

Internship at
Monilek Hospital & Research Centre, Jaipur

By

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HOSPITAL PROFILE AND OBSERVATIONAL LEARNING

INTRODUCTION

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 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.

The hospital was named “MONILEK” to give a humble tribute to their parents Shri Mohini Devi and Shri Lekhraj Odhrani.

The 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.

The Vision:

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

Our Value:

Patient's Satisfaction at affordable price.

SERVICES OFFERED BY THE HOSPITAL

- Urology
- Nephrology
- Interventional Cardiology
- ENT
- General Medicine
- General and Laparoscopic Surgery
- Gastroenterology
- Orthopaedic surgery
- Obs & Gynea
- Paediatric and neonatology
- Ophthalmology
- Psychiatry
- Anaesthesiology
- Dentistry
- Physiotherapy
- Dietetics

Alternative Complementary Medicine

- Homeopathy
- Ayurveda
- Mind – Body Medicine

SPECIALITIES

SUPPORTIVE SERVICES

- Department of Dietetics

- Physiotherapy

DIAGNOSTIC AND IMAGING SERVICES

Laboratory

- NABL accredited
 - Hematology
 - Histopathology
 - Biochemistry
 - Microbiology (Outsourced)
- Radiology
 - Digital x-ray
 - CT scan
 - USG
- Other
 - CTMT
 - 2D-Echo
 - Endoscopy

Out of scope services

- MRI
- Cardio Thoracic & Vascular Surgeries (CTVS)
- Mammography
- Psychiatric IPD
- IVF

- Burn cases >20% (Adult) and >10% (Pediatric)

24 X 7 SERVICES

- Ambulance
- Pharmacy
- Emergency
- Laboratory
- Radio diagnosis

A QUICK TOUR

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

FLOOR PLAN

Basement 1

- Blood bank
- Laboratory
- Radio- diagnosis
- Marketing Department
- Housekeeping Department

Ground floor

- OPD
- Reception

- OPD pharmacy
- Billing and discharge
- TPA
- Cafeteria
- Emergency department

First floor

- IPD Counter
- Male general ward
- Female general ward

Second floor

- Private ward
- NICU

Third Floor

- 4 OT
- ICU

Fourth Floor

- CEO and Directors
- Accounts Department
- Human Resource Department

ORGANOGRAM

Board of Trustees
(Represented by Chairman)

Chief Executive Officer

Director Medical

Doctors

Diagnostic
Services

Pharmacy

Bio-Medical Engg.

Blood Bank

Licenses & Legal

Research

Continual Medical
Education & training

Information Tech.

Ayurvedic & Homeopathy

Nursing

Physiotherapy

Infection Control

Director Operations

Finance and
Accounts

Quality

Front office and
billing

Purchase department &
Central Store
(Material management)

Medical Record
Department

Social Services

Director Administration

Human Resource

Safety & Security

House Keeping

Fire Safety

Medical Gas Plant

Maintenance

Laundry & Linen

Dietetics Services

Dept. of administration

Director
MHCC

Cath Lab
Services

Cardiology
Services

CLINICAL SERVICES

Those services are which are directly related to medical practice. These include

1. Outpatient department
2. Inpatient department
3. Accident and emergency department
4. Laboratory
5. OT
6. Dialysis unit
7. Physiotherapy department
8. CSSD

NON- CLINICAL SERVICES

Those services are which are related to administrative and non-medical side of the hospital. These include

1. Admission And Billing
2. Quality Assurance Department
3. Human Resource Department
4. Medical record department
5. Pharmacy
6. Housekeeping
7. Marketing
8. Finance
9. Information technology
10. Food and beverages
11. Purchase department
12. Engineering
13. Patient welfare department
14. Bio medical engineering
15. Security

CLINICAL SERVICES

Out Patient Department

Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

Inpatient Department:-

Inpatient department deals with inpatient care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure that patients are only admitted to a hospital when they are extremely ill or have severe physical trauma.

Pathology Department:-

All types of diagnostic test are performed here under the guidance of pathologist. There are fully automatic machines with provide the specific results. Some services are outsourced from different companies.

Operation theatre

All type of surgeries are performed here. There are SICU, MICU, NICU and General ward. The services include invasive monitoring, patient assessment (physician, nursing, dietary and physiotherapy).

Dialysis unit

It deals with the artificial replacement of the lost kidney function in patient with renal failure to remove excess water and waste products from the blood

Physiotherapy:-

The department provides facilities such as Electrotherapy, Diagnostic, Manual, Mechanical mobilization Therapy, Exercise therapy etc.

CSSD:-

The department provides clean and sterile supplies which help in reduction of infection and improving the quality of care. The department provided infection control by educating staff on different topics

NON CLINICAL SERVICES**Admission and Billing:-**

This is the department involved in the counseling to the patients, admission process and guiding them while billing is done after final discharge of the patients.

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.

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.

Medical record department

MRD is the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents.

The department deals with record collection, codification, storage, analytical evaluation and retrieval of record if needed.

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 of patients.

Housekeeping

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost. The department performs activities like cleaning providing room amenities, pest controlling and waste disposal.

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.

Finance

The department provides accurate relevant and timely financial information necessary in making the right business plan and decisions. The finance department looks into the business building insight, areas for lowering cost and improving profitability, updating of bills on daily basis for IPD patients. The billing staff has overall responsibility for coordination of various functions and daily basis report for the admission and provide the necessary solution to daily problems as deemed proper and reasonable.

Information technology

It department provides it values to the end users with respect to their day to day function. The department serves various departments for IT infrastructure, hardware and network, anti- virus services, internet services, upgradation of software, telecommunication between various departments, auditorium functioning.

Dietitian:-

The department provides the food and beverages to the esteemed customers. The department performs daily audits of the store and kitchen areas, take round of the entire service area with and after the service timings, monitoring of services.

Engineering:-

The department manages all the engineering and machines, supervising day to day hospital maintenance work and ensuring smooth functioning of facilities of the hospital. The department coordinates with various department non-medical so that there is no hindrance in day to day work of all facilities. The department is responsible for managing plant engineering equipment, utilizes spares and consumables like diesels generators, plumbing, pipelines, ventilation, air conditioner, water treatment plants etc.

Patient welfare department:-

The departmental goal is to make and position the hospital as a center of excellence by ensuring customer satisfaction through personalized customer care. The department manages patients attendants expectations as well as keeping the interests of organization alive, improves the quality of the services for the patients through feedback given by the, networking within the organization for the benefit of the patient and attendant.

Bio medical engineering:-

The department installs commission and maintains all the medical equipment in an efficient and cost effective way and makes technical appraisal and recommendation for purchase of new equipment. The department provided inputs to commercial department about new/renew of contract with equipment supplier including annual maintenance contracts.

Security:-

The department provides proactive, competent services, to protect the life and property of every individual present in the premises, to prevent any action or situation that might result in an injury or death when a patient/attendant/visitor/employee are lawfully on the hospital premises.

