

**Internship
at
Health Line Hospital,
Jaipur**

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

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

INRTODUCTION

The Internship in Health Line Hospital, Jaipur is a great opportunity to understand the role of such SHCO's (Small Health Care Organization) in the delivery of the much needed Health Care services for the community.

This opportunity not only provided better understanding of the functioning of the hospital as an organization, but also the challenges it faces with the increasing expectation of its consumers. Because of the intangible nature of the Service industry, it becomes rather difficult to measure or quantify Quality. The consumer, at every step of the process expects value addition to the services being paid for. This increases the need for continuous improvement in the processes of the organization.

Working as an intern in this organization proved very useful, not only in understanding the dynamics of these processes, but also that there remains a lot of scope of improvement in these processes. The guidelines set by Accreditation agencies could be used to assess the existing quality of services provided by the hospital. The findings may be used to streamline the processes and improve the Quality of services provided by such organizations, while they continue to be significant providers of accessible and affordable care to the communities they serve.

Aim of the Internship:

To study the administrative and managerial functioning of Health Line Hospital with special reference to the different areas/departments of the hospital.

1.1 Objectives :

- : To learn the daily management of the org.
- : To study the salient features of the functioning of these departments.
- : To identify problems associated with some specific depts.
- : To undertake the project work assigned.

1.2 Study methodology:

Area: Health Line hospital

Duration- February 8th - April 30th 2016

Nature of Study- Descriptive study

Procedure: One to one discussion with the heads and staff of various departments.

Type of data collected-

Primary Data Collection

- By visiting the depts.
- Direct Observation

Observations, both participative and non-participative were used in understanding the functioning of the departments.

Secondary data collection:

- Documents of the various departments.
- Website

- Review of the written documents and literature available.

1.2 HOSPITAL PROFILE

1.2.1 INTRODUCTION

Health Line Hospital, is a multi-speciality hospital in Jaipur city. A 100 bedded hospital, it serves the community in a compassionate environment. It focuses on the delivery of comprehensive treatment and strives to achieve quality in all areas. This has been complemented by the brilliant team of specialist doctors and highly trained team of nurses and paramedical people.

Vision

“Continuous and conscious effort to provide quality and patient -centred health services that are affordable and improve the overall wellbeing of the community we serve”

MISSION

To serve is our motto

QUALITY POLICY

To fulfil our motto we strive towards Total Pt. Satisfaction by ensuring Health Services that are of holistic nature provided by the competent professionals and ensuring continual improvement in the Quality of these services through Quality Management Systems.

1.2.2 Scope of Services

Outdoor Patient Dept (OPD)

This front window of the hospital provides all faculties of medicine such as Internal Medicine, Orthopaedics, Gynaecology & OB, Paediatrics, ENT, Neurology, Skin and VD and many more.

Super Speciality OPD's

Features and facilities

100 beds 24 hours A&E 24hrs Pharmacy 24 hrs radiology Nursery and NICU Lab services with Lal path Labs Day care Endoscopy	Minimal Invasive (Lap) surgery OPD specialist services Preventive Health Screening Physiotherapy Nutrition and Dietician services Legal advisor Patient Counselling services
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Our Specialities

Anaesthesiology Cardiology Day care Endoscopy Day care Bronchoscopy ENT Fertility Dental Gastroenterology Gastro surgery General surgery GU surgery	OB Gynaecology Nephrology Neurology Ophthalmology Non-invasive Cardiology Orthopaedic surgery Plastic Surgery Paediatric Surgery Orthodontics Preventive Health Clinics
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DIAGNOSTICS

The laboratory services are provided by the Lal Pathology services situated in close proximity to the hospital.

Complete lab services	Endoscopic Services
Biochemistry Serology Immunology Histology Pathology Clinical pathology Haematology	Video Gastroscopy Video Colonoscopy ERCP Bronchoscopy

Radiological	Cardiology	Others
X Ray USG CT scan MRI Colour Doppler	ECG ECHO TMT Holter	EEG EMG NCV Spirometry Sleep Lab

OPERATION THEATERS

- There are 5 Operation Theatres in HLH
- 2 modular OT's with laminar air flow for Joint replacement, cardiac and Neuro-surgeries.
- 1 OT designated for emergencies
- 1 for lap , GI, General, Oncology surgery
- 1 for ENT, Ophthalmology
- Besides there is one fully furnished and well-equipped Labour Room

IN-PATIENT DEPARTMENT

- Ultra modern deluxe rooms

- Sophisticated private rooms
- Twin- sharing rooms
- Cubicles
- 6 bedded wards.

OTHER FUNCTIONAL AREAS

ADMIN CELL	FINANCE	PHARMACY
HR MARKETNG QUALITY SUPPRT SERVICE(engineering, Security)	CSSD	IT & MRD
CUST CARE	STORE	CAFETERIA
LINEN & LAUNDRY	PHYSIOTRHERY	NURSING

1.3 Brief report on the managerial tasks with respect to the Departments.

A. As a Co-ordinator:

It was a learning experience as it exposed to the challenges of working in cross-functional teams. Communication between and outside these teams was critical to the delivery of services.

B. Worked in Administration:

The departments in admin cell included the Operations, Finance, HR, Quality, Marketing and the MIS. It provided a great opportunity to understand the organization's culture and the functions of each of the department. Management by Walking Around (MBWA) was observed and it proved to be a great experience to become a part of it. This exposure brought a fresh insight into the Operations of the hospital.

C. As a Quality Executive:

As a requirement of the project undertaken, assessment of the services provided by the hospital was carried out. The parameters set by the NABH for SHCO's formed the basis of this assessment. Data from the hospital was used to determine the KPI's and then translated into Quality and Business terms for the hospital. The need for a dedicated Committee for Quality seemed indispensable for achieving the Quality Standards.