

Internship at
Monilek Hospital & Research Centre, Jaipur

By

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INTRODUCTION

As an integral part of my MBA HM course, I was privileged to do my internship at Monilek Hospital and Research Care Center for three months. It helped me to get an in-depth, hands-on and a good experience to the various operations and the departments of the hospital. The internship gave me an opportunity to share my insights, to explore the links between my academic preparation and the working of the hospital. It was an opportunity for me to receive experience in applying theories learned in the classroom to specific experiences in the community and work environment.

GOALS OF INTERNSHIP

- ❖ Working knowledge of a hospital setup and undergo on-the-job training to know about the various departments of the hospital.
- ❖ To gain an exposure to work related to the field of Hospital management.
- ❖ To visit different departments of the hospital to gain practical experience.
- ❖ To get hands on experience of the working department of the hospital.
- ❖ Acquiring new learning through challenging and meaningful activities.
- ❖ Demonstrating professional skills in the workplace.
- ❖ Developing self-understanding, self-discipline, maturity and confidence.
- ❖ Developing strong networking/mentoring relationships.

MONILEK HOSPITAL AND RESEARCH CENTER, JAIPUR

“A Multi-Specialty and Super-specialty Hospital in Rajasthan ”

Monilek Hospital and Research Centre is one of the reputed 100 bedded Multi-Specialty and Super-specialty Hospitals in Rajasthan, equipped with ultramodern and state-of-the-art facilities for Comprehensive Care – from OPD Consultations and routine health check-ups to Intensive Care and Specialized & Super-Specialized Surgeries. It is unique in the region in terms of facilities as well as patient care. The Hospital is equipped with most advance technologies and equipment. The hospital was named “MONILEK” to give humble tribute to trustees parents Shri Mohini Odhrani and Shri Lekhraj Odhrani.

This hospital was started in Jaipur in the year 1986 by an experienced team of Physicians and Surgeons and the Trustee – an eminent philanthropist, Mr.Lekhraj Odhrani. With their dedication and vision, the hospital has grown to induct a number of specialties, culminating in, this first private Renal Transplant Centre in Rajasthan, to become a multispecialty tertiary care hospital. The total bed strength has reached to 100 beds and is growing. It is continuously growing under the visionary of CEO. Dr S.L Tolani , Mrs Kavita Kaushik, Dr. Praveer Chandra , Mr.B. A. Manwani boosted with great expertise in healthcare by leading clinician, astute management team supported by highly trained clinical and non-clinical staff. . It is known for its world class treatment and patient satisfaction. To serve the community at large the hospital have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within and outside the country. The Monilek Hospital is backed up by the trained supportive staff, efficient system procedures with an aim to cater the needs of Rajasthan.

1.1 Mission

The hospital is committed to provide quality and affordable healthcare using cutting edge technology with transparent modern clinical practices aimed to achieve patient satisfaction.

1.2 Vision

To build an ethical healthcare institution that will be a benchmark in providing advanced healthcare services to the masses.

1.3 Value

Patient's Satisfaction at affordable prices.

1.4 Quality Policy

We are committed to provide timely & cost-effective healthcare services to achieve patient satisfaction by ensuring continual improvement in quality management system.

1.5 History

Mr. Ashok Odhrani(Trustee) had started a Company – **Supertech** in Dubai in 1973 with the help of moral support given by his father Mr. Lekhraj Odhrani. The business was later joined by his brothers Mr. Narendra Odhrani and Mr. Murli Odhrani. Mr. Lekhraj Odhrani had suggested his sons to create a charity fund from the yield of the business as it was his wish to pay back to the society. At this juncture, odhrani family met with **Dr. S.L. Tolani (CEO). Together they came forward to extend a helping hand for society in the form of healthcare services that led to the creation of Monilek Hospital and Research Centre in Jaipur 1986.** They set-up a small hospital unit in a rented building on Shanti Path, Jawahar Nagar to cater needs of the society. The hospital was named "MONILEK" to give a humble tribute to their parents Smt. Mohinidevi and Shri Lekhraj. The main goal was to blend technology with human skills and ingenuity by providing state of the art equipment, assembling a team of talented and committed professionals and creating an atmosphere of quality health care. Under leadership of Dr. S.L. Tolani, team of a few motivated doctors was formed. In 1989 the trust purchased a plot of land in Jawahar Nagar and the Monilek Hospital was shifted in 1993 to a new two storeyed building constructed on this.

1.6 Specialties Offered

- Urology
- Prostate Surgery
- Ear, Nose, Throat
- Gastroenterology
- Cardiology
- General Surgery
- Plastic Surgery
- Ophthalmology
- Kidney Transplant
- Joint Replacement
- Nephrology
- Gynaecology & Obstetrics
- Orthopaedics
- Skin & V.D
- Pediatrics & Neonatology

1.7 Supportive Services Offered

- Diet & Nutrition
- Physiotherapy
- Ayurveda
- Homeopathy

1.8 Out of Scope Services

- MRI
- Cardio Thoracic & Vascular Surgeries(CTVS)
- Mammography
- Psychiatric IPD
- Burn cases > 20% (Adult) and >10% (Pediatric)

1.9 Diagnostic & Imaging Services

- Blood Bank
- Pathology
- Haematology
- Histopathology
- Biochemistry
- Digital X-Ray
- CT Scan
- USG
- CTMT
- 2D-Echo
- Endoscopy

1.10 24*7 Services

- Ambulance
- Pharmacy
- Laboratory
- Emergency
- Radio diagnosis

1.11 A Quick Tour

- 100 Bedded Multi Specialty Hospital
- Radio- diagnosis & Imaging sciences
- Blood storage bank
- Non-invasive cardiology
- Conference room

1.12 Floor Wise Design of Monilek Hospital, Jaipur

FOURTH FLOOR

- ❖ Director's Office
- ❖ Trustee Office
- ❖ Accounts Department
- ❖ Quality Department
- ❖ HR Department

THIRD FLOOR

- ❖ Modular Operation Theaters
- ❖ ICU
- ❖ Transplant Room
- ❖ Cath Lab

SECOND FLOOR

- ❖ Private Wards
- ❖ NICU

FIRST FLOOR

- ❖ TPA, BSBY Counter
- ❖ Dialysis Unit
- ❖ Male General Ward
- ❖ Female General Ward

GROUND FLOOR

- ❖ IPD Counter
- ❖ OPD Counter
- ❖ Emergency
- ❖ Minor OT
- ❖ Doctor's Duty Room
- ❖ Cafeteria
- ❖ OPD Pharmacy
- ❖ Billing & Discharge

BASEMENT

- ❖ Blood Bank
- ❖ Laboratory
- ❖ Radio-Diagnosis
- ❖ Marketing Department
- ❖ IT Department
- ❖ Store
- ❖ Housekeeping Department
- ❖ Electric Maintenance Department
- ❖ Bio-Medical Engineering Department

1.13 Clinical Services

These services are directly related to the medical practice. These include-

- Accident and emergency department
- Laboratory
- OT
- Dialysis unit
- Physiotherapy department
- CSSD

1.14 Non-Clinical Services

These services are related to administrative and non-medical face of the hospital. These include-

- Admission And Billing
- Quality Assurance Department
- Human Resource Department
- Medical record department
- Pharmacy
- Housekeeping
- Marketing
- Finance
- Information Technology
- Food and beverages
- Purchase department
- Engineering
- Patient Welfare department
- Bio medical engineering
- Security
- Linen & Laundry

GENERAL FINDINGS

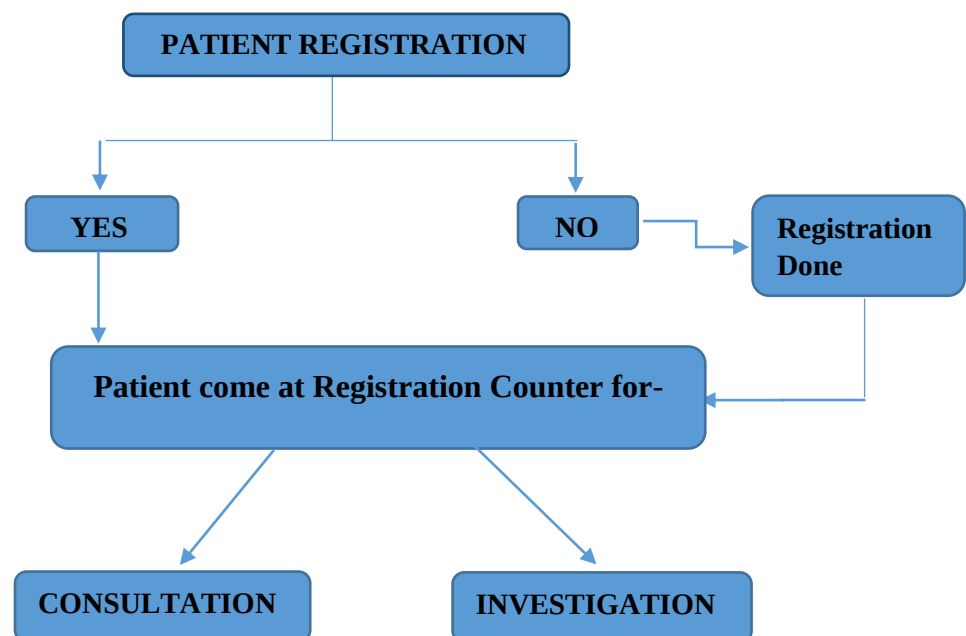
The general findings on the basis of my visits in the different departments of Monilek Hospital, Jaipur are as follows-

1. OUTPATIENT DEPARTMENT(OPD)

Outpatient department is “A part of the hospital which is designed for the treatment of people with health problems who require treatment or diagnosis but who do not get admitted in the hospital. The OPD along with other public areas of the hospital is known as ‘shop window’ of hospitals. OPD is the mirror of the hospital, which reflects the functioning of the hospital being the first point of contact between the patient and the hospital staff.

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, health checkup, immunization, Physiotherapy and so on.

Process Flow-



<u>Roles & Responsibilities</u>	<u>Areas of Improvement</u>
Enter the patient details in the computer system.	Easy accessibility and a good signage system for the OPD services
Handover the prescription sheet to the patient for the doctor's consultation	Soft Skills training of staff is required

Table-1 OPD Functioning and Area of Improvement

Monilek Hospital offers a wide variety of OPD services. These include Nephrology OPD, Gynaecology OPD, Orthopaedics OPD, Paediatric OPD, Ophthalmology OPD etc.

All patients who visit the hospital OPD for the first time for consultation services are issued a card after registration.

The MHRC number is present on the card.

The MHRC no. is important, with the help of this number, that the patient medical record can be accessed. Patient are advised to always carry their card or card number whenever they come for follow-up visit to the OPD or whenever they are to admit a patient in IPD.

2. ADMISSION DEPARTMENT

Admission is the entry and acceptance of the patient to stay in a health facility for the purpose of observation, investigation, and treatment. The client coming for admission may walk-in (ambulant) or not. The patient take admission in the hospital either for diagnostic investigations to be done or for treatments which may be medical or surgical or for observation.

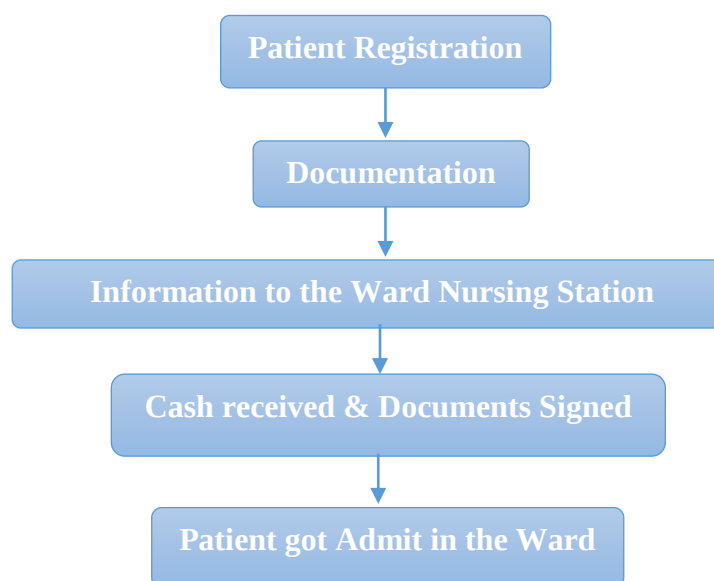
There are two types of admissions-

- Planned
- Emergency

<u>Roles & Responsibilities</u>	<u>Areas of Improvement</u>
Providing information about admissions and Financial counseling of patients.	Patient Handling Skills can be improved.
Improve Patient Satisfaction	Waiting time should be reduced
Giving estimates about the charges of components of services.	Registration and Ward Management

Table-2 IPD Functioning and Area of Improvement

Process Flow-

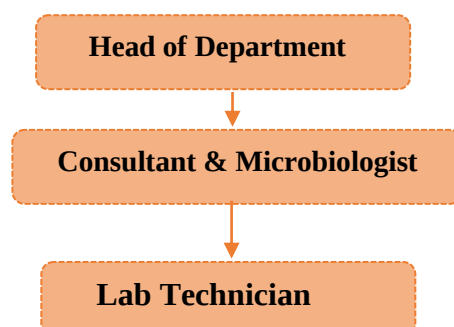


2. LABORATORY

A clinical laboratory is a laboratory where test are done on clinical specimens in order to get information about the condition of patient as relating to the diagnosis, treatment and prevention of disease.

The Laboratory in the Monilek Hospital conduct the different tests by keeping the patient safety at high importance and maintain the good quality practice in the departments and it also provide all the quality laboratory reports within the defined time frame.

Organizational Structure of the Department



3. CENTRAL STERILE SUPPLY DEPARTMENT

The Central Sterile Supply department provides complex services including the preparation of sterile medical supplies for the surgery rooms. It provide specialized hygienic operations (low-temperature sterilization, high-temperature sterilization) whose outputs are sterile medical supplies. The major users of CSSD in hospitals are ICU, OT, accidents and emergency department and surgical and orthopedic ward. CSSD is a very important facility of the hospital to ensure patient safety by reducing complications arising out of cross infections and litigations.

Sterilization is the destruction or elimination by filtration of all microorganisms including bacteria, fungi and viruses and sterilization is conceived as an absolute absence of infective agent

<u>Roles & Responsibilities</u>	<u>Areas of Improvement</u>
Sterilizing the OT Equipments,	Untimely Indenting of materials.
Detailed records of cleaning, disinfection and sterilization	Proper Signage's were not there.
Implement infection control policy using CSSD module across all departments in a hospital.	Controlled Access of People is needed

Table-3 CSSD Functioning and Area of Improvement

4. QUALITY ASSURANCE DEPARTMENT

Headed to maintain and perk up the standards. Quality assurance (QA), the activity of providing evidence needed to establish quality in work and the activities that require good quality is being performed effectively. It included all those planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirement for quality.

5. HUMAN RESOURCE DEPARTMENT

The department helps to ensure the availability and retention of quality talent to meet organization goals and objectives and to provide overall growth and development of employee's orientation and functional training. The department looks into the matter like attendance and leave management, appraisal and promotion process ,medical benefits, employee welfare programs, payroll management , grievance handling.

6. MEDICAL RECORDS DEPARTMENT

MRD is responsible for maintaining medical records in a standardized and professional manner in order to protect patient confidentiality while allowing adequate access to providers in order to promote quality patient care.

The department also provides numerous functions and services-

- ❖ Storage and maintenance of patient's medical record .
- ❖ Reporting of statistical data to the Department of Health and Hospital Executives .
- ❖ Monitoring the quality of medical record content .
- ❖ Maintaining a patient's right to confidentiality and privacy by adhering to information release guidelines and ensuring records are kept in a secure environment .
- ❖ Clinical coding.

<u>Roles & Responsibilities</u>	<u>Areas of Improvement</u>
Proper maintenance of medical records	Shortage of Staff
Retention of medical records	No HMIS support
Tagging of the files for easy retrieval and maintain confidentiality of medical records.	Training of staff is not as per standards and requirements

Table-4 MRD Functioning and Area of Improvement

7. OPERATION THEATRE

All type of surgeries are performed in the OT. These services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy). Monilek hospital has one of the best operation theatres in the country. **Four Modular Operating Rooms** with laminar air flow system, ceiling mounted pendants and anti static, antibacterial walls and flooring are backed by highly trained and experienced staff.

8. PHARMACY

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customs, special wards .The Department services include procurement and providing medicines to the patients.

The department also provides medicines to the wards if needed and give details to the billing department at the time of discharge and final billing of patients.

9. MARKETING

The department is responsible for the revenue generation through brand building, retail sales, cooperate marketing, PR and media communications and liaison with the government. Some activities of the department are brand awareness, events management, cooperate social responsibility and ensure business and growth in line with organizational objectives.