

**Internship
at
S. S. Hospital, Petlad,
District - Anand**

***By*
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The logo for IIHMR University, featuring the letters 'i' and 'H' in a stylized font, followed by 'IIHMR' and 'UNIVERSITY' in a serif font.
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PART – 1 INTERNSHIP REPORT

Introduction Of The Internship:-

During my internship I worked on various problem areas of the hospital on daily basis along with the dissertation project.

In the first week of my internship, I met Chief District Medical Officer (CDMO) Sir Dr. Nimitt. S. Kubavat and explained him the purpose of my internship. After which I was given an introduction to the hospital, it's various departments and functioning.

From the second week onwards I was given responsibilities like supervision of all paramedical staff, housekeeping staff, conducting trainings, organizing meetings and giving notices/circulars and instructions to staff and assisting Chief District Medical Officer.

Apart from the above responsibilities given to me I even took daily rounds of the hospital, handling employee grievances and solving problems.

1.1 OBJECTIVES OF THE INTERNSHIP:-

The main objective of the internship is to understand the work culture of the organization, their process of work and to assist the Chief District Medical Officer in day to day operations.

During this period, I worked on the project “Assessment of quality care in Obstetrics and Gynecology department in the hospital.”

Method Of Data Collection:-

1. Random survey and vigilant observation in the respective department.
Primary data was collected in the form of checklist, face to face interaction, questionnaires and observation.
2. Secondary data was available from various sources within the hospital premises.

1.2 HOSPITAL PROFILE



S.S.HOSPITAL , PETLAD is a district civil hospital. It was started in the year August 27 , 19 41

District Health System of Petlad is the fundamental basis for implementing various health policies and delivery of health care, management of health services for defined geographic area of Petlad district.

S.S.Hospital is an essential component of the district health system and functions as a secondary level of healthcare which provides curative, preventive and promotive healthcare services to the people in the district.

MISSION :- To enhance the patient quality life through providing specialized medical treatment at free/affordable rates to the poor and the needy and to provide preventive healthcare.

VISION:- To be the part of network to be the finest public health care institutions in the state of Gujarat, providing quality medical services with the state of art technology with easy accessibility, affordability and equity to the people of Gujarat and beyond.

LOCATION:- Near Petlad Bus Stand and Petlad Railway Station, Petlad.

Dist- Anand.

1.2 BRIEF HISITORY OF DEPT:-

It provides OPD services to patients from 1 CHC & 1 PHC.

OPD services include:

- | | |
|---------------------------|-----------------|
| - Medicine | - Dermatology |
| - Surgery | - Ophthalmology |
| - Orthopedics | - Dental |
| - Obstetrics & Gynecology | -Psychiatric |
| - Pediatrics | |

1.3 SOME OTHER OPD SERVICES:-

- Counseling BPL and illiterate patients/pregnant women regarding Family Planning, miscarriages, counseling on healthy habits, counseling on hand washing, etc.
- Counseling patients regarding STD Clinics (Sexually Transmitted Diseases).

In Patient Department:

Separate Male, Female, Maternity, Pediatrics and Eye ward is available.

Emergency Department:

Emergency department has emergency medical officers room. Being a District Hospital, all the emergency facilities are not available so the patients are stabilized and then referred to other referral hospitals with higher linkages.

Operation Theatre:

There are 3 OT's with 5 OT tables. Out of these, 2 are Gynecology OT for doing C-section, 1 in General Surgery and 2 in Eye surgeries

All the OT rooms are air conditioned but zoning of air needs to be done.

Laboratory:-

Laboratory has been provided with semiautomatic analyser and range of tests to be conducted has increased according to norms for the facility. Microbiology services are available in the laboratory.

Radiology:-

X ray department has 2 rooms:- processing room and dark room.

CT Scan, MRI, USG facility is not available in the hospital

OTHER SERVICES/FACILITIES AVAILABLE

NURSING SCHOOL	NCD CENTRE	ICTC CENTRE
ISOLATION WARD	POST PARTUM UNIT	LABOUR ROOM
AUDITORIUM/ TRAINING CENTER	District Disability REHABILITATION CENTER	PHARMACY
ARVT CENTRE	NRC	SWINE FLU WARD

Managerial Task Performed

Task that are performed are as follows:-

- 1) Reviewed monthly HMIS report according to the IPHS format.

Some of the important findings are as follows:-

No. of Outpatients during the period 01/02/2016-29/02/2016

S.No.	Department	Male	Female	Eunuch	Male Child	Female Child	Eunuch Child	Total
1	Others	2	9	0	1	1	0	13
2	Audiology Department	13	4	0	10	4	0	31
3	Clinical Psychologist	12	7	0	14	11	0	44
4	Dental OPD	16	25	0	2	4	0	47
5	ENT OPD	31	32	0	24	10	0	97
6	General OPD	1,546	1,560	0	448	392	0	3,946
7	Ophthalmo-logy OPD	642	685	0	59	57	0	1,443
8	Orthopedic OPD	30	52	0	3	4	0	89
9	Orthopedic OPD 2	52	27	0	11	6	0	96
10	Pathology/ Lab	3	8	0	0	1	0	12
11	Pediatric OPD	0	0	0	417	410	0	827
12	Physician-Medical OPD	99	79	0	2	3	0	183
13	Psychiatric OPD	37	36	0	26	12	0	111
14	Retina OPD	1	0	0	0	0	0	1
15	Dermatology OPD	120	153	0	46	64	0	383
16	Surgeon OPD (Female Surgical/ Gyne OPD	1	464	0	0	11	0	476
17	Surgery	0	0	0	0	1	0	1
	Total	2,605	3,141	0	1,063	991	0	7,800

Table 1 No. of Outpatients during the period 01/02/2016-29/02/2016

No. of Outpatients during the period 01/03/2016-31/03/2016

S.No.	Department	Male	Female	Eunuch	Male Child	Female Child	Eunuch Child	Total
1	Others	3	4	0	1	0	0	8
2	Audiology Department	10	5	0	5	1	0	21
3	Clinical Psychologist	2	4	0	12	7	0	25
4	Dental OPD	27	16	0	5	2	0	50
5	ENT OPD	31	38	0	19	18	0	106
6	General OPD	1,603	1,442	0	207	186	0	3,483
7	Ophthalmology OPD	527	714	0	55	85	0	1,381
8	Orthopedic OPD	35	54	0	4	2	0	95
9	Orthopedic OPD 2	94	52	0	10	13	0	169
10	Pathology/Lab	15	26	0	0	0	0	41
11	Pediatric OPD	0	0	0	537	495	0	1,032
12	Physician-Medical OPD	147	138	0	3	5	0	293
13	Psychiatric OPD	33	45	0	23	13	0	114
14	Retina OPD	2	0	0	0	0	0	2
15	Dermatology OPD	38	192	0	52	59	0	441
16	Surgeon OPD (Female Surgical/ Gynec OPD)	0	469	0	2	15	0	486
	Total	2,667	3,199	0	935	901	0	7,702

Table 2 No. of Outpatients during the period 01/03/2016-31/03/2016

No. of Outpatients during the period 01/04/2016-30/04/2016

S.No.	Department	Male	Female	Eunuch	Male Child	Female Child	Eunuch Child	Total
1	Others	0	1	0	1	2	0	4
2	Audiology Department	3	1	0	0	0	0	4
3	Clinical Psychologist	0	0	0	3	5	0	8
4	Dental OPD	11	13	0	2	2	0	28
5	ENT OPD	10	8	0	2	6	0	26
6	General OPD	718	733	0	24	127	0	1702
7	Ophthalmology OPD	200	262	0	26	13	0	501
8	Orthopedic OPD	17	26	0	0	1	0	44
9	Orthopedic OPD 2	98	48	0	12	11	0	19
10	Pathology/Lab	22	33	0	1	1	0	57
11	Pediatric OPD	0	0	0	201	175	0	376
12	Physician- Medical OPD	33	32	0	2	1	0	68
13	Psychiatric OPD	17	24	0	8	7	0	56
14	Dermatology OPD	72	109	0	28	42	0	251
15	Surgeon OPD (Female Surgical/ Gynec OPD)	0	265	0	0	18	0	283

Table 3 No. of Outpatients during the period 01/04/2016-30/04/2016

Operation Theatre

S.No.	Title	Feb	Mar	Apr	Avg.
1	No. of minor surgeries done	10	16	08	11.33
2	No. of major surgeries	12	10	16	12.66

Table 4 Operation Theatre

Maternal and Child Health

S.No.	Title	Feb	Mar	Apr	Avg.
1	No. of normal deliveries in the hospital	93	72	79	81.33
2	No. of normal deliveries(BPL Category)	0	0	0	0
3	No. of C-section deliveries	11	10	15	12
4	No. of C-section deliveries(BPL category)	0	0	0	0
5	No. of maternal deaths	0	0	0	0
6	No. of neo natal deaths	0	0	0	0
7	No. of still births	0	0	0	0

Table 5 Maternal and Child Health

Laboratory Services

S.No.	Title	Feb	March	Apr	Avg.
1	No. of lab test done	17089	15712	15715	16172

Table 6 Laboratory Services

Radiology

S.No.	Title	Feb	March	Apr	Avg.
1	No. of X – Ray taken	211	254	225	230

Table 7 Radiology

Pharmacy

SL.No.	Title	Feb	March	Apr	Avg.
1	No. of drugs expired during the month	0	0	0	-

Table 8 Pharmacy

BLOOD BANK

SL.NO.	Title	Feb	March	April	Avg.
1	No. of blood units issued	7	3	-	3.33

Table 9 BLOOD BANK

CHALLENGES FACED

The main challenge that was faced during the study was the language barrier. As the study was conducted in S.S.Hospital Petlad where people are more comfortable with Gujarati language or local language. So, it was tough to interact and communicate with local people initially.

The second challenge was to manage the house keeping staff, handling their day to day grievances.

The third challenge was lack of motivation among staffs and resistant to accept changes (new technology) made the situation much more difficult to handle.

PROPOSAL/SOLUTION

In order to cater to the problem of housekeeping, departmental heads were given checklists regarding the day to day work of housekeeping staff which they need to monitor, check and then put their signature on daily basis.

At, the same time in order to motivate staffs to work and implement new concepts, first of all training was imparted; they were taken to other hospital to make them understand the working process of other hospital and were asked to implement the good practices in their department.

After few days of monitoring those staffs that performed well and implemented things were given some incentives as a token of recognition and thus they were motivated to work and it even inspired others to follow their footsteps.