

**Internship
at
Metro Manas Arogya Sadan Heart Care and Multispecialty
Hospital, Jaipur**

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Organization Profile



1. History

Metro Manas Arogya Sadan Heart Care & Multi Speciality Hospital, Jaipur is one of the first flagship hospital in Jaipur made on **Public Private Partnership (PPP)** mode with State of art infrastructure supported by **Rajasthan Government**. **Multi Speciality hospital of 220 Bedded** catering to patients from all over the state of Rajasthan.

With a vision to provide the highest quality of health care at the most affordable cost, **Managing Director, Dr. Purshotam Lal (Padma Vibhushan, Padma Bhushan and recipient of Dr. B.C. Roy National Award, a pioneer of Interventional Cardiologist)**, founded **Metro Group of Hospitals** with **Metro Heart Institute, Noida** as its first hospital in 1997.

We represent a collaborative approach toward patient treatment, dedicated to “Treat like family member”.

Our Chairman **Dr Purshotam Lal**, with highest number of Angioplasties as a single operator in the country to his credit has developed the concept of ‘Metro Coronary Screening’ wherein angiography can be done with the use of minimal dye from the arc. The procedure reduces the cost of an angiography and takes only 5 minutes and the individual be back to home in 60 minutes. He has performed more than 13,000 cases with 100% success, the largest series in medical literature.

We believe in providing highest quality of care at most affordable cost, With highly advanced medical infrastructure, broad knowledge base, medical expertise and extensive integration, **Metro Manas Arogya Sadan Heart Care & Multi Speciality Hospital** makes an ideal partner for patients seeking affordable treatment. The hospital offers globally benchmarked healthcare services administered by surgeons and physicians, who are trained in internationally recognized protocols.

We are pleased to inform that our Hospitals & Laboratory services have been accredited by Quality council of India, today we have **6 NABH accredited Hospitals and 5 NABL accredited Laboratories**.

We assure you of providing the same affordable & quality care at **Metro Manas Arogya Sadan Heart Care & Multi Speciality Hospital, Jaipur** & strive to achieve NABH & NABL at the earliest. *We look forward to treating you* with the highest quality and affordable health care and hope that your experience here with **Metro Manas Arogya Sadan Heart Care & Multi Speciality Hospital, Jaipur** will be an enriching one!

2. Vision

Our immediate agenda is to set up more such dedicated centers for providing wholesome treatment to the patients from all over the country and abroad. We are committed in continually serving the humanity at every needful hour with our state of the art facilities and world's best professionals. We are motivated by the immense faith that our patients have kept in us, we will stand by our principles and policies and will pursue the same with full dedication in future as well.

3. Mission

Our vision is to achieve excellence in Healthcare services by offering unique expertise, state of the art technology & patient care. Metro Group of Hospitals is committed in providing world class health care at an affordable cost, irrespective of the education background, caste, creed or social status and beliefs followed by one and all, with complete dedication alike.

4. Quality Policy

With a view to establish a system of clinical excellence, patient centricity, service delivery and ethical practices, team Metro MAS, through adherence to establish standards of healthcare delivery; will apply medical science and technology in such a way so as to maximize benefits to health without concomitant risks.

5. Scope of Services

Metro MAS Hospital is providing various services to general public like

- Casualty Services
- Outpatient Services
- Inpatient Services
- Diagnostic Services
- Operative Services
- Utility Services

The Hospital is having a well defined and functional HMIS which keeps electronic record of all the patients.

General Information

Enquiry, Reception and registration Services:

- This counter is functioning round the clock.
- Location guide maps have been put up at various places in this hospital.
- Color coded guidelines and directional signboards are fixed at strategic points for guidance.

Casualty & Emergency Services:

- All Casualty Services are available round the clock.
- Duty Doctor is available round the clock.
- Specialist doctors are available on call round the clock.
- Emergency services are available for all specialties as listed in the OPD Services.
- Emergency Operations are done in OT located on Ground floor of Casualty building.
- Emergency Operation Theatre is functioned round the clock.
- Maternity OT, Orthopaedic OT, Burns and Plastic OT, General Surgery OT, ENT OT is also available in the Hospital.
- In serious cases, treatment/management gets priority over paper work like registration and medico-legal requirements. The decision rests with the treating doctor.

OPD Services

Ambulatory medical care is provided to patient who are not confined to bed can be provided at a general practitioners clinic specialized clinic, a health centre or a hospital, which are part of a hospital such care is called outpatient care. This care is provided through the OPD'S for fabricating of good health to patients.

- In OPD specialists are available for consultation.
- OPD services are available on all working days excluding Sundays and Gazetted Holidays.
- Services not available are:
 - Medico legal Cases (MLC)
 - Burns case when burns are >20%
 - Organ Transplantation

Registration - In order to avail the services offered at the hospital, the patient should be registered himself/herself at the main reception. The IPD registration is done round the clock and the form for the same is to be filled up and handed over at the counter itself. Please make sure that you provide accurate information in this form.

It is highly recommended to write your details as per legal documents to avoid inconvenience especially for medical reimbursement / LIC purpose. Please carry the OPD Registration card and patient file on every hospital visit. Your Unique Hospital Identification Number (UHID) is important to make sure that you receive timely services.

EXECUTIVE HEALTH CHECKUPS (EHC)

Metro MAS Hospital also provide preventive health care services in the form of executive health checkups .It includes different health packages for different group of people on reasonable charges like:

- Child health check-ups,
- Senior citizen health checkups,
- Well women health checkups (below 40 years & above 40 years),
- Executive health check ups
- Whole body health checkups
- Pre-employment health checkups, routine medical health checkups, diabetic health checkups, comprehensive cardiac health checkups etc.

Indoor Patient Services:

In Door Patient Department caters the services for patients who require continues observation and supervision of experts, acute & intensive medical care and emergencies.

- Emergency ward admits emergency cases for medical problems & surgical problems.
- Intensive Coronary Care Unit takes care of heart patients requiring intensive treatment.
- There are 4 labour rooms for conducting deliveries round the clock.
- NICU provide necessary care to the newborns – normal as well those born with disease.
- Free diet is provided to all patients in the General Wards.
- Every patient is given one attendant pass.
- Visitors are allowed only between 5:00 PM to 7:00 PM.
- Staff Nurse is on duty round the clock in the ward.
- Admitted patients should contact the Staff Nurse for any medical assistance they need.

Laboratory Services:

The laboratory services like Pathology, Biochemistry, Histopathology and Haematology are available here for both in and out patients. For in patients, samples which are collected in wards sent to lab with housekeeping staff and Bar codes are generated by LIS (Lab Information System). For outpatients, samples which are collected in OPD also taken for further process. Emergency Services are available 24 hours for limited tests relating to clinical pathology and bio-chemistry.

Radio Diagnostic Services:

Radiology services like Digital X-ray and Ultra-Sonography Rooms are available in the Hospital for IPD patients. The charges for these services are not collected cash here but it will be noted down on patient Charge Sheet which is with the patient's file and collected at accordingly at Admission counter. Emergency X-Ray services are also available round the clock.

Other Facilities:

Other facilities available which include:

- Portable Drinking Water.
- Wheel chairs and trolleys are available in the OPD and casualty.
- 3 Ambulances are available to pick up patients from their and also for discharged patients only for needy patients. One of them are critical care ambulances amongst which one is fully equipped with life saving equipments like ventilator, defibrillator, O2 cylinder, and emergency medicine...etc
- Mortuary Van is available on payment round the clock.
- Public Telephone Booths are provided in the Hospital.
- Stand-by Electricity Generators have been provided.
- Chemist Shops are available in the Hospital.
- Canteen for patients and their attendants is available.
- Lifts are available for access to higher floors.
- Adequate toilet Facilities for use of patients and their attendants are available.
- The cleaning staff, in-house or on contract done through local tender mechanism.
- Cleaning supplies such as brooms, phenyl, harpic, disinfectants, formalin, soaps etc. shall be there is sufficient quantity.

Other activities done in Hospital:

- Certificate (Medical fitness, Disability certificate, Health certificates, Age certificate)
- MLC except P.M cases (MLC is Round the clock)
- VVIP & VIP coverage
- Family Welfare Services

Various National and State level Programmes

There are various other health programmes besides the routine patient care which are running in the hospital. The hospital organizes camps for school children, urban health camps, disability camps, anti tobacco camp, etc. The various National/State level Programmes run by the hospital are as follows:

- RSBY (Rashtriya Swasthya Bima Yojana)
- MA (Mukhyamantri Amrutam Yojana)
- JSSK (Janani Shishi Suraksha Karyakram)
- RNTCP (Revised National Tuberculosis Control Program)
- Malaria Control
- Polio Eradication
- Immunization
- National AIDS Control Program
- Family Planning

Managerial Tasks done during Internship

During internship my jobs and responsibilities were the following under the guidance:

- Management of routine tasks of the hospital
- Daily round of the hospital
- Visiting the problems area and troubleshooting the issue
- Staff Nurses and Head Nurses Meeting
- Data entry operations meeting for implementation HMIS in the hospital
- Organizing HMIS training for the staff
- Attended Audit of the hospital and then later motivated the staff to overcome the footfalls told by consultant
- Preparing reports on various National programmes running in hospital required by Government
- Management of Bio-Medical waste and organizing meeting of matron and nursing superintendents for follow up
- Management of all required licenses in the hospital

Projects done during Internship:

- Implementing Six Sigma Methodologies for Quality Assurance in the Radiology Department of Metro MAS Hospital, Jaipur.