

**Internship
at
Artemis Hospital,
Gurgaon**

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*MBA Hospital and Health Management
2014-2016*

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
2016**

Internship Report:

1. Organisational profile:

Artemis Health Institute (AHI), at Gurgaon is a NABH & JCI Accredited, 300-bed tertiary care super-specialty flagship hospital - a healthcare venture launched by the promoters of the Apollo Tyres Group. Artemis aims at creating an integrated world-class healthcare system by leveraging the best medical practices backed by cutting-edge technology. The super-specialties chosen by Artemis as its area of focus include Cardiovascular (Heart), Oncology (Cancer), Orthopedics & Joint Replacements, Neurosciences and Bariatric & Minimally Invasive Surgery in addition to host of other specialties.

The services offered by Artemis encompass comprehensive medical solutions including consulting, diagnostics and therapy. For the benefit of its patients, the Institute also runs specialized programmes like Artemis Restore, Well Woman Programmes, and specialized clinics like Breast Clinic, Pain Clinic, Artemis Heart Club, Asthma Care Clinic, Skin Clinic, Knee & Shoulder Clinic, Ayurveda Clinic and Epilepsy Clinic amongst others.

The facility at Gurgaon is designed and constructed in strict accordance with International guidelines. Spread across a total area of 525,000 square feet (when completely built), the facility focuses on offering patients technology-backed world-class healthcare delivered by leading medical professionals and certified by international medical bodies. Eventually, this state-of-the-art, multi-specialty, tertiary care hospital will accommodate 550 beds to fulfill the ever growing need for high quality patient care. Additionally, Artemis follows patient-centric processes conforming to International Patient Protocols, thereby establishing new standards of service and care.

The institution is equipped with the latest technology in preventive, diagnostic and therapeutic imaging, along with the highest levels of in-patient monitoring, and a paperless and film-less hospital Information System.

Artemis already has many firsts to its credit, being the first installation in India to offer: Intelligent critical patient monitoring system with clinical decision support application backed by portal imaging technology.

- Film-less and paperless environment (seamless integration with the Hospital Information System).
- An endovascular suite inside an operating room, which will allow endovascular surgery and catheter-based procedures along with hybrid surgery in the composite unit.
- Functional MRI Scanning using Non-Contrast Imaging for Cancers (DWIBS) □ MRI PET fusion technology.
- First Hospital in the country to install state of the art Image Guided Radiation Therapy for Cancer Treatment.
- 3D dynamic road mapping for reconstructive imaging.
- First & the only center in Haryana, which is licensed and government approved for conducting Renal Transplant Surgeries.
- Fertility Preservation Services for Cancer Patients.
- First In Vitro Fertilization & Assisted Reproductive Technique center in India to start.

1.1 Key differentiator:

- A technology tie-up with Philips Medical Systems allows Artemis early and exclusive access to the latest global imaging and monitoring equipment.
- The real time Image Guided Radiation Therapy (IGRT) is one of its kinds in North India. Allows for radiation to be delivered exactly where required, with minimal impact on healthy cells.
- An Endovascular Suite equipped with the latest in 3D rotational imaging to

Perform Neuro-interventional, cardiac catheterization or peripheral endovascular procedures with precision.

- An in-house bio-repository and a 24-hour blood bank with the facility to conduct individual Donor NAT (Nucleic Acid Amplification) test.
- Operational Paediatric ICU and Neonatal ICU in North India.

1.2 Accreditations & awards:

- Joint Commission International
- NABH

- NABH Blood Bank
- NABL
- Accreditation of nursing excellence
- Accreditation of Green OT
- Most Promising Start-Up of the Year 2007 award by Express Healthcare magazine
- Best IT Implementation for the Year 2008 from PC Quest magazine for Hospital Information System.

1.3: Vision

To create an integrated world class healthcare system, fostering protecting, sustaining and restoring health through best in class medical practices and cutting edge technology developed through in depth research carried out by the world's leading scientific minds.

1.4: Mission

- Deliver world class patient care services.
- Excel in the delivery of specialized medical care supported by comprehensive research and education.
- Be the preferred choice for the world's leading medical professionals and scientific minds.
- Developed, apply evaluate and share new technology.
- Be an active partner in local community initiatives and contribute to its well-being and development.

1.5: Core values

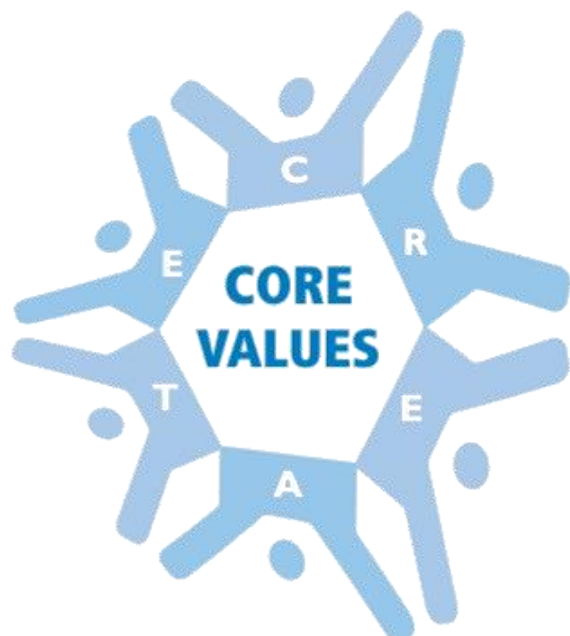
Care for customer

Respect for Associates

Excellence through Teamwork

Always Learning

Trust Mutuality



Ethical Practice

1.6: Quality policy at Artemis

- Deliver world class patient care through medical excellence.
- Create a patient-centric environment.
- Ensure high standards and safety of treatment during the patient's stay.
- Continuous Quality Improvement through implementation of robust clinical and nonclinical process and protocols.
- Having world-class infrastructure and cutting edge technology utilized by highly skilled employees.
- Complying with statutory regulations.

1.7: Artemis services standards:-

- Courteous
- Attentive
- Compassionate service
- Teamwork
- Safe



1.7: Artemis super specialities:

Clinical Services:

- Anaesthesia
- Blood Bank & Transfusion Medicine
- Cardiac Anaesthesia
- Cardiology
- Cardio thoracic surgery
- Critical Care
- Dental
- Dermatology & Cosmetology
- Emergency & Trauma
- Endocrinology
- Family medicine
- General Medicine
- General Surgery (Including minimal invasive surgery & Bariatric surgery)
- Geriatrics
- Gynaecological Oncology
- Hepato Pancreato biliary surgery
- Medical Gastroenterology (Including Endoscopy)
- Medical Oncology
- Neonatology
- Nephrology (Including Dialysis)
- Neurology
- Neurosurgery
- Obstetrics & Gynaecology
- Ophthalmology
- Orthopedic surgery (Including Joint Replacement)
- Otorhinolaryngology
- Paediatric Cardio Thoracic Vascular Surgery
- Paediatric cardiology
- Paediatrics Surgery
- Paediatrics (Including Neonatology)
- Pain management
- Plastic & reconstructive Surgery (Cosmetic)
- Psychiatry
- Pulmonology
- Radiation Oncology
- Radiology
- Reproductive medicine
- Respiratory Medicine (Including Sleep medicine) Rheumatology

- Surgical Gastroenterology
- Surgical Oncology
- Transplant services (Live donor & Cadaveric)-Bone marrow, Cornea, Kidney, Liver
- Urology

Diagnostic Services:

- 2D Echo
- Audiometry
- Bone Densitometry
- CT Scanning
- DSA Lab
- EEG
- EMG/EP
- Gamma Camera
- Holter Monitoring
- Mammography
- MRI
- PET
- Spirometry
- Tread Mill testing
- Ultrasound
- Urodynamic Studies
- X-ray

Laboratory Services & Transfusion Services:

- Blood bank
- Blood transfusion services
- Clinical Bio Chemistry
- Clinical Microbiology & Serology
- Clinical Pathology
- Cytopathology
- Haematology
- Histopathology

Pharmacy

- Dispensary

Professions allied to Medicine

- Ambulance
- Dietetics
- Occupational Therapy
- Physiotherapy
- Speech & Language Therapy

1.8: Work done in Artemis Hospital during dissertation:

1. Get familiar with orientation of the infrastructure of the hospital
2. Orientation with the routine activities of the hospital
3. Regular visit of departments (ICU, Wards, Day Care, Dialysis, OPD, IP Pharmacy, OT, etc...) for round along with quality team and analysis the compliance, non compliance according to the NABH and JCI guidelines and standard.
4. Regular visit with infection control nurse to monitor the best infection control practices and found the gap.
5. Attending the various regular CME sessions to enhance the knowledge eg: NABH Guidelines, Artemis Orientation Programme, Fire safety training, Basic Life Support training etc.
6. Auditing of critical values: Check out the documentation of critical values maintained on floors, re-check with the document maintained in lab and found compatibility between both and follow the action taken for these critical values.
7. Auditing of medical records: concurrent as well as retrospective auditing of medical record and found out the compliance of various forms, consent forms, Care pathways, medical administration records, infection control check lists, intra-operative anaesthesia records, etc and found out gaps in maintaining records.
8. Auditing of Medical records: Auditing of implant stickers are stick in MRD files or not in case of TKR, Cochlear implant and PTCA.
9. Retrospective analysis of OT utilization of January month: Analysis of surgeries completed on time, before schedule time or extended time. Further analysis of extended surgeries extended more than 1 hour, rule out difference between wheel in to wheel out time and incision to closure time. Rule out the time gap between PAC done and the surgery performed, rule out the time gap between antibiotic given and surgery performed.
10. Auditing of first dose of antibiotic given after prescription of doctor and analysis the gap between actual practice and the standard protocol..
11. Participation in various mock drills performed in hospital by quality team eg: code blue, code violet and code red.