

**Internship
at
Shri B.D. Mehta Mahavir Heart Institute, Surat**

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SHRI B. D. MEHTA MAHAVIR HEART INSTITUTE

INTRODUCTION:

SHRI B.D.MEHTA MAHAVIR HEART INSTITUTE is a state of the art 110 beds super specialty cardiac institute situated in Surat, Gujarat (India). It is run by the Shri Mahavir Health and Relief Society, a charitable trust. The mission of the trust and the hospital is to give affordable and high quality cardiac services to the people.

To pursue its mission and achieve its objectives, the institute is housed in a seven-floor super structure. The physical facilities consists of wards, 18 beds Coronary Medical Intensive Care, 9 beds Post - Surgical Intensive Care, two state of the art cardiac operation theaters, two modern catheterization labs, fully automated 24 hours Pathology services, Radiology Services with CT Scans, 4 beds Emergency Department, OPD services etc.

The core services are ably supported by the Central Sterile supply department (CSSD), 24 hours Pharmacy, Cardiac Ambulance services, Bio-Medical Department, In-House Kitchen, Catering Services, Cafeteria services round the clock Security, IT department, residence facilities for nurses, doctors and other vital staff etc.

Apart from the quality physical facilities provided, the management's aim to achieve quality and affordable cardiac services to the people is evidenced by having medical professionals of high caliber and technical skills, the administration too is run by hospital administration professionals, the departments are manned with teams of qualified, experienced and highly motivated nurses and other technical staff. Being a super specialty medical service, the cost of running and maintaining such a service is tremendously high. But the management has structured the rates of services in such a manner that it is very affordable even to the common man, and also there is on going charity to further needy patients by the generous donors and doctors.

Shri B.D.Mehta Mahavir hospital is indeed a centre of excellence and a boon to the state of Gujarat for providing highly super specialized services at very affordable prices and is on par with any of the top cardiac centers of the country.

HISTORY

Shri J.R. Shah had the vision of providing an organized Health Care Institute which would serve mankind without any discrimination of caste, religion or economic status.

It is this vision which has culminated today into the Shree Mahavir General Hospital, Shree B. D. Mehta Heart Institute and Shree R. B. Shah Super Specialty Hospital. The aim of these hospitality institutes is to provide the best quality of health care service to common people of society at affordable cost.

The Maganlal Dhanjibhai Shah Public Charitable Dispensary was set up 75 years ago to provide medicines to the needy. It was developed into a full-fledged multi discipline General Hospital in 1978.

Shree Mahavir Health and Medical Relief Society today owns and operates the Shree Mahavir General Hospital, the Shree B. D. Mehta Mahavir Heart Institute and Shree R. B. Shah Super Specialty Hospital, in the city of Surat.

Shree Mahavir General Hospital was inaugurated on 11th October 1978 by the then Prime Minister of India, Shree Morarjibhai Desai. The establishment of this hospital was inspired by the preaching of Lord Mahavir, who always stood for amelioration of the suffering of fellow human beings. This Hospital was the culmination of rates within the reach of the economically weaker and deprived sections of society, irrespective of caste, creed or religion.

On 1st October 2000 the Shree B.D. Mehta Mahavir Heart Institute was inaugurated under the auspices of the Union Health Minister, Dr. C. P. Thakur. This is one of the few hospitals in the country which is completely debt free and is self-sustaining from the very beginning.

Shree R. B. Shah Super Specialty Hospital was inaugurated by Chief Minister Narendra Modi in 2008. Since its inception, Mahavir health care system has made lot of progress. All patients and visitors agree on one thing - this is the cleanest, most spacious, well lighted, cost conscious & well managed hospital, totally dedicated to provide simply the best Health care.

All the Hospitals were built entirely out of funds received by way of donations from philanthropists. A constant program me for up gradation of facilities and investment in modern equipment have made both of them leading hospitals in Gujarat, capable of proving treatment for almost all types of ailments and major diseases.

Despite the rising costs of providing medical treatment over the years, highly complex surgeries and diagnostic procedures are still provided concessional rates to those who cannot afford these procedures and even completely free to the poor and needy.

PHILOSOPHY

VISION

To serve mankind irrespective of caste, creed, religion or economic status by providing organized quality health care.

MISSION

To provide quality health care services to patients of all social & financial status by superspecialists in multiple fields at very economical & subsidized rates, accessible to everyone, pioneer in high risk patient care that qualifies us as a tertiary referral center.

Objectives

- To provide very comprehensive medical care in a timely manner to all patients by very competent specialist in that field, best in Surat, 24 hours a day & 7days in a week.
- This hospital is designated as tertiary referral center for trauma patient of all walks of life only because of our objective of having the best General surgeons, Ortho Surgeons, Neuro Surgeons available at all times to deal with any or all emergencies.
- To provide state of the art care at the most economical & comparative cost.
- To provide the best quality of care to all patient regardless of their social & financial status in cleanest environment.
- By providing such quality & comprehensive care, we are striving to achieve the lowest morbidity & mortality rate for a tertiary referral center.
- To be pioneer, provider of all diagnosis & therapeutic procedures such as arterial immunization, coiling for aneurisms.

BASIC FACTS ABOUT MAHAVIR HOSPITALS:

Shree Mahavir Health and Medical Relief society focuses to take Charity Initiatives for the poor and helpless people. The motto is to strengthen poor and marginalised people in their struggle for health through various initiatives in their organisation. Charity rights lie with the trustee's and they are redeemed only to genuinely poor patients.

- Few generous initiatives carried under his trust are like --
 - 65% of total dialysis done are free of cost (100% free).
 - 15% pharmacy discounts on all medicines for all patients.
- At Mahavir General Hospital --
 - Eye: About 90-100 cataract operations are done free of cost
 - General Medicine: Poor patients are provided doctor consultation and medicine at Rs. 5/-.
 - Diagnostics: Pathology tests are done at concessional rates.

SERVICES

Following Services are provided in the OPD:

- Medical/Surgical/Oncology
- Healthcheckup Packages
- Laboratory Investigations
- Imaging Services
- Cardiology Investigations
- Neurology Investigations
- Pulmonary Investigations
- Pain Management
- AKD (Artificial Kidney Department)
- Gamma Knife
- Endoscopy

- Bronchoscopy
- Urodynamic Study
- Physiotherapy
- CDC
- ENT
- Ophthalmology
- Dental Procedures
- Radiation Oncology

LAYOUT

It is a 11 floors building.

- Ground Floor-admission and billing Department, Accident and Emergency, MRI ,Customer Care, insurance, administrative block
- Basement- OPD, Cafeteria, physiotherapy, dental department, MRD
- First Floor-Operation Theatres(5)
- Second Floor-microbiology department, rest room for ICU relatives, cath lab
- Third floor- ICU beds (18)
- Fourth Floor- ICU Beds (18)
- Fifth Floor-Special and Deluxe Rooms ,PICU(6 beds) and NICU (3 beds), CSSD
- Sixth Floor-General Wards(80 beds)
- Seventh Floor-Special and Deluxe Rooms (14)
- Eight Floor-Special and Deluxe Rooms (18)
- Ninth Floor- General wards (16 beds) | Dialysis (11 beds) | Burns (3 beds)

CHALLENGES FACED

- What are the key assumptions that need to be made and what are the key caveats that one needs to keep in mind while doing this analysis?
- How to utilize the data?
- What are the Key Performance Indicators (KPIs) that require to be tracked?
- What insights can be derived from the data?

LEARNINGS

- Reference checks are to be done before any fact/ data usage.
- Each element of study must be supported with a valid and appropriate reason.
- While working in a team, the approach should be somewhat like this - Active listening, Rationale thinking, & Logical speaking.
- Deadlines given are to be followed for time sheet maintenance of complete organization.
- Client confidentiality and data security are to be maintained wherever required.

