

**Internship
at
Nayati Multi Super Specialty Hospital,
Mathura (U.P.)**

***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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1.1Introduction

I have completed my internship in Nayati multi super specialty hospital. I worked there as a assistant manager operations. During my internship I visited different hospital department and got familiarize with there working pattern. Nayati Multi super specialty hospital, located in the Mathura is a 351 bedded multi super specialty hospital with Superspeciality in cardiac services, pulmonology and gastric science. It is located on the main NH-2 highway with well connected roads and railway line that cater to the adjoining suburbs as well as the rural population.

1.2Objectives of the internship

- a) To understand the work pattern of different departments of the hospital.
- b) To learn various managerial and administrative skills which can be effectively used for improving hospital processes.
- c) To identify existing gaps in delivery of patient care in the hospital.

1.3 Organizational profile

Nayati Healthcare & Research Pvt. Ltd. is India's first Multi Super-Specialty healthcare chain starting operations in Tier-II & Tier-III cities to offer premiumtertiary care. The objective is to bring world class quality healthcare to these cities and neighboring towns.

The endeavor is to offer complete healthcare solutions within the hospital with our team of India's leading doctors, coupled with the best medical resources in all disciplines and specialized verticals of healthcare. All our Centers of Excellence for diverse key specialties will be self-sufficient in all aspects of diagnosis and treatment, because we know and understand that at times, every second is precious

Nayati take pride in offering world class treatment procedures and patient care services with the use of state-of-the-art medical technology and advanced treatment facilities to provide both cost effective and faster healthcare. We have various Intensive Care units like MICU, CCU, SICU, NICU, PICU which work 24 X 7.

Access to quick treatment is the need to the patient, besides an ailing person requires to conserve all the physical and mental strength to cope up and recover from illness. Therefore, the patient should not be burdened with long distance travel schedules to get quality healthcare, which also carries additional financial burden for both patient and families. By opening our chain in Tier II and Tier III cities we ensure the patient gets quick and easy access to quality healthcare.

At times, patients need access to quick treatment, as one does not have the option to travel long distances. We also understand that patients need to visit the hospital frequently for follow up checkups. Traveling long distances frequently can be very painful and not practical for the patient as well as their families. To ease this everyday problem, we are setting up secondary diagnosis and care centres, as well as mobile vans in the neighboring towns, to ensure that every patient has access to quality health care.

While it's first super-specialty hospital project is coming up in twin cities of Mathura-Vrindavan with the facility for 336 beds in the first phase, they will expand to 600 beds in the second phase, making it one of the largest hospitals in the entire state. Our next centre, Amritsar, is slated to open soon, followed by a series of hospitals in Tier-II towns across North India. India's healthcare sector is severely lagging behind as compared to other developed countries in the world, and is in desperate need of restructuring and investment. In India, over 70% of the population has access to just 20% of the healthcare infrastructure, and we rank 112th in the world as per the WHO standards. Over 7000 patients from all over India, visit India's premier healthcare institution in the capital everyday, which is way beyond the in-flow it can handle. A reflection of the sparse and thin healthcare system today is that at times you get a pizza delivered faster to your home, than an ambulance which has to navigate through the thick city traffic.

Of all the hospital beds available in the country, barely half are functional. India, today has one of the lowest per capita beds in the world, ranking even lower than countries like Vietnam, Thailand and Sri Lanka. Critical care sector is the worst hit, with just about 320 Intensive Care Units registered in the country.

As modern medical care is becoming increasingly resource intensive, expensive and technology dependent, and with super specialty services and expertise concentrated in metro cities, what

would become of large sections of our people in the smaller cities and towns? Can they ever dream of having effective, humane and affordable super specialty care at their doorsteps?

Nayati strikes at the root of this question of accessibility of healthcare for the millions in real India, making a sincere commitment to be a part of the solution. Opening shortly, our first facility in Mathura would bring multi-super specialty care within the reach of a vast region of underserved population. Nayati Healthcare is determined to translate this concept into reality across several regions of the country. Recognizing the need to bring advanced technology and clinical expertise together, we have taken steps to choose both with utmost care. We have on board, and are on the lookout for outstanding clinicians with exemplary track record to lead and develop teams for excellence in practice, education and research. To empower the clinician we have put together technology that would enable early and accurate diagnosis and precision in treatment. For all caregivers including nurses, technicians and paramedics who would build their careers with us, we offer an institutional ethos that would nurture individual growth and foster team spirit.

While your need spurs us towards excellence in outcomes and care, we promise to always judge ourselves by global standards that are grounded in evidence-based medicine and cost effective care. It is our motto to ensure patient safety and optimal cost, through clinical excellence combined with judicious use of diagnostics and interventions. We are also committed to compassionate care as reflected in sensitivity and responsiveness to patient and family needs. For us patient and family satisfaction are paramount. Comprehensive hospital information systems shall be put in place for real time monitoring and implementation of processes and protocols. Nayati Healthcare pledges to uphold the spirit of being action oriented and innovative, guided by compassion and uncompromising ethical values.

Nayati Multi Super Specialty Hospital with its OPD services launching in Mathura, marks a whole new era in medical care. The OPD here will offer consultation from renowned doctors of 15 specialties and state-of-the-art technologies in labs for medical tests and other such services.

1.4 Services provided by the hospital

15 SPECIALTIES

Heart Disease
Heart Surgery (Bypass & Valve Surgery)
Interventional Cardiology (Angiography & Angioplasty)
Non- Invasive Cardiology
Pediatric Cardiology
Cancer (Medical, Surgical & Radiation)
Neurology & Neurosurgery

Chest Disease
Internal Medicine
Orthopedics & Joint Disease
Gastro- Intestinal Disease
Obstetrics & Gynecology
Pediatric & New Born Disease
Urology
Dentistry

LABORATORY & TEST FACILITIES

X-ray
ECG
Ultrasound
PFT

TMT
EEG
ECHO
LAB

Pathology

In-house Histopathologists and Cytopathologists. Specialised techniques and expertise to support oncology service.

Microbiology

Up-to-date diagnostic facilities. In-house clinical Microbiologist and support staff.

Hematology and Biochemistry

Latest autoanalyzer with a wide range of tests. In-house biochemist and technicians for round-the-clock service.

Blood Bank and Transfusion Medicine

—————In-house blood bank for round-the-clock service is available, headed by a Transfusion Medicine Specialist. Testing for HIV, HBsAg and HCV. Cell separator for blood component therapy and Plasmapheresis.

Pharmacology and Therapeutics

A clinical Pharmacologist assisted by a team of Pharmacists. Stocking, timely distribution, dispensation of drugs and drug safety.

1.5 Departments visited

DEPARTMENT OF INTERNAL MEDICINE

This department deals with generalised problems of the body usually requiring treatment not involving interventional procedures or surgery.

Services: The hallmark of the department is expertise in the diagnostic work up and holistic care for adult patients suffering from various acute and chronic illnesses. It provides high levels of comprehensive and longitudinal patient care, with compassion and empathy. It also offers preventive health check and various wellness promoting activities. We give a complete range of outpatient, inpatient and emergency services.

Faculty : A team of senior Consultant, Consultants and Residents.

DEPARTMENT OF OBSTETRICS AND GYNECOLOGY

Offers comprehensive care for Pregnancy and Women's diseases. Services : Outpatient clinics | Emergencies and Inpatient care | Laparoscopic and open surgeries | Gynecological Onco surgery | Infertility and in vitro fertilization (IVF) | Difficult labour and complicated delivery

Faculty : Head of department, Consultants and Residents | Specialised nurses | Technician for IVF | Contraception Counsellor

DEPARTMENT OF EAR, NOSE AND THROAT (ENT)

Services :Outpatient clinics | Minimally invasive sinus surgeries | Surgeries for ENT region and upper airway | Tracheal (wind pipe) surgeries | Rigid bronchoscopy procedures for upper airway | Audiology and Hearing aid | Cochlear implantation for hearing impairment in early years
Faculty : ENT Surgeons and Residents | Cochlear Implant Surgeon | Audiometry Technicians | Speech Therapist

DEPARTMENT OF PLASTIC SURGERY

Services :Trauma and Maxillofacial Surgery | Burns care Aesthetics and Cosmetology

DEPARTMENT OF OPHTHALMOLOGY

Services :Outpatient Clinics | Cataract and Glaucoma Surgery | Retina Surgery | Laser and LASIK Surgery | Optometrics and Optician | Fluorescein Angiography

DEPARTMENT OF ENDOCRINOLOGY AND METABOLISM

Services :Outpatient clinics | Inpatient consultations | Comprehensive Diabetology service | Diabetic Educator for patients and families | Nutritionist
This department deals with generalised

problems of the body, usually requiring treatment not involving interventional procedures or surgery.

DEPARTMENT OF DENTISTRY

Services : Cosmetic Dentistry

Tooth-colored Crowns, Porcelain Veneers | Instant Orthodontics | Teeth Whitening We provide complete comprehensive dental department including preventive, cosmetic and restorative dentistry. Preventative Dentistry

The best preventative measure is a routine of brushing, flossing and regular 6-month checkups to keep your smile healthy and bright.

Restorative Dentistry

Dental Implants, Implant Dentures, Dental Crowns | Endodontic Root Canal Therapy | Periodontal (gum) Disease | Dental Bridges