the internship were done majorly in the Operations. Following are the roles and responsibilities assigned by the organization:

- 1) To take patient feedback rounds daily in IPD area on all the floors and other patient care areas which includes dialysis, oncology, emergency, endoscopy, labour room and critical care areas.
- 2) To manage the day to day activities on the floors in IPD and other patient care areas and resolve the issues if any.
- 3) To identify the defects in the facility through a toolkit and give recommendations for the improvement of same.

- 4) To audit if the visitor policy is being followed in the hospital in inpatient areas.
- 5) To ensure that cleanliness is being maintained in the hospital premises through housekeeping audit.
- 6) To identify the deviations in room inventory with the help of a checklist.

Specific Projects:

- 1) To revise the work instructions for the Floor co-ordinators and implementation of the same.
- 2) Gap analysis in the nursing documentation with the help of audit toolkit.

Future Plans of the organization:

The hospital is currently developing the landmark, South Delhi campus, as Moolchand Medcity

- India's largest single site private multi-hospital development
- 1,500 bedded complex at Lajpat Nagar campus
- 6 specialty hospitals
- 800,000 sq. ft. of development

In the medium term, the hospital intends to

- Emerge as the number 1 player in the Delhi/NCR* region (with multiple Medcities)
- Emerge as a top 3 healthcare services provider in North India (managing 3000+ beds)
- Establish an international footprint

