

**Internship
at
Internship Training at Eternal Hospital,
Jaipur, Rajasthan**

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The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
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Internship Report

INTRODUCTION

EHCC hospital is a state-of-the-art super specialty tertiary care hospital in Jaipur city in the majestic state of Rajasthan. EHCC is 225 bedded hospital focusing on the Cardiology, Cardiac Surgery, Orthopedic, Joint Replacement, Spine Surgery and Critical Care with support of departments Pathology, Radiology, Transfusion medicine, Physiotherapy & Molecular imaging. EHCC is an affiliate of Mount Sinai Hospital, New York, USA, which has been internationally recognized for its top-performing physicians and revolutionary research centers.

The hospital is designed to raise Rajasthan and India as a country for global standing in tertiary care facility with emphasis on excellence in clinical outcomes, preventive care, diagnostic facilities and research. EHCC institute welcomes all people regardless of race, gender, ethnicity, age, beliefs, values, physical and mental capabilities, sexual orientation, gender identity, gender expression and socioeconomic status. EHCC continuously work to provide a welcoming environment to ensure that each patient, employee and clinician is treated with respect and dignity.

They attempt to bring tailor delivery of healthcare to meet patients' social, cultural and linguistic needs. They recognize the cultural differences in values, beliefs and behaviors within our organization.

EHCC recognize the value of connecting to the patients spiritually, emotionally and they have conceived services to engage patients and their families in the care of their loved ones coupled with revamped communication between patients and providers. Their goal is to provide

exceptional care for the patients and deliver the best clinical outcomes with complete transparency.

GOALS OF INTERNSHIP

As an integral part of the MBA Hospital and Healthcare Management, I was privileged to do my dissertation at Eternal Hospital for 3 months. It helped me to get an in depth, hands on experience to the various operations of Eternal Hospital. During this time period I observed the work culture and tried to gain an idea about the general functioning of the hospital .Apart from the daily activities, a detailed study was done on the topic” **Monitoring process flow and reducing turnaround time (TAT) at Primary Health Checkup (PHC) station and Radiology Department of Eternal Hospital**”. Data was collected across this time period by direct observation ,interaction with the hospital staff and suggestions were given to reduce the turn around time to the management by presenting the data.Further action was taken by the management to reduce the TAT.

ORGANIZATIONAL PROFILE

EHCC is affiliate of Mount Sinai Hospital, New York, USA, which has been internationally recognized for its top-performing physicians and revolutionary research centers. Currently the hospital is having 225 beds devoted for the patient comfort which includes ICU's, Economy Wards, Semi-private Rooms, Private Rooms and Deluxe/Super-Deluxe/Suite Rooms. EHCC continues creating a world class integrated health care delivery system, entailing finest medical skills combined with compassionate patient care, which can be understood more clearly by the below mentioned examples:

- Experienced Team of Doctors
- Trained Paramedical Staff
- Quality Treatment with Advanced Technology

- Physiotherapy & Rehabilitation Centre
- Dietary counselling by qualified dietician
- Various Preventive Health Packages for the patients and attendants
- Recovery & Rejuvenation
- Easy Appointment
- Smooth Immigration and Emigration for international patients
- Complete affordable Care
- Excellent Hospitality
- Communication Facility
- Good and Hygienic Food
- Near Airport
- Opportunity to explore nature and culture
- Transparency
- Facility of receiving & transfer to Hotels

OPD is that part of hospital which forms the mirror, to its capabilities and core concepts, to patients who come into the hospital for the first time. It is the first place where the patients encounter and interact with the hospital on one and one basis. Hence it is very important to build an efficient outpatient department so as to reach excellence for community. It is the first point of contact between the hospital staff and the patients. Patients visit the OPD for various purposes, like consultation, day care treatment, investigation, referral, admission and post discharge follow up. Not only for treatment but also for preventing and promotive services like, preventive health checkup, Immunization, Physio-therapy and so on.

Good health is the foundation of a productive and rewarding life. Today's lifestyle has brought with it – stress, unhealthy eating habits and inadequate rest. Coupled with elevated levels of pollution, these factors are bound to gradually take their toll on us. Yet, most of us tend to ignore these facts until we are compelled to confront a medical condition. At EHCC, they are concerned about patient's well-being. In keeping with their concern, a team of highly qualified and experienced medical personnel has developed the Health Check Programme. The packages included in this programme are designed to give a complete Check-up and, within their limitations, detect any latent health problems. To enjoy the best of Health, regular medical Check-ups are essential because early detection is half the battle won. 70% of the diseases related to heart, kidney, cancer etc. are preventable, if diagnosed early. Preventive Health Check-up is devoted to facilitating the preservation of wellness, prevention of illness, and ensuring long term cost saving. EHCC Wellness center shifts focus from the annual check-up to an entirely new level of sophistication, thoroughness and follow ups with exhaustive health assessment at very reasonable and affordable tariff. For preventive health checkups they have created a separate counter known as "PHC station".

SERVICES PROVIDED BY HOSPITAL

Maintaining the good health, is first and foremost priority.

EHCC have been giving one of the top medical facilities to patients. EHCC Hospital Provides the best care and treatment to the patients. Their success rate is very high.

EHCC is famous for heart treatment along with all medical services. We also provide service related to Orthopedic, Knee replacement and neurology.

Their goal is to deliver quality services and to relieve pressure from patients. They are the best option in India for people looking for world class services at affordable prices that suits the needs and requirements of patients. Here people will get the best medical facilities by the most renowned doctors. EHCC in Jaipur, India have become a global center of excellence and performance.

SUPPORT SERVICES

Nursing care

EHCC nursing team is committed in providing patients with professional and compassionate nursing care of highest standards. The staff nurses are responsible for daily care during patient's entire stay at hospital. Every single room's bed is equipped with the call button directly to the nursing station. If patients need nursing assistant at any time, all they need to do is to press the button and the nurse will be there to assist the patient.

Housekeeping

To ensure your room is kept neat and tidy during stay, the housekeeping personnel will clean your room twice a day, if you want any additional cleaning in the room, you can contact housekeeping supervisor. Ward lady will provide you clean bed linen every day, hot water is supplied in all bathrooms and waste bins are provided with each bed for your requirement.

Dietary Service

While you are in hospital, your doctor may place you on special diet. After the initial investigations, our dietician will visit you & in consultation with your doctor, look in to your nutritional needs. After going through your medical history, dietician will plan a diet chart, ensuring that your meals are nutritionally balanced. It is hospital policy that no outside food is permitted in the patient care areas. Counselling for home follow up will be given by the dietician before discharge. It is advisable to strictly follow the diet.

Emergency & Ambulance

The hospital is fully equipped with round the clock emergency services supported by 24 hour available ambulance services.

Pharmacy

For the purchasing of medicines and other medical items a pharmacy is open for 24 hours, situated at ground floor & IPD Upper basement.

Parking

For your convenience and comfort parking space is available for your vehicles. The security personnel on duty will address your safety and security.

Cafeteria

The canteen is providing fresh food at nominal charges to the visitors & patient's attendants and is located in the upper basement of hospital.

Facilities for vulnerable patients

It is our responsibility to identify and to provide more care to vulnerable patients, and to address this we have wheelchair, railings, bedrails and hand grabs etc. Patient who falls under the category of vulnerable patient will be extended more help than the others these are:

- ☐ Children
- ☐ Elder People
- ☐ Physically/Mentally Challenged Person
- ☐ Patient who cannot perform ADL (Acts of daily living)