

**Internship
at
The Mission Hospital, Durgapur**

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INTERNSHIP AT THE MISSION HOSPITAL, DURGAPUR

Introduction

Objectives of the Internship:

- To complete my internship with full efficacy and efficiency
- To understand working of whole of the hospital and to seek opportunity that will stimulate me and provide real experience.
- To groom myself as a professional personality.
- The primary objective of the Intern Program is to provide a student interested in the field of Hospital working, some experience and knowledge on the management and operations of a hospital.
- To accomplish the objective the student is expected to participate in a variety of activities. The duties require significant involvement in management activities. All responsibilities require the ability to work effectively with coworkers and to meet and work well with the public.
- Being introduced and inducted into the working of the hospital's Quality Department, to develop and establish the department and its functions at par with the industry standards

In- Depth study:

- Studying the process flows of different departments of the hospital
- Understanding the HIS of the Hospital
- NABH Internal Assessment
- Process flow of the discharge

ORGANIZATION PROFILE

HOSPITAL PROFILE

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) is a 250 bedded, state-of-the-art super specialty hospital, with cutting edge technology. Built in an area spanning three acres it offers an array of facilities- Digital Flat Panel Cath Lab (Philips FD 10c), seven major operation theatres with laminar airflow and HEPA filters, 80 bedded critical care unit, dedicated mother and child care unit, 24 hour accident and emergency department, blood bank and for the first time, a fully computerized pneumatic chute system (Sumetzberger, Germany).

This is a hospital with “futuristic” technology and enriched with “brilliant minds” behind the equipments.

The Mission Hospital started its operation from April 02, 2008. This hospital is the first superspecialty corporate hospital in Eastern India outside Kolkata. The Mission Hospital is the first superspecialty Corporate Hospital of Durgapur which has taken an initiative to amalgamate and integrate the best in healthcare be it manpower or technology. This hospital has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Durgapur and its neighboring areas through its patient centric and high quality care, and patients are benefiting from the facilities of the hospital.

The Mission Hospital is committed to providing affordable, quality health care to patients by incorporating improvement in its day-to-day schedule.

- The Mission's policy on quality is best explained by the following objectives:
- Provide continuous and regular training for employees to bring out the best in them to achieve quality improvement in service.
- Understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- Provide quality service that is responsive, efficient, courteous and helpful.
- Based on our Mission Statement, our vision and values are:
- To build a first class patient focused service based on high quality and evidence based practice throughout the organization.
- To provide this service as close to the patient as possible, in a well managed and appropriate environment.

THE MISSION'S GOALS ARE TO:

- Continuously improve all our services through quality management.
- Focus on our patients and deliver high quality service.
- Involve all our partners in our quality improvement activities.
- Empower employees to make appropriate decisions.
- Have the highest degree of respect for one another and value diversity.
- Use training, teamwork and open communication to enable all employees to achieve their full potential.
- Recognize and reward employees' contributions.
- Take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the Hospital are afforded the safest possible environment.
- Maintain the highest ethical standards in protecting the public and the environment.

➤ Measure the effectiveness of our activities and monitor progress towards achieving our Vision.

➤ We deliver patient care of the highest order at the most affordable rates without compromising on quality. Our focus is always on ethical and service-oriented growth.

➤ Total Beds: 250

- Intensive care 75
- Emergency : 7
- General care beds 158
- Dialysis : 8
- Isolation : 2

Services Provided by The Mission Hospital, Durgapur

- Cardiothoracic surgery, Cardiology & Electro-physiology
- Pulmonology & Critical Care Medicine
- Orthopedics, Joint Replacement and Complex Trauma
- Neurosurgery and Neurology
- Urology
- Anesthesiology
- Gastroenterology
- General & Laparoscopic surgery
- General Medicine
- Gynecology & Obstetrics
- Pediatrics & Neonatology
- Nephrology
- Endocrinology
- Accident & Emergency
- Plastic Surgery
- Dental & Maxillofacial Surgery
- ENT

Ophthalmology

- Dermatology
- Radiology & Imaging
- Pathology, Microbiology, Biochemistry
- Physiotherapy

INTENSIVE CARE UNITS

- Medical Intensive Care Unit
- Surgical Intensive Care Unit
- Coronary Care Unit
- CTVS ITU
- Neonatal Intensive Care Unit
- Dialysis.

OTHER SUPPORTIVE SERVICES

- Pharmacy Services
- Laboratory & Radiology
- Medical Records
- Blood Bank
- Ambulance Services

OUTSOURCED SERVICES

- Canteen
- Laundry
- Housekeeping
- Lab & Radiology (Certain tests)
- Security Services
- Biomedical Waste Disposal

ROUND THE CLOCK SERVICES

- Pharmacy
- Billing
- Ambulance
- Dialysis.
- Emergency and casualties

AREAS OF EXCELLENCE

The aim of The Mission Hospital is to provide the patient with easily accessible comprehensive and consistent quality healthcare, with a special focus on patient care. However we have a number of specialized centers of excellence to help us achieve this task:-

DEPARTMENT OF ACCIDENT AND EMERGENCY:

An important part of our services is the trauma care. A Dedicated team of Accident & Emergency doctors man the unit 24/7 and provide trauma care. The department is manned by a group of doctors who have fellowship in Emergency Medicine. The other staffs include RMO's, paramedics and nurses trained in trauma care. We are equipped to handle any trauma, be it neuro-trauma, stroke surgery or multiple fractures. Through prompt evaluation, life-threatening injuries are identified and treated immediately under the direction of a dedicated team of trauma surgeons.

THE DEPARTMENT OF CARDIOLOGY & ELECTRO-PHYSIOLOGY:

This department offers the most comprehensive range of Interventional Cardiology Services performed by Interventional Cardiologists, recognized for their experience, expertise and skills. The hospital is equipped with the latest generation of flat panel Cath Labs with digital images, which is one of the most advanced Cath lab machine and is the only machine to be installed outside Kolkata.

We provide quality services like Echo Doppler, Stress echocardiography, TMT, ECG, Holter monitoring, Peripheral Doppler studies, Coronary & Peripheral Angiography,

3. Learning's

-  The NABH Final Assessment process
-  The various characteristics of the Hospital information system and its integration with other departments
-  Attended Quality sessions on NABH.
-  Department manual drafting and review process for all departments of the hospital
-  Presentation skills on Quality and Operational management issues.
-  Orientation and Basics of six sigma methodology.
-  Regulations and Legislations applicable to the industry.

Apart from the dissertation project ,

A STUDY ON IMPROVING LABORATORY TURNAROUND TIME TOWARDS NICU

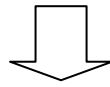
INTRODUCTION

A laboratory is a facility that provides controlled conditions in which scientific or technological research, experiments, and measurement may be performed. Laboratory medicine is generally divided into two sections, each of which being subdivided into multiple units. These two sections are

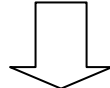
- Pathology: units included here are histopathology, cytopathology, clinical pathology and hematology.
- Clinical Microbiology: This encompasses five different sciences (units). These include bacteriology, virology, parasitology, immunology, and mycology.
- Clinical Biochemistry: Units under this busy section include instrumental analysis of blood components, enzymology, toxicology and endocrinology.
- Hematology: This section consists of automated and manual analysis of blood cells. It includes two subunits, which are coagulation and blood bank.
- Special Biochemistry: Immunoassays ,nephelometry, flow cytometry , HPLC.

Process flow for laboratory for NICU

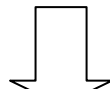
PRE-ANALYTICAL
Physician prescribes the required laboratory test during the rounds



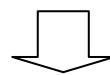
The coordinator /nursing staff generates the order number and fills the test request form



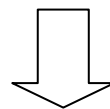
The nurse collects the blood sample (6a.m –6.30a.m) & after that as per order



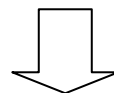
Then the sample sent through pneumatic chute or GDA



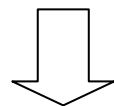
PHASE
Sample is received by lab assistant/technician after matching request form and sample



The hematology sample is accepted immediately but other sample serology and BC are kept for 20-30 min

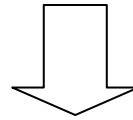


If sample is having hemolysis or clot after 20min it is advised to repeat collection if OK then accepted in HIS system

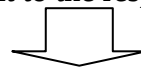


A unique serial no; is given to sample which the technician enters in HIS system and sample acceptance of his respective

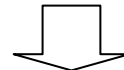
ANALYTICAL



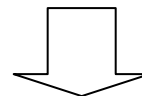
The samples were sent to the respective departments



performed by lab technician sample run in machine



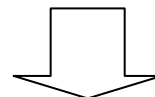
reports prepared by lab technician



POST ANALYTICAL

typed by technicians/typist ,typed reports are checked for typing error by

senior technicians ,reports are forwarded to the respective depts



Department for verifications and signature , reports generated in system

PROBLEM STATEMENT

During my induction in NICU I had seen delay in lab reports & lab is most revenue generating area of the hospital so I had decided to study the problem in delay of reports from lab to NICU.

. Rationale

- ❖ To analyze in depth the reason for TAT delay in pre analytical, analytical and post analytical phase.
- ❖ To improve the process flow and report delivery system.
- ❖ Streamlining the sample collection process.

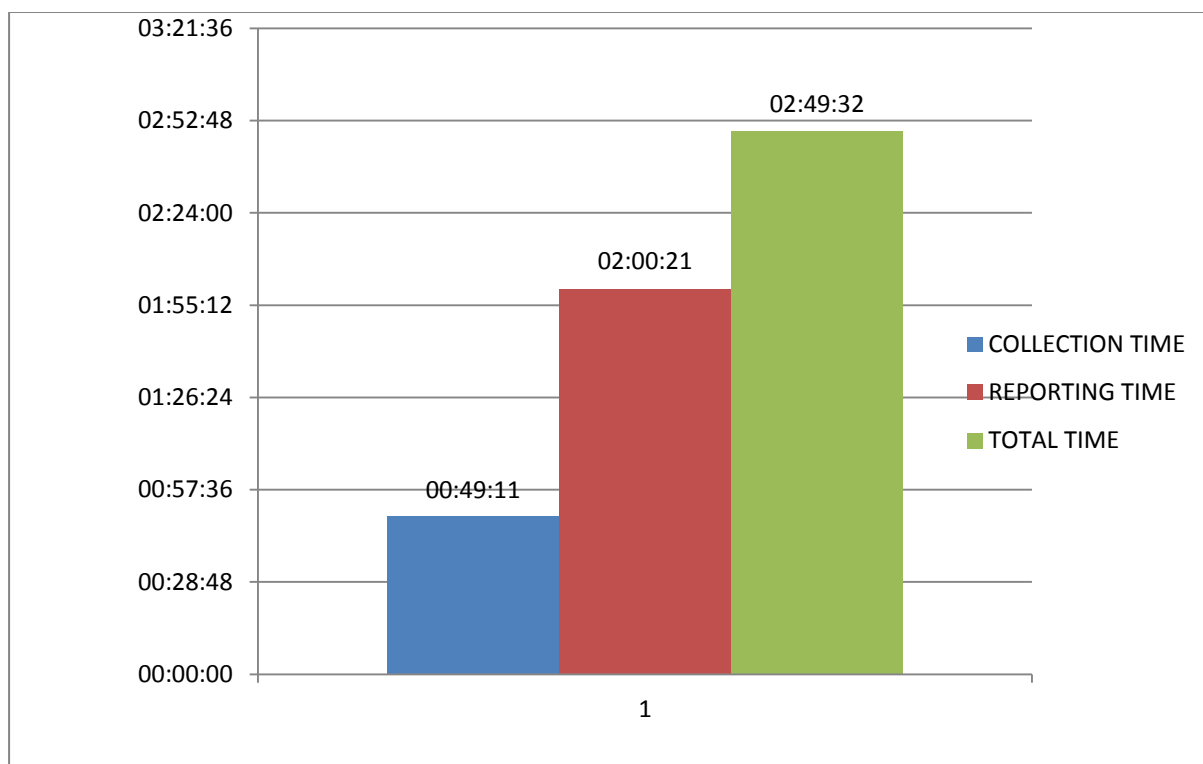
OBJECTIVE OF THE STUDY

- To evaluate the turnaround time for laboratory services.
- To improve the turnaround time
- To recommend measures to decrease the turnaround time

Type of study - Descriptive study

The study was done for 5 days by tracking 80 samples from NICU. The major point observed was transportation time, sample acceptance time, time to send sample to Bio-chemistry lab, time to prepare the sample and sample run time in the machine.

TOTAL LAB TAT FOR NICU



COLLECTION TIME- time difference taken from blood sample taken to sent in lab

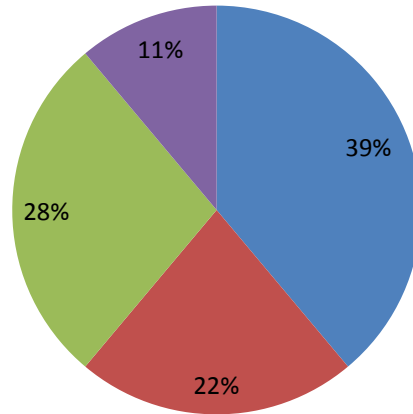
ACCEPTING/REPORTING TIME-Time taken from accepting of sample to sending in respective labs till report generation

TOTAL TIME- from collection of sample to report generation is total time

REASONS FOR DELAY IN REPORTS-

Reasons for delay in reports

- Delay in transportation of sample
- delay in lab to accept the sample
- delay due to preparation the sample for biochemistry and serology
- delay in typing reping



In the above figure the NICU blood sample is tracked & 39% of reports are delay due to transportation(collection time to acceptance time) &22% in acceptance time ,28%Bio chemistry and serology sample takes time for acceptance and preparation of sample for test 11%due to delay in typing of reports

SUGGESTIONS

- ❖ After doing the study of the three phase(pre-analytical,analytical & post analytical) , Benchmarking of lab TAT is 3 hours for Inpatient
- ❖ PINK color requisition form is introduced for NICU due to urgency of reports and to differentiate it from other deptt requisition forms in priority basis
- ❖ In every departments display of time of TAT of all necessary lab test reports should be there so that they are aware of it.
- ❖ In blood requisition form collection time should be written at the time of sample collection .
- ❖ Daily lab diagnostic register should be maintained in wards or they should inform lab after sending sample so that sample could not get misplaced.
- ❖ Suggestion given to IT dept. to improve the software support and bi-directional interfacing of lab instruments.
- ❖ Improving the sample collection methodology and transportation system from NICU to LAB by pneumatic chute or GDA as per availability without any delay
- ❖ Ensured optimum utilization of pneumatic chute for NICU samples (mostly not sent by pneumatic system because baby vial is small and get opened)