Internship
at
Narayana Multispecialty Hospital, Ahmedabad

By

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2014-2016

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2016

A Study report on Hospital

Introduction:

- Narayana Multispecialty Hospital is a unit of Narayana Health at Ahmedabad.
- Narayana Multispecialty Hospital at Ahmedabad stands majestic on 36 acres on Rakhiyal Cross Road with all state-of-the-art facilities.
- This 300 bed hospital at Ahmedabad has the infrastructure and expertise to treat all kinds of clinical speciality.
- The hospital was inaugurated on 5th May, 2012 as 126 bed facility.
- Narayana Multispecialty Hospital, Ahmedabad has established itself to be an extremely reliable healthcare delivery partner to its local and international patients coming in from entire Gujarat as well as many international destinations.

OBJECTIVES OF INTERNSHIP:

- To understand the hospital system and to learn about the various managerial functions and also how the departments are interdependent on each other.
- Diagnose critical problems within an operational area and to provide management with a set of alternative solutions.
- Design an implementation plan to carry out the most feasible solution.

VISION IS TO PROVIDE High Quality Healthcare with care and compassion at an affordable cost on a large scale.

MISSION: At Narayana Multispecialty Hospital everyone has a dream of making quality healthcare available to the masses worldwide.

VALUES: *I CARE*

I- Innovation and Efficiency

To continuously reduce cost of high quality service delivery and improve reach of services

C- Compassionate care

In providing accessible service that makes difference to patients

A- Accountability

To honour the stakeholders with commitment and transparency

R- Respect for all

Recognizing contribution of employees and respect the rights as well as dignity of employees and patients.

E- Excellence as a culture: Individual excellence leads to collective achievement of high quality standards.

SCOPE OF SERVICES

Clinical Services:

Cardiac Sciences	•Cardiovascular & Thoracic Surgery •Cardiology & Electrophysiology •Pediatric Cardiology •Preventive Cardiology
Bone, Joint & Spine	•Joint Replacement Surgery •Arthroscopy & Sports Medicine •Spine Surgery •Hand, Upper Limb & Micro vascular
Renal Sciences	•Nephrology •Urology •Dialysis
Neuro Sciences	•Neurology •Pediatric Neurology •Neurosurgery
Gastro Sciences	•Gastroenterology •G I & Laparoscopic Surgery •Endoscopy
Mother & Child Care	•Pediatrics •Gynecology •Pediatric Surgery
Surgery & Allied Service	•General Surgery •Laparoscopic Surgery •Plastic Surgery •ENT •Head and Neck
Allied Services	•Anesthesia & Critical Care •Diagnostics •Physiotherapy •Dietetics
Medicine & Allied Services	•Internal Medicine •Pulmonology •Dermatology

- Narayana Multispecialty Hospital, Ahmedabad also offers minimally invasive spine surgery and microsurgery for conditions ranging from disc prolapse, spine fractures, spinal tumours and similar ailments.
- It has a fully equipped unit for cardiology and cardiac surgery complete with Coronary Care Unit (CCU) and Intensive Therapy Unit (ITU). It also has a digital Cath Lab facility along with advanced diagnostics and rehabilitation therapy centres.
- The key procedures in Orthopaedics which the hospital focuses on include replacement surgeries for knee, hip and shoulder. The hospital also has a Joint Pain Clinic that offers comprehensive management programs for joint pains. Our services are backed by the most qualified and experienced team of doctors assisted by skilled nursing and paramedic staff.

Support Services:

- Preventive health check department: It is offering customized health check-up packages to suit requirements of all age groups.
- Radio diagnostics unit: It is complete with digital X-Ray, 64 Slice CT Scan, 1.5 Tesla MRI, Color Doppler, Digital Mammography, Pulmonary Function Test (PFT), Sonography, ECG, ECHO, and TMT.
- Laboratory: It is having pathology and microbiology which offer 24*7 services.
- Pharmacy: OPD, IPD and central drug store are available for drugs.
- Physiotherapy and rehabilitation unit: This unit offers end-to-end rehabilitation services for patients suffering from bone and joints ailments.

Utility Services: (Outsourced)

- Housekeeping Services
- Security Services
- Laundry Services
- Bio-Medical Engineering
- Bio-Medical Waste Management
- Catering & Kitchen Services

Services which are not provided:

- Burns
- Dental
- Ophthalmology
- Endocrinology

OVERVIEW OF HOSPITAL:

Hospital Building

Facility constructed in a built up area of 1, 24,645 sq feet.

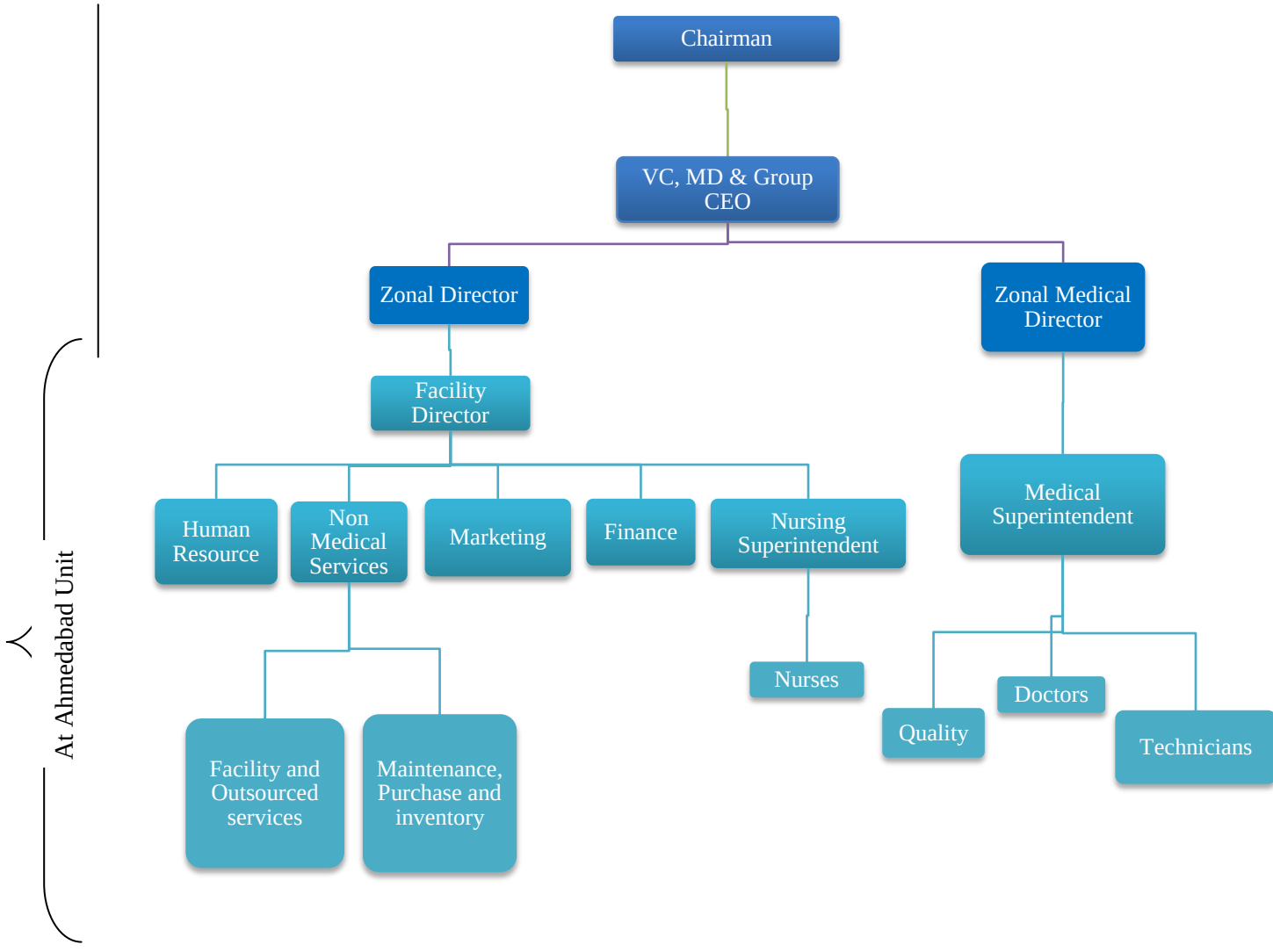
Building	**Level**	**Area/Activity**
Hospital Building	Second Floor	General Ward, Physiotherapy, Dialysis,
	First Floor	Semi Private & Private rooms, OT , Recovery area SICU , NS & Quality office, Training Room
	Ground Floor	Billing & Cash Counter, OPD, OPD Pharmacy, Radiology Investigation, Cardiology Investigation, Admission, Discharge & Transfer Desk, MA Yojana Desk, Corporate Desk, Emergency Dept, Waiting Lobby, Visitor Lounge, Sample Collection Room, Doctor's Lounge, May I Help You Desk, Report Dispatch Counter, consultation, EPABX, IT, admin office, ICU , dressing room , Cath Lab, Store & inventory, Canteen & cafeteria , Bio-Medical Engineering Dept, ER
	Basement	CSSD & HK office
Administrative Building	First floor	HR, Marketing, Finance , MRD
	Ground Floor	Engineering and Maintenance

Bed Allocation:

General ward	38 beds
Private Ward	8 beds
Semiprivate Ward	18 (6 rooms having 3 beds)
SICU	15 beds
CCU	24 beds
Cath Lab	1 beds
Operation Theatre	4 beds
Dialysis Unit	10 beds
Emergency	6 beds

Facility planned to expand to a Health City with 1000 beds.

Organization:



Human Resource Department:

- *Recruitment and Selection*: There is an ongoing procedure for recruitment and selection in the hospital. They are recruiting staff nurses and medical officers mostly. There is a proper procedure for recruitment consisting of application, verification, personal interviews and reference check. The HR department's staff is taking care of this procedure. It is their responsibility to see that all the employees have their identity cards, have completed the medical check-up and have opened a bank account.
- *Routine HR issues:* there are various committees to attend these issues. There are proper procedures and policies for grievance redressal, sexual harassment, disciplinary grounds and whistle blowing.

Marketing and Branding Department:

This department takes care of the branding and positioning of the hospital. The decisions of starting or stopping some hospital services are taken by this department only. It conducts periodic market researches for different aspects. One of the major areas of working of marketing dept is International Business.

Finance Department:

- *Billings and Accounts:* this unit looks after the routine billings and accountings of the hospital. There are separate sections of OPD billings and IPD billings. The account section is taking care of hospital accounts.
- *Revenue assurance:* this unit is taking care of insured patients. There are third party administrators who look after the insured patients. They help the patients to approve their mediclaim and insurance. The staff provides estimates for the treatments and helps in clearing the payments.
- *Costing and finance:* This unit looks after the finance and costing of different hospital services. This section is maintaining the cost of running the hospital. It gives grades to the various services and allocates the costs accordingly. This department takes the decisions of expansion of services.

Maintenance Department:

- *Biomedical Engineering:* This department looks after the medical equipments and instruments.

- *Medical Gas Unit:* This unit is taking care of all the needed gases in the hospital, their procurement, their storage and their disposal.
- *Central Inward/Outward Department:* This dept looks after the inward and outward transfer of equipments, wastes, instruments and tools.
- *Housekeeping and Laundry:* This department is running by nursing staff. There is a laundry situated in the basement of the building. There are washing machines and autoclaves for the dirty cloths and linens.
- *Biomedical Waste Management:* This unit manages the biomedical wastes generated in the hospital. There are proper colour coded buckets at every floor. There is biomedical waste room in the basement to classify the wastes and their disposal. The biomedical waste management service is outsourced by the hospital to a private agency.
- *Central Sterile Supply Department:* CSSD is located on the first floor of the hospital. It has autoclaves and sterile storage areas.

Information Technology Department (HMIS):

IT department takes care of the Hospital Management Information System. It provides the support for all the computerized data and manages the hospital's website.

Purchase and Inventory Department:

This department is taking care of all the medical and non medical supplies in the hospital. It includes medicines, new equipments, instruments, food materials, linen and cotton, stationary and furniture. In some cases it works with purchase department to procure materials.

Canteen and Dietetics:

There is a canteen in the basement of the hospital. It takes care about the patients' food, employees' food and visitors' food. There are 5 Dieticians who are taking care of individual dietary requirements and diet counselling.

Operation Theatres: There are 5 state of art Operation theatres in the hospital. Among which 2 are earmarked for cardiac surgeries and 2 for orthopaedic surgeries. Rests are used for the gynaecology, emergency and general surgeries. The timings for planned surgeries are from 8 am to 5 pm.

OPD Wings:

There are 3 OPD wings in the basement of the building. There are 50 full time consultants of different specialties and more than 10 visiting consultants. There is a system of prior online and telephonic appointments.

Emergency:

24 hrs emergency services are provided at the hospital. There are 6 emergency beds with 4 ventilators in the emergency department.

Medical Record Section:

This department manages the medical documentation of the in patients and out patients. The storage time for OPD records is 3 years, for IPD records is 5 years and for medico legal cases is lifelong.

Quality and Accreditation Department:

This department is looking after the routine quality issues of the hospital as well as accreditation requirements. There is a quality coordinator who reports to medical superintendent. This department is taking care of all the patients' requirements and quality of all the procedures. It conducts different periodic studies to identify gaps and need for improvements.

Radiology Department:

Radiology or more appropriately termed IMAGING, is the discipline which is ubiquitously involved in management of different illnesses. Although Radiology began with the use of X-Rays and large sheets of photographic films, the modern Radiology services now has a variety of tools for "visualizing images" of living patients. Many of these newer tools create an image with the help of a computer (CT - computed tomography) and some techniques do not use any X-Rays, or radiation of any kind - such as MRI (Magnetic Resonance Imaging) and US (Ultrasound). Interplay of varied, modern, constantly evolving techniques makes Radiology a discipline of clinical prominence.

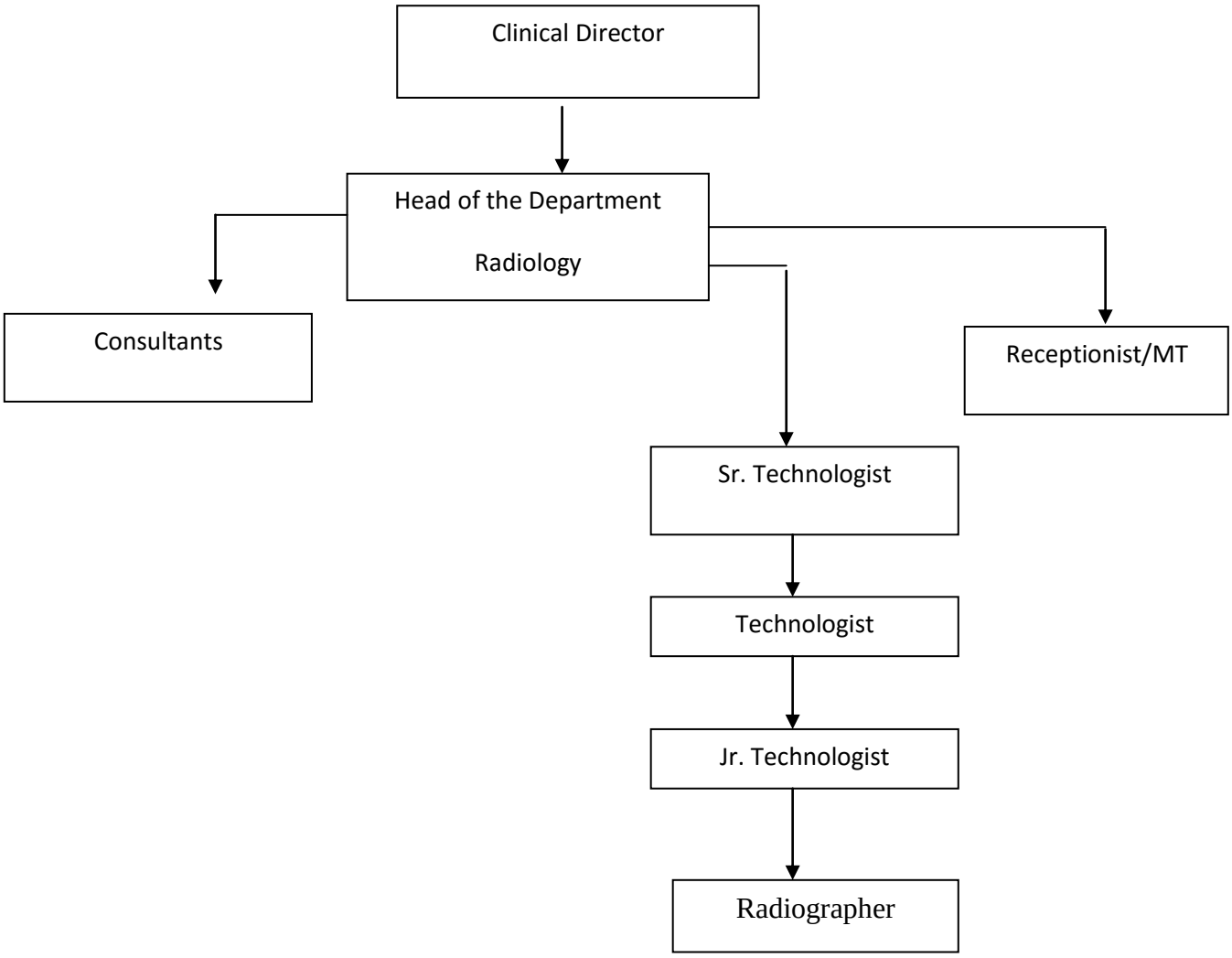
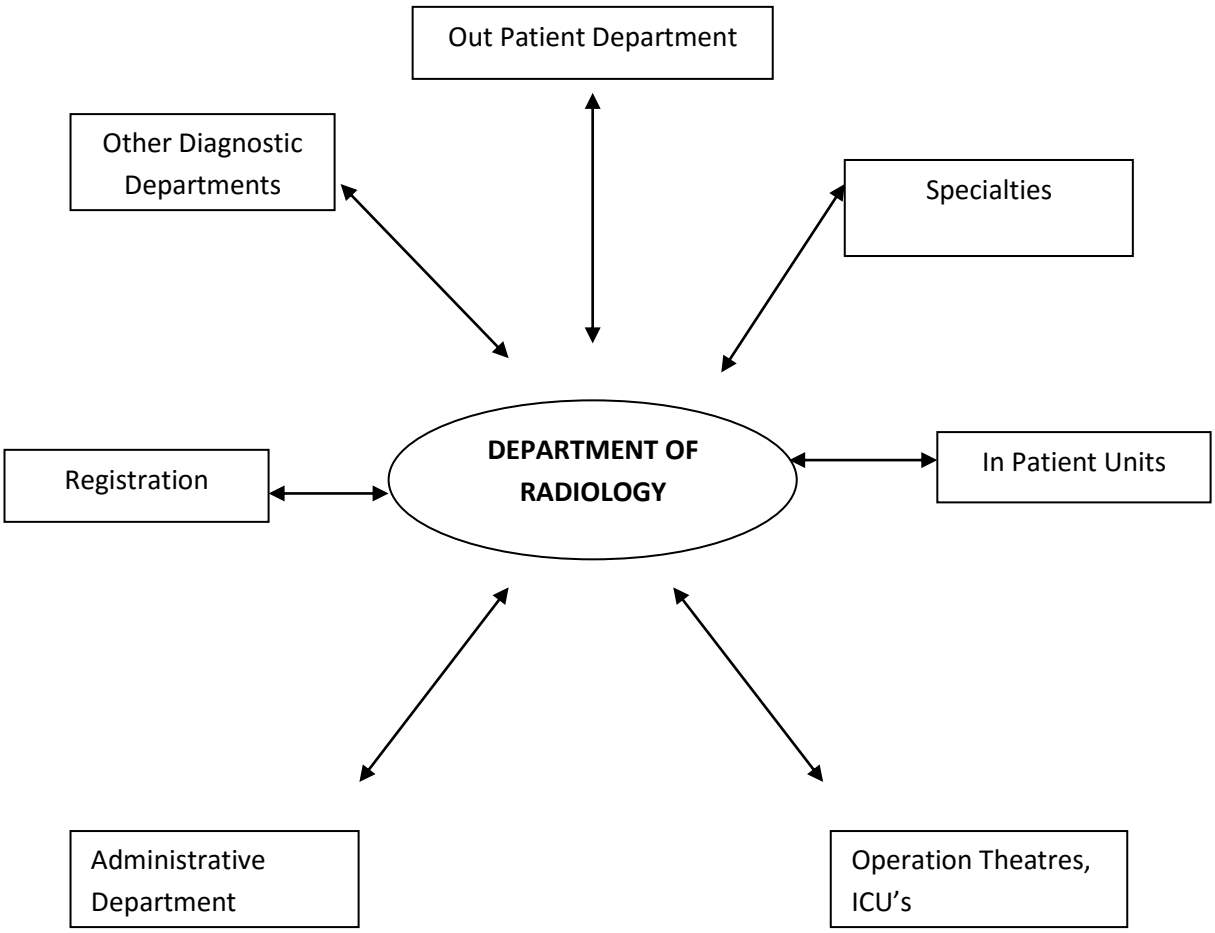
Radiological imaging, when done with due diligence is reasonably safe. Allergic reaction to the present day non-ionic contrast media is relatively uncommon.

SCOPE OF THE DEPARTMENT:

- Conventional Diagnostic Radiology (X-rays)
- Portable radiography
- C-Arm
- Computed Tomography (CT)
- Diagnostic Ultrasound (Ultrasonography)
- Magnetic Resonance Imaging (MRI)
- Cathlab
- Interventional Radiology

1. DEPARTMENTAL ORGANOGRAM

ORGANOGRAM



COORDINATION WITH OTHER DEPARTMENTS: