

**Internship
at
Wockhardt Hospitals Pvt. Ltd.,
Rajkot**

***By*
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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
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INTRODUCTION

During our induction in Mumbai, we were informed as to the flow of our work during our Internship/Dissertation. They assigned us two projects two projects and even asked to help the management in day to day operations, so that we can learn about the systems. Although we completed our projects but spend a considerable amount of time in day to day operations, which helped me a lot in improving my understanding of the hospital.

A. **ROUTINE OR GENERAL MANGEMENT:** Our day in hospital began with core group meeting in which all the activities of previous days were discussed and then every member was assigned a specific task her/his routine department work. Then we used to go on hospital rounds with hospital manager, on these rounds we learned a lot about the quality, operations, diagnostics, maintenance and biomedical part and also about day to day operation, documentation etc. we were involved to see into certain problems such as security problems and also to supervise the work of other staff. I was also assigned the duty of manger, which helped me a lot to understand the dynamics of hospital during the day.

B. LIST OF DEPARTMENTS VISITED-

- i. **EMERGENCY DEPARTMENT-** I got the opportunity to visit the emergency department as a part of my project and learned a lot about the dynamics of department. Brother jeesu , was in the charge of ER and learned from her about the documentation, importance of staffing , how to handle the staff, quality assurance, and daily rounds and how to handle the staff. Emergency is a very important place as at least 50-60% of admissions in hospital occur through emergency and this is the first point of contact with acutely ill patients and it has to cater fast track care to patients and cater the emotional needs of the patients also.
- ii. **MAINTENANCE DEPARTMENT-** I visited the maintenance department for a period of 7 days and learnt valuable lessons regarding daily maintenance work, preventive maintenance, procurement of equipment and relation with vendors etc.
- iii. **BIOMEDICAL DEPARTMENT-** For the same time I looked after the biomedical department also and learnt valuable lessons regarding daily maintenance work, preventive maintenance, procurement of equipment, relation with vendors, documentation and quality assurance.
- iv. **NABH surveillance round-** N M Virani Wockhardt Hospital, Rajkot is the first and only NABH accredited hospital in saurashtra region. We had the opportunity of being part of surveillance rounds and contribute in the process.
- v. Other than above, I visited operation theatre, CSSD, OPD, Health checkups, in patient areas, administration area, ICUs.

ORGANISATION PROFILE

N M Virani Wockhardt Hospital, Rajkot is a 170 bedded dedicated super specialty hospital to offer comprehensive and end-to-end care in cardiology, cardiac surgery, neurology, neurosurgery, orthopedics, joint replacement surgery and minimal invasive surgery along with other specialties like urology, nephrology, medical oncology, endocrinology, gynecology, pediatrics, critical care, emergency care and preventive health care. it is the only accredited hospital in the region. Wockhardt hospital, Rajkot is a brown field hospital. It's a conversion of Gondhia Memorial Trust Hospital, which is a 30 year old hospital and is known in entire saurashtra and kutch region of Gujarat. In Rajkot, this is a trusted and well known hospital, seriously ill patients who are refused in other hospitals are given prompt treatment in Wockhardt Hospital.

The hospital is equipped with:

- 170 beds (of which 24 are MICU, 10 are SICU and 8 CCU beds)
- 6 operation theaters with one dedicated for endoscopies, and having a full time expert surgical team.
- True flat panel cardiac catheterization lab.
- Dedicated cardiac ambulance and a 24 hours emergency heart line.

To provide comprehensive care N M Virani Wockhardt Hospital has an eminent team of professionals.

Scope of services:

- Emergency
- Outpatient Department
- Radiology- MRI/CT/ USG/XRAY
- Cardiology
- Pathology/ laboratory
- Neurology/ neurosurgery
- Orthopedics (bone & spine care)
- Minimal access surgery
- Pediatric services
- PICU/NICU
- Dialysis
- MICU/SICU
- Respiratory Medicine
- Ambulatory Service

OBSERVATIONAL LEARNING

- As a part of my dissertation project, I was asked to observe the entire process flow for the wards and ICUs. My observation included the process flow and to observe the various modalities of radiology department and have in-depth knowledge of all the departments of the hospital.

DIFFICULTIES FACED

- All the staff was very cooperative and was ready to share their experiences. I didn't find any difficulty in working or completing my projects in the hospital. Although there was some reluctance in the staff relating to our work, but then they came to know that we were there for improvement and not fault findings, then all the staff started co operating with us.