

**Internship
at
Vasan Eye Care Hospital, Gurgaon**

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Introduction

Internship is an integral part of MBA in Hospital Management.

The main purpose of this internship is to get an orientation towards the layout, operations and workflow of the hospital, in order to understand the processes and systems in the hospital.

Indeed I have got the golden opportunity to work in World's largest eye care chain, Vasan group of hospitals. The area of hospital administration allotted me was Operations. Apart from working in operations department a project related to the process improvement in outpatient department of old gurgaon vasan eye care was done.

I joined Vasan eye care hospital from 16 Feb '15 for internship. The duration for the internship is of 3 months i.e. 16th Feb. to 10th May.

AIM:

To have an overall orientation / induction of the hospital setting.

Objectives:

1. To get an overview and develop understanding of the hospital's functioning.
2. To gather knowledge about the process flows of major clinical and non clinical departments in a hospital.
3. To help the management study and address some issues/problems associated with some specific operational area/department.

SECTION –A

Hospital Orientation And Departmental Study

1.1 HOSPITAL PROFILE

Vasan Healthcare is one of the fastest growing healthcare companies in India today. Vasan Healthcare Group - the flagship company & one of the fastest growing healthcare companies in India has under its wing -Vasan Eye Care Hospital - The World's Largest Network of Eye Care Hospitals with 170+ hospitals pan India and abroad, Vasan Dental Care - India's Largest Dental Care Network with 30+ hospitals, Vasan Medical Hall - a network of 50 pharmacy outlets across Tamil Nadu & Vasan Medical Centres - 7 specialty labs & day care diagnostics centres. Established in 1947, the company has been offering quality services to the citizens of India for over 65 years now.

1.1.1 Vasan Healthcare Group, began its journey with a single pharmacy in Trichy over 6 decades ago.

In 2002, the group setup its first eye care hospital in Trichy and today with its network of 170+ super speciality eye care hospitals, they are the world's largest eye care provider. And growing towards becoming the world's largest day care service provider.

1.1.2 Vasan Eye Care Hospital

The Vasan Eye Care network is a premier institution of eye care hospitals in the country that has been making a difference to over 6 million patients every year, making it a household name in India today. Vasan Eye Care, the group's biggest success story, set up its first hospital in the year 2002 and has now grown to over 170 eye care hospitals India. With more than 750 Ophthalmologists and over 7500 service staff, Vasan Eye Care is now the world's largest eye care network. With hospital spread across Delhi, West Bengal, Maharashtra, Gujarat, Madhya Pradesh, Uttar Pradesh, Orissa, Jharkhand, Rajasthan, Bihar, Goa, Tamil Nadu, Andhra Pradesh, Kerala, Karnataka & Pondyicherry, the group will be opening up more hospitals in the region. The network has also launched its hospitals in Dubai and Colombo.

Vasan has been certified as the “World's Largest Eye Care provider with the maximum number of stand-alone surgical centres” in 2011 by Frost & Sullivan. Today on an average 30,000 patients walk in every day, so far over 20 million patients have been treated at Vasan Eye Care

hospitals across the country and over 5 million procedures have been completed, which means every minute at Vasana, 5 new people discover the joy of clear vision.

1.1.3 Vasana Dental Care

Vasana Dental Care, a part of the Vasana Healthcare Group, is a chain of Corporate Dental Hospitals established with a vision to spread beautiful smiles across the nation. It is today India's Largest Dental Care Network and would soon be making its presence felt across the Country. These hospitals are equipped with the latest in technology & infrastructure.

1.1.4 Vasana Foundation

A CSR initiative to provide education and research opportunities to create a talented medical pool and offer subsidized medical treatment to students and senior citizens.

Vision

Vasana Healthcare Group - the flagship company is working towards building the vasana brand to be the world's largest day care service provider. In this endeavour to bring quality healthcare to each and every citizen, we

- Follow stringent ethical practices.
- Provide value for money.
- Practice transparency in all our services.
- Prioritize quality without compromise.
- Uphold our tradition of care.

Values

- To maintain a smooth and standardized work flow processes.
- To provide impeccable patient care that exceeds customer satisfaction and expectation.
- To uphold the pride of our organization, stake holders and investors at all times.

1.2 Infrastructure

Introduced various ophthalmic technologies in India and have a dedicated team of qualified surgeons specialized in various fields of ophthalmology. All Vasana Eye Care hospitals are well-equipped with state-of-the-art surgical and diagnostic equipment, Sterile operation theatres and total productivity systems with emphasis on patient satisfaction. Vasana Eye Care has the maximum number of Zypotix laser in India, with highly trained professional for the same. In its constant endeavour to make the patients see without glasses. It has introduced and performed maximum number of ICL Intacs.

Vasana Eye care Hospitals were one of the first to introduce micro incision cataract surgery and performed accommodative lenses. We are using one donor eye to give vision to two blind people. we have used maximum cutting edge technology lenses like Ortho K Lenses and Rose K Lenses.

- Separate divisions for each speciality
- Consultation room
- Refraction room
- Examination room
- Counseling room
- Administrative area
- Medical record department
- World-class service systems and trained service personnel
- State-of-the-art operation theatres
- Post-Op lounge with recliners/beds
- More than ten diagnostic stations per facility
- Advanced eye care equipments
- Complete range of optical frames & lenses
- Exclusive children's eye care
- 24/7 pharmacy
- Ambulance services

FURNISHINGS:

1. Deluxe refracting unit
2. Small adjustable chair
3. Reclining treatment chair
4. Casual chair
5. Lens cabinet
6. Slit lamp
7. Projector
8. Screen
9. Vision chart
10. Mirror
11. Perimeter
12. Treatment cabinet
13. Treatment table
14. Tangent screen
15. Clothes rack
16. Desk
17. Files
18. Clothes closet
19. Storage cabinet
20. Storage cabinet 20 in. high
21. Storage cabinet over files
22. Sink
23. Wall mount
24. Refrigerator
25. Shelf
26. Clothes hooks

1.3 State of art technology

- Stellaris for MICS Phaco from Bausch & Lomb
- Latest Phaco system from Bausch & Lomb for performing micro surgery at 1.8 mm
- Infiniti - Latest Micro Incision system from the world leaders in ophthalmology, Alcon USA
- Signature - Latest cold phaco system from AMO, USA
- Carl Zeiss Microscope for micro surgeries
- 800 Topcon Office Microscope
- Tomey A- Scan
- Zyoptix Z100 with Zyoptix Xp Gearless Hansatome for refractive surgeries
- Micro Keratome for Epi Lasik and Epi Zyoptix procedures
- Conductive Keratoplasty unit for presbyopic power corrections
- Corneal Collagen crosslinking for Keratoconus
- Orbscan II with aberrometer
- Tomey corneal topography
- Alcon Accurus Vitreo Retinal Surgery Unit / Millenium Posterior Unit
- Carl Zeiss Digital Colour Fundus Camera
- Carl Zeiss Fundus Camera
- Carl Zeiss Green Laser Unit for retinal lasers
- EEG for photo dynamic therapy
- Carl Zeiss OCT for retinal nerve fibre analysis and glaucoma progressive analysis
- B-Scan with UBM
- Zeiss Humphrey Field Analyser for glaucoma
- Zeiss Laserex Yag Laser System
- Photo slit lamp
- Auto Refractometers
- Indirect & direct ophthalmoscopes
- Ocular & Volk lenses

- Non-contact tonometers
- Pachymetry
- 5-step magnification slit lamps with CCD
- Synoptophore
- Laser DCR
- Legacy 20000 Cold Phaco Unit for advanced Micro Incision Cataract Surgeries

Services of hospital

Cataract Services

Cataract is the clouding of the natural crystalline lens and typically occurs because of ageing, although other reasons may be prolonged use of steroids, exposure to ultra violet and associated health problems like diabetes and eye injuries.

Surgery is the only known effective treatment for cataract removal. All cataract surgeries are aimed at removal of the cloudy natural lens and replacing it with an Intra Ocular Lens(IOL). At Vasana Eye Care Hospitals Phacoemulsification is performed (No stitch surgery) and a foldable IOL is inserted.

Cornea Services

The Cornea departments across the Vasana Eye Care Hospital network offer cutting edge technologies at affordable cost to the patients. At Vasana Eye Care hospital, we work as a team to keep abreast of the latest in Ophthalmology and motivate each other to deliver high standards of patient care.

Vasana Eye Care hospital network provides avenues for development of newer treatment modalities in collaboration with the industry and develop innovative surgical technologies to bring best possible eye care to the patients. Research forms an integral part of the Corneal Services at Vasana Eye Care hospital.

Glaucoma Services

Glaucoma is a disease of the eye which exhibits a typical optic neuropathy which results in progressive visual field loss. The most important risk factor is raised intraocular pressure. Risk factors for glaucoma include age above 40 years, diabetes, myopia, mature cataract, trauma, certain retinal diseases and a family history of glaucoma.

At Vasani Eye Care hospitals the patient is investigated thoroughly with use of Perimetry, Ocular coherence tomography (OCT) and then the treatment is personalised to the patient to maintain his vision and quality of life.

Retina Services**Laser Vision Correction**

Retina is the neurosensory layer of the eye which is present inside and at the back of the eye. It is on this layer that an image seen by the eye is formed, which is converted to nerve signals and transferred to the brain. Hence person with a normal eye but with a retina disease will have poor vision.

Paediatric Ophthalmology and Squint Services

Vasani Eye Care Hospitals provide treatment for an extensive range of pediatric eye problems such as sight-threatening conditions like pediatric glaucoma, cataract and congenital opacities of the cornea.

Also have comprehensive services in:

The management of squint, double vision and other disorders of eye alignment and movement, both in children and adults

The management of amblyopia or lazy eyes

Refraction in young children using eye drops (cycloplegic refraction) for those who have difficulty getting a good refraction.

General eye problems such as eye sore, allergic conjunctivitis and lumps on the eyelids (stye and chalazion).

Providing pediatric ophthalmology consultation to doctors in the pediatric departments.

Vision Rehabilitation Services

The vision rehabilitation program at Vasan Eye Care Hospitals assist persons with permanent visual impairment through a variety of training programs for life skills as well in the use of assistive devices. The program aims to aid those with permanent impairment lead independent lives and is based on the individual's nature of impairment and their available support facilities.

The centre has trained professionals to deal with issues related to low vision and its management. They evaluate the functional requirement of the clients as well as various visual functions through a series of tests and are prescribed personalized devices.

Services offered for children: (0 to 15 years) include Parental counselling, Educational guidance, Training in independent living skills, Early Intervention, Services for the children with low vision, Services for children with additional disabilities and multi-handicapped, Environment modifications, Training in using computer assistive software, Supportive services, Children's Library, Referral and Follow up.

Services offered for adults and elderly (16+ age groups) include Individual counselling, Educational guidance, Vocational guidance and placement, Training in independent living skills, Environment modifications, Training in using computer assistive software, Supportive services, Referral and Follow up.

Cutting Edge - Eye wear

All Vasan Eye Care Hospitals have an in-house dedicated Optical Outlet, which showcases more than 1000 options of brand and non- brand spectacle frames, suiting to every profile of the patients requirement starting from budget frames to high end brand frames. The conventional and stylish frames to match the young and old generation next to have an outlook of style and functionality has been synergised in the portfolio of frames displayed. The experienced sales personnel guide the patients on the suitability of the frame and the lens prescribed for Single Vision, Bifocal or Progressive Lenses. The branded lenses like Hoya, Esillor & Seiko are dispensed through all the outlets of Vasan Eye care.

A personalized care is given to every patient prescription by suggesting on the best lense which would give them a total clarity in vision, taking into account their budget.

Apart the Prescription Eyewear, keeping in mind the demand of our dedicated customer base, Vasan Eye care outlets, also showcases select brands of Sunglasses in its portfolio. A wide range of stylish but economical sunglass for the young generation is also being introduced.

All the staff at the Vasan Eye care is well trained and strive to Enhance and provide the Complete vision to all its dedicated patients.

Other

- Oculoplasty services
- Uveitis
- Neuro Ophthalmology

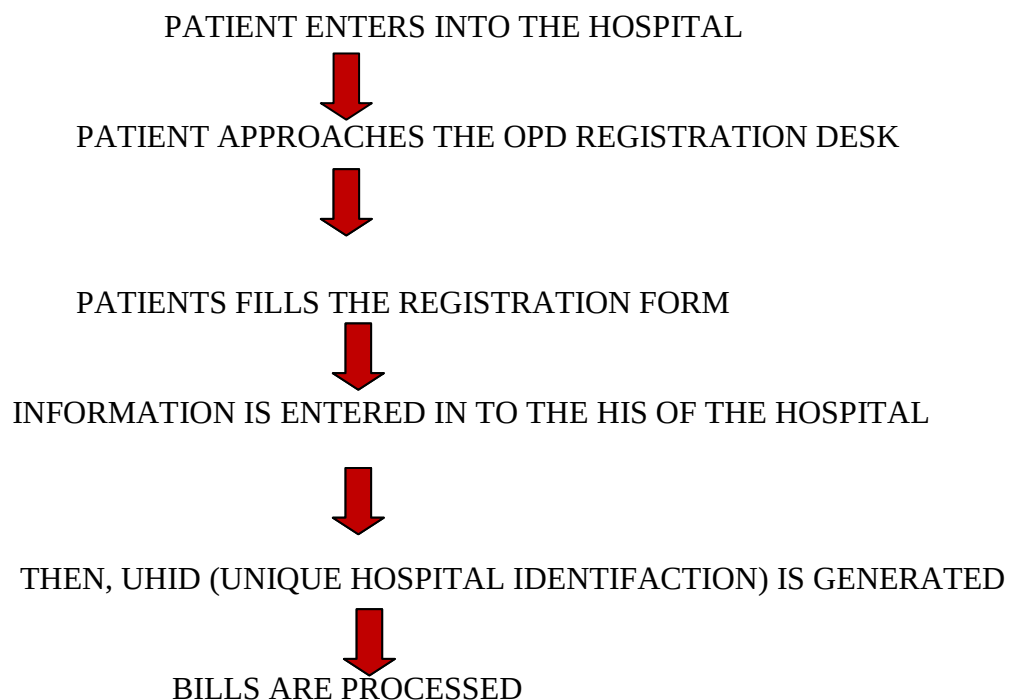
Departmental Profile

2.1 OPD – It has been divided in to two floors i.e. ground floor and first floor. But only first floor is in use.

Role:

- Reception/Information
- Appointment
- Registration-OPD, Diagnosis
- Billing-OPD, Diagnostics, Emergency
- Report/Document delivery
- Customer Feedback

REGISTRATION PROCESS OF OPD



Human Resource Department:

Role:

- Development of HR policies and strategies
- Oversee day to day operations of all departments.

- Manpower Planning
- Recruitment and Selection
- Employee Training
- Salary Determination
- Performance Appraisal
- Personnel Data entry and record maintenance
- Consultation and Advisory services to management and employees
- Grievance Handling

2.4 Marketing Department: All marketing activities for the centre are carried out from the corporate office, Chennai

Role:

- Branding and Promotion
- Online marketing through website
- Corporate link-ups
- TPAs
- Prepare brochures and pamphlets

2.6 Housekeeping

Role:

- Sanitation and Hygiene
- Odour control
- Waste disposal
- Pests, rodents and animal control
- Interior decoration
- Infection control

2.9 Store and Purchase

Stores receives all equipments, instruments and items of raw material, consumables, printing and stationary, medicines and other essential goods required by the hospital.

Role:

- Procurement of stores through indigenous and foreign resources
- Checking of requisition and purchase indents
- Negotiating contracts
- Issue of purchase order
- Follow up of purchase orders for delivery in time
- Serving as an information centre on the materials' knowledge.

2.10 Engineering and Maintenance

Role:

- To maintain electric and water supply
- Air conditioning and refrigeration
- Intramural transportation

2.11 Finance

Functions:

The functions of the financial departments are interlinked with the functioning of practically all other departments. The primary and essential functions of this department are:

- To maintain financial records
- To make payments of bills and expenses on time
- To collect accounts due
- To monitor the cash flow/ funds
- To make payments of wages and salaries
- To provide information regarding financial condition to managers and decision makers of the hospital

2.12 Medical Records Department

Functions:

- Proper storage and maintenance of medical records
- Maintenance of integrity and confidentiality of medical records
- Obtaining missing patient files

2.13 Security

Security services ensure the total safety and security of the internal as well as external customers.

Functions:

- To secure the infrastructure and hospital property
- Safety of patients
- Control of flow of visitors
- VIP security
- Parking management

2.14) IT Department

Functions:

- Maintenance of all the software's in the hospital.
- Modifications of the software are as per the requirements of the department.
- It covers the following modules:
 - OPD Billing
 - Administration
 - House keeping
 - Ward/Nursing
 - Stores
 - Purchase