

Internship at Eternal Heart Care Center, Jaipur

By

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Dr. Vivek Kumar Singh

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ACRONYMS

CTVS – CARDIO THORACIC VASCULAR SURGERY

ICU – INTENSIVE CARE UNIT

SICU – SURGICAL INTENSIVE CARE UNIT

MICU – MEDICAL INTENSIVE CARE UNIT

EUROSCORE – EUROPEAN SYSTEM FOR CARDIAC
OPERATIVE RISK EVALUATION.

1.INTRODUCTION

Eternal Hospital, Jaipur is the state-of-the-art tertiary care hospital in Rajasthan embarking on the mission of redefining patient care with international clinical excellence and advanced technology. Eternal Hospital is one of the most advanced tertiary care facilities under the visionary initiative of Dr. Samin K Sharma & his wife Mrs. Manju Sharma boosted with great expertise in healthcare by leading clinicians, astute management team supported by highly trained clinical and non-clinical staff.

Eternal Hospital states newest addition of tertiary care hospital which brings together the state-of-the-art medical infrastructure, cutting edge technology and highly integrated and comprehensive information system along with quest for exploring and developing newer therapies. To serve the community at large we have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within & outside the country. Eternal Hospital is backed up by the trained supportive staff, efficient system with modern procedures in affiliation with Mount Sinai Medical Centre, New York with an aim to cater the needs of Rajasthan and people across the globe promoting the international medical tourism.

1.1 GOALS OF INTERNSHIP

As an integral part of the curriculum, a student of MBA HM 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.

1.2 ORGANIZATION PROFILE

1.3 Vision

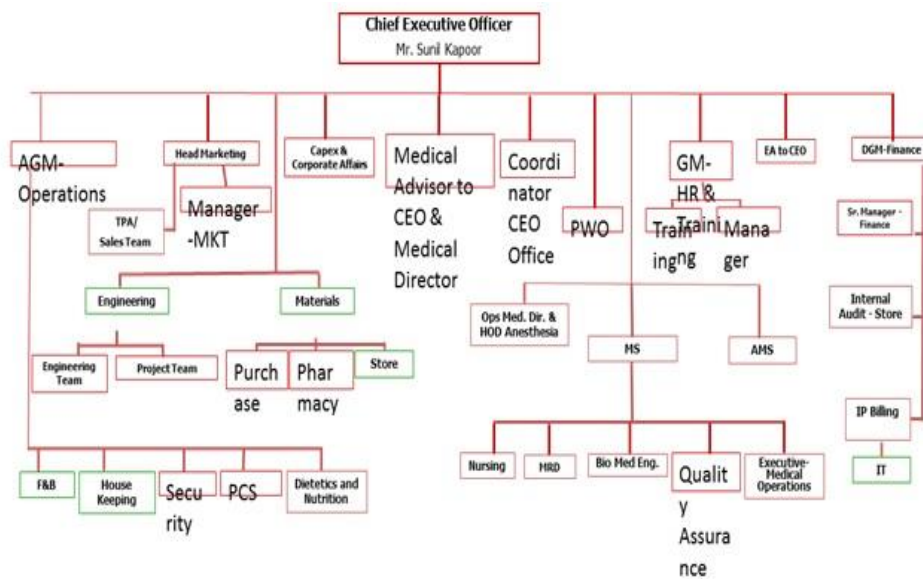
A Centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

1.4 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.

1.5 EHCC – THE LEADERSHIP TEAM

Fig:1



2 SERVICES OFFERED BY THE HOSPITAL

➤ SPECIALTIES:

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

➤ SUPER-SPECIALITIES

- Cardiothoracic & vascular surgeries
- Cardiac Anesthesia
- Clinical Psychiatry
- Diabetes & Endocrinology
- Gastroenterology
- Gastro-intestinal Surgery
- Interventional Cardiology
- Noninvasive Cardiology
- Nephrology
- Neurology
- Nuclear Medicine
- Neuro & Spine Surgeries
- Pediatric Cardiology
- Plastic Surgery
- Urology

➤ **SUPPORT SERVICES**

- Department of Dietetics
- Physiotherapy.

➤ **DIAGNOSTIC & IMAGING SERVICES**

- Blood Bank

- Pathology
- Radio diagnosis
- Critical care
- Emergency & Ambulance Services.

➤ **24 X 7 SERVICES**

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio diagnosis

3 A QUICK TOUR

- 225 Bedded Super Specialty Hospital (Operational Beds – 130).
- Modular “Class 100” Operation Theatre.
- 24 x 7 hr. Cath 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 – Bio Chemistry & Microbiology

- Pneumatic chute for quick sample transportation.
- Transfusion Medicine.
- Non-Invasive Cardiology (Echo, TMT etc.)
- Environment friendly: Use of Solar Energy, Green Building & Recycled Water.
- Café Lounge.
- Library
- Seminar Hall & Conference Room.

4 SALIENT FEATURES:

- Largest Cardiologist Team in Private Sector in the State to perform Complex Cases.
- Contribution of 80 Critical Care Beds to the State – Rajasthan is having scarcity of critical care beds and people are dying without availability of critical care beds at the emergency and when it is required. EHCC is giving 80 critical care beds including Medical, Surgical, Cardiac Care, CT Recovery etc.
- Cath lab - EHCC consists of 2 state-of-the-art Cath Labs that house the most advanced technology including bi-plane flat panel imaging, which allows for more images with less contrast dye usage, and magnetic catheterization. We have facility to show the live cases at our auditorium for medical fraternity.
- Treatment in Golden Hours - EHCC believes in Rapid Action and focused care to give best results for heart attack, brain attack and trauma because we believe that needle time is important.

- Modular/Laminar Flow “Class 100” Operation theatres with HEPA filter and zero infection level.
- Availability of Gama Imaging, Nuclear medicine for cardiac treatment.
- Pneumatic Chutes – first time introducing Pneumatic Chutes. It is a system placed at sample collection counter and nursing stations. It is a suction operated system and supports to send collected samples directly to laboratory. The system reduces man power, infection possibilities.
- Separate in and out system for sterile and non-sterile items is also an infection controlling measure.
- Steam disinfection system for infection free instruments.
- Minimum involvement of attendants and patients. Video briefing for attendant’s information and counselling.
- EHCC is establishing a Research Department to evaluate delayed recovery of admitted patients, patients in Critical Areas, infection cases after surgery etc. A team of senior doctors will audit the surgery and treatment results. Team of Mount Sinai Hospital, USA will be available for live Audio/Video advises. Eternal Heart Care Centre & Research Institute being a truly International Standard hospital has procured the latest equipment’s and technology for better results and patient outcomes. EHCC has recently procured its 2nd Cath lab which is the latest one “Phillips FD20” which can perform a full spectrum of cardiac and vascular interventions. It combines a large field of view and high resolution flat detector with advanced diagnostic and 3D interventional tools – all seamlessly integrated in the clinical workflow of a mixed lab.
- Advanced interventional tools for vascular and PTCA procedures.

- Sharp, crisp visualization of small details and objects during cardiac and vascular interventions.
- Dose Wise offers low X-ray dose and excellent image quality as compared to conventional Cath labs which is an advantage to both for a performing cardiologist and patient.
- Compact design provides full patient access and supports steep projections.

Other Equipment's are as follows:

- 3-D Mapping system for EP Study
- Philips MP-20 patient meter
- Arjohuntleigh E-8000 fully automated patient beds.

5 FACILITIES:

Total environmental control with proper treatment of air and water, well provided waiting space, sophisticated and well stocked pharmacy and facilities for communication and refreshment enhances the patient comfort. EHCC is supported by state-of-the art medical gas system, central sterile supply, laundry and full backup power generation.

Supporting most modern healthcare we adhere to stringent infection control, environment protection, biomedical waste disposal, sewage treatment and rain water harvesting. Currently the hospital is having 225 beds devoted for the patient comfort which includes ICU's, Economy Wards, Semi-private Rooms, Private/Deluxe Rooms and Super-Deluxe/Suite Rooms.

Eternal Heart Care Centre & Research Institute, Jaipur continues creating a world class integrated health care delivery system, entailing finest medical skills combined with compassionate patient care.

6 DEPARTMENTS VISITED DURING INTERNSHIP

TABLE: 1
• Cardio Thoracic Vascular Surgery (CTVS)
• Nuclear Medicine
• Radiology
• Dietetics
• Physiotherapy
• Pathology
• Blood Bank
• Emergency
• Laundry
• Wellness Lounge
• Biomedical engineering
• Operation Theatre
• ICU
• Quality

7 ADDITIONAL PROJECTS UNDERTAKEN

- Gap Analysis of Medical imaging services department according to NABH Standards.
- Gap Analysis of Emergency Department according to NABH standards.