

**Internship
at
Narayana Multispeciality Hospitals,
Jaipur**

***By*
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The logo for IIHMR University, featuring a stylized 'i' in a square followed by 'IIHMR' in a large serif font and 'UNIVERSITY' in a smaller sans-serif font to the right.
**The IIHMR University, Jaipur
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INTERNSHIP REPORT

PREFACE

The major objectives of the internship are as follows:

1. To understand and learn day to day operational management of a Hospital/ Health Care organization and its service contents.
2. To identify issues/problems with certain operational areas.
3. To acquire more knowledge on roles and responsibilities of key players and stakeholders in the hospital.
4. To gain perspective in the functions of various departments by interaction with key stakeholders, policy makers, academicians and researchers.
5. To work on a Project assigned by the summer training organization.

ACKNOWLEDGEMENT

The internship opportunity i had with Narayana Multispeciality Hospitals, Jaipur was a great chance for learning and professional development.

I feel deeply privileged in expressing my deep sense of gratitude to Dr.Devi Shetty (CMD Narayana Group), Mr.Arunesh Punetha (Zonal Director) Dr. Mala Airun (Clinical Director) and Dr Manikant Jain(Medical Superintendant)and Ms VishnuPriya Sharma(head-Human Resources)Narayana Multispeciality Hospital , Jaipur for their expert guidance and encouragements which helped in the process of making this report. Without their support, exploring such a vast organization could not have been possible

.

I am also grateful to all the department heads and staff for giving me time in spite of their hectic schedule. Without their active co operation and participations it would not have been possible to accomplish our task.

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Sincerely,

Dr. Namita Mishra

INTRODUCTION TO HOSPITAL

Narayana Multispecialty Hospital, Jaipur is a perfect blend of technological excellence, complete infrastructure, competent care and heartfelt hospitality - this is how the people, whom the hospital has been fortunate to serve, define the hospital.

It is a 300 bedded multispecialty tertiary care hospital, located at Pratap Nagar within a sprawling campus of 4.7 acres offering high quality affordable medical care to the people within Rajasthan and bordering states as well.

Narayana Multispecialty Hospital, Jaipur was awarded the International accreditation from **Joint Commission International (JCI)** on 21st July 2012, making it the first hospital in Rajasthan to receive this prestigious recognition. A JCI accreditation provides assurance that the standards, training and processes at the hospital meet the highest international benchmarks.

1.1 Vision: "Our vision is affordable quality healthcare to the masses worldwide."

1.2 Mission: "Our dream of making quality healthcare available to the masses worldwide"

1.3 Values: Core values are represented by the simple acronyms **iCARE**

- i- Innovation & efficiency

To continuously reduce the cost of delivery of high quality health care and improve our reach.

- C- Compassionate care

In providing accessible service that makes a difference to our patients.

- A- Accountability

To honour commitments to our patients, employees and investors with integrity and transparency.

- R- Respect for all

Recognise the contribution of every employee and respect the rights as well as the dignity of every patient and employee.

- E- Excellence

Where we individual excel to collectively ensure the highest quality of consistence and reliable services to our patients and sustainable values to all our stakeholders.

1.4 Scope of Services:

- Anaesthesia & Critical Care
- Department of Cardiac Science
 - Cardiac Anaesthesia
 - Cardiac Electrophysiology
 - Cardiothoracic & Vascular Surgery
 - Paediatric & Adult
 - Interventional Cardiology
 - Paediatric & Adult
 - Non Invasive Cardiology
 - ECG, ECHO, HOLTER, TMT
- Department of ENT
- Department of Gastro Science
 - Gastroenterology & Haematology
 - G.I & Laparoscopic Surgery
- Department of Neuro Sciences
 - Neurology
 - Neurosurgery
- Department of Paediatric
 - Neonatology
 - Paediatric
 - Paediatric Surgery
- Department of Plastic Surgery

- Department of Renal Sciences
 - Dialysis
 - Nephrology
 - Urology
 - Transplant Services
- General & Laparoscopic Surgery
- Institute of Bone, Joint & Spine
 - Hand & Upper Limb Surgery
 - Joint Replacement
 - Spine surgery
 - Sports Medicine & Arthroscopy
- Internal Medicine
- Obstetric & Gynaecology
- Psychiatric
- Respiratory Medicine

ALLIED SERVICES

- Dietetics
- Emergency & Trauma
- Lap Medicine

1.5 DEPARTMENTAL SERVICES:

1.Outpatient Department:

There are 4 decentralised OPD :

- 1.North OOD
- 2.South OPD
- 3.Cardiac OPD
- 4.Nephrology OPD

OPD Timings: 9am to 5pm.

Average no. of OPD patients 240-250 per day (Including old and new patients)

2.In Patient Department:

- Male Medical Ward:

Location: Lower ground floor.

Bed Capacity: 19 Beds

- Male Surgical ward:

Location: Lower ground floor

Bed Capacity: 16 Beds

- CCU

Location: Ground floor

Bed Capacity: 20 Beds

- MICU

Location: Ground floor

Bed Capacity: 18 Beds including 2 beds for isolation

- Female General ward

Location: 1st Floor

Bed Capacity: 34 Beds

- ANC Ward

Location: 1st Floor

Bed Capacity: 8 Beds with 2 Beds in Labour Room

- Paediatric Ward

Location: 1st Floor

Bed Capacity: 6 Beds

- PICU

Location: 1st Floor

Bed Capacity: 5 Beds

- NICU

Location: 1st Floor

Bed Capacity: 5 Cribs

- ITU

Location: 1st Floor

Bed Capacity: 21 beds plus 2 beds for isolation

- Semi Private Ward

Location: 1st Floor

Bed Capacity: 34 Beds including 4 day care beds.

- KTU

Location: 1st Floor

Bed Capacity: 3 Beds

- Private Ward

Location: 2nd Floor

Bed Capacity: 18 Beds

- CTVS Male & Female Ward

Location : 2nd Floor

Bed Capacity: 6 beds and 8 beds in each ward

- Ortho General Ward

Location: 2nd Floor

Bed Capacity: 6 Beds

- Neuro General Ward

Location: 2nd Floor

Bed Capacity: 5Beds

- HDU ward

Location : 2nd Floor

Bed Capacity: 8 Beds

3.Emergency Services:

Location: Lower ground floor

Entrance : Separate entry from the main road

The Emergency Department is a well equipped 10 bedded department. 3 beds for each triage category Red , Yellow, Green and 1 bed for isolation

Staff: 1 Emergency Incharge, 3 MO, 1 Nursing Incharge, 10 Staff nurse.

Ambulance service is outsourced.

4.Operation Theatre:

There are total of 5 OTs in the 1st floor and 3 OTs in the 2nd floor

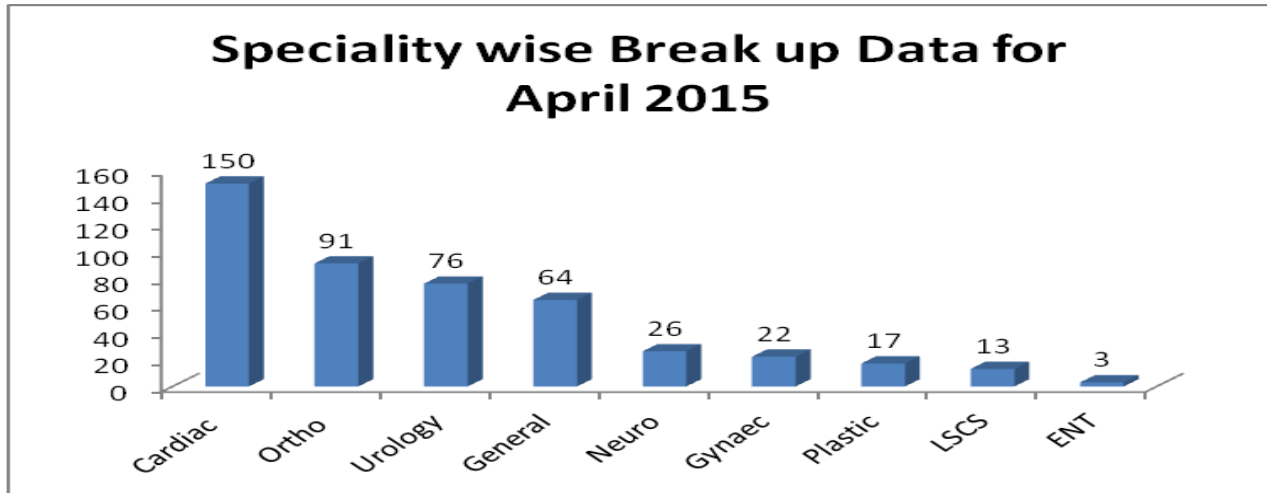
Location: 1st and 2nd Floor

Easy access to CCU, Blood Bank, Emergency and CSSD

ITU is attached to the the OTs located in the 1st floor

Manpower: Head of the Department, 14 Anaesthetist, 1 OT Manager, 2 OT incharge , 2 Perfusionists,18 OT Technicians,48 Staff Nurse, 5 House Keeping Staff.

No of Surgeries: 300-350 surgeries per month.



5.Catheterisation Lab:

Location : Ground Floor

All Invasive Procedures are done in cath lab such as Angiography, Angioplasty , Cath Study, Electro Physiological Study.

Process Flow:



6.CSSD

Location: Lower Ground Floor

Total Area is divided into 4 Zones:

- Zone I. (Dirty Utility) Reception , Inspection and Documentation
- Zone II. (Clean Area) Assembly and Packing
- Zone III (Sterile Area) Sterilisation
- Zone IV (Issue Area) Storage and distribution

Check for proper sterilisation

- Bowie dick test
- Leak test
- Sterilisation test
- Batch monitoring test

7. Radiology Department:

Location: Lower Ground Floor

Area:

- Reception Area
- Console Room
- Imaging service room
- Changing room-2

Different rooms for X-Ray, Mammography, MRI, CT Scan.

8. Laboratory:

Location: Ground floor

All laboratory services related to Biochemistry, Microbiology, Histopathology and Haematology.

Blood Bank is attached with the laboratory.

9. Physiotherapy and Rehabilitation Centre:

Location: Lower ground floor

Well trained team of 6 physiotherapist managing the department and providing rehabilitation therapy for joint disease, stokes, trauma etc.

Other facilities :

- Wax Therapy
- Hydro collator- hot pack
- Interferential Therapy
- IFT- Pain Relief
- Ultrasound therapy- piezoelectric effect
- TENZ
- Muscle Stimulator

- SWD etc

10. Medical Record Department:

Scope of Services:

- Maintenance of all medical record
- Storage of records
- Maintaining the integrity and confidentiality of all medical record
- Maintenance of MLC cases
- Numbering and filing
- Completion of all incomplete records.

11. Food and Beverages:

Location: Lower ground floor

Scope of services:

- To provide well balance nutritious food to all in patients as well as patients for dialysis as per their needs.
- To serve staff and patients attendants
- To helps in improving the patients condition by providing hygienic , proper and nutritious food as prescribed by the dieticians.

Provide 5 servings for the general ward patients and 8 servings to the semi private and private ward patients.

Types of diet:

- Normal full diet
- Liquid diet
- Soft diet
- Diet for diabetic patients
- Diet for renal patients
- Diet post cardiac surgery patients.

12. Housekeeping:

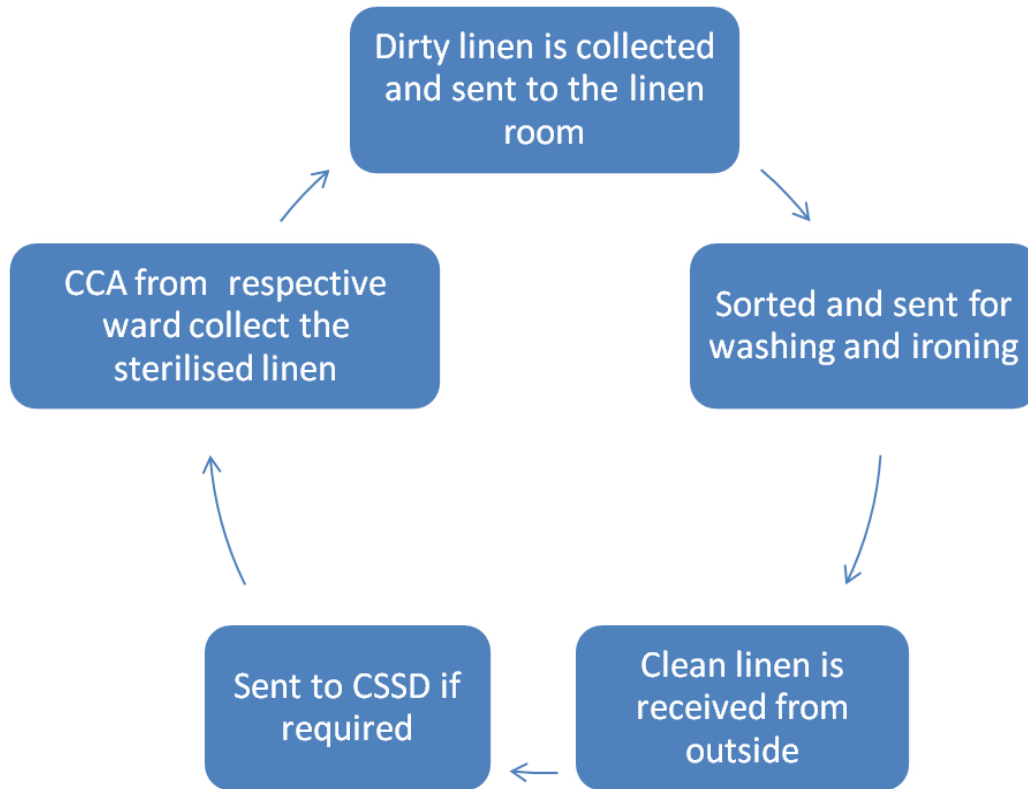
Housekeeping department is outsourced

Services provide:

- Maintain hygiene of the patients and the hospital
- Helping in patients preparation
- Infection control
- Waste disposal

13. Line and Laundry:

Linen and laundry department is outsourced



Availability of coloured coded bags in each department. Orange colour is for serology positive patients and green bags for serology negative patients.

14. Pharmacy:

The hospital 3 different types of pharmacy:

- OPD Pharmacy
- IPD Pharmacy
- OT Pharmacy

Functions:

Dispensing of drugs to all the admitted patients.

Dispensing of drugs for the OPD patients.

Demand estimation according to the formulary, in the absence of formulary, establishment of specification for drug procurement

Furnishing of new drug information to consultants and other professional staff

Quality control of drugs purchased

15. Diagnostic Services:

Location: Ground Floor

Scope of services:

- Ultrasonography
- TMT
- Electrocardiography
- Echocardiography
- Electroencephalography
- Uroflowmetry
- Electromyography
- Pulmonary function test

Operational timings: 9 am to 5 pm.

16. Dialysis Department:

Location: Lower ground floor

Bed Capacity: 20 beds including 4 beds for serology positive patients

No of procedures done per day: 45-50 dialyses per day

Shift of dialysis: 7 am to 12 noon, 12 noon to 5 pm and 5pm to 8 pm.

Every patient is provided with a meal, included in tariff and the meal is prescribed by the dietician.

17. Mortuary:

Location: Lower ground floor

Temperature: 5-6 degree Celsius

Capacity: At a time for dead bodies can be kept together

Function:

- To keep the dead bodies in the hospital until the relatives claim them.
- To keep the dead bodies for post mortem (MLC Cases).

18. Security Services:

Security service department of the hospital is outsourced.

Functions:

- To provide security services to all the staff, patients, relatives and visitors
- To protect the hospital property within the premises
- To analyse threats and vulnerability in conjugation with the managements , police and others
- To control the movement of vehicular traffic inside the premises.

19. Billing and Finance Department:

Location: Ground floor

Operational timings: 9am to 5 pm for the finance department
24 hr IP billing service.

Functions:

- To provide salary to all the staff in a timely manner
- To provide payment to all the vendors and contractors
- Tracking the expenses of in patients on daily basis
- Timely discharge of patients related to financial clearance
- To provide accurate and timely financial information for decision making.

20. Maintenance Department:

Location: Lower ground floor

Functions:

- To maintain continuous electric supply to the hospital.
- To maintain the chilling plant room of the hospital
- To maintain the supply of medical gases
- To maintain the proper functioning of STP

Operational timings: 24hr.

Infrastructure:

Low tension room

Generator panel: 2 generator of 750 ampere each

Diesel tank- 24 kilolitres capacity

Sewerage treatment plan

Desk panel- control air handling unit
Chilling plant room
Gas manifold room

21. Human Resource Department:

Location: Lower ground floor

Functions:

- Recruitment based on requisition form from respective department duly signed by incharge of the department, HR and facility director
- Induction and training programs- 3 days induction program for all new employees
- Performance appraisal ones in a year in the month of March
- Employee engagement activities such as birthday celebration, open house, and also on the job trainings such as fire safety. BLS training
- Grievance Handling
- Conduct employee exist interview

22. Fire safety Department:

Location: Lower ground floor

The hospital has 7 fire exist door in each floor . A total 26 functional fire exist doors

Sprinklers are located in the entire hospital with a distance of 6 mts between two sprinklers and burst at 68 degree Celsius

Smokes detectors are also located in the entire hospital.

Fire Safety Equipments:

- | | |
|------------------------|----|
| • Horse Reel Drums | 21 |
| • Jockey Pump | 01 |
| • Alarm Valve | 05 |
| • Double Hydrant Valve | 28 |

Hospital follows “PASS” and “ RACE” protocols.

PASS: Pull Aim Squeeze Sweep for operating a fire extinguisher

RACE: Rescue Alarm Contain Extinguish, Evacuate.