

**Internship
at
SRS Sunflag Hospital,
Faridabad, Haryana**

***By*
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2014-2016*

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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Objectives of Internship:

It is imperative in the field of management to do an internship at the end of academic session. It allows hands on experience that is sometimes missing in theoretical knowledge. The internship has following objectives:

- To get involved in day to day operations.
- To comprehend the departmental coordination.
- To find an area in the organization where improvement is required and where management knowledge and skills can be imparted.

The internship was done at SRS Sunflag Hospital, Faridabad (Haryana) from 1st February 2016 to 30th April 2016 under the guidance of Mr. Kunal Bansal, Facility Director and Chief Finance Officer.

Tasks accomplished during Internship:

- Daily rounds of the IPD to check the documentation process and its compliance.
- To monitor the important Turnaround times on weekly basis:
 - Medication Turnaround Time
 - Operation Theatre Turnaround Time
 - Investigation Turnaround Time
- To monitor the Average Length of Stay of package patients.
- A Study on Hospital Infection Control and training the staff regarding the same.
- A part of Hospital Management Team and assisted in planning of super specialty zone.
- Worked under Chief Finance Officer and learned the methods, process and key components of revenue computation.

Organization Profile:

SRS Sunflag Hospital, Faridabad (Haryana)



ABOUT THE HOSPITAL:

VISION: Aim of providing comprehensive medical resources under one roof, while maintaining the highest standards of excellence.

In the years since, the hospital has lived up to that dream, and has built a stellar reputation for complete care-giving. Today the hospital has an enviable list of Specialties and Multi-Specialties on offer. Each department has been painstakingly built over the years into a completely networked facility, designed for maximum convenience to the patient. It has over ten medical and surgical disciplines. Its services are supported by sophisticated technology and experienced medical professionals. The hospital is well supported by friendly staff and most of our patients are extremely satisfied with the service they get. Our hospital consists of 24x7 ambulance and pharmacy services to our patients. The mission is to adopt world-class technologies and processes that earns the trust and confidence of the patients. To be vital ray of hope in their lives with healthcare solutions that are superior, personalized and care oriented. The values are and vision is to be the Centre of excellence for the most efficient& competent providers of comprehensive healthcare in India.

INFRASTRUCTURE:

- 262 bed capacity
- 180 operational patient beds
- 4 Operation Theatres
- 60 ICU beds + 10HDU beds, 12 Emergency beds
- Designed by international architects in conformity with the accepted global standards

SCOPE AND FACILITY:

- OPD
- Emergency
- Inpatient Services
- Laboratory and Radiology Diagnostics
- Blood Bank
- Dialysis
- Pharmacy
- Support Services

Out Patient Services

• Cardiology • Cardio Thoracic and Vascular Surgery • Dermatology • Dental Sciences • Endocrinology • ENT • Gastroenterology • General surgery • Internal Medicine • Mental Health & Behavioral Sciences • Neurosciences	• Obstetrics & Gynecology • Ophthalmology • Oncology • Orthopedics • Pediatrics • Pediatrics Surgery • Plastic Surgery • Pulmonology • Rehabilitative Services • Nephrology • Pharmacy
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Service Profile

<u>Diagnostics</u>	<u>Imaging Services</u>	<u>Support Services</u>
• Laboratory • Pathology • Microbiology • Blood bank	• X-Ray • CT Scan • MRI • Ultrasound • Mammography •	• Front office • Food and Beverages • Housekeeping • Medical Records Department • Engineering • Biomedical Engineering • Security • HR & Training • Administration • Information Technology

CHALLENGES FACED:

- Huge gap in demand and supply of trained Medical Man Power.
- 100% Adherence to Medical Documentation Standards.
- High Medication Turnaround Time.
- Availability of Critical Care Beds.

Support Services

Nursing care

The nursing team is committed in providing the patient 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.

Housekeeping

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

Dietary Service

During the stay in hospital, the patient may be placed on a special diet by the doctor. After the initial investigations, the dietician visits the patient & in consultation with the doctor, looks in to patient's nutritional needs. After going through the medical history, dietician plans a diet chart, ensuring that all the meals are nutritionally balanced.

Servings	Timing
Bed Tea	6:00am-6:30AM
Break fast	7:30am-8:30AM
Lunch	12:30pm-1:30PM
Evening tea	4:00-4:30PM
Soup	6:00-6:30PM
Dinner	7:30-8:30PM
Health Beverages	9:00-9:30PM

It is hospital policy that no outside food is permitted in the patient care areas.

Counselling for home follow up is given by the dietician before discharge

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 24hours, situated at ground floor & at IPD Upper basement.

Parking

For convenience and comfort of the patients, adequate parking space is available .The security personnel on duty will addresses the safety and security aspects

Cafeteria

A separate cafeteria for patients and their attendants is available which provides fresh food at nominal charges.

Facilities for vulnerable patients

The hospital identifies and provides special care to the vulnerable patients by catering for issues like wheelchairs, railings, bedrails and hand grabs etc. Patients who fall under the category of vulnerable patients are:

- Children
- Elder People
- Physically/Mentally Challenged Person