

**Internship
at
Global Hospital,
Hyderabad**

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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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ABBREVIATIONS

ACLS – Advance Cardiac Life Support

AGM – Assistant General Manager

BLS – Basic Life Support

BMED – Biomedical Engineering Department

CME – Continuous Medical Education

CMO – Casualty Medical Officer

COO – Chief Operating Officer

CT – Computed Tomography

DMO – Duty Medical Officer

DSA – Digital Subtraction Angiography

Echo - Echocardiogram

EEG – Electro Encephalogram

EMG – Electro Myogram

ENT – Ear Nose Throat

GI – Gastro Intestinal

HOD – Head of the Department

HR – Human Resource

ICU – Intensive Care Unit

IPD – Inpatient Department

IT – Information Technology

MRI – Magnetic Resonance Imaging

NABH - National Accreditation Board for Hospitals and Healthcare providers

NABL – National Accreditation Board for Laboratories

OPD – Out Patient Department

OT – Operation Theatre

PET – Positron Emission Tomography

RO – Reverse Osmosis

TMT – Treadmill Test

ABOUT GLOBAL HOSPITALS

INTRODUCTION

Global Hospitals Group is India's one of the renowned healthcare services providers offering good medical care, cutting-edge research and advance education to care givers and is one of the country's fast growing chains of multi- super speciality tertiary care hospitals offering healthcare services of international standards. It is a 2000 bedded Multi Super Speciality Tertiary Care facility spread across Hyderabad, Chennai, Bangalore and Mumbai. Global Hospitals is a pioneer in Multi- Organ Transplants including kidneys, liver heart and lung.

The Group offers most advanced clinical services across several disciplines such as Gastroenterology, Hepatobiliary & Liver, Cardiac Sciences, Neurosciences, Orthopaedics & Joint Replacements, Organ Specific Cancer Care, Urology & Nephrology, Plastic & Reconstructive Surgery, Minimal Access & Bariatric Surgery, Critical Care & Pulmonology, Trauma & Emergency Care, ENT, Transfusion Medicine and other support specialties accessible to all the segments of the society with utmost care and compassion.

FOUNDATION AND GROWTH

Global Hospitals was founded in 1999 at Hyderabad (India) with 150-bed tertiary care hospital. A second 300-bed hospital was established in 2002 at Hyderabad. After that, the Group went on to establish a chain of super specialty hospitals across other major cities in India. To meet the changing needs of the community and provide comprehensive range of healthcare services to all the sections of the society, the Group made remarkable growth and expansions over the past few years. This culminated into opening of Global Health City, a 27-acre Multi Super Specialty 500-bed (now 1000) quaternary care facility in Chennai, built according to the International Standards and quality benchmarks. In addition, the Group went on to established Global Hospitals, Bengaluru, a 500-bed state-of-the-art multi-disciplinary tertiary care hospital with world-class facilities, and Global Hospitals, Mumbai, a 450-bed multi-super specialty and multi-organ transplant facility at the financial capital of India.

ABOUT THE GLOBAL HOSPITAL, LB NAGAR, HYDERABAD

The Global Hospital at LB Nagar, Hyderabad was established in 2002 and is also known as Aware Global Hospital (AGH). It is a 300 bedded Multi Super Speciality Tertiary Care hospital providing a wide range of good medical facilities including heart and kidney transplant services.

MISSION

To provide world class multi-speciality tertiary care services at an affordable cost in a safe, patient centred environment conforming to ethical standards with commitment to social responsibility.

VISION

- Deliver healthcare services through continuous quality improvement and industry leading practices in patient safety.
- Be a centre of healthcare excellence with commitment to promote sustain and exceed international healthcare standards.
- Be a global leader in super speciality, multi organ transplant using cutting edge technology.
- Be a preferred employer for healthcare professionals.
- Provide professional education, training, research and Regenerative Medicine that foster innovation and growth.
- Deliver increasing value to stakeholders.

QUALITY POLICY

- Be a centre of excellence in healthcare through commitment to continuous quality improvement and adopting industry leading practices in safety.
- Meet and exceed international healthcare standards through integrated model of healthcare quality systems and evidence based medicine.
- Surpass patient expectations by delivering healthcare service that is caring and compassionate.
- Develop teamwork and communication through encouraging multidisciplinary collaborative practice.

CORPORATE VALUES

Add value to the patients, everyday through quality, safety and affordability.

- **Ethical Standards:** Maintain high ethical standards in delivery of healthcare services through their team of compassionate professionals, who are focussed on the needs of patients from their communities, regions and the nation and the world.
- **Evidence Based Medicine:** Adopt and deliver best practices through evidence based medicine as an integrated team of multi-disciplinary physicians, surgeons, scientists and allied health professionals.
- **Mutual Respect:** Treat the patients, visitors, employees and other customers, with respect and dignity.
- **Continuous Quality Improvement:** Continuously improve all systems, processes and procedures that support patient care, education and research.
- **Uncompromised Patient Safety:** Patient needs and their safety comes first and they will make no compromise to that.
- **Healthy Work Environment:** Create a healthy work environment by encouraging teamwork, collaborative practices, personal responsibility and accountability, integrity, innovation, trust and communication amongst all the staff.
- **Education and Research:** Aggressively promote education and research programs to improve patient care and to benefit society.
- **Social Responsibility:** Focus on the healthcare needs of the community, provide affordable care and participate in welfare activities of the government.
- **Transparency:** Practice openness in communication with all stakeholders.

ACCREDITATION & CERTIFICATIONS

NABH Accredited

NABL Accredited

HALAL Certified

SCOPE OF SERVICES

Clinical Services

- Anaesthesia
- Cardiology
- Cardiothoracic surgery
- Coronary Care Unit
- Day Care Treatment Endoscopy
- Day Care Treatment Bronchoscopy
- Dentistry
- Dialysis
- Emergency Medicine
- Ear Nose and Throat
- Gastroenterology
- GI Surgery
- General Medicine
- General Surgery
- Gynaecology
- Intensive Care Unit (Adult)
- Nephrology
- Kidney Transplant
- Neurology
- Neurosurgery
- Oral Surgery
- Orthodontics
- Orthopaedic Surgery
- Plastic Surgery
- Preventive Health Screening Clinics
- Rehabilitation
- Respiratory Medicine
- Surgical ICU
- Urology

Diagnostic Services

- CT Scanning
- DSA Lab
- Ultrasound
- X-Ray
- Clinical Biochemistry
- Clinical Pathology
- Haematology
- Clinical Microbiology and Serology
- Histopathology
- Cytopathology
- Blood Transfusion Services Blood Bank
- Blood Bank

Allied Health Services

- Dispensary and Pharmacy
- Dietetics
- Physiotherapy
- Ambulance Services

Utility Services

- Housekeeping
- Food & Beverage – Canteen , Pantry, Coffee shop
- Laundry
- Transport

Services Not Provided

- Burns Unit
- Dermatology
- Hyperbaric Medicine
- Intensive Care Unit (Paediatric)
- Intensive Care Unit (Neonatal)

- Obstetrics
- Ophthalmology
- Paediatrics and Neonatology
- Paediatric Surgery
- MRI (Outsourced)
- PET Scan (Outsourced)

CORPORATE TIE-UPS

- Singareni Collieries
- Arogyabhadrata
- Arogyasayahata
- BDL (Bharat Dynamics Limited)
- BSNL (Bharat Sanchar Nigam Limited)
- FCI (Food Corporation of India)
- CGHS (Central Government Health Scheme)
- ESI (Employee State Insurance)
- MIDHANI
- NMDC
- AP Foods (Andhra Pradesh Foods)
- NGRI
- IICT
- CCMB
- National Security Guard
- Public and Private Banks
- Public and Private Corporates

ROOM CATEGORIES

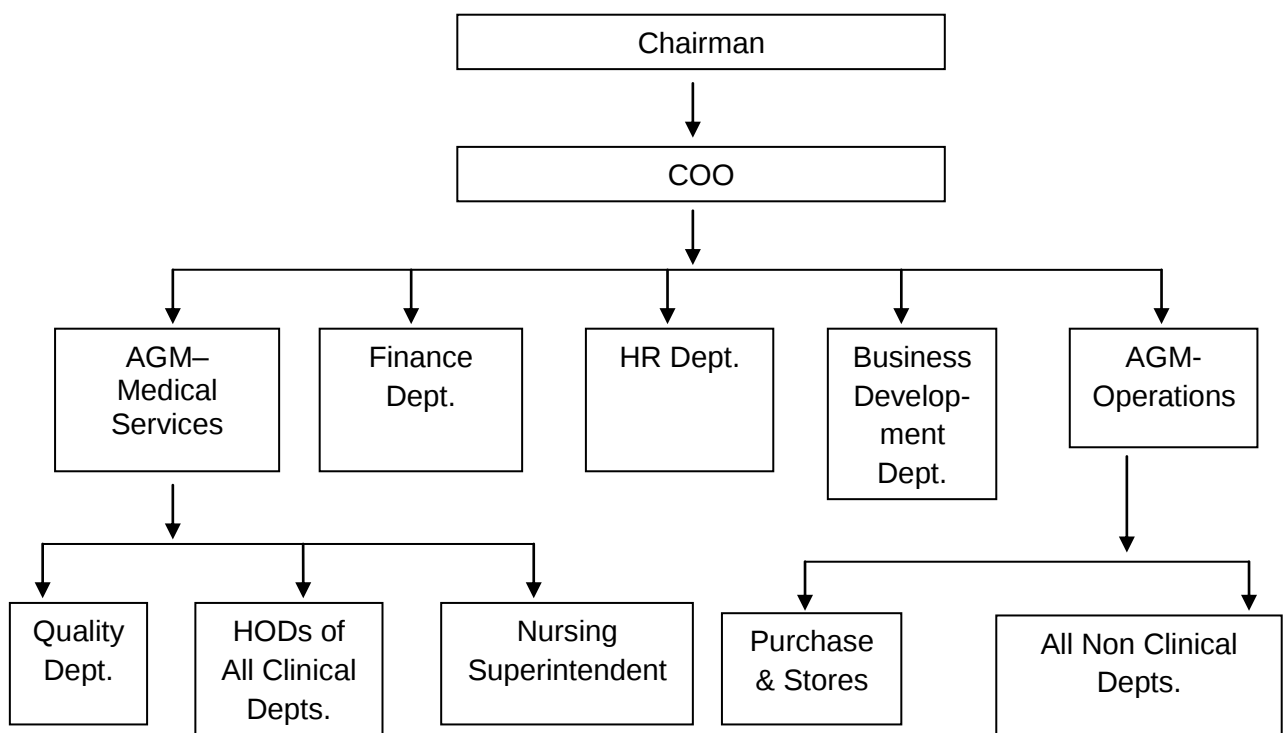
- General Wards- Female, Male
- Triple sharing rooms
- Double sharing rooms
- Single Non AC rooms
- Single AC rooms

- Deluxe Rooms
- ICUs – Medical, Surgical, Neuro, Cardiac, Cardiothoracic

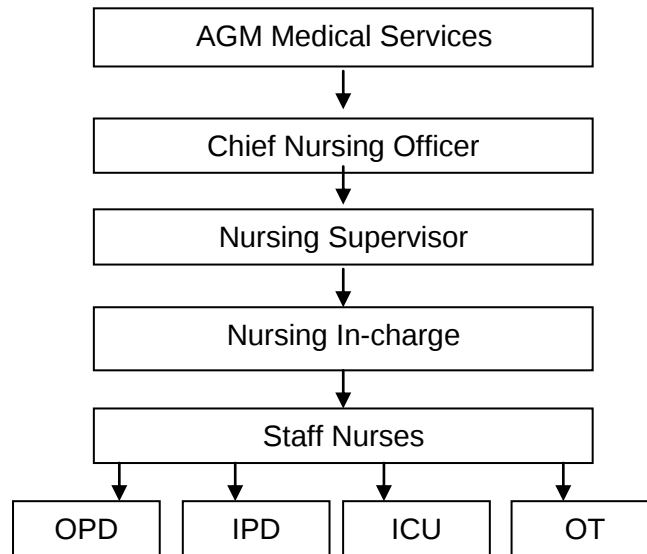
FLOOR PLAN

- Ground Floor – Front Office, Corporate Desk, Coffee Shop, OPD, EEG, EMG, Echo-TMT, Radiology (X- ray, CT Scan, Ultra sonography), Endoscopy Unit, IP Billing, Administrative Block (HR Dept., Finance, Purchase), OP Pharmacy, Blood Bank, Emergency Dept., Housekeeping Dept. , Canteen, Maintenance Dept., Manifold, Laundry.
- 1st Floor - Deluxe Ward, Private Ward, Cardiothoracic OT, Cardiothoracic ICU, Kidney Transplant Unit, IP Pharmacy, Communication Dept., Diagnostic laboratories.
- 2nd Floor – Medical Sharing Ward, Surgical Sharing ward, Surgical ICU, Neuro ICU, Operation Theatres, OT Pharmacy, Doctor’s Lounge, Pantry, Biomedical Dept.
- 3rd Floor – Medical ICU, Cardiac ICU, Cath Lab, Cath Pharmacy, Female General Ward, Male General Ward, General and Diagnostic Store, Dialysis Unit 1.
- 4th Floor – Respiratory ICU, Dialysis Unit 2, Bronchoscopy Room, Quality Dept., Dietician’s Room, Central Pharmacy, Tailoring Unit, RO Plant.

ORGANISATIONAL HIERARCHY



NURSING HIERARCHY



ROLES & RESPONSIBILITIES

AGM Operations

Responsible for the non-clinical services such as Engineering Services, Marketing & Public Relations, Security and Housekeeping.

AGM Medical Services

- To supervise Emergency Department, admission process and discharge process.
- To guide the Diagnostic Departments – blood bank, radiology, endoscopy and dialysis etc.
- To recruit Consultants.
- To recruit Resident doctors
- To recruit, select and appoint and ensure placement of nursing staff.
- To see the attendance, leaves of consultants and medical officers.
- To take part in the Multi-disciplinary facility rounds.
- To arrange for the appointment of necessary doctors and consultants in consultation with the Board of Directors.
- To look after duty rota of consultants and medical.

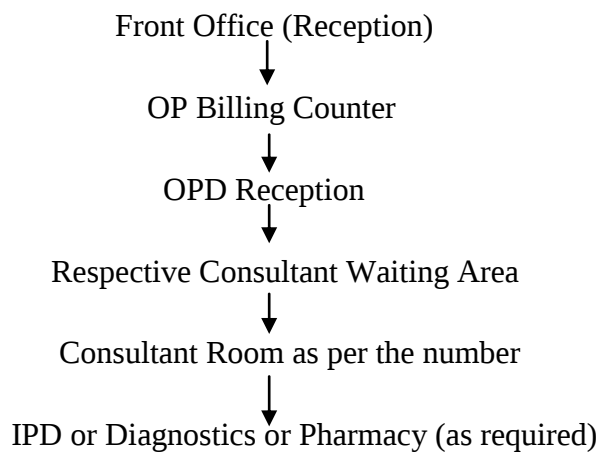
- To supervise the functioning of all Medical officers, junior doctors and night doctors in the hospital.
- To oversee the practice of evidence-based medicine, safety initiatives, quality assurance, Improve clinical performance and implementation of NABH standards in medical staff.
- To coordinate activities of the Hospital's Infection Control and safety Programs.
- To keep track of admission, discharge, leave against medical advice discharge, medico legal and deaths on a daily basis.
- To look into the IT Systems – quality related issues.
- To oversee the functioning of the Clinical (Biomedical) Engineering department.
- To oversee the Pharmacy operational aspects, except procurement.

Chief Nursing Officer:

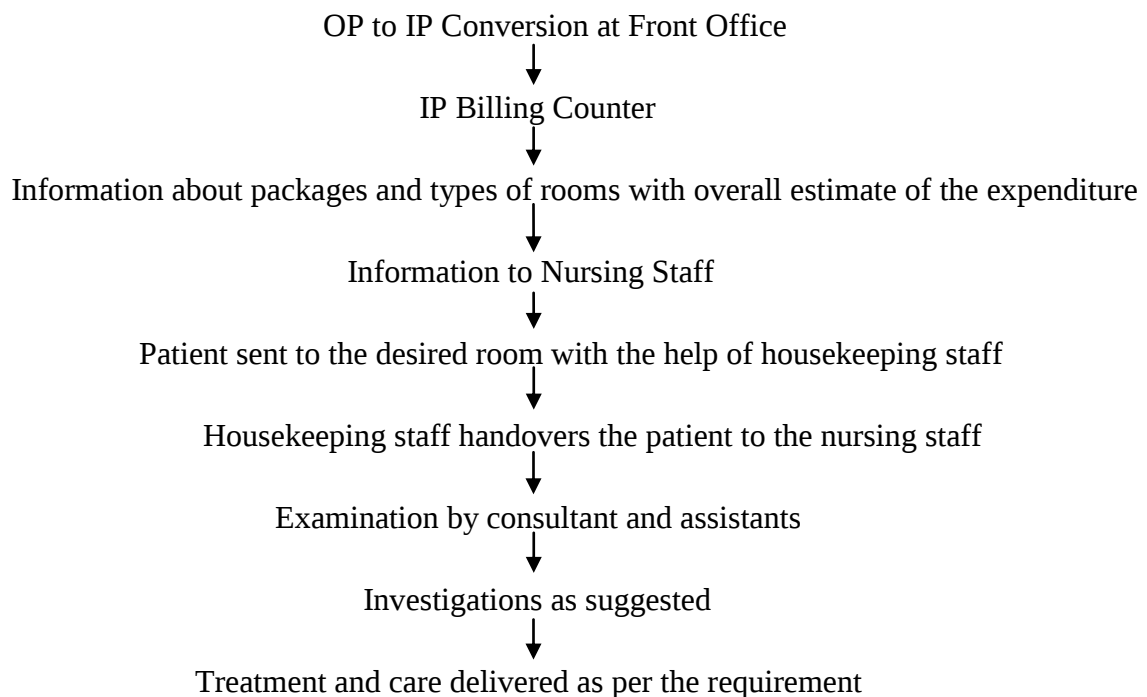
- Responsible and overall In-charge of nursing services in the hospital.
- To bring to the notice of medical director all the matters, untoward incidents and happenings in relation to patient care this includes patients complaints, medication related issues, medical officers, medical equipment, furniture and nurses grievances.
- Responsible for implementing hospital policies among various nursing units.
- To ensure safe and efficient care rendered to patients in various wards.
- To ensure that all nurses deal with patients in a courteous manner and are soft spoken with empathy with the patients and their relatives.
- To educate nursing staff of all categories by conducting awareness programme on universal precautions, ALS, BLS and CME's.
- To ensure to maintain discipline and punctuality among all the nursing staff.
- To assist MS in recruiting nursing staff.
- To investigate all complaints regarding nursing care and personnel and take suitable corrective action.
- To ensure all the records and registers are maintained properly in the wards by nursing staff.
- To carry out regular ward rounds of the hospital including surprise checks.
- To accompany medical superintendent while making hospital rounds.
- To attend hospital meetings and conferences when advised so.

- To recommend personnel and material requirement of the hospital wards and nursing services.
- To be a member of procurement and condemnation of linen and other materials of the wards.

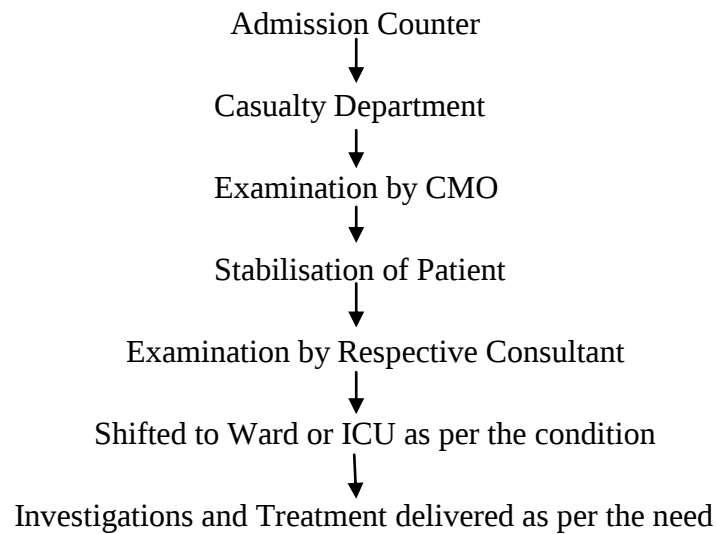
OPD PATIENT FLOW



IPD PATIENT FLOW



EMERGENCY & CASUALTY PATIENT FLOW



DISCHARGE PROCESS

