

**Internship
at
Zon Healthcare Consulting Private Limited**

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1. OVERVIEW OF Zon Healthcare Consulting Pvt. Ltd.

Zon Healthcare consulting Pvt. Ltd Company is founded by team of young and dynamic healthcare professional with varied domestic and international experience.

ZHC Understand Each hospital or healthcare organization while reflecting general patterns still has its own unique characteristics based on its own differences of individuals, history & situations. Events experienced are unique to each organization & hence the solutions also, always follow an individualized pattern

- ⦿ Comprehensive consulting
- ⦿ Outsources management services
- ⦿ Implementation of e-HIS
- ⦿ Accreditation consulting (NABH | JCI | AHCS)
- ⦿ Inventory management
- ⦿ Turnkey project management

Zon Healthcare Consulting is a professionally managed proficient Healthcare consultancy. We have an expertise in providing Comprehensive Consulting Services to Healthcare Service providers. Our team is distinctively skilled in handling sensitive Change Management issues related to structure, physician hospital relationships, management and medical staff structures, funds flow within and between organizations, and various aspects of Strategic discussions.

We also specialize in Healthcare Governance & Management, Organizational Design and Operating Models, Medical Staff Restructuring and Management in entirety.

ZHC pursues values of transparency, collaboration & innovation for creating better results and working relationships while simultaneously synergizing efforts with an open mind for the larger success of the organization.

Our VISION

To be the most reliable Knowledge based Consultancy in the Healthcare and the Hospital industry.

Our MISSION

- To be innovative in providing the most appropriate solutions to a Healthcare Setting
- To augment efficient operations of a healthcare organization.
- To have long term mutually beneficial relationship with our customers and bring in tangible value addition throughout.
- To empower our Clients with expertise that makes them cohesive & interdependent leading to long term growth & success in an ever-changing healthcare scenario.
- To provide excellence in consulting driven by our core values of – Passion,
- Commitment, Perseverance, Integrity & Innovation

2. Multispecialty Hospital, Bhilwara (Rajasthan) - Place of Internship

Hospital caters to the people living in urban and rural in the district Bhilwara. This hospital is situated in district Bhilwara (Rajasthan). It acts as a Multispecialty hospital with superspeciality services in Orthopedic Department. It covers the Ajmer, Chittor, Udaipur districts in Rajasthan and Neemach District in Madhya Pradesh. Approximately, it caters to 3.5- 4 lakh population. The number of beds available in the Hospital is 120. The Hospital compound is good and enough area for patients cares. Environment is good surrounding of the hospital. Available of all departments is the positive point of the hospital (Except Cardiology) but not in good condition and need to properly maintain. Transporting facility is good and the road is very good in condition. Patient comes easily in the hospital.

Table No. 2.1 – Fact Sheet of Hospital, Bhilwara

S.NO	Area	Number
1.	Total population covered	3,50,000
2	Total Beds	120
3	Total Functional Beds	109
4	Total Doctors	15
5	Total Nurses	40
6	Total Pharmacist	3
7	Total Indoor patients (Year 2014)	8751
8	Total Outdoor patients (Year 2014)	53000
9	General OT	6
10	Super specialty OT	2
11	ICU Beds	25
12	Non ICU Beds	84

The Departments and Services available on the hospital are:

Specialist services available in the hospital

- General Medicine
- General Surgery
- Obstetrics & Gynecology: Family Planning, Antenatal checkup, Intra natal care 24 hour Delivery services and Post Natal Care
- Pediatrics including Neonatology
- Emergency (Accident & other emergency/ Casualty)
- Anesthesia
- Ophthalmology
- Orthopedics
- Radiology

Diagnostics

- Laboratory services
- Drugs and Pharmacy
- X- Ray
- CT Scan
- MRI
- 2D Echo
- Ultrasound

Support Services

- Ambulance Services

- Dietary Services
- Laundry Services
- Nursing Services
- Housekeeping and Sanitation
- Waste Management
- Finance
- Office Management

Table No. 2.2 : List of Inhouse and Outsourced Clinical, Utility and Support services

	Clinical Services	Support Services	Utility Services
In house	• Outpatient services • In-patient services • Emergency services • Surgical services: major and minor surgeries, caesarian sections	1.Laboratory services • Hematology • Clinical Pathology • Serology • Biochemistry 2.Diagnostic services • CT Scan • MRI • X- ray • E.C.G • Ultrasound 3.Immunization 4. Pharmacy	1 Laundry services 2 Medical Record Department 3 Ambulance services
Outsourced		• Audiomerty • Information Technology	• Housekeeping • Dietary • BMW Management

The hospital has 120 sanctioned beds in IP area which are distributed as follows:

Table No: 2.3 – Distribution of Beds

Ward	Number of beds
General wards (Ist, 2 nd floor)	20
Male ward (BPL)	6
Female Ward (BPL)	7
Post Opt ICU	6
ICU	7
Cottage	12
Super Deluxe	1
Medical & Surgical Ward	16
Gynae Ward	8
NICU	12
Pediatric Ward	9
Ophthalmology Ward	5
MICU	7
Emergency	3
Labour Room	1
TOTAL	120 BEDS

Observations during Internship Training

STRENGTHS:

- The hospital is located in the centre of the town and easily approachable. The hospital is in close proximity to bus stand and Railway station.
- The hospital serves as a 3rd to large number of patient load in context to No. of Beds.
- The hospital has all the major specialties and trained manpower to deliver the services.
- The staff is very well dedicated to their work and performs their duties efficiently.
- The doctors are working more than their benchmarks for OPD services.
- No shortage of supplies of medicines & consumables.

WEAKNESS:

- The Physical infrastructure is inadequate and needs to be developed and expanded.
- Basic facilities like waiting areas, nursing stations are not properly built.
- Doctors and other staff requirements are not filled as per Patient load and NABH standards.
- Centralized decision making leads to delay in approval and implementation.
- Job roles and responsibilities are not clearly known to Office, paramedical and other staff members.
- No existing documented quality management system.
- Lack of system for proper data capture, and analysis
- Clinical Audits and Medical Record Management system is not in place

OPPORTUNITIES:

- Availability of free land space for the development of hospital.
- Proper planning and coordination with available resources can lead to development of services and better delivery of health care in an integrated way.
- Willingness of management to empower the Leadership to other Staff.
- Devolution of powers at local level for smooth functioning.

Challenges faced:

- Decentralization of decision making at the Hospital level.

- Following all legal requirements such as AERB, BARC, etc.
- Adherence to Biomedical Waste Management rules 1998
- Following infection control practices.
- Upkeep and Sanitation of Hospital building and environment.
- Rearrangement of the various facilities as per the flow of the patient.

The main tasks performed as a Management Trainee are:

- Assessment against NABH standard
- Preparation of Action Plan
- Training Need Assessment of the employee of the Hospital.
- Collection of Forms and Format of the Hospital
- Facility Round Reports
- Formation of committees and SOP's for various departments.
- Solving the basic day to day issues of the staff members.

LEARNINGS from the training

- Understanding of the NABH Quality Certification process.
- Gap identification & Gap analysis of all departments of the hospital for quality improvement.
- Implementation of the quality process in hospitals
- Preparation of the action plan.
- Formation of Policy of all chapters of NABH.