

**Internship
at
Sahara Hospital,
Lucknow**

***By*
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*MBA Hospital and Health Management
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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
2016**

SAHARA HOSPITAL, LUCKNOW



INTRODUCTION

ABOUT SAHARA HOSPITAL

Sahara Hospital is a tertiary care private hospital in Lucknow, capital city of Uttar Pradesh state of India. The hospital is a venture of Sahara India Medical Institute Limited, a subsidiary of Sahara Prime City Limited.

History

Sahara Hospital was the project of Sahara India Medical Institute Limited, a subsidiary of Sahara Prime City Limited. It sits on a 27-acre (11 ha) campus at Gomti Nagar, in the neighborhood of Lucknow. It was designed by Mumbai-based architect Hafeez Contractor. The construction contract for the hospital building (set at ₹490 million (US\$8.2 million)) was given to Larsen & Toubro. The total cost of the project was ₹4 billion (US\$67 million), which also included cost of medical equipment. Rising 80.06 meters (262.7 ft) and 19 floors, it is one of the tallest building in Lucknow.

The hospital was inaugurated on 12 February 2009 by Chhabi Roy, mother of founder and chairman of the Sahara India Pariwar Subrata Roy.

Services

The hospital strives to provide "quality healthcare with compassion efficiency". Among the hospital's medical specialties are general surgery, obstetrics and gynecology, orthopedics, neurology and nephrology. There are two separate departments for oncology: the Department of Surgical Oncology, and the Department of Medical Oncology. The hospital started a hematopoietic stem cell transplantation program in 2011. Among other specialty services are cardiology, physiotherapy and sports medicine, and transfusion medicine. The hospital has equipment for cardiac monitoring, magnetic resonance imaging, and computed tomography.

The hospital is the first medical centre in Uttar Pradesh to perform a successful elbow transplant and endoscopic cervical plate placement. Patients admitted in the 'critical care area' of hospital can be monitored by the internet protocol cameras. In addition to physicians, this remote monitoring facility is provided to the relatives of patients, so that hygiene and sterility of such areas can be maintained.

Mission

The mission of Sahara Hospital is to provide quality healthcare with compassion efficiency.

To apply and share new technology.

To Promote and environment in the hospital that facilitates protection of patient's rights and commitment towards patient care

To include preventive healthcare practices in addition to treatment applications without discrimination of religion, Language, Race and Gender.

Vision

To set a benchmark of excellence in advanced, hi tech multi disciplinary medical services in Asia, Offering high quality healthcare and tertiary care facilities.

Quality Policy

Sahara Hospital is committed to deliver high quality patient care through applications of latest technology coupled with medical excellence, ensuring safety of treatment during patient's stay, promoting and environment of continuous quality improvement and complying with statutory regulations



LAYOUT OF THE HOSPITAL

A state-of-the-art, multi-specialty, tertiary care hospital providing world class facilities with more than 50 super specialties and latest generation equipments under one roof.

This hospital is spread on approx. 12.5 acres with approx. 1 million sq. ft. built up area.

Sahara Hospital got operational in February 2009 and is currently operating with 361 beds (including 130 beds Critical Care Infrastructure) and is expandable to 554 beds. Currently it is running with one of the biggest Critical Care Infrastructure supported with 7 Ultra Clean Operation Theatres with most advanced technologies like Portable CT Scan, Cardiac CT Scan and High End Operating Microscopes with a team of dedicated and renowned Clinicians and highly trained paramedics.

Facilities for Radiation Oncology are under process and will be made available in the near future.

Also, a training facility is being provided at the **Sahara College of Nursing & Paramedical Sciences**, which is affiliated to Chhatrapati Shahuji Maharaj Medical University, Lucknow, recognized by Indian Nursing Council, New Delhi and approved by U.P. State Medical Faculty and the Govt. of Uttar Pradesh.

One important feature apart from allopathic medicine Sahara has incorporated is that traditional Ayurveda in their bouquet of services offering Holistic Approach for wide range of health care solution.

Core Strengths

All Clinical Specialties are available under One Roof

A Rich Pool of Human Resource

- Highly qualified experienced & Skilled Doctors and trained Paramedical professionals.
 - Surgical specialists & Super specialist of all Surgical Specialties
 - Round the clock presence of qualified & dedicated staff
 - Nursing college with a constant resource of the most qualified nurses.
 - Best-in-Class Equipments. Delivering the Best Results
 - Specialist to manage poly trauma (24 hours-no matter what)
 - High-end Latest generation equipments for OT, ICU's, Laboratories, Diagnostics & Rehabilitation.
 - Fully equipped approx. **123** Critical care bedded wing
 - State of the art 7 ultra-clean operation theatres
- Internationally designed, equipped with fully automated central sterilization and supply department to achieve desired infection control and success rate.

The Complete World of Sahara Hospital.

- Emergency & Trauma Care
- Medical Specialties
- Surgical Specialties
- Investigation Specialties
- Critical care facilities
- Blood bank
- Nutrition & Dietetics
- Physiotherapy
- Alternative medical sciences

Whole Gamut of diagnostic services is available Round The Clock.

The hospital has all the investigative services available round the clock. This includes Radiology, Pathology, Endoscopy, and special diagnostic services,-all located at one place. This also includes latest generation Cardiac CT, MRI, a Cardiac Cath Lab & Pathology Labs.



SAHARA HOSPITAL: BORN TO SERVE

Sahara India Pariwar, one of the largest business groups of India has entered the Healthcare sector with a view to become the Best and the Largest Player in this fast growing sector.

The first of the three planned super-specialty hospitals is operational in Lucknow, Uttar Pradesh, India, presently operating with 250 beds (expandable to 554 beds). Sahara Hospital Lucknow is poised to become one of the top hospitals in Asia.

Sahara Hospital is expected to place Lucknow on the world map of destinations for healthcare of global standards. The hospital has specially designed suites for patients and their families coming from overseas for medical treatment in India, as a cost-effective and reliable option.

With strength and commitment in our holistic healthcare delivery strategy- Sahara Hospital aims at bridging the gap between quality health care and affordability. It has conceptualized to be patient friendly and intends to provide quality care with highest standards having all medical facilities and diagnostics under one roof.

MAKING ITS FORAY IN THE HEALTH CARE ARENA, Sahara group started its operations on Sahara Hospital on 12th February 2009. The Multispecialty, Tertiary care medical destination is currently operating with 52 specialties.

Sahara hospital's aesthetical design combines well with functional values to deliver a most satisfying experience to the patients and as well as their near and dear ones. The ambience is not only pleasing to the eyes but also touches hearts. With dedicated, expert and experienced doctors around, you are assured of quality, compassionate care and the most important, healing touch. Sahara hospital is now providing high quality & cost effective services, coupled with the warmth and caring nature that only true Indian hospitality can provide. As Multispecialty, Tertiary care destination, Sahara Hospital offers a high order of integrated quality healthcare with the availability of all super specialties and latest generation diagnostic facilities under one roof.

We have developed special protocol for prompt & integrated management of Poly trauma & acute strokes with the availability of Neurosurgery, General Surgery, Orthopedic surgery, Plastic & Reconstructive surgery, Micro vascular surgery , Cardiothoracic surgery, Vascular surgery, Urology ,ENT surgery, Gastro surgery, Eye Surgery, Endocrine surgery, Dental and Maxillo- facial surgery supported by round the clock services of world class blood bank for safe & prompt availability of Blood components, Latest Generation diagnostics including 64 slice Cardiac CT, MRI, Lab Medicine supported by ultraclean Operation Theatres.

Specialties

- Aesthetic & Cosmetology
- Anesthesiology
- Neurosurgery
- Neurology
- Nephrology
- Orthopedic
- Obstetrics & Gynecology
- Ophthalmology
- Oncology-Surgical & Medical
- Pain management
- Plastic Surgery & Micro vascular surgery
- Pediatrics & Neonatology
- Panchkarma
- Physiotherapy & Sports Medicine
- Pulmonology
- Poly Trauma Critical Care
- Pathology
- Radiology
- Rheumatology
- Transfusion Medicine
- Urology
- Clinical Immunology & Rheumatology
- Cardiology
- Clinical Hematology& Hemato –oncology
- Cardio thoracic Vascular Surgery



- Dental & Maxillofacial Surgery
- Dermatology
- Dietetics & Nutrition
- ENT and Audio logical Medicine
- Endocrinology
- Endocrine & Breast Surgery
- Emergency Medicine & Critical Care
- Gastro Medicine
- Gastro Surgery
- General surgery
- Health Promotion & Preventive Medicine
- Internal Medicine
- Interventional Radiology
- Microbiology
- Minimal Invasive & Bariatric surgery



TPA(THIRD PARTY ADMINISTRATOR)

As the concept of TPA (Third Party Administrator) has been introduced by IRDA (Insurance Regulatory and Development Authority).

The individual insured will get an ID card issued by the TPA. This ID Card is useful and needed at the time of hospitalization.

TPA department at Sahara Hospital maintains databases of the various health Insurance companies for the cashless settlement for the patients. At the time of admission the policyholder or relative can flash the Photo ID-Card as a part of identification of the policyholder and gain admission in our hospital to achieve excellent services under one roof. Treatment at Sahara hospital is given as per the terms & conditions of the policy. At the time of discharge, the insured will make payment which exceeds sum insured or the benefits not covered under policy conditions. A complete CASHLESS TREATMENT. Thus, the Individual does not run around for arranging cash for paying for the hospital

LIST OF EMPANELLED TPA & INSURANCE COMPANY WITH SAHARA HOSPITAL

1. Dedicated Health care Services (DHS)
2. Family Health Plan Limited (FHPL)
3. Raksha TPA
4. Paramount Health Services (PHS)
5. ICICI Lombard Health Care
6. Bajaj Allianz Health Insurance
7. Star Allied Health Insurance
8. E-Meditek TPA
9. Medicare TPA
10. Europ Assistance
11. Future Generali India insurance company limited
12. Max Bupa Health Insurance Company Limited
13. Medi Assist India TPA
14. Vipul Medi corp.



NAME OF CONSULTANTS AT SAHARA HOSPITAL

CARDIOLOGY DEPARTMENT	
Dr. Nakul Sinha	M.D , D.M
Dr. Rashmi Kant Mishra	M.D , D.M
Dr. Naveen Jamval	M.D , D.M
DENTAL & MAXILLO FACIAL	
Dr. Rohit Khanna	MDS
Dr. Satendra Pal Singh Tulsi	MDS
DERMATOLOGY	
Dr. Vipul Gupta	M.D
ENDOCRINOLOGY	
Dr. Sushil Kumar Upadhyay	M.D
ENDOCRINOLOGY & BREAST SURGERY	
Dr. Prateek Kumar Mehrotra	M.Ch , MRCS(Edin) , DNB
Dr. Farah Arshad	M.S
E.N.T	
Dr. Isha Tyagi	M.S , D.L.O
Dr. Abhishek	
GASTROENTEROLOGY	
Dr. G. Chaudhary	
Dr. Debnandan Chaudhary	M.D , D.M
Dr. Ankur Gupta	
GASTROSURGERY / MINIMAL INVASIVE SUGERY	
Dr. Puneet Gupta	DNB , M.S
RHEUMATOLOGY / IMMUNOLOGY	
Dr. Dhanita Khanna	M.D , D.M
INTERNAL MEDICINE	
Dr. Hridaya Nath Tripathi	M.D
Dr. Sudesh Kumar Singh	M.D
Dr. Sunil Verma	M.D
NEPHROLOGY	
Dr. Mufazzal Ahmad	M.D , D.M
Dr. Dashan Rangaswamy	

NEUROLOGY	
Dr. Sandeep Agarwal	M.D , D.M
Dr. Abhishek Shrivastav	M.D , D.M
NEUROSURGERY	
Dr. Mazhar Hussain	M.S , M. Ch
Dr. Manu Rastogi	M.S , M. Ch
Dr. Mohd. Kaif	M.S , M. Ch
Dr. Udit Singhal	M.S , M. Ch
OBSTETRICS & GYNAECOLOGY	
Dr. Manjusha	M.D , D.N.B , M.R.C.O.G
Dr. Neelam Vinay	M.R.C.O.G
Dr. Anjali Somani	M.S
Dr. Himani Negi	M.S
ONCOLOGY - SURGICAL & MEDICAL	
Dr. Vibhor Mahendru	M.S
Dr. Vivekanand Singh	M.S
Dr. Amit Sharma	M.D
Dr. Prasoon Kant Shamsbery	M.S , M.R.C.S
Dr. Sandeep Garg	M.S
Dr. Sandeep Kapoor	M.S(Ortho) , D.N.B
OPHTHALMOLOGY	
Dr. Rajesh Sahay	M.S
Dr. Anupam Purwar	M.S
Dr. Anurag Mittal	M.S
Dr. Nitin Mittal	M.S
PATHOLOGY	
Dr. Sunil Sharad Dabadghao	M.D , D.M, F.R.C.P.A
Dr. Anju Shukla	M.D
Dr. Vipul Kumar Srivastava	M.D
Dr. Surbh Gupta	
PAEDIATRICS & NEONATOLOGY	
Dr. Mahmud Ul Hasan	M.D
Dr. Monika Kar	M.D
Dr. Devanshu Shukla	M.D
PAEDIATRICS SURGERY	
Dr. Ravi Shankar Dubey	M.S , M. Ch
PANCHKARMA	
Dr. Anurag Dixit	M.D
Dr. Manoj Kumar Misra	M.D

PLASTIC SURGERY	
Dr. Surjit Bhattacharya	M.S, M.Ch
Dr. Vaibhav Khanna	M.S , M.Ch
Dr. Ramesh Kohli	M.S , M.Ch
PSYCHIATRY & NEURO PSYCHIATRY	
Dr. Ramesh Kumar Thukral	M.D
Dr. Archana Shukla	M.D
Dr. Ramesh Kumar Pandey	M.D , M.Phil
PULMONOLOGY	
Dr. Shyam Narayan Gupta	M.D
Dr. Alok Srivastava	M.D
Dr. Manoj Agarwal	
RADIOLOGY	
Dr. Devendra Kumar Sonkar	M.D
Dr. Shishir Gupta	M.D
Dr. Shivmani	M.D
TRANSFUSION MEDICINE (BLOOD BANK)	
Dr. Ashish Tiwari	M.D
UROLOGY	
Dr. Rajesh Arora	M.S , M.Ch

Curing Through Care

IN- PATIENT DEPARTMENT

In patient means that the procedure requires the patient to be admitted to the hospital, primarily so that he/she can be closely monitored during the procedure and afterwards, during recovery.

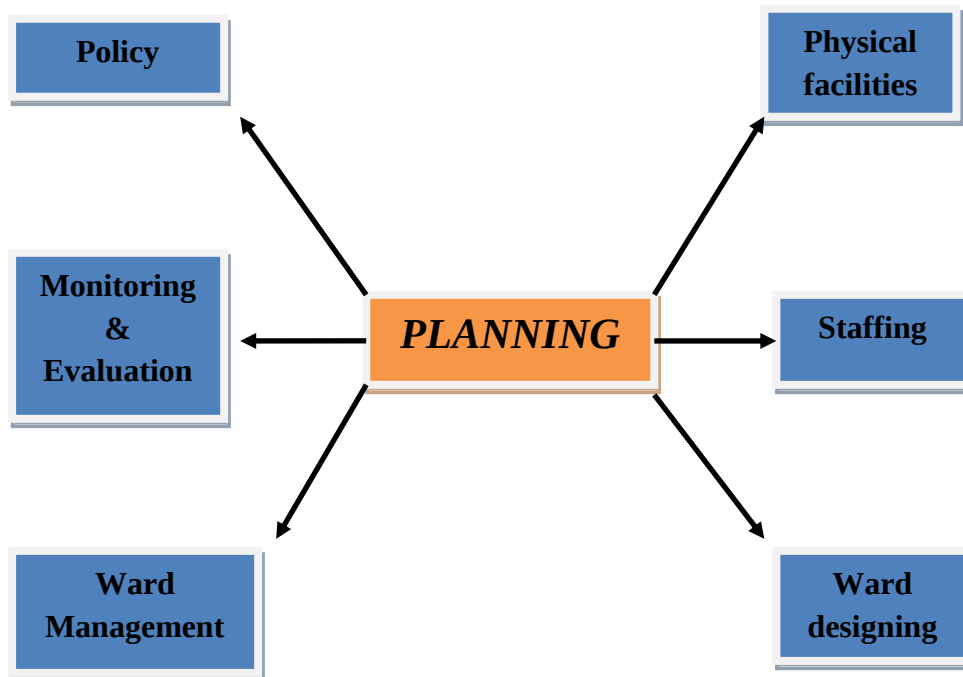
The patient is admitted to the hospital and stays overnight or for indeterminate time, usually several days or weeks (though some cases require long hospitalization like Coma patients)

The In-patient department spread across Sahara hospital subsumes the :

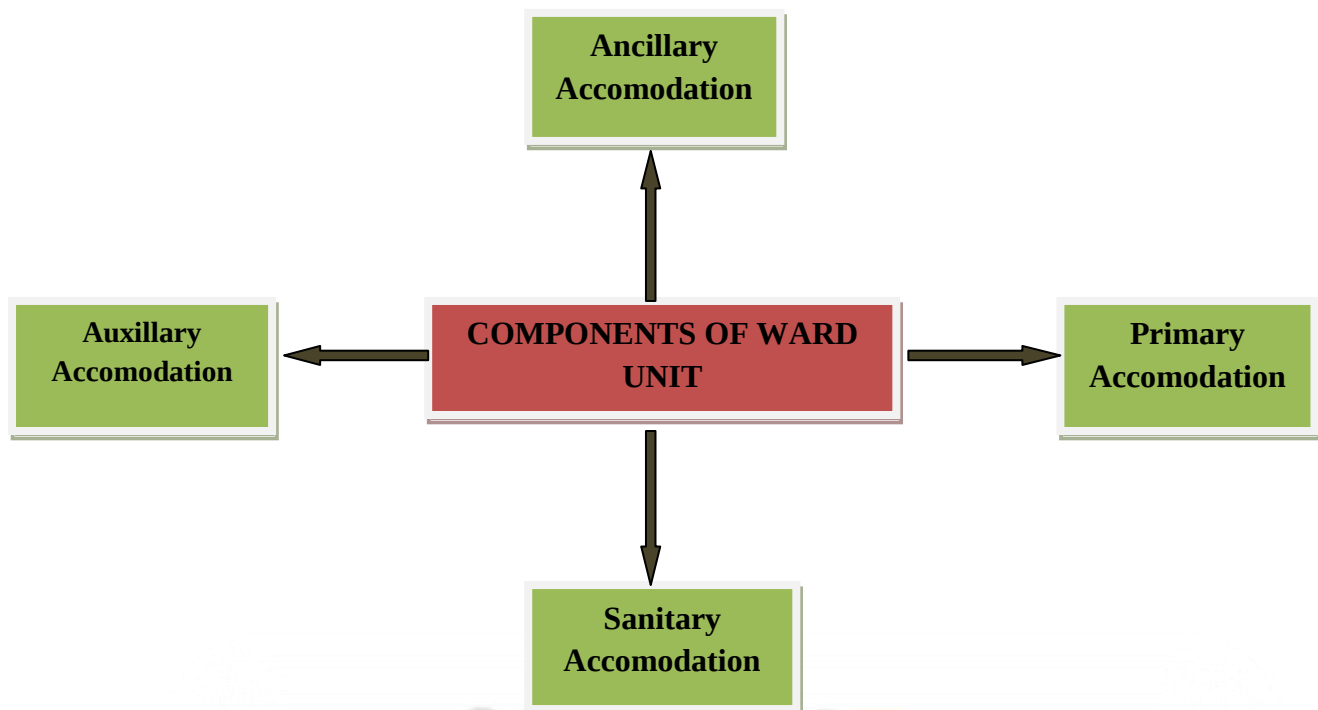
- General wards
- Semi – Private wards
- Private wards
- ICU (NICU, PICU, TICU, MICU, SICU, Neuro ICU)
- HDU
- Recovery Rooms (Cardiology)
- Obs & Gynae (Private, Semi-private and HDU)
- Dialysis Unit



PLANNING AND ORGANIZATION OF IPD SERVICES



PHYSICAL FACILITIES



Components of Ward Unit

- **Primary Accommodation** – Subsumed Private , Semi - Private rooms , General Ward
- **Ancillary Accommodation** – Service for direct support of treatment. Eg. Portable X-ray, Pantry
- **Auxillary Accommodation** – Service in indirect support of treatment. Eg. Housekeeping, Nurses's room
- **Sanitary Accommodation** – Consists of Bathroom, Janitor's room, Sluice room

Factors Affecting / Influencing Ward design

- Hospital policy and plan
- Function and Location
- Relationship with other departments
- Staffing pattern
- Workflow
- Communication
- Safety Issue
- Emergence of hospital infection
- Dignity and Privacy of patient



Functions of In-Patient Department

To provide highest possible quality of medical and nursing care

- ❖ To make a provision of essential equipment, drugs, and other material required for patient care
- ❖ To provide comfortable and desirable environment to patient on temporary substitution of home
- ❖ To provide facilities for visitors
- ❖ To provide suitable atmosphere for highest possible degree of job satisfaction among healthcare personnel and high level of patient satisfaction
- ❖ To provide opportunity for Education, Training and Research

Features of IPD

- ❖ The IPD forms 33% - 50% of the structure of hospital construction and most of the equipment and staffs are in this department with maximum amount of patient care, training, medical teaching and research concentrated in this department.
- ❖ IPD is the area which gives maximum output of services and name and fame to the hospital too and so maximum vigilance is required to prevent litigation and to gain patient satisfaction

Factors Influencing Patient Satisfaction in Inpatient Department

- Doctor – Patient Relationship
- Adequacy of Clinical Facility & Service
- Cost of Services
- Attitude and Behavior of Staff
- Availability of Trained Staff
- Overall Administration
- Availability of Logistics
- Inter & Intra Departmental Communication
- Record Keeping and Documentation in Medical Records
- Work load and Management of Traffic
- Education & Reorientation of Staff



- ***Study findings-***

- Will improve the patient satisfaction
- Better marketing strategy will be developed using the results
- Will increase footfall
- Help hospital to improve its processes and implementation of standards

- ***Recommendations:***

- *On the basis of the study findings the practical, realistic recommendations shall be provided to bring about improvement in the various services of inpatient department.*
- *The recommendations that incorporate training aspects shall be monitored over a period of time to evaluate the effectiveness of the trainings.*



Various moments of Truth / Services encountered by In patients in Sahara Hospital

Registration

In Sahara Hospital five registration counters are present. They are placed according to patients convenience is as follows:-

- On main gate.
- Ground floor OPD.
- Second floor OPD.
- Third floor OPD.
- Emergency ward registration counters.
- After the consultation with the specialist, the patients are admitted in IPD once the consultation is over

Cash & Billing

- After the consent of the doctor for patient admission, the patient/attendant goes to the Cash and Billing department to make the payment as per the protocol for general patient or exclusively for Neuro
- When the patient is admitted he/she is served the bill for the Ward he/she has admitted his/her patient to along with other charges pertaining to the treatment he/she would avail
- On a routine basis, as the treatment goes the attendant or patient is intimated to clear the bill at the cash & billing department
- finally when the patient is discharged, complete summary of hospital bill is issued and the remaining balance that the patient is liable to pay is intimated to the attendant/patient

Layout of IPD

- IPD is spread in eight different levels in the hospital.
- IPD is situated at the left of main entrance gate
- The diagnostic facilities are situated on left hand side of main entrance gate.
- The IPD pharmacy is also situated on left side of main entrance gate.
- The IPD is divided in Eight different floors:-

Ground Floor –

Dialysis Unit

First floor –

Cardiology General, HDU, Recovery rooms

Second floor –

Various ICU's

Third floor –

Pediatric General, PICU, NICU

Fourth Floor –

Obs & Gynae

Fifth floor –

HDU & General ward

Sixth floor-

Neuro General, Private & Semi-Private

Eighth floor –

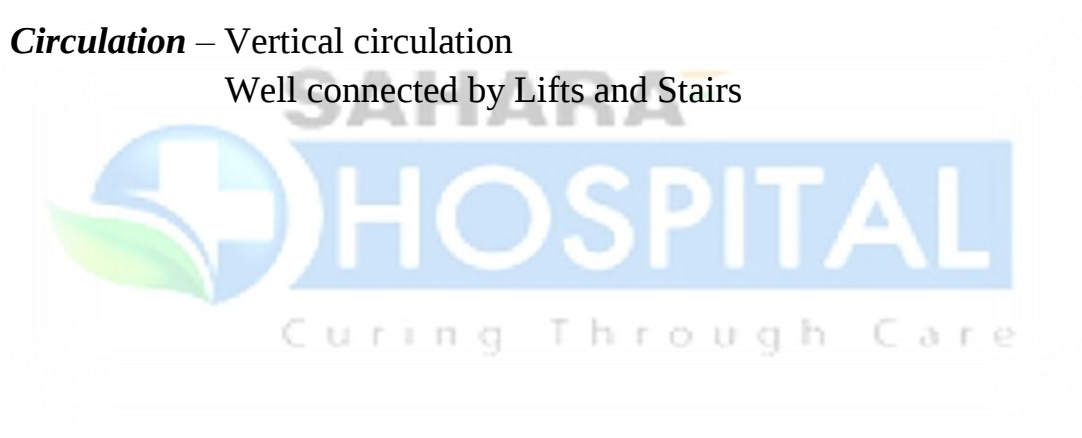
General, Semi-Private, Private & Suites

Physical Facilities

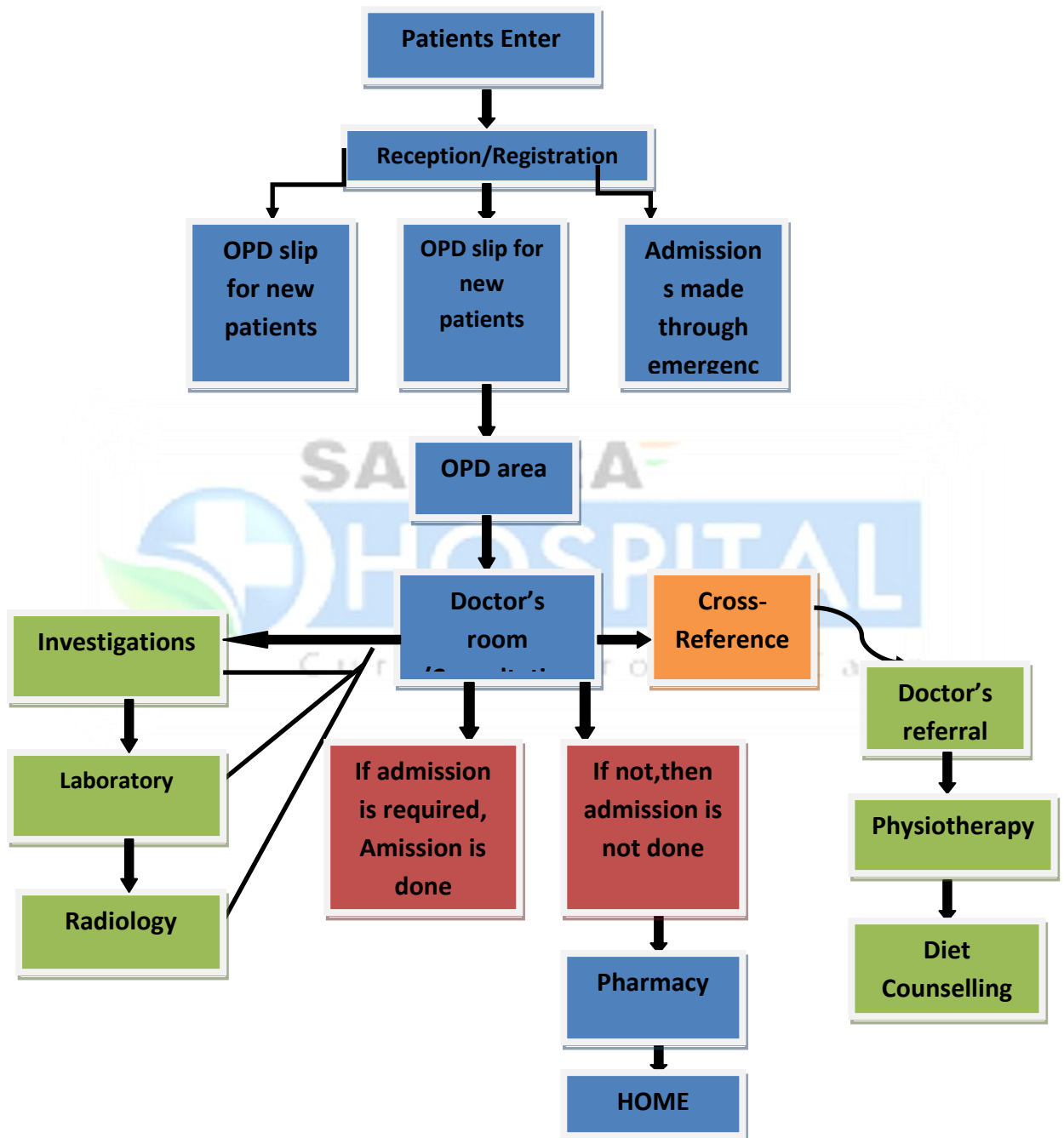
Location – Situated away from Parking and Crowd area, Adjacent to diagnostic and support services and is away from mortuary

Circulation – Vertical circulation

Well connected by Lifts and Stairs



Flow of Patients in IPD :



Timings in IPD –

- All registration counters work from 09:00 am to 04:00 pm except emergency department registration counter works round the clock.
- Admissions in IPD are done round the clock.
- The supportive services of IPD like diagnostic services, pharmacy work round the clock.



Staffing

Nurse : Patient Ratio – 1:6 (General & Semi-Private)

1:4 (Private)

1:2 (Critical Care)

1:1 (Critical care if patient is Ventilated)

Ward In charge – 1(Per area)



Current Methodology of taking Feedback of Inpatients in Sahara Hospital

- The nursing staff collects the feedback of the patients/ their attendants at the time of Discharge of the patients.
- The feedback forms are available in the Medical Quality Folder at each desktop of the respective nursing stations.
- The completed feedback forms are sent to Quality Cell for analysis on the same day of the Discharge.
- The analysis of the feedback forms is done on a monthly basis by the Quality Manager.
- The analysis is sent to the Senior Management.
- The meeting is convened for the Actions to be taken on the basis of the analysis done.
- The actions determined in the meeting are implemented.
- The effectiveness of the actions are evaluated and monitored over a period of time.
- On completion of 6 months the trend analysis of the patient satisfaction index is carried out to understand the level of improvement in the various services provided to the patients.



Responsibilities of Ward-In charges at each floor –

- Safe and effective person centered care is provided by nurses and support staff to meet the needs of patients and their care takers
- The highest standards of cleanliness and infection prevention and control are achieved and maintained
- Effective leadership and management of nurses and support staff with clear lines of professional and organizational accountability performance and development of staff
- Nurses and support staff communicate effectively with and their care takers and other members of the multi-disciplinary team
- Effective management of all information to meet the needs of patients/care takers, the organization and its staff
- Proactive development and monitoring of nursing services to improve the quality of care provided for patients and their care takers
- Effective resource management within allocated budgetary constraints
- Enhancement of the patient/client experience in all aspects of the patient's journey
- Implementation of effective risk management processes
- Promotion of a supportive environment that enables staff and students to demonstrate ongoing learning and development
- Provision of an environment that enhances multi-disciplinary team working
- Maintaining duty rosters of Nurses

FISH BONE DIAGRAM TO DEPICT THE ROOT CAUSE OF THE ISSUES CAPTURED IN THE FEEDBACK

