

**Internship
at
Wockhardt Hospital, Nashik, Maharashtra**

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ABOUT THE ORGANISATION

INTRODUCTION

Wockhardt Hospitals, Nashik is the first corporate hospital in North Maharashtra to be commissioned in 2008. It is a dedicated super-speciality hospital offering comprehensive, end-to-end care in Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopedics and Joint Replacement Surgery. Apart from these, it also offers Minimal Access Surgery, Nephrology, Urology, Critical Care, Medical and Surgical Oncology and Emergency Services and a Trauma Line. The facility also acts as a Regional Referral Centre for pathological investigations.

Wockhardt Hospital, Nashik got NABH Accreditation in the year 2013

To provide comprehensive care, Wockhardt Hospitals Nashik has an eminent team of consultants, nursing staff and paramedics, along with the best in life support systems and ultra-modern technology.

VISION

"Wockhardt Hospitals will strive with excellence to fulfil the needs of the community in its chosen field of medical treatment"

Because of our emphasis on high teamwork we bring together all the necessary disciplines and skills from the many resources of our organization to serve our patients better and attempt to set the Wockhardt Care in a league of its own.

MISSION

"To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise, in a caring and nurturing environment with the greatest respect for human dignity and life."

Wockhardt Hospitals believe in setting the best practice standards in our services, continuously improving performance and exceeding the expectations of our patients as well as their families. We believe in building and maintaining long-term patient relationships, so as to become an essential resource for their well being.

We believe in:

- Training and developing the best human resource as the key to deliver superior patient service.
- Consistently investing in technology and infrastructure to match international benchmarks.
- Leading the development of professional standards in Healthcare Management.
- Continuously educating the community about the prevention of cardiac disorders.

SCOPE OF SERVICES

- Heart Care
- Brain and Spine
- Bone and Joint
- Laparoscopy and Gastroenterology
- Internal Medicine
- Nephrology
- Gynaecology
- General Surgery
- Ophthalmology (Cataract)
- Chemotherapy
- Respiratory Medicine
- Critical Care
- ENT
- Urology
- Emergency Medicine
- Plastic Surgery
- Endocrinology
- Surgical Oncology
- Radiology

VARIOUS TIE-UPS

1. Hospital:

- Tulsi Eye Hospital- for ophthal surgeries
- Curie Manavta Cancer Centre- for radiation oncology
- Shatabdi Super Speciality Hospital- for all type of cases

2. Radio-diagnostic:

- Star Scan Centre
- Vinchurkar Diagnostics

3. Laboratory:

- Ranbaxy Laboratory
- Metropolis Labs
- Ashirwaad Laboratory
- Dr. Deshpande's Lab (for renal biopsy)

4. Other Services:

- Sai Samarth Ambulance Services- ambulance & mortuary van with deep freezer mobile and mortuary box
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DEPARTMENTS OF THE HOSPITAL

Medical		Administrative	
Emergency	Blood Storage	Operations	IT
OPD	Pharmacy	Quality	Food & Beverages
IPD	Radiology	Human Resource	MRD
ICU	CSSD	Marketing	BME
OT	Physiotherapy	Finance	Engineering
Dialysis	Dietary	Commercial	Main Stores
Cath Lab	Pathology	Housekeeping Office	BMW
Endoscopy		Linen Office	Nursing Office
		Security	Helpline Centre

VARIOUS COMMITTEES

- Care & Quality
- Hospital Information Management
- PTC
- Safety
- OT & ICU Users
- Sexual Harassment
- CRAM
- Long Stay
- Mortality & Morbidity

CRASH CARTS IN HOSPITAL

- Emergency Room-1
- Dialysis Department-2 (Level 1 & 2)
- Health Checkup-1
- Radiology-1
- Cath Lab-1
- ICU-3
- SICU-1
- OT-1
- Wards-3 (1 on each level)

EMERGENCY ROOM

Located on the ground floor and headed by CMO, the department consists of 4 beds and 1 procedure room where minor operations are conducted. The department has 5 consultants, 11 nurses in three shifts including Team Lead Nurse and 2 Housekeeping. Any of the patients getting admitted as in-patient are always referred through emergency department where they are given admission note form. There are two ambulances; 1 BLS and 1 ACLS

OUT PATIENT DEPARTMENT

Located on ground floor the Outpatient Department is headed by Deputy Manager- Operations and offers a variety of services. The department is divided into two areas where OPD-1 includes Cardiology, Radiology and Nephrology. OPD-2 includes consultations of CVT, Brain & Spine, Orthopaedics, Gastroenterology, General Surgery, Internal Medicine, Gynaecology, Ophthalmology, Chemotherapy, ENT, Critical Care, Urology, Plastic Surgery, ENT, Endocrinology and Surgical Oncology.

IN PATIENT DEPARTMENT

The wards are located on Level 4, 5 and 6 and consist 95 IP beds that include 38 multi beds, 36 twin sharing and 21 single room beds. Each level has 1 Coordinator, 3 RMOs in each shift and 1 Nursing Team Lead. The Nurses work in 3 shifts and is divided into Medication Team and Functional Team. The tariff per day for various bed categories is 1375, 2175 and 3675 respectively. Level 4 is mostly kept for chemotherapy patients.

The department is headed by Deputy Manager- Operations and provides services of Cash, Corporate and Insurance/TPA.

CATH LAB

Located on Level 2 and headed by Senior Manager- Medical Administration, the Cath Lab consists of 1 procedure room with 2 observational beds. The various services provided include Coronary Angiography, Coronary Angioplasty, Renal Angioplasty, Balloon Mitral Valvuplasty, Permanent Pacemaker (Single Chamber), Permanent Pacemaker (Double Chamber), EP Study Diagnostic, EP Study Ablation, Defibrillator , IABP, SNRT, Temporary Pacemaker, Rotablation, FFR, Check Angiography, CDTT,

Attempted Coronary Angio Plasty, Thrombosuction, Anterior Communicating Artery aneurysm Embolisation, Other procedures related to Interventional Radiology.

The manpower includes 2 full time consultants, 1 RMO, 2 technicians, 4 nurses, 1 customer care coordinator, 1 store incharge and 1 housekeeping staff.

DIALYSIS

Located on Level 1 and 2 and headed by Assistant Manager Operations, the department consists of total 10 beds with 10 machines for OP cases and 1 on wheel machine for IP/ICU/Emergency cases. The department has 1 full time with 3 part time consultants, 1 RMO, 10 technicians, 1 nurse, 1 washer and 2 housekeeping staff. The various services provided include Haemodialysis, SLED, Plasmapheresis and Uro-flowmetry diagnostic test.

ENDOSCOPY

Located on Level 2 and headed by Assistant Manager Operations, the department provides services of Colonoscopy, Endoscopy, Bronchoscopy and Side way Endoscopy & Proctoscopy and has 1 bed in procedure room with 2 recovery beds. The manpower includes 2 full time & 2 part time consultants, 1 RMO, 2 technicians and 1 housekeeping staff. The ERCP and Dilatation procedures are done in OT.

INTENSIVE CARE UNIT

There are two types of ICU- MICU and SICU located on Level 2 and 3 respectively. MICU has two units MICU-I and MICU-II consisting of 22 and 12 beds each. There is an ICU relative waiting area and the visitors' time are from 11:30am to 12:30pm and 5:30pm to 6:30pm. Usually ICU-II remains non-functional and is utilized in cases of increased patient flow or infectious cases. Each ICU has an isolation room. The unit is managed by the Intensivist with 5 RMOs in each shift.

The SICU unit has 8 beds. The nurse-patient ratio for ventilated patients is 1:2 whereas for non ventilated cases remains 1:3

OPERATION ROOM

The department is located on Level 3 having three specialized theatres for Cardiology, Orthopaedics and Neurology with one theatre for General Surgery. It is 24 hours running department having 12 nurses per three shifts. It consists of a OT stores department for equipments and consumables with a separate sterile room.

PATHOLOGY

The department is located on Level 3 and offers services that include Haematology, Microbiology, Biochemistry, Histopathology and Immunoassay. There are 2 consultants, 4 technicians, 1 customer care and 1 housekeeping staff.

PHARMACY

The department is located on Level 1 providing 24 hours services and common for IP and OP patients. It has 1 Clinical Pharmacist, 1 Incharge and 6 dispensing pharmacists. There is a separate section for look alike and sound alike drugs and all the high alert drugs are coded with red sticker. All the medicines with near expiry (3 months) are returned back to the vendors.

RADIOLOGY

The department is located on Level 1 and offers services of X-ray, MRI, CT scan and USG. The manpower includes 3 full time consultants, 8 technicians, 1 nurse, 1 customer care and 1 housekeeping staff.

CENTRALIZED STERILE STORAGE DEPARTMENT

Located on Level 4 and headed by Assistant Manager- Operations the department has steam sterilizers and chemical sterilizer that uses ethylene trioxide.

Flow chart- Receiving counter → Check list → washing with air/water gun → Washer disinfectant → sorting out → Wrapped in cloth → Wrapped in SMS paper and taped with autoclave tape → Steam sterilization/Chemical sterilization.

Dispensing – Separate sterilization room where sterilized materials are kept and dispensing is done through a window

BIOMEDICAL WASTE DEPARTMENT

The department is located on Level 6 and there are 4 colour coded bag policy followed.

- Yellow bag- body parts, dressing materials and all chemotherapy drugs.
- Red bag- Infected and non infected human tissue and organs, plastic materials (catheter bags, gloves, urine nag, tubings, intravenous cath, solid plaster cast, etc)
- Black bag- domestic waste, paper and food particles
- Puncture proof container- for needles, blades, ampoules, scalpels, broken glass, any other similar sharp.

MEDICAL RECORDS DEPARTMENT

The department is located on Level 2 and has 1 Incharge, 1 assistant and 1 housekeeping staff. All the inpatient records are kept for 10 years, MLC files for 25 years and outpatient records for 5 years. The disposal is outsourced and is done through shredding. All the files are arranged by their UHID numbers.

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Designing Medical Records Requisition Form
- Comparative survey of pathological and radiological investigations of hospitals and laboratories in Nashik City with Wockhardt
- Stress Evaluation Survey among the Nurses working in Critical and Non Critical Areas of Wockhardt, Nashik
- Time Motion Study for Pharmacy- Average Prescription to Receiving Time