

**Internship
at
Jaypee Hospital, Nodia**

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S/NO	Descriptions	Page no
	Title page	
1	Overview of Organization	1
2	Vision	1
3	Mission	1
4	Core values	2
5	Institutes & departments	3
6	Network hospitals	4
7	Layout of Orgnization	5
8	Roles &responsibilities	7
9	Difficulties faced	8

CHAPTER 1

OVERVIEW OF THE ORGANISATION

Jaypee Hospital at Noida is the flagship hospital of the Jaypee Group, which heralds the group's noble intention to enter the healthcare space. This hospital has been planned and designed as a 1200 bedded tertiary care multi-speciality facility and has commissioned 525 beds in the first phase.

The Jaypee Hospital is constructed across a sprawling twenty-five acre campus in Sector 128, Noida which is easily accessible from Delhi, Noida and the Yamuna Expressway.

1.1. VISION

Promoting healthcare to the common masses with the growing needs of society by providing quality and affordable healthcare with commitment.

1.2. MISSION

The Jaypee Group is committed to building Jaypee Hospital as a super-speciality hospital with advanced healthcare facilities, the latest diagnostic services and state-of-the-art technology focused on medical specialities that meet the healthcare needs of the population. The Jaypee Hospital will be the ultimate choice for medical care.

1.3. CORE VALUES

- **Quality:** We shall maintain the highest standards and achieve them by continually measuring and improving outcomes

- **Innovation:** We welcome and encourage change and continuously seek better and more efficient ways to target success
- **Teamwork:** We shall collaborate and share knowledge, for the advancement of our mission
- **Service:** We strive to exceed our patients and fellow colleagues expectations for comfort and convenience
- **Integrity:** We adhere to the highest moral and professional standards of honesty, confidentiality, trust, respect and transparency
- **Compassion:** We adhere to provide a caring and supportive environment for all our patients, their families and fellow colleagues

1.4. INSTITUTES & DEPARTMENTS:

- Department of General & Laparoscopic Surgery
- Department of GI & Hepato-Pancreatico-Biliary Surgery
- Department of Gastroenterology
- Department of Obstetrics & Gynaecology
- Department of Spine
- Department of Orthopaedics
- Department of Rehabilitation Medicine
- Department of Ear, Nose & Throat
- Department of Cardiac & Transplant Anaesthesia
- Department of Anaesthesiology
- Department of Ophthalmology
- Department of Nephrology
- Department of Urology
- Department of Neurology
- Department of Neurosurgery
- Department of Plastic, Aesthetic & Reconstruction Surgery
- Department of Cardiac Surgery
- Department of Cardiology, Cardiac Pacing & Electrophysiology
- Department of Interventional Cardiology
- Department of Non-Invasive Cardiology
- Department of Pulmonary & Critical Care Medicine

- Department of Paediatrics
- Department of Medical Oncology
- Department of Neonatology
- Department of Internal Medicine
- Department of Radiology
- Department of Surgical Oncology
- Department of Radiation Oncology
- Department of Dentistry
- Department of Ophthalmology
- Department of General & Bariatric Surgery

1.4. NETWORK HOSPITALS

The Jaypee Group has extensive plans to expand its healthcare project in the coming years by developing 7 more hospitals:

- A 250 bedded hospital at Bulandshahar
- A 200 bedded hospital at Anupshahar
- A 500 bedded hospital at Sahibabad
- A 500 bedded hospital at Agra
- A 500 bedded hospital at Kanpur
- A 300 bedded hospital at Dehradun
- A 300 bedded hospital at Rewa

1.5. INTERNATIONAL PATIENT SERVICE

Jaypee Hospital has a department dedicated to International Patient Services which takes care of all healthcare related and other requirements of patients and their companions coming from overseas markets. Some of the services are listed below:

1.7. LAYOUT OF JAYPEE HOSPITAL, NOIDA

LOCATION	AREA/ACTIVITY
Lower Basement	Biomedical Department, Engineering Department, Security Control Room, Mortuary, AC plant, Medical Record Department, IP Pharmacy, Medical & Non Medical Stores, Purchase Department, Radiation Oncology Department, Laundry, Water Treatment Plant
Upper Basement	Administrative Department, HR Department, Nursing Department, Finance Department, Auditorium, Cafeteria, Auditorium, Blood Bank, Nuclear Medicine, Laboratory, Kitchen, Change Rooms,
Ground Floor	OP Pharmacy, Visitor's Cafeteria, Central Reception, Front Office (Admission & Billing), International Patient Care Services, Emergency, Waiting Area, Radiology (MRI, USG, CT Scan, PET CT, Endoscopy)
First Floor East Wing	OPD (Billing Desk, Consultation Chambers, Nursing Assessment Room, Sample Collection Room, Treatment Room, Waiting Area)
First Floor West Wing	OPD (Billing Desk, Consultation Chambers, Nursing Assessment Room, Sample Collection Room, Treatment Room, Waiting Area)
Second Floor	OPD Consultation Obstetrics & Gynaecology, Doctors Lounge, Physiotherapy & Rehabilitative Department, Waiting Area, ICU Waiting Lounge, Cafeteria, Endoscopy, Paediatric OPD
Third Floor	MICU, NICU, ICCU, Transplant ICU, Mother & Child Care Unit, IVF Unit, Birthing Suites, Labour Room
Fourth Floor	18 Modular OT's, Pre/Post operative Area, SICU, Paediatric

	ICU, Biplane Cath Lab.
Fifth Floor	Inpatient Wards (Domestic Patients) Single, Twin, Multi (3), Multi (4), Multi (5) Rooms, Waiting Lounge, Procedure Room, Meeting Room
Sixth Floor	Inpatient Wards (International & Cardiology Patients) Single, Twin, Multi (3), Multi (4), Multi (5) Rooms, Waiting Lounge, Procedure Room, Meeting Room
Seventh Floor	Inpatient Wards Single, Twin, Multi (3), Multi (4), Multi (5) Rooms, Bone Marrow Transplant Rooms, Waiting Lounge, Procedure Room, Meeting Room

Table – 1

Roles and Responsibilities as a Floor –Coordinator of IPD

- To plan and strategize process development & improvement of various functional areas of the hospital
- To supervise & coordinate with all the departments functioning in IPD
- Perform daily floor activities which include interacting with patients, handling complaints/ grievances
- Track key performance metrics like Discharge TAT, Initial assessment time of Resident medical officers, Open file audit in relation to efficiency, effectiveness and patient safety.
- Study the drug indentation & consumption pattern; use these findings to optimize drug ordering
- Deciding reorder level for drug inventory in pharmacy and incorporating triggers in the HIS system
- Improve the pharmacy module of HIS system by incorporating a feature for partial drug consumption
- Study end-2-end process and ensure that the Health Care Information System is completely mapped to the existing process
- Ensure that changes/improvements in the process are mapped in the HIS accordingly
- Make decisions regarding requests for additional resources in the context of overall resource availability and having consulted appropriately
- Ensure the hospital consultants operate safe systems and monitor their practice on a regular basis

Difficulties faced

Related to Food & Beverages Department

- I. Delay in service time
- II. Wrong room services as incorrect patient food slip dispatch from dietician
- III. Poor quality of food

Related to House Keeping Department

- I. Cleaning of rooms not on regular basis
- II. Un courteous behaviour of housekeeping staff
- III. Too many interventions in morning time in patient rooms

Related to Billing Department

- I. Packages not explained to patient/relatives timely
- II. Long waiting time to complete whole billing process
- III. For TPA patients long awaiting time for bill clearance

Related to nursing

- I. Language barrier
- II. Non-experienced staff

A brief report on How you were engaged, in routine or general management, and managerial tasks you did with respect to the departments / programs, skills acquired, difficulties faced and lessons learnt.