

Internship at
Manipal Hospital, Jaipur

By

Shruti Gangal

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

Academic year, 2016-2018



The IIHMR University, Jaipur

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

HOSPITAL OVERVIEW

Manipal Hospitals Jaipur



“A world class network of healthcare establishments in India”

Manipal Hospitals is part of the Manipal Hospital Enterprises Private Limited (MHEPL), which pioneers in the field of education and healthcare delivery. A social seed sown more than five decades ago is today the country's largest healthcare group with a network of 15 hospitals and three primary clinics providing comprehensive care that is both curative and preventive in nature for a wide variety of patients.

The focus at Manipal Hospitals is to develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

The ethos of Manipal Hospitals is its belief in the credo of its triad of core values namely “Clinical Excellence, Patient Centricity and Ethical Practices” which have led to it becoming one of the best and most trusted healthcare providers in the country today. Our Clinical Excellence is rooted in our excellent team of doctor's medical specialists who are well versed with the latest advancements in their respective field of medical expertise. This is further complemented by our teams of highly trained nurses and paramedical people. Besides this, our unwavering and unflinching belief in Ethical Practices along with our social initiatives through the Manipal Foundation and other associates NGOs has enables us to extend quality and affordable healthcare to the lesser privileged sections of our society.

With its flagship quaternary care facility located in the heart of Bangalore city, five tertiary care, nine secondary care and three primary care clinics across five states, today Manipal Hospitals successfully operates and manages 4,900 beds and caters 2 million customers from India and overseas every year.

MANIPAL VALUES



Vision of Hospital:-

“Globally respected Healthcare organization recognized for clinical excellence & distinctive patient care.”

Mission of Hospital:-

“To be the preferred super specialty healthcare provider of international standards known for patient centric care & Clinical excellence through continual improvement of process & outcomes.

Quality Policy:-

To create a world class integrated health care delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Focus of Hospital:-

To develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

Accreditation & Affiliations: -

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group's flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India. Manipal Hospital is the first to get credited by A.A.H.R.P.P in India.

Infrastructure:-

The hospital, spread extensively over an area of 2,55,000 sq. Ft. is the first of its kind in any private sector to be approved by the state government for medico legal Services.

The Hospital, equipped with all high tech ultra modern facilities is aptly befitted to provide State-of-the Art health care under one roof at affordable charges.

Endorsing the international Standards with its thoughtful provisions, Manipal Hospital boasts of lush patient friendly interiors comprising of a capsule lift, artificial Flora and a hanging staircase complemented by utility general services in an air conditioned environment.

Functionally and technically- the Hospital is equipped with facilities inherent to world class health care.

Location :-

The Access to the hospital is very easy. The hospital is located at Main Sikar Road, Jaipur.

Floor wise Facility Distribution:-**BASEMENT**

- Blood Bank
- Canteen
- Radiology
- Radiation Oncology
- Physiotherapy
- Manipal Ankur IVF Center
- MRD
- Laboratory
- MRI
- IP Pharmacy
- C.S.S.D.
- Laundry
- Maintenance

- Bio Medical Engineering
- Central Store

GROUND FLOOR

- General Ward 1
- General Ward 2
- AC General Ward
- Dialysis
- Reception
- Emergency
- OPD
- Cafeteria
- Health Checkup
- Sample Collection Room
- OP Pharmacy
- Mortuary
- Labor Room
- Emergency Day Care

FIRST FLOOR

- Cath Lab
- CCU
- NICU
- OT
- Surgical ICU

SECOND FLOOR

- MICU
- HDU
- Neuro ICU

SERVICES AT MANIPAL HOSPITAL

CONSULTATION (OPD)

- Allergy and Asthma
- Anesthesiology
- Banatric Surgery
- Blood Bank
- Cardiac Anesthesia
- Cardiology
- Cardiothoracic and Vascular Surgery
- Critical Care
- Dental
- Dermatology
- Diabetology and Endocrinology
- Emergency Medicine
- ENT
- General Medicine
- Hepato Pancreato Biliary Surgery
- Infectious Diseases
- Medical Gastroenterology
- Medical Jurist
- Neonatology
- Nephrology and Dialysis
- Neuro Surgery
- Neurology
- Nutrition and Dietetics
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Orthopedic and Joint replacement
- Pediatric
- Pediatric Surgery
- Physiotherapy
- Plastic and Reconstructive Surgery
- Psychiatry
- Radiology

- Respiratory Medicine
- Sleep medicine
- Spine Surgery
- Surgical Gastroenterology
- Urology

LAB SERVICES

- Biochemistry, Serology, Immunology
- Microbiology
- Histopathology and Cytopathology
- Clinical Hematology and Clinical Pathology
- Hormones study

ENDOSCOPIC SERVICES

- Video Gastroscopy
- Video Colonoscopy
- Sigmoidoscopy
- Brochoscopy

RADIOLOGY SERVICES

- MRI
- CT Scan
- Digital X-Ray
- Ultra Sonography
- Color Doppler

CARDIOLOGY

- ECG
- 2D Echo
- TMT
- Holter Monitoring

- TEE
- Cath Lab

OTHERS

- EEG
- EMG
- NCV
- Skin Allergy Test
- Spirometry
- Sleep Lab
- 24 hours Pharmacy
- Ambulance Services

DEPARTMENT PROFILING

1. Billing

Objectives:-

- Interim bill preparations
- Final bill preparations for the discharge patients
- Completion of credit files
- Submissions of IP files to credit cell
- Maintaining the record of submitted and pending files

Organogram:-



Functional Divisions:-

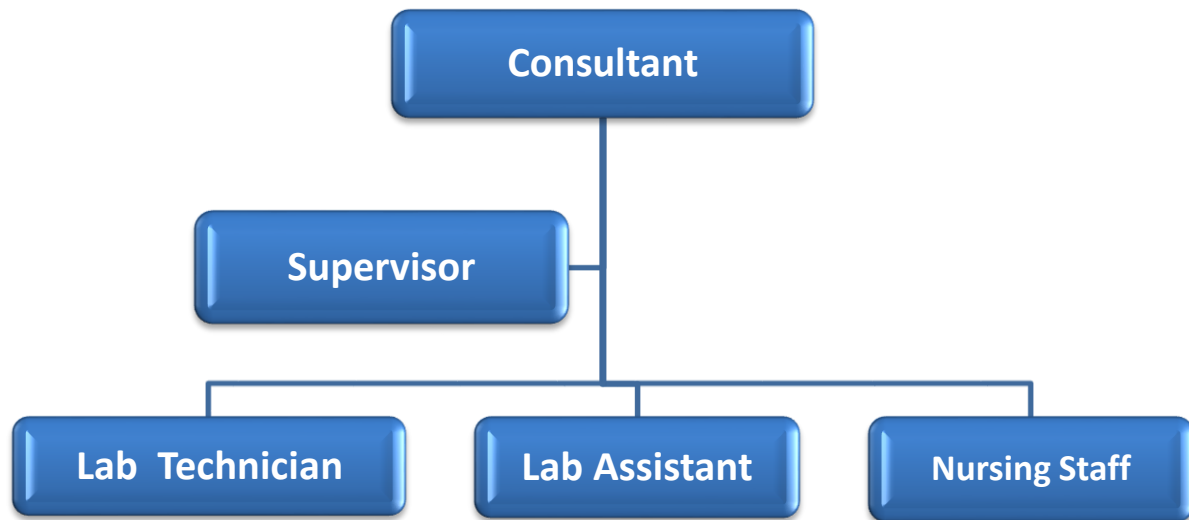
S.no.		Functional Areas
1.	IP Billing	• Cash, • Credit, • TPA • Corporate billing
2.	IP File completion and submission to credit cell	• Credit- ECHS, CGHS, ESIC, Railway, CRPF and bhamashah • All TPA
3.	Code creation and prices updating	• New billing item code creation, • OP/IP package creation, • Price revision • Tariff creation and corrections • Mapping of CGHS code with cash codes

2. Blood Bank

Objectives:-

- Conducting the test by keeping the patient safety at High importance.
- Maintain the good quality practice in the departments.
- Providing the tested blood within the defined time frame.

Organogram:-



Functional Divisions:-

S.No.	Functional Areas	
1.	Consultants	Prepare & Check all the report
2.	Incharge Technician)	(Senior Maintenance of all Record, Indenting of required material for department, roaster planning, work related to quality and NABH.
3.	Technicians	To conduct all blood bank related test (e.g. Blood grouping, cross matching etc.)
4.	Lab Assistant	Follow up instructions given by technician and consultant.
5.	Nursing	Maintain Register at reception, receiving of sample & Request slip,

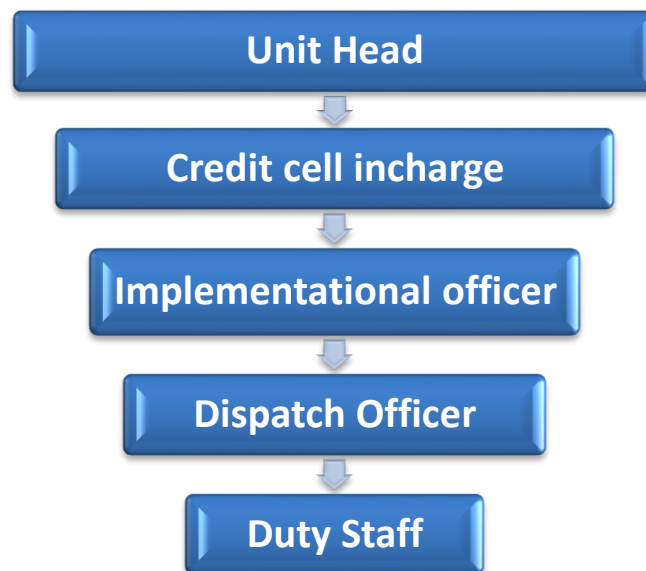
Issue of blood.

3. Credit Cell

Objectives:-

- To review and Submit the files of all credit patients (ECHS, ESIC, CGHS, Railways, CRPF, TPA and corporate) to the firms and companies.
- To answer and solve the queries coming in submission of department.
- To prevent the deductions happening in the process of credit file submission

Organogram:-



Functional Divisions:-

S. No.		Functional Areas
1.	Dr. Kusum Yadav	Post dispatch query answering
2.	Divya Ola	Med verve query answering
3.	Implementational Officer	Implementation specialist

- | | | |
|----|------------------|--|
| 4. | Dispatch Officer | Uploads and dispatch (Railways, ESIC, CGHS) |
| 6. | Duty Staff | Pooling and collation |

4. Finance

Objectives:-

- To record all financial transactions of the Hospital.
- To maintain all statutory financial records of the Hospital.
- To prepare monthly Income & Expenditure statement.
- To get the accounts audited and certified by the statutory auditor.

Organogram:-



Functional Divisions:-

- | S.No. | Functional Areas | |
|-------|------------------|--|
| 1. | Accounts Payable | Statuary Liability/ Bill booking, Doctor accounting, Monthly schedule, Audits, |

quarterly templates, All test of auditors requirements, Tax certificate, Project bills tracking, CWIP ledger

5. HOUSE KEEPING

Objectives:-

- To ensure prompt cleanly hygienic and infection free hospital environment.
- To manage assets to ensure for aesthetically beautiful hygienically cleaned functional environment.

Organogram:-



Functional Divisions:-

S.NO.	Functional Areas
1.	Operations Head Responsible for ensuring the smooth

functioning.

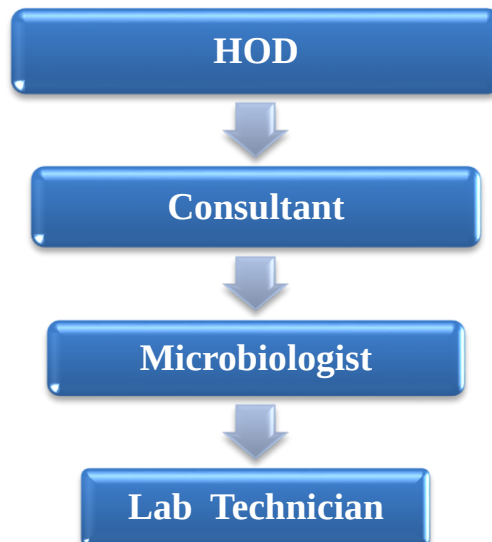
- | | | |
|----|-------------------------|---|
| 2. | Housekeeping Executives | Scheduling housekeeping services rounds. |
| 3. | Area Incharge | Conducting Facility rounds |
| 4. | Duty Staff | Doing daily allotted departmental cleaning activity |

6. LABORATORY

Objectives:-

- Conducting the test by keeping the patient safety at High importance and maintain the good quality practice in the departments
- Providing all the quality laboratory reports within the defined timeframe.
- To Count and classify blood cells to identify infection or disease
- To Operate complex diagnostic equipment
- To Perform immunological tests to check for antibodies
- To Type and cross-match blood samples for transfusions

Organogram:-



Functional Divisions:-

S.No.		Functional Areas
1.	HOD	- Smooth functioning of department.
2.	Consultant	- Gross and microscopic examination of tissue with preparation of written report.
3.	Microbiologist	- To include general microbiology, serology, and fungal studies.
4.	Lab Technician	- Identify required samples as per prescription and collect sample for

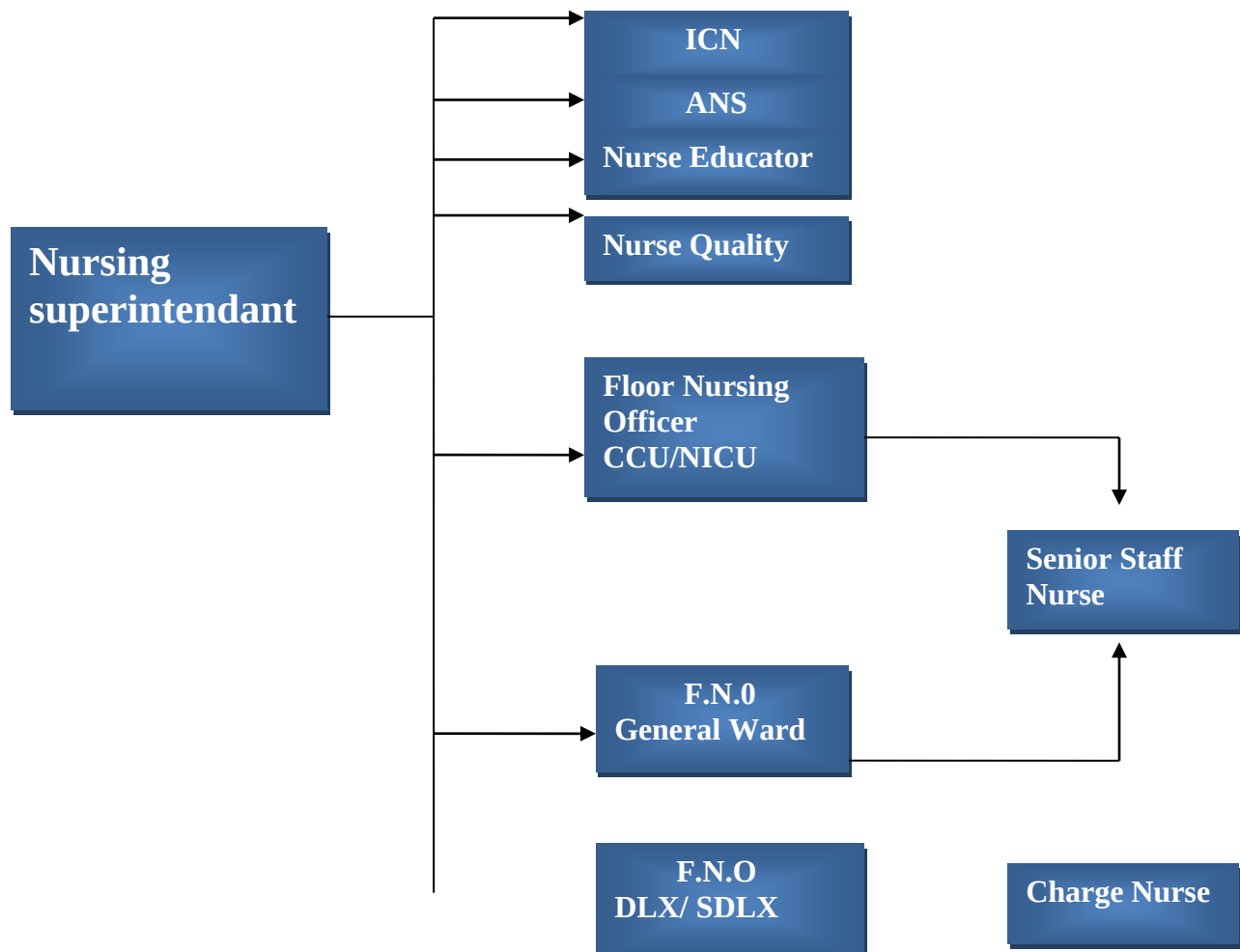
all diagnosis.

7. Nursing

Objectives:-

- To deliver highest quality of patient centric nursing care
- Nursing Excellence and Team Work
- Clinical collaboration
- Self / Employee development Programmes
- Cost effective care and effective services
- Nurse physician partnership
- Advocate evidence-based practice
- Effective Communication
- Training & Development of creative approaches to practice
- Ensure patient safety – prevention of falls, medication errors
- Ensure current Infection Control Practices

Organogram:-





Functional Divisions:-

S.No.	Functional Divisions	
1.	Nursing Administration	• Reduction in nursing attrition • Ensure compliance to NABH standards • Improve service excellence and patient care experience • Effective people management • Optimal budget management • Effective nursing recruitment
2.	Training & Development	• Identifies clinical training needs for Nursing staff • Training need analysis • Meeting the training need of all specialties' of nursing • Meeting the mandate training hours of employees • On job training as per the need
3.	Infection Control Department	• Infection control practices as per the highest standards NABH • Collation, RCA, trend analysis and

solution generation for HAI

- Educates and trains all Nurses
- training on Bio-medical waste management as per PCCB
- Documentation Infection control activities

4.

Quality & Safety

- Prepares and reviews policies on NABH Standards
- Incident reporting s RCA
- Audit Compilation
- Patient safety
- SOP implementation

5.

Operation Theatre

- Safe Surgical Interventions
- Aseptic Technique
- Patient safety

8. **Nutrition**

Objectives:-

- To ensure that all patients admitted to the hospital are served safe and nutritious food appropriate to their clinical condition. The nutrition team addresses all the dietary needs of the patients. Outside food is not permitted for the admitted patient.
- Nutritional screening, Nutritional Assessment and Reassessment will be done for all patients who are admitted.
- To ensure implementation of NABH standards in nutritional care.

Functional Divisions:-

S.No		Functional Areas
1.	Dieticians	- Receipt, issue and disposal. - Supervisory record keeping, - Menu planning, - Diet Counseling, Training - House keeping and sanitation
2.	Food Service	- Uniforms, Work schedule, timing for service food - Personal hygiene of staff, cleanliness of cooking and serving area.
3.	Clinical Functions	- Menu planning, preparation of therapeutic diets. - Diet Counseling, Diet Charts.
4.	Steward	- Over all supervision and control of kitchen. - Preparation of diet demands. - Collection of ration from store for cooking - Supervision of food distribution in wards
5.	Cook	- Over all supervision of cooks - Kitchen hygiene and food quality - Receipt of fresh supplies, vegetables, eggs,

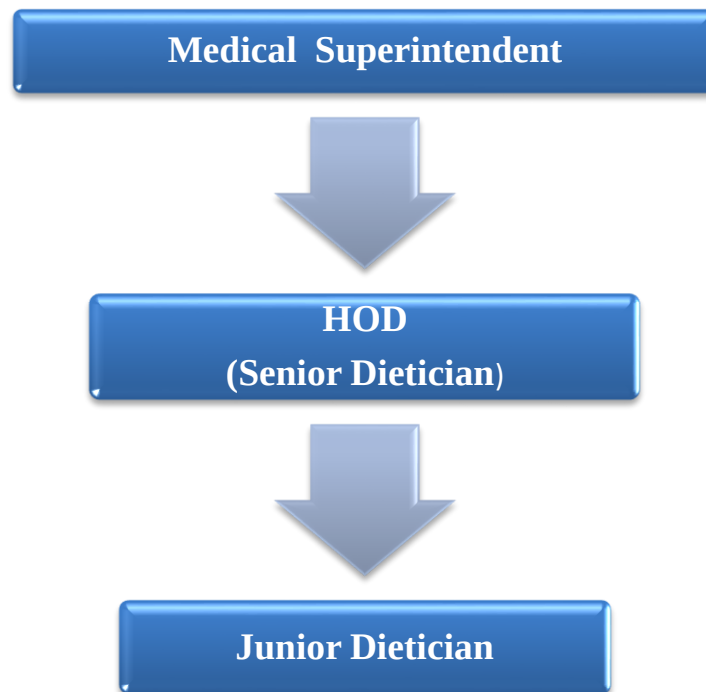
milk, bread

6. GDA

- Maintenance of cleaning in kitchen area
- Proper disposal of waste

Organogram:-

9.

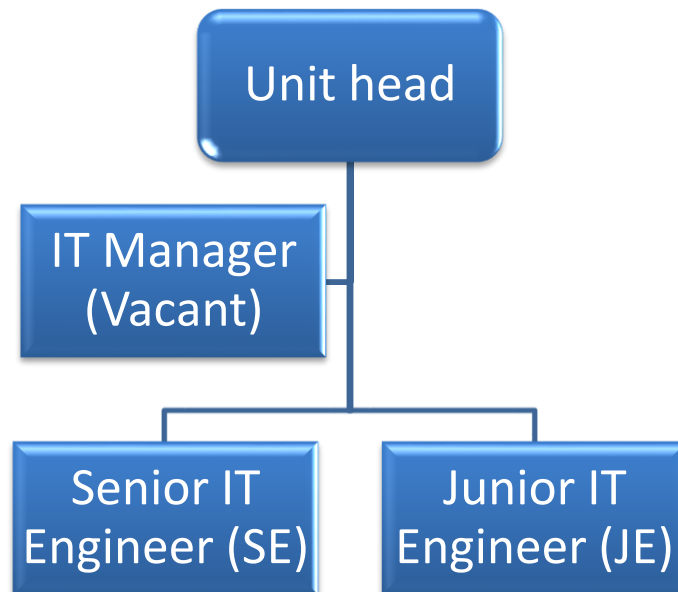


INFORMATION TECHNOLOGY

Objectives:-

- To support internal end user in achieving their business goals.
- Implement IT Policies and Procedures.
- To enable smooth functioning to HIS and other software applications.
- To Maintain and hardware and all IT Assets.

Organogram:-



Functional Divisions:-

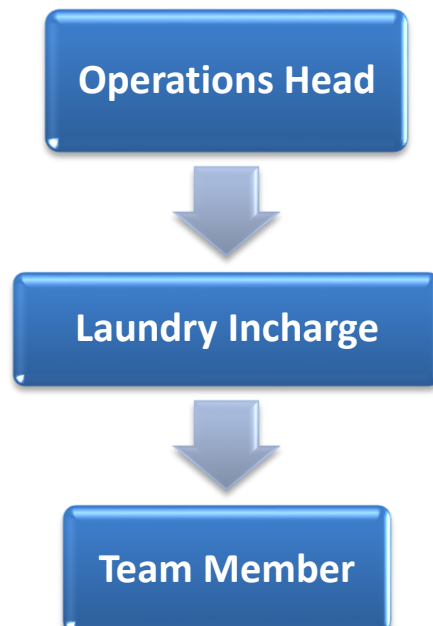
S.No		Functional Areas
1.	Sr. IT Officer	- Infrastructure support - Application support - Support bio-medical equipments
2.	Sr. Team Member	- Windows installation - Managing hardware and software issues

10. Laundry

Objective:-

- To ensure Availability of linen in hospital at all time
- To provide Prompt clean and infection free linen to patient activities
- To maintain adequate stock of linens according to hospital requirement

Organogram:-



Functional Divisions:-

S.No

1. Unit Head
2. Laundry Incharge

Functional Areas

3. Duty Staff

Collecting of soiled linen from dept.

Daily washing and rinsing of clothes

Scheduling laundry services for the entire hospital and ensuring that the schedule is followed.

11. Marketing

Objectives:-

- Main objective is to get patients to the hospital by all possible means
- Develop business strategies to make profits for the organization
- Relation building with corporate and firms
- Arranging camps and formulating health packages

Organogram:-



Functional Divisions:-

S.No.

- 1. HOD**
- 2. Sr. Officer**
- 3. Officer**
- 4. Team Member**

Functional Areas

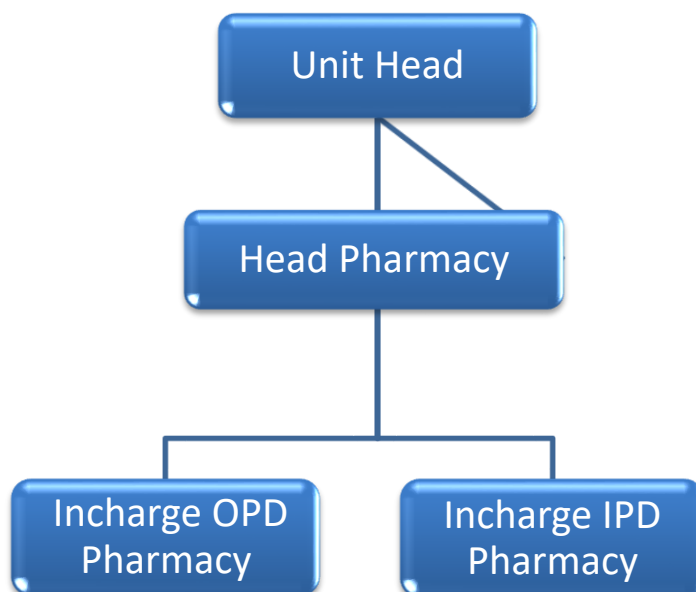
- Leads all the department members.**
- Handles all credits patients from ECHS, CGHS, Railways, ESI, Bhamasha.**
- Handles collection of payments from the pending organizations.**
- Co-ordinates with housing societies and communities.**

12. OP PHARMACY

Objectives:-

- Indenting and receiving the material.
- Storage (Stock) of material.
- Issuing and dispensing.
- To follow sound inventory practices.
- Code approval for new medicines.
- Following statutory compliances according to NABH standards.
- Providing Hassle-free, on time services to OPD patients.

Organogram:-



Functional Division:-

S.N

O

- | | |
|---|-----------------|
| 1 | Receiving Area |
| 2 | Dispensing area |
| 3 | Storage Area |

FUNCTIONAL AREAS

3 counters are present in
OP pharmacy

2 Counters

13. QUALITY

Objectives:-

- To provide Quality care to the organization
- NABH Compliances and requirements
- Audits – Internal Audits and quality indicator audits.
- Standard operating Procedures review.
- Mapping of clinical and management quality indicators
- Clinical audits.
- Internal audits.
- Safety and facility rounds.
- Review of outsourced processes and quality assurance programmes.

Organogram:-**Functional Division:-**

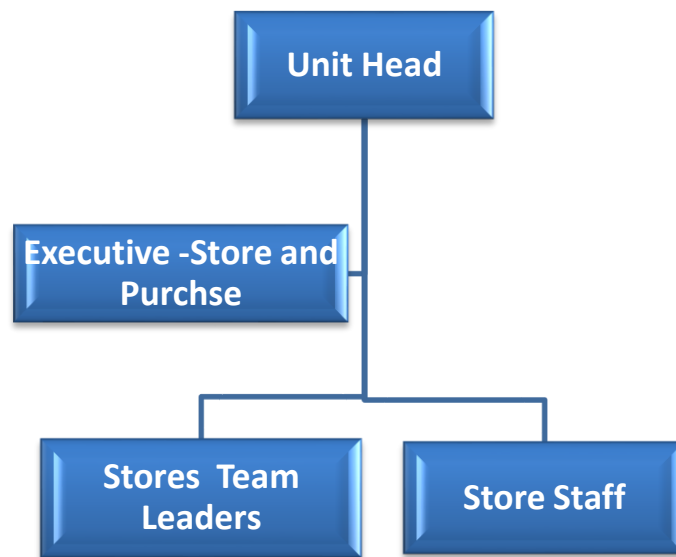
S.NO.	Functional Areas
1.	Incident Reporting
2.	Internal Audits
3.	NABH
4.	Monthly Meetings
5.	Quality Indicators
6.	Mock drill
7.	Maintaining old policy and implementing new

14. STORE AND PURCHASE DEPARTMENT

Objectives:-

- Purchase of Materials and goods, consumables, housekeeping material, CAPEX items, OPEX items.
- Issue of material to department after indenting.
- Management of Printing of material required in department.
- Asset transfer to departments.
- Regular audits of department.

Organogram:-



Functional Division:-

S.No.

Functional Areas

- | | | |
|----|--------------------------------------|--|
| 1. | Executive Stores and Purchase | Propose and ensure implementation of policies, systems and procedures in the department to increase efficiency and improve service levels.
To decide the quality standard of a product in consultation with user department |
| 2. | Stores team leader | Responsible for Inventory management of Store dept. |