

**Internship
at
Sakra World Hospital, Bangalore**

**Submitted By
Anshu Malik**

**MBA Hospital & Health Management
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About the organization- The SAKRA World Hospital is committed to advanced medical care through innovative and efficient services, creating an environment of continued quality improvement and expertise of the best physicians. We utilize the most recent medical technologies, advanced clinical methods and develop protocols to improve our outcomes ensuring the good health of the community around us.

Sakra World Hospital (A unit of Takshasila Hospitals Operating Private Limited) is a joint venture company between Kirloskar Group, Toyota Tsusho and Secom Hospitals. It is India's first MNC hospital committed to the advanced medical care that enhances the value of human life.

Sakra combines synergies of these large entities to provide the cutting-edge medical technologies and herald a change in the current healthcare systems and processes. Sakra is dedicated to ensuring good health of the community. This flagship 350-bedded multi-super specialty hospital situated in Bangalore was launched in February, 2014.

VISION:

“We commit to medical care that enhances the quality of human life”

MISSION:

“Providing high quality medical care through cutting edge technology and highly skilled manpower. Caring beyond the treatment include complete after-care. Being responsible for the patients well-being and continuous enhancement of his quality of life.”

VALUES:

- Safety
- Team practice
- Trust

- Integrity
- Honesty
- Empathy
- Respect
- Excellence
- Ethics

Various departments in the hospital are

Clinical Services:

- 24-hour Accident & Emergency Services (Trauma Unit)
- Anaesthesia
- Cardiology
- Cardiothoracic Surgery
- Dental
- Dermatology
- Endocrinology & Diabetology
- ENT
- Gastroenterology
- General & Laparoscopic Surgery
- Health Check-Ups
- Internal Medicine
- Medical Oncology
- Nephrology
- Neurology
- Neurosurgery
- Obs. & Gyanaecology
- Ophthalmology
- Orthopaedics
- Paediatrics/ Neonatology
- Pain Management
- Plastic Surgery/Cosmetic Surgery
- Psychiatry & Psychotherapy

- Respiratory Medicine
- Oncology
- Urology

Critical Care Units

- Medical Intensive care unit
- Cardiac Intensive unit
- Neuro intensive care unit
- Neonatal Intensive care unit

Diagnostic Services

- Laboratory
- Radiology

Therapeutic services

- Clinical consultation services
- Clinical inpatient service
- Operation theatres
- Labour room
- Digital Cath Lab
- Dialysis Unit
- Bronchoscopy
- Endoscopy
- ECG, Echo, TMT, EEG, EMG, PSG, Spirometry

Ambulatory Care Area

- Outpatient services
- Emergency services
- Pharmacy services (IP- 24 Hrs, OP Pharmacy)
- Physiotherapy Department

Auxiliary Services

- Dietary services
- Central Sterile and Supplies Department
- Laundry
- Stores (general, medical) & Substores
- Mortuary
- MGPS (Cylinders and piped medical gases)
- Engineering services
- Housekeeping
- Security
- Medical record department
- Hospital Management Information System
- Administrative Office
- Ambulance & Non ambulances

EMERGENCY DEPARTMENT

Due to the unplanned nature of patient attendance, this department provides initial treatment for a broad spectrum of illnesses and injuries, some of which may be [life-threatening](#) and require immediate attention, except for major burns. It is located at the ground floor with its own dedicated entrance and operates for 24 hours a day.

Ambulance- 2 ACLS (with CCTV camera for telemedicine) and 2 BCLS

Patients are either transferred to other departments or are discharged within 4 hours.

OPERATION THEATRE

Operation theater complex of East wing is located on first and second floor. Operation theater complex has operation theater assigned to various departments. Cardiac, oncology , laparoscopic, gynecology, ENT and plastic surgeries are performed in these operation theaters. Operation theater complex is located on first floor. It has 7 operation theaters for various departments. Orthopedic, neurology and general surgeries are performed here.

FRONT OFFICE

Front office is the first point of contact between the hospital and its customer.

Services provided by front office

- 1) inpatient and outpatient registration.
- 2) IP admission and discharge
- 3) medical alert details
- 4) appointment scheduling
- 5) doctors schedule summary
- 6) patient billing(IPD,OPD)
- 7) insurance management
- 8) patient visit history

CALL CENTRE

Call centre of Max hospital, saket operates at 24*7..It can be used as an information centre for all customers.

Call centre deals with:

- Doctor's appointment
- Health check ups
- Radiology and diagnostic appointments

- Patient's information
- Doctor's information
- Employee's information
- Specialty information
- Other department information
- It handles internal emergency e.g. Blue code

BLOOD BANK

Sakra hospital has its own blood bank. All blood groups are available. But it is preferred that patient arranges blood through his relatives or any friend and should give replacement.

Blood bank consist of

1. Sample collection area / reception area: In reception area a form is given to the attendant of the patient regarding their details before he/ she donates the blood.
2. Apheresis area: blood have several components including red blood cells platelets and Plasma. Donor aphaeresis is a special type of blood donation in which a specific component platelet, plasma is withdrawn from donor
3. Component room: In component room the whole blood is separated into packed cells FFP and platelets.
4. TTI room: it is to diagnose transfusion transmitted infections. If donor is detected positive for TTI status it means donor have the potential to transmit the infection to their partner and children.
5. Issue room: This room is to issue the screened blood bags.

Staff of blood bank consists of 1 HOD, 2 blood bank officer, 1 technician supervisor, 8 technicians, 2 staff nurse, 2 computer executives, 2 GDA.

IPS(INTERNATIONAL PATIENT SERVICES) DEPARTMENT

It takes a lot to be a world-class health care services provider and as per patient registration data. This department, situated in ground floor, is exclusively dedicated for the services of international patients. Also a Japanese help desk is there.

Contact Procedure:

- Patient sends a query and/or reports
- IPS Team consults the relevant consultant and provides diagnosis, proposed treatment and estimate
- If required, a telephonic meeting may also be arranged
- Patient confirms if he wants to have treatment at Sakra world hospital to provide Visa Facilitation Letter
- Patient confirms the arrival date and time
- IPS Team, in the meantime, books room, OT etc. for the patient
- Patient is received at the Airport and then, brought to the Hospital/Guest House/Hotel

Also, another contact procedure is as follows:

- Max hospital conducts free outreach OPDs in other countries, at least 1-2 per year
- Max hospital also has tie ups with different hospitals in these countries

PHARMACY DEPARTMENT

Sakra pharmacy is self-owned. There are 1 In-patient pharmacy stores and 1 Out-patient stores in the hospital.

PURCHASE

Auto purchase requisition is given to central purchasing team which is forwarded to vendor(outsourced). For purchasing the items ABC method is followed. Weekly requisition is done and vendors take minimum 3 days for delivery of drugs to hospital.

STORING OF DRUGS

Medicines are arranged according to VISTA (e-care) in Client patient record system via generic name in alphabetic order in racks, shelves, cupboards and drawers. Oral, parenteral and topical items are stored separately. Near expiry (expiry within 3 months) is stored in separate designated area to expedite the consumptions.

CATH LAB

Catheterization laboratory or cath lab is an [examination room](#) with [diagnostic imaging](#) equipment used to visualize the arteries of the heart and the chambers of the heart and treat any stenosis or abnormality found.

Diagnostic procedures performed here are:

- Angiography
- Electrophysiology study
- Cath study

Out of these 3 angiography and cath study is done in cath lab 1 and EPS is done in cath lab 2.

SECURITY DEPARTMENT

The security department is an eye and ear of every organization acting as a liaison between management and staff. The control room of Security Department is located on B1(basement no.1)

