

Internship at
Max Super Speciality Hospital, Shalimar Bagh

By

Priyanka

*Dissertation submitted for the partial fulfillment of the
MBA Hospital and Health Management*

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The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

ACKNOWLEDGMENT

The dissertation opportunity with Max Super Specialty Hospital, Shalimar Bagh was a great chance for learning and professional development. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I am highly grateful and would like to express my deepest gratitude and special thanks to my mentor, Dr. Archana Bajaj, Medical Superintendent at Max Super Specialty Hospital, Shalimar Bagh, who in spite of being extraordinarily busy with her duties, took time out to hear, guide and keep me on the correct path and arranging all facilities to make life easier and allowing me to carry out my project at their esteemed organization during my summer internship. I choose this moment to acknowledge his contribution gratefully.

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to Dr. Suchismita Adhikari, (Deputy Medical Administration), Dr. Sandeep Dhilupudi (Assistant Medical Administration), Himani Sharma (Quality Manager) and all of the support staff at Max Hospital, Saket, for their careful and precious guidance which were extremely valuable for my study both theoretically and practically throughout my internship.

I perceive as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way.

Sincerely,

Dr. Priyanka

Place: New Delhi

Date: 4th May, 2018

DECLARATION

I do hereby declare that I am a student of 2nd year, MBA in Hospital and Healthcare Management, IIHMR University, Jaipur, Rajasthan session 2016-2018.

I would like to state that I have done the project on “Compliance of International Patient Safety Goals among all the staff of the hospital” under the guidance of Dr. Archana Bajaj (Medical Superintendent) at Max Super Specialty Hospital, Shalimar Bagh, New Delhi for the partial fulfilment for the degree of MBA in Hospital and Healthcare Administration.

This project work is my own and has not been submitted to any of the other Institute or University for the purpose of award of any degree or diploma.

Dr. Priyanka

IIHMR University

(2016-2018)

INTERNSHIP CERTIFICATE FROM MAX SHALIMAR BAGH

This is to certify that Dr. Priyanka, a student of IHMR – Jaipur MBA-HM-21 has carried out a project on the topic “Compliance of International Patient Safety Goals among all the staff members of Max, Shalimar Bagh, New Delhi”.

This project work has been prepared by the student herself with utmost sincerity and this work has not been presented earlier for any academic activity.

I wish her all the very best & success in her further futureendeavours.

Dr. Suchismita Adhikari

Deputy Medical Superintendent

Dr. Archana Bajaj

Medical Superintendent

ORGANIZATIONAL PROFILE

MAX HEALTHCARE



Max Healthcare Institute is a healthcare institute based in New Delhi, India.

The Institute is a wholly owned subsidiary company of Max India Limited. Established in 1985, Max India Limited is a Public Limited company listed in the Bombay Stock Exchange and National Stock Exchange of India with more than 37,000 shareholders.

Max Healthcare is a group of 12 facilities in North India out of which 9 are in Delhi and NCR.



BRANCHES OF MAX HEALTHCARE:

- Max Super Specialty Hospital, Shalimar Bagh
- Max Super Specialty Hospital, Saket (east block)
- Max Super Specialty Hospital, Saket (west block)
- Max Super Specialty Hospital , Patparganj
- Max Super Specialty Hospital , Mohali
- Max Super Specialty Hospital, Bathinda
- Max Super Specialty Hospital, Dehradun
- Max Multi Specialty Hospital, Noida
- Max Hospital, Gurgaon
- Max Hospital , Pitampura
- Max Med Centre, Panchsheel Park
- Max Specialty Clinic ,Panchsheel Park(Eye care & Dental care)

MAX HOSPITAL, SHALIMAR BAGH (NEW DELHI)



Figure 1

Max Super Specialty Hospital, Shalimar Bagh, is a leading Multi Super Specialty 300 Bedded Hospital providing the highest level of professional expertise and world-class care across all specialties.

This Hospital covers over 2 lakh 98 thousand sq. Ft. Area and stands 12 floors tall.

The team at Max Super Specialty Hospital, Shalimar Bagh, consists of the best medical practitioners, medical assistants and well-trained staff.

The hospital uses state-of-the-art & cutting-edge technology and provides various medical services which include:

- Dental Care, Neurosciences, Obstetrics & Gynecology, Pediatric, Medical & Surgical Gastroenterology, Pulmonology, Urology & Physiotherapy.
- It has a special Headache Clinic to cater to patients with severe headaches.
- Max Super Specialty Hospital, Shalimar Bagh, also specializes in Cardiac Sciences, Neuro- Sciences, Minimal Access Metabolic & Bariatric Surgery, Trauma & Critical Care and Orthopedics & Joint Replacement.

The Hospital strives to deliver world-class healthcare and is committed to providing the highest standards of medical & service excellence, patient care, scientific knowledge & medical education.

This unit of Max Healthcare uses the latest technology and equipment some of which include FFA, CRRT and Mammography.

Max Super Specialty Hospital, Shalimar Bagh, is NABH accredited, which is recognition of the hospital's commitment to provide care and treatment of the highest quality to its patients.