

**Internship
at
Eternal Hospital,
Jaipur**

***By*
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*MBA Hospital and Health Management
2014-2016*

The logo of IIHMR University, featuring a stylized 'i' and 'H' in a maroon box, followed by 'IIHMR' in a large serif font and 'UNIVERSITY' in a smaller sans-serif font to the right.
**The IIHMR University, Jaipur
2016**

Internship Training

At

Eternal Hospital, Jaipur, Rajasthan

**Reducing Turn Around Time of patients in Outpatient Department using
Six Sigma approach**

By

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1.0 INTRODUCTION

Eternal Hospital is a state-of-the-art tertiary care hospital in Jaipur city. This landmark Healthcare Institute is the result of the vision of Dr.SaminK.Sharma, world renowned Interventional Cardiologist based at Mount Sinai Hospital, NewYork, USA. Eternal Hospital brings the best in multispecialty treatment to the state of Rajasthan. Eternal Hospital is a 250 bedded hospital with state-of-the-art technology focusing on the Cardiology, CardiacSurgery, Neurology, NeuroSurgery, Orthopaedic, Joint Replacement, Spine Surgery, CriticalCare and many other specialities.

Eternal Hospital has a knowledge sharing arrangement with Mount Sinai Hospital New York USA, whichhas been internationally recognized for its top-performing physicians and revolutionaryresearch centres.

1.1 GOALS OF INTERNSHIP

Practical exposure is an integral part of Masters of Business Administration in Hospital Management (MBAHM) Programme. As part of the curriculum, students of the final year are required to undergo internship training at reputed hospital for a period of three months.

The overall objective of the internship to provide practical exposure to the students about the day to day management related problems in an organisation. Through this exposure the students are expected to gain practical knowledge and skills to handle managerial issues related to major departments of a hospital.

The student is expected to identify a specific problem area or a department for dissertation. This activity is envisaged as a problem solving exercise by which then student is expected to:

1. Diagnose critical problem within an operational area.
2. Provide the management with a set of alternative solutions and
3. If possible design a implementation plan to carry out the most feasible solution.

1.2 ORGANISATION PROFILE

1.2.1 About Eternal Hospital

Eternal Hospital states newest addition of tertiary care hospital which brings together the state-of-the-art medical infrastructure, cutting edge technology and highly integrated and comprehensive information system along with quest for exploring and developing newer therapies. To serve the community at large we have energetic, enthusiastic, forward looking, devoted and able technical expertise of consultants from within & outside the country. Eternal Hospital is backed up by the trained supportive staff, efficient system with modern procedures in affiliation with Mount Sinai Medical Centre, New York with an aim to cater the needs of Rajasthan and people across the globe promoting the international medical tourism.

Carrying that tradition Eternal Hospital aims to not only provide the highest levels of care, but also the highest level of medical quality in the city of Jaipur. Eternal Hospital has emerged as a destination of choice for many national & international patients owing to the exclusive services and excellent medical outcomes delivered at the hospital.

All construction and adaptation of technology has been done in adherence to international norms. Anaesthetically inspiring building backed by highly dedicated customer services bear the differentiating mark for Eternal Hospital. Latest range of equipment ranging from a highly equipped ICU to FD-20 (most advanced Cath Lab in Rajasthan) cath lab are some of the examples of the high benchmarks Eternal Hospital maintains for its patients.

Eternal Hospital has been amongst the leaders in the number of patients in Cardiology right from the first few months of inception. Along with the state-of-the-art medical services, some of the unique features which Eternal Hospital also offers are Nuclear Medicine, Infectious Disease Department, Fast Track Surgeries, Preventive Health Department and Eternal Hospital patient education services.

1.2.2 Services Provided

- Largest Cardiologist Team in Private Sector in the State to perform Complex Cases.
- **Contribution of 80 Critical Care Beds to the State** – Rajasthan is having scarcity of critical care beds and people are dying without availability of critical care beds at the emergency. **Eternal Hospital is giving 80 critical care beds including Medical, Surgical, Cardiac Care, CT Recovery etc.**
- **Cath lab** - Eternal Hospital consists of 2 state-of-the-art Cath Labs that house the most advanced technology including bi-plane flat panel imaging, which allows for more images with less contrast dye usage, and magnetic catheterization. We have facility to show the live cases at our auditorium for medical fraternity.
- **Treatment in Golden Hours** -Eternal Hospital believes in Rapid Action and focused care to give best results for heart attack, brain attack and trauma because we believe that needle time is important.
- Modular/Laminar Flow “**Class 100**” Operation theatres with HEPA filter and zero infection level.
- Availability of Gama Imaging, Nuclear medicine for cardiac treatment.
- Pneumatic Chutes – first time introducing Pneumatic Chutes.It is a system placed at sample collection counter and nursing stations. It is a suction operated system and supports to send collected samples directly to laboratory. The system reduces man power, infection possibilities.
- Separate in and out system for sterile and non-sterile items is also an infection controlling measure.
- Steam disinfection system for infection free instruments.
- Minimum involvement of attendants and patients. Video briefing for attendant’s information and counselling.
- **Eternal Hospital** is establishing a Research Department to evaluate delayed recovery of admitted patients, patients in Critical Areas, infection cases after surgery etc. A team of senior doctors will audit the surgery and treatment results. Team of Mount Sinai Hospital, USA will be available for live Audio/Video advises.

Eternal Hospital being a truly International Standard hospital has procured the latest equipment and technology for better results and patient outcomes. Eternal Hospital has recently procured its 2nd cath lab which is the latest one “**Phillips FD20**” which can perform a full spectrum of cardiac and vascular interventions. It combines a large field of view and high resolution flat detector with advanced diagnostic and 3D interventional tools – all seamlessly integrated in the clinical workflow of a mixed lab.

- Advanced interventional tools for vascular and PTCA procedures.
- Sharp, crisp visualization of small details and objects during cardiac and vascular interventions.
- Dose Wise offers low X-ray dose and excellent image quality as compared to conventional cath labs which is an advantage to both for a performing cardiologist and patient.
- Compact design provides full patient access and supports steep projections.

Other Equipmentare as follows:

- 3-D Mapping system for EP Study
- Philips MP-20 patient meter
- Arjohuntleigh E-8000 fully automated patient beds

1.2.3 Support Services

Nursing care

The nursing team is committed in providing the patient with professional and compassionate nursing care of highest standards. The staff nurses are responsible for daily care during patient’s entire stay at hospital. Every single room’s bed is equipped with the call button directly to the nursing station.

Housekeeping

To ensure the patient’s room is kept neat and tidy during stay, the housekeeping personnel clean the room twice a day, if patient wants any additional cleaning in the room, the patient can contact housekeeping supervisor. Ward lady will provides clean bed linen every day, hot water is supplied in all bathrooms and waste bins are provided with each bed.

Dietary Service

During the stay in hospital, the patient may be placed on a special diet by the doctor. After the initial investigations, the dietician visits the patient & in consultation with the doctor, looks into patient's nutritional needs. After going through the medical history, the dietician plans a diet chart, ensuring that all the meals are nutritionally balanced.

Servings	Timing
Bed Tea	6:00am-6:30AM
Break fast	7:30am-8:30AM
Lunch	12:30pm-1:30PM
Evening tea	4:00-4:30PM
Soup	6:00-6:30PM
Dinner	7:30-8:30PM
Health Beverages	9:00-9:30PM

It is hospital policy that no outside food is permitted in the patient care areas. Counselling for home follow up is given by the dietician before discharge.

Emergency & Ambulance

The hospital is fully equipped with round the clock emergency services supported by 24 hour available ambulance services.

Pharmacy

For the purchasing of medicines and other medical items a pharmacy is open for 24 hours, situated at ground floor & at IPD Upper basement.

Parking

For convenience and comfort of the patients, adequate parking space is available. The security personnel on duty will address the safety and security aspects.

Cafeteria

A separate cafeteria for patients and their attendants is available which provides fresh food at nominal charges.

Facilities for vulnerable patients

The hospital identifies and provides special care to the vulnerable patients by catering for issues like wheelchairs, railings, bedrails and hand grabs etc. Patients who fall under the category of vulnerable patients are:

- Children
- Elder People
- Physically/Mentally Challenged Person
- Patient who cannot perform ADL (Acts of daily living)

1.2.4 Vision & Mission

Vision

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

1.2.5 Core Values

Integrity

We adhere to an uncompromising code of ethics that emphasizes complete honesty, transparency & sincerity.

Patient Centric

Caring for the individual patient and his family is at the heart of our mission.

Excellence

We strive to make everything we do world class & strive for excellence in terms of skill, state-of-the-art technology, programs & services. We will strive to have leadership in our field.

Hospitality

We will welcome people with kindness and do all that we can to assist their health and wellbeing.

Accountability

It's about ownership of work and being answerable for the services we provide.

Respect for All

We carry the respect for the dignity of each individual.

Team Work

System effectiveness is built on the collective strength & cultural diversity of everyone with open communication.

1.2.5 Departments visited

As part of my internship, I was mainly involved in functioning of the Outpatient Department of the hospital. This involved understanding the process flows and bringing out the bottlenecks if any in the Outpatient Department. Some of the duties undertaken by me were:

1. Guiding the patients to take the token for billing.
2. Assisting the patients in filling the registration form.
3. Dealing with some basic queries of the patients like list of doctors available in the hospital, OPD Schedule etc.
4. Coordinating wheel chair movement in OPD area.
5. Assisting PHC counter in retrieving and handing over the investigation report to patients.
6. Coordinating and controlling the patient flow at billing counter on high footfall days
7. Assisting the consultants in regulating patient flow.

1.2.6 Projects undertaken

I was part of the training team of hospital and was involved in training the staff for NABH Accreditation. I also carried out clinical audit of IPD where I conducted a retrospective data audit of 3 months covering 180 files to determine the level of compliance of NABH guidelines on prescriptions in IPD. The audit involved checking

the medical treatment record of admitted patients and assessing whether the wards were complying with following aspects:

1. Names of medicines written in treatment record are legible.
2. Doctor prescribing the treatment has signed the treatment record.
3. The dose, route of administration and frequency are written in the medical record and are legible.
4. No unauthorised abbreviations for the dose, route of administration and frequency are used.
5. The nurse/technician administering medicine has signed.

1.2.7 Lessons Learnt

The Internship period provided me with extremely valuable learning experience. It gave me first hand practical experience of dealing with patients in OPD. I learned about the needs, wants and demands of the patient. I also understood the importance of selecting right temperament staff for appointments which have direct interaction with patients like the Registration Counter, Billing Counter etc. I realised the role of top management in making an organisation into a Learning Organisation and developing a good Organisation Culture.