

Internship at
Dr. Virendra Laser and Phaco Surgery Center Eye Hospital,
Jaipur

By

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INTRODUCTION

Internship is an integral part of two-year MBA programme. The duration of internship is of 3 months (March- May, 2018) and is started after completing second year course. It is an important phase during which we are given a chance to work with an Organization and learn about the proceedings and processes of different departments.

I joined Dr. Virendra Laser and Phaco Surgery Center, Jaipur as an Operation Executive. I worked as an administrator and provided the following services there:

1. Development And Launch Of Performance Appraisal System At Dr. Virendra Laser & Phaco Surgery Center, Jaipur.”
2. Designing and implementing various forms of hospital billing department.
3. Training of Hospital employees for NABH pre assessment.
4. Gap analysis of hospital in compliance with NABH- SHCO Standards

GOALS OF INTERNSHIP

As an Operation Executive I had the following Objectives for my internship:

- Learn about the Organization and its various businesses. Since it is an ophthalmology hospital, I wanted to learn about various operation and quality issues faced by the Organization.
- Learning new skills like Project planning process and working on new software that was being used by DRVLPSC called netrum.
- Understanding various protocols for each department like documentation, finance and other managerial proceedings.
- Undergoing any further training or session to meet the requirements for work.
- Observing Behavior and culture of the Organization and inculcate required soft skills.

ORGANIZATIONAL PROFILE

- Dr. Virendra Laser, Phaco Surgery Centre is a Highly Equipped True Super Speciality Ophthalmic Care Centre of Rajasthan where total eye care is provided by super specialized and experienced team of Doctors.
- We, at our centre, aim at providing the quality eye care to our patients that match international standards. To keep pace with the rapidly growing trends in eye treatments our centre is equipped with the best and latest machines. This is the only centre in Rajasthan where all the modern techniques for removal of glasses are available viz. Conductive Keratoplasty, Wasca Laser, Lasik Laser, Epilasik and with refractive Cataract surgery by use of Multifocal and Accommodative Lenses.

- The centre caters to a wide patient base providing our services in almost all sub-specialties like Refractive Procedures, Cataract, Cornea, Glaucoma, Vitreo Retinal services, Uvea, Squint, Pediatric Ophthalmology, Vision Aids, Contact Lens etc.
- The credit of bringing ultimate technology of removal of glasses and contact lenses by Laser goes to Dr. Anita & Dr. Virendra Agrawal.
- The Centre has been honored by Medical Practitioners Society (MPS) and Private Hospitals & Nursing Homes Society (PHNHS), Jaipur for bringing most modern and advanced eye surgery facilities in Rajasthan (June 2005).
- We strive hard to bring the best eye care facilities at your doorstep and we emphasize on our mission statement” why compromise when you have option for the best”.

RESPONSIBILITIES

- Understanding the way the hospital works and getting trained in various operations that take place in this hospital on a daily basis.
- Understanding the various department of the hospital and learning to work in co-hort of these departments.
- Get training in the normal day to day daily language used in the hospital regarding ophthalmology
- Understanding the software and the management information system on which the hospital runs
- Understanding and collecting data for the primary assessment of the need of performance appraisal in the hospital.
- Developing and launching a performance appraisal system
- Developing and launching a 360-degeree performance appraisal tool.
- Doing the Gap Assessment on all 10 chapters of NABH to assess the readiness of the hospital for the Pre accreditation/ pre entry level NABH assessment.
- Facility inspection was done n order to assess the NABH standards that are being followed.
- Understanding the nitty gritty of the NABH as hospital was applying for the pre accreditation and the hospital was being prepared for the assessment
- Training the staff for the NABH assessment
- Auditing the documentation and MRD of the hospital for the NABH.