

**Internship
at
Gulf Medical College Hospital and Research Centre, Thumaby
Group of Hospitals, Ajman, UAE**

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Internship Report
At GMCHRC, Thumbay Group of Hospitals, Ajman, UAE
By: Dr. Nidhi Sharma (1470)

Introduction

With our Hospitals and Medical Centre in Ajman, Fujairah, Sharjah and Dubai, GMC Chain of Hospitals is one of the largest health care providers in the region. The group focuses on three pillars Education, Healthcare and Research.

At GMC Hospitals we aim to provide exceptional quality of care with latest technology, highly skilled medical work force from 20 nationalities, speaking more than 50 languages, treating our guests from more than 175 nationalities worldwide with warm Arabian Hospitality. The hospital is managed by qualified professionals with wide ranging experience in hospital management.

Organization Profile

Mission

GMC Hospital and Research Centre is committed to provide ethical patient care focused on patient safety, high quality care and cost effective services.

GMC Hospital and Research Centre is committed to integrate latest trends in education to produce competent healthcare professionals who are sensitive to the cultural values of the clients they serve.

GMC Hospital and Research Centre will strive to attain the highest of quality and accreditation standards .GMC Hospital and Research Centre is committed to promote ethical clinical research that will enhance outcomes of clinical care.

Vision

The vision of GMC Hospital and Research Centre is to be recognized as a leading Academic Healthcare Center providing a high quality of patient centric specialty healthcare services to the community integrated with medical research and clinical training.

Core values

- Excellence - Provide clients with a consistently high level of service through benchmarking and continual improvement
- Trust - Ensure trust, compassion, dignity and mutual respect for colleagues and clients through open communication and dialogue.
- Client centered – Always be guided by the needs of our patients and clients.
- Ethics – Always follow ethical practices that emphasize honesty, fairness, dignity and respect for the individual.
- Continuous learning – always keeping abreast with new technologies and evidence based clinical practice.
- Teamwork – always working together as a team and drawing strength from our diversity to serve the community.
- Integrity – Committed to personal and institutional integrity, make honest commitments and work consistently to honor them.

Services

GMC Hospital has special schemes to provide affordable medical care to the economically weaker sections of the society. Our mission is to provide affordable healthcare that doesn't compromise on quality. It is towards this end that we have established quality systems and controls that meet international standards of excellence in healthcare.

GMC Hospital brings together highly skilled professional and the latest advancements in medical technology. Our goal is to build lasting relationship with people. We believe that the healing process is as much about personal care as medical attention. It's this conviction that drives us at Ajman's first ever private hospital.

Healthcare Services

- Wide Ranging Tertiary Care Services
- ICU-CCU
- Ultra Modern Neonatal ICU
- Executive Delivery Suite
- Painless Delivery
- Vaccination Center
- Semi Private, Private, Deluxe, Smart Deluxe & Ultra modern VVIP Rooms
- 24 Hours Dialysis Unit
- Full Range of Laboratory Services

- 24 Hours Emergency Services
- Day Care Facility
- Doctor On Call Facility
- Diagnostic Imaging & Services(MRI, CT Scan, Digital Mammography, 4D Ultrasound)
- Ambulance Service
- Friday Clinics
- Laser treatment in Dermatology & Ophthalmology
- Doctor on call facility
- Laparoscopic& Laser Surgeries
- Female Surgeon & Female Gastroenterologist Available
- Most Economical Antenatal & Delivery Packages
- Antenatal Classes

Departments

Anesthesiology	Accident and Emergency	Clinical Nutrition
Cardiology	Dermatology & Venereology	Dental Centre (Super Specialty)
ENT	Family Medicine	General Surgery
Internal Medicine	Insurance	Laboratory Services
Laboratory Services	Nephrology	Neurology
Obstetrics &Gynecology	Ophthalmology	Orthopedic Surgery
Pediatrics &Neonatology	Urology	Pediatric Surgery
Psychiatry	Plastic Surgery	Physical Therapy
Patient Affairs	Pulmonology	Radiology

LEARNINGS IN QUALITY DEPARTMENT

- Tracer audits: On daily basis tracers was conducted in any one of the department. In tracer findings an audit was conducted in particular department where the whole department was audited for checking the compliance of all the things as per the hospital policies & procedures. Non compliance parameters were collated, discussed with specific departments & training provided wherever required.
- Zonal audits: The entire hospital was divided into different zones .The zonal audit was done in order to check the compliance status for the facility management as per JCI standards & policies.
- Incident reports: The investigation of various incidents raised by different departments , people were investigated & analysis were done & final closure status was provided to staff (training if required) & follow up were taken.
- Gap analysis for compliance of JCI standards & policies: All the policies & procedures as required by JCI were checked & gap analysis was done. Policies which were showing non compliance to JCI were identified. The full report was prepared.
- Complaint management system: A proposal was given to organization for preparing an online complaint management system module in order to reduce paper usage.
- Unique screensaver: A unique screensaver was prepared which shows important No's & some important information on desktop for all the systems throughout hospital.
- Earth Hour celebrations: On 28th march 2015 an initiative for saving environment was done. The lights were switched off for 1 hr for reducing usage of electricity as initiative for saving environment. General public was also a part of this .So it was a kind of marketing activity too.
- Dubai quality awards: undergone basic training of Dubai quality awards for the criteria's involved & processes required.
- Discharge process: A detailed study of discharge process happening throughout hospital. Identified delay points, analyzed the data collected & prepared report along with recommendations.
- Implemented discharge recommendations: Implemented the recommendations given such as tentative discharged list (prepared 12 hrs before) , right time discharge initiation.

- Analysis of patient feedbacks