

**Internship
at
Medica Super Specialty Hospital, Kolkata**

**Submitted By
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ABOUT THE ORGANISATION

Medica Super specialty Hospital is a **tertiary care hospital** with state-of-the-art facilities in Cardiology and Cardiac surgery, Neurology and Neurosurgery, Orthopedics, Joints and Spine treatment, Liver and Gastroenterology, a large Dialysis facility, advanced Urology services and a host of other support services, all under the same roof.

This hospital has been created keeping in mind that those needing treatment should find this unit as an end-point of their search for **excellence in clinical services, ambience and staff behavior**, and at prices so slated so as to be **affordable** to all. It is a sincere attempt to stop patients from having to travel to north or south India for treatment. We strive to build in **transparency** in our actions and develop **strong doctor-patient communication**.

Medica Super specialty Hospital will serve as the hub for our smaller hospitals in Siliguri, Asansol and various others in the Northeast.

VISION:

Committed to bring the best in healthcare

MISSION:

We deliver excellent clinical outcome with superior patient care in a transparent manner within a safe environment

Quality Policy

Medica Super specialty Hospital (MSH) is committed to provide the best in healthcare at an affordable cost, in a safe and comfortable care environment in a transparent and ethical manner.

In keeping with this commitment, MSH will pursue global standards of superior medical care through qualified medical and support staff, cutting edge technology, an environment for continuous learning and development, and patient centric interactions.

All team members at MSH, whether in management or in medical services, will support the continuous improvement philosophy of its QMS for planned development, through self evaluation and corrective action to meet and exceed the expectations of our patients.

Our Commitment-

To Bring the Best In Healthcare to Kolkata

- Clinical excellence
- Transparency in all our activities
- Affordable to all categories of people
- Optimal utilization of Information Technology
- Use of modern, cutting-edge technology to alleviate patient discomfort
- All facilities under one roof

Medica synergie group incorporated in the year 2003. Business operation started in the year 2006, Project & consultancy wing under synergie umbrella started in June 2006 in the same year i.e. February 2006 foundation stone of MSH was being laid.

The first hospital of the group was Medica North Bengal clinic in Siliguri in 2008 followed by its first ENT unit in Kolkata. Medica subsequently opened its first state-of-the-art hospital in 2010.

DEPARTMENTS OF HOSPITAL

Clinical Services

- 24-hour Accident & Emergency Services (Trauma Unit)
- Cardiology
- Cardiothoracic Surgery
- Dental
- Dermatology
- Endocrinology & Diabetology
- ENT
- Gastroenterology
- Health Check-Ups
- Internal Medicine
- Nephrology
- Neurology
- Neurosurgery
- Obs. & Gynecology
- Ophthalmology

- Orthopedics
- Pediatrics/ Neonatology
- Respiratory Medicine
- Urology

Critical Care Units

- Medical Intensive care unit
- Cardiac Intensive unit
- Neonatal Intensive care unit
- Intensive Cardiac care unit

Diagnostic Services

- Laboratory
- Radiology

Therapeutic services

- Clinical consultation services
- Clinical inpatient service
- Operation theatres
- Labour room
- Digital Cath Lab
- Dialysis Unit
- 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) & Sub-stores

- Mortuary
- MGPS (Cylinders and piped medical gases)
- Engineering services
- Housekeeping
- Security
- Medical record department
- Hospital Management Information System
- Administrative Office
- Ambulance & Non ambulances

Organizational Learning

-With permission of Mr Sudhanshu Roy (Vice President Human Resource Department)of Medica Superspeciality Hospital a schedule was created which was followed in order to observe and learn the functioning of all the departments of the hospital. Appointment was sought from the concerned personnel in various departments and later a evaluation report was prepared in which departments were evaluated with respect to manpower, processes, and infrastructure

Evaluation of the departments-

1) Emergency Department-

Partial patient fall: Lack of coordination while transferring patients from stretcher to bed.

Long stay in emergency: The patient sometimes have to stay long in emergency due to no beds for allocation in the wards

2) Radiology-

Long waiting time:

Due to various reasons- IP patients have to be attended on time, which delays the OP patients time

-Transport delay

3) Medical Record Department-

The patient relatives do not want to pay the fees for the documents they require.

4) Front office-

The admission desk has to face problems in bed allocation

Help desk sometimes have only 1 GRE as they have to escort the patient as when required, which cause problem to the GRE during rush hours & has to face the agitation of the visitors.

5) OPD- No proper signages

6) Floors- Transport issues

shortage of nursing staff

delay in discharge