

**Internship
at
Indowestern Brain and Spine Hospital,
Jaipur**

***By*
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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
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ACKNOWLEDGEMENT

The success of any task would be incomplete without the expression of appreciation of gratitude to the people who made it possible .Though words fall short to express the sincere gratitude towards everyone who helped directly or indirectly in my endeavor. It is a pleasant aspect that I now have the opportunity to express my gratitude for all of them. This is a humble attempt in this regard. I would like to render my sincere thanks to Indowestern Brain and Spine Hospital, Jaipur for providing me with such unique learning experience.

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Kajol Shah

Section -A

General Profiling of

INDOWESTERN BRAIN and Spine HOSPITAL

JAIPUR

1. Introduction

1. *Indowestern Brain and Spine Hospital*:. IBS HOSPITAL believe in working on improving the quality of services given to patients & also making this a preferred workplace for our team .

From the year 2007 when it was first set up, it has grown in strength to become the best Neuro Hospital in North India. Situated in Lal Kothi, this hospital provides 36 operational beds and a team of highly experienced doctors and support staff. State-of-the-art equipment and world-class facilities have provided millions of national and international patients with exemplary health care.

2. Indowestern Brain and Spine hospital is a 36 bedded specialty hospital, truly futuristic in its services and technology and brings together some of the most talented medical professionals. The institute provides preventive, diagnostic, therapeutic, rehabilitative, and support services under one roof and is designed to meet patient care and research requirements of the new millennium.

2 SPECIALTIES OFFERED

In Indowestern Brain and Spine Hospital many services are being offered as it is a well established hospital. The services are being offered likewise Neurosurgery, Orthopedics, Laboratory, Neurology, Critical care, Neuroradiology, Rehabilitation & Physiotherapy

1.1Location

Located in Jaipur, situated near New Vidhan Sabha, Lal Kothi, Jaipur

1.2 Mission

We are guided by the following mission statements:

- Operate to the highest standards
- Provide a comprehensive range of neurological services
- Focus on affordable care in patient friendly environment so as to be accessible to all sections of the society
- Embrace employment policies and practices that attract and retain high caliber staff, recognizing their contribution to the success of our vision

1.3 VISION

- Create a renowned centre dedicated to providing international standard of neurocare at affordable price to the masses
- To be the finest neuroscience hospital in North India

Basic Facts about Indowestern Brain and Spine Hospital:

- Bed Strength = 36 beds
- Bed occupancy Rate = 70-80%
- ALOS = 7 days

- **Nurse is to patient ratio**

Critical ICU 2:1

VENTILATOR 1:1

- Number of Admissions/month = approximately 120/month
- Number of OPD patient /day = 55/day
- Number of emergency case = 5/ day

GENERAL FINDINGS:

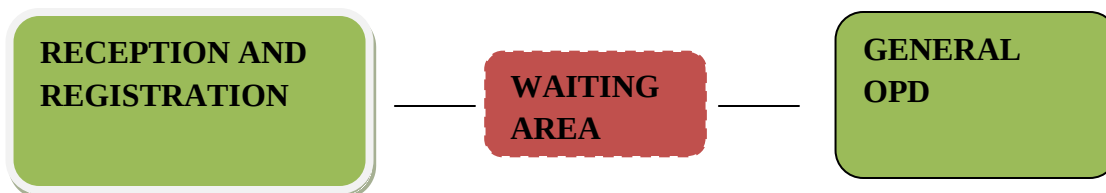
CLINICAL SERVICES

OUT PATIENT DEPARTMENT

OPD is one of the the most important department of the hospital Outpatient department (OPD) of IBS Hospital is the first encounter of patients coming to get their treatment.OPD department is the link to other departments of the hospital and thus rising cost of hospital care..

Location:

OPD department in IBS hospital is located on the ground floor.



All patients who visit the Hospital or Free OPD for the first time for consultation/other services are issued a card. This card and is attached to the registration form and is issued to the patient at the time of registration. The C.R number is present on the card.

The CR number is important, for it is only with the help of the HH number, that the patient's Medical Record folders can be accessed. Patients are advised to always carry their card number whenever they come for follow up visits to the OPD or when they have to be admitted as inpatients.

OPD Appointment

Appointments can be fixed over the telephone to the call centre or personally across the Reception counter. Fax and e-mail facilities are also available.

IN PATIENT DEPARTMENT:

The In-patient department of the Indowestern Brain and Spine Hospital is spread over 1st floor and 2nd floor. ICU is located on the 1st floor. Ward and single deluxe, single room is located on 2nd floor.

Bed distribution in IPD-

General ward: 15 beds

Intensive care unit: 15 beds

Deluxe, suit: 6 rooms

Initial Assessment -The purpose of the assessment by qualified individuals (Doctor, nurse) is to formulate a plan of care for the patient. It also ensures that the care provided to each patient is based on patient's relevant physical, psychological, and social status needs.

Re- Assessment- Repeat Evaluation of patient's condition for Vitals, physical status and for deciding the change of Diagnosis / Plan of Care.

Re-Assessment is based on the following factors:

- There is a significant change in patients condition / diagnosis
- When patient's treatment is changed
- Patient's response to treatment
- At regular established intervals

Discharge policy-A patient can be discharged if after the necessary assessment by the multidisciplinary team establishes that he/she no longer requires inpatient investigation, treatment or care.

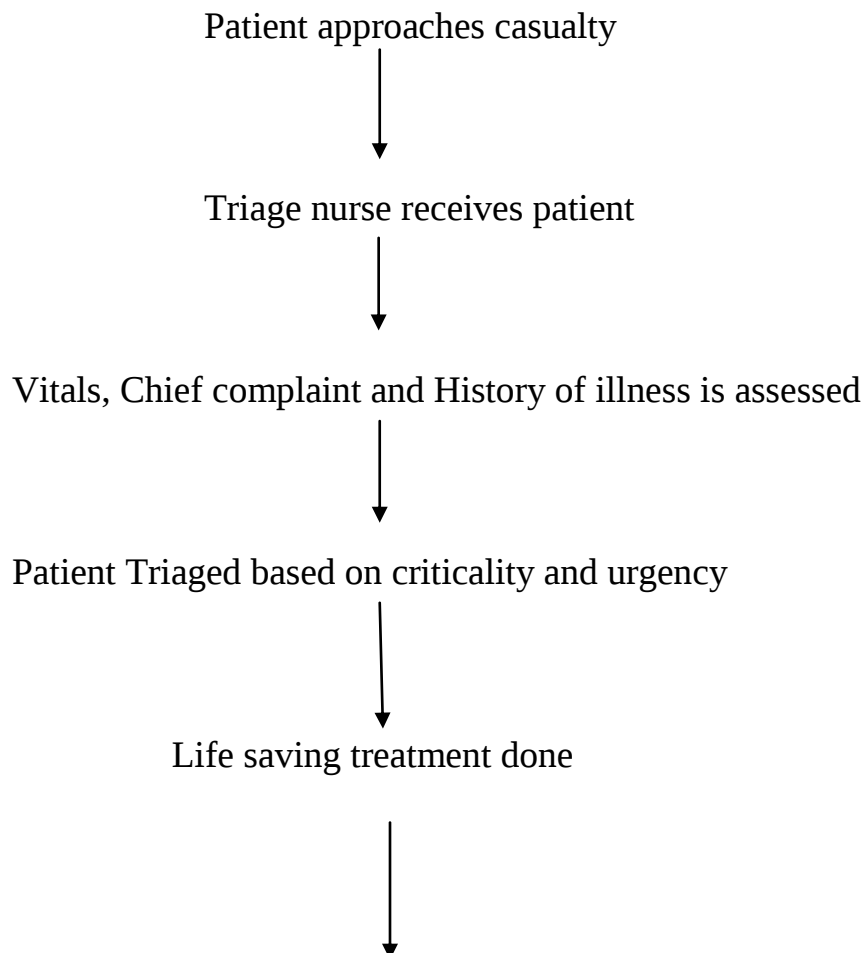
Patient transfer to diagnostic imaging services

Any patient being transported for a procedure must be transported in an appropriate way according to the patient's medical condition and also based on the hospital policies. The patient may be ambulatory or transported in arms or by wheelchair, or stretcher. Patient safety being a priority the **side rails should be kept in the up position** during transport. Patient must be under the supervision of a responsible person during the stay.

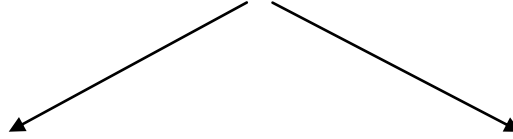
ACCIDENT & EMERGENCY

- The department is responsible for treatment of emergency cases.

Triage Process Flow



Patient kept in the observation room



Send to the ward/OT/ICU

discharged

There were 3 beds and in cases there are more patients then they are adjusted depending on the condition of patient.

There is 1 ambulance with **advanced cardiac life support**.

SUPPORT SERVICES:

LAB SCIENCE DEPARTMENT:

This services of the Hospital is outsourced within the Hospital Premises.

Department of Lab medicine comprises of 3 Labs:

1. Biochemistry
2. Histopathology
3. Hematology
4. Microbiology.

Biochemistry

Biochemistry lab is at the basement. The department has an automatic machine to carry out various tests. A machine print out is received, entered in the register and report is generated. The biochemistry dept. also maintains a follow up card for patients. The tests on OPD samples are conducted here, and also any special tests on OPD as well as IPD sample is also conducted here.

Hematology

Hematology lab is located in the basement. The department has got an automatic machine for CBC (Complete Blood Count). It has a separate Coagulation Fluo-cytometry room, for carrying out various tests.

Histopathology

Histopathology lab is located in the basement. There is no automatic machine in the department and all the tests are done manually. The department is divided into 2 sections - Surgical Pathology and Cytopathology. All the tests related to microscopy are performed here. It has a rotary microtome, staining machine and tissue processor.

Microbiology

The microbiology department has a tie up the Reliable Diagnostic Center. The Microcheck sample are sent to the diagnostic center.

Location:

X-Ray: basement

X-Ray: basement

Ultrasound (USG): basement

Color Doppler: basement

CT: basement

MRI: basement

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CSSD

The department is located on the Third floor . The used material (equipment) and sterilized material from and to the O.T. are conveyed through elevators. From wards CSSD personnel collect the used articles every night.

During the day the used articles from the wards are sent to CSSD by their personnel.

The department is divided into 3 parts- dirty area, clean area and sterile area.

All sterilizers are cleaned once a week. The inside of the sterilizer is cleaned every morning with a disinfectant solution.

Microbiology department checks the air count once in 3 days and issues a report of sterile area. In case of unsatisfactory levels, microbiology department intimates the CSSD within its report.

Objectives of the department

Central sterile supply department is responsible to sterile material for use in the O.T, ICU and wards in order to control the incidence of nosocomial infection.

The department is also responsible for maintaining sufficient stock level of all surgical instruments, drapes and other accessories required for surgical procedures in good condition.

The following types of items are sterilized:

- a. Surgical instruments
- b. Catheters (rubber)
- c. Dressing materials

Standard operating procedures/protocol

Cleaning activities

- Floor mopping
- Surface cleaning
- AC duct cleaning-2.5% Hygenol followed by clean water..

Quality Check

- ✓ Each cycle graph is analysed.
- ✓ Color change of biological indicator.
- ✓ Color change of indicator of pH.

DEPARTMENT OF IMAGING

The Imaging Department is a diagnostic department where various investigations of the patients are done. Both OPD & IPD patients come for investigation either through an appointment or as

walk in patients. The department is outsourced within the Hospital Premises. In the department walk in patients means patients without having an appointment. The patient comes for the investigation and after viewing the images of the scan the radiologists report. On the basis of the reports the diagnosis is done.

The Imaging department can be divided into the following sections namely:

- X ray(General radiology, Mobile x-ray , fixed x-ray)
- Ultra Sonography
- Computed Tomography scan(CT scan)
- Colour Doppler
- MRI(Magnetic Resonance Imaging)
- Imaging department is located in the basement. The reception counter, is located in the basement and the billing for the laboratory test and imaging is done on the same counter.MRI is outsourced.

ADMINISTRATIVE SERVICES

Human Resource Development

The human resource experts advice to management in all aspects of human resources management and plays a key role in strategic planning.

The department is staffed by skilled HR professionals and through best practice HR policies,promotes a working environment which is conducive to positive employee relations and promotes the personal and professional development of employees.

Responsibilities

Resourcing and retention:it involves the recruitment and selection of staff in the organization.It is the aim of HR department to source and retain high caliber staff for the organization who will add value to the hospital in the future.

HR services: The HR department is responsible for the implementation of hospital policy on terms and condition of employment e.g employee remuneration, leave arrangements including sick leave,maternity leave etc.

Employee relations: The HR department is responsible for providing advice, support and representation to services delivery managers throughout the hospital and for ensuring compliance with national and local agreements in relations to employee relations matter

Learning and development: The HR department assists in continuous learning and personal development of managers and staff within guidelines of best practice, developments in employee enrichment and organizational objectives.

Manpower of organization

Total no of nursing staff: 55

Total no of technical staff: 14

Total no of Housekeeping and Ancillary staff: 20

Total no of doctors: 17

Total no of admin staff: 18

Hospital team consists of doctors, administrative man

UTILITY SERVICES-

This includes Housekeeping and Laundry Services

HOUSE KEEPING

Introduction

The house keeping Department in Indowestern Brain and Spine hospital is outsourced. However, Housekeeping services play a vital role in providing support services to the staff, patients, administration. The main responsibility of the department is providing clean and hygienic sanitation facilities. It also ensures infection free environment through process and procedure which are reviewed and updated from time to time. They also manage biomedical waste as per the regulation and comply with legal norms. They also play a vital role in safe transport of patients on wheel chair, beds, stretchers which require an alert housekeeping staff to follow safe practices across hospital.

SCOPE OF SERVICES:

- Maintaining the aesthetic and cleanliness of all the hospital properties which include inpatient and outpatient areas and building.
- Planning and controlling of all inventories to ensure clean, hygienic and safe environment.
- Systematic collections and disposal of hospital waste.
- Quality sanitary procedure in every area including the sanitary needs of the patient.
- Safe transportation of patients.
- Pest control management
- High low dusting
- Dry and wet mop
- Bedside cleaning (bed pans, urine bags, spittoons)
- Bathrooms and toilet cleaning
- Tailoring
- Transportation of hospital documents within different departments
- Operating mechanical cleaners.

IDENTIFICATION OF HOUSE KEEPING STAFF:

For the ease of system and working there are different color codes for dresses of the housekeeping staff.

- Purple color- sweepers
- yellow color- ward boy/ ward lady/ peons

LAUNDRY SERVICES

Laundry processes include washing (usually with water containing detergents or other chemicals), agitation, rinsing, drying and pressing (ironing). The laundry services are outsourced.

BIOMEDICAL ENGINEERING AND MAINTAINANCE-

It is the department which is responsible for maintenance of all the biomedical equipments and machines used. They are required to immediately attend to breakdowns and failures to minimize the downtime of the machine.

Staff- there is one biomedical engineer.

Staff :

Maintainance incharge- 1

Electricians- 3

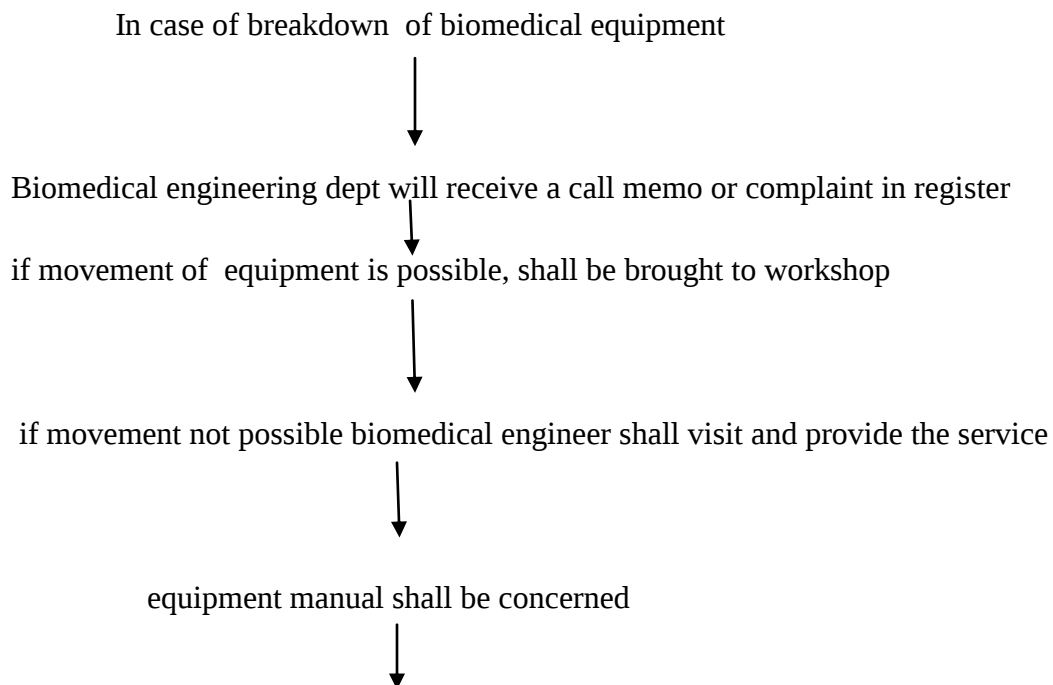
Plumber- on call

Painter-on call

Welder- on call

Carpenter- on call

Work flow-



if any component is damaged check for availability of it in the store



if not available, information to purchase dept to be sent



the date and time of complain solved shall be documented



if problem is not solved call the service center, and maintain the record of signature and warrantee period.

Responsibility of biomedical engineer:

- All equipments are checked by the biomedical engineer prior o use.
- Should identify the need to prepare list of major equipments.
- There should be a standby provision for all life saving major equipments.

Workflow of maintenance:

Every day in the morning, maintenance personnel take round of each department



Note the complain in complain register and get it signed by the incharge



Complain relating technician will go to the respective department , rectify and treat the fault



Date and time of complain received and treated should be entered and signed.

- In urgent, complaints are also received telephonically and rectified.
- If machine is to be returned to Company for replacement, non returnable gate pass is issued.

- In warranty period Company person is called for maintenance and breakdowns from BMD.
- Every 6 months , quality assurance and calibration is done
- Maintenance is done 3 monthly.
- For Laboratory machines, calibration is done regularly.

SECURITY SERVICES

The security services in Indowestern Brain and Spine hospital are outsourced Services.

- Staff works in 2 shifts of 12 hrs.

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SCOPE OF SERVICES

- Checks on the movement of patients and attendant
- Guards the lift
- Security check for the incoming and outgoing supplies.
- Monitoring the movement of staff .
- Management of hospital codes- fire, external disaster, cardiac arrest.