

**Internship
at
BLK Super Specialty Hospital, New Delhi**

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INTERNSHIP REPORT

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ORGANIZATION PROFILE

HISTORY

Dr. B L Kapur, an eminent Obstetrician and Gynaecologist, set up a Charitable Hospital in 1930 at Lahore. In 1947, he moved to post-partition India and set up a Maternity Hospital at Ludhiana. In 1956 on the invitation of the then Prime Minister, Dr. B L Kapur initiated the project for setting up a 200 bed hospital in Delhi. The hospital was inaugurated by the Prime Minister, Pt. Jawahar Lal Nehru on 2nd January, 1959.

By 1984, when the hospital celebrated its Silver Jubilee, it was an expanding hospital well on its way to becoming Delhi's premier multispecialty institute. Services offered included General Surgery, Ophthalmology, ENT, Dentistry, Pulmonology, Intensive Care and Orthopedics, apart from mother & child care.

In the late 1990s, the Trustees of the hospital felt the need to upgrade it to a tertiary care hospital and tied up with Radiant Life Care Private Limited to re-develop and manage the facility. Today, a modern state-of-the-art tertiary care hospital has come up in place of the old hospital. It is one of the biggest stand alone private Hospitals in the National Capital Region today.

VISION & MISSION

- **Vision:**

- To create a patient-centric, tertiary healthcare organization focused on non-intrusive quality care utilizing leading edge technology with a human touch.

- **Mission:**

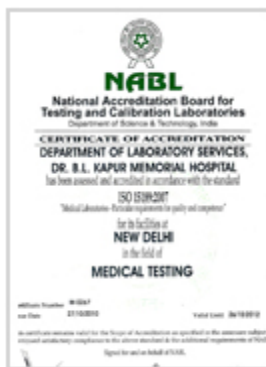
- Achieve Professional Excellence in delivering Quality care.
- Ensure care with Integrity and Ethics.
- Push frontiers of care through Research and Education.
- Adhere to National and Global Standards in Healthcare.
- Provide Quality healthcare to all Sections of Society.

INFRASTRUCTURE & FACILITY

- BLK Super Speciality Hospital has a capacity of **700 beds**.
- The outpatient services are spread on two floors with 60 consultation rooms. The hospital has 17 state-of-the-art well equipped modular operation theatres with three stage air filtration and gas scavenging system to ensure patient safety.
- The Hospital has one of the biggest critical care programmes in the region with **125 beds in different intensive care units** viz Medical, Surgical, Cardiac, Paediatrics, Neonatology, Neurosciences and Organ Transplant. Each Critical care unit is equipped with high end patient monitoring devices, ventilators and dedicated isolation rooms. Facilities for haemodialysis, CRRT, SLED, endoscopy and bronchoscopy are available 24X7 by the bedside.
- Liver and Renal Transplant Centres have been equipped with dedicated ICUs with individual hepafilters, specialized instruments and equipments, Veno-venous bypass system and dedicated anaesthesia equipment.
- The Hospital has specialized birthing suites .A dedicated operation theatre adjacent to the labour room helps in shortening the response time in case there is a need to conduct the delivery through surgical means.
- The Hospital's advanced Building Management System. The Hospital has automatic pneumatic chute system to enhance the efficiency and efficacy of health care delivery.

- **ACCREDITATION & QUALITY**

Drive towards continuous improvement with the collective belief that the most simple is often the most effective, the BLK leadership team follows the quality cycle of planning, designing, checking and applying the learning to continuously improve the services. Quality indicators have been defined for every significant process, and are monitored to ensure continuous quality improvement, to achieve international benchmarks. More importantly, extensive interactions take place between the management and the staff so that the organization's passion of constant learning and improving cascades down to the last rank. BLK super specialty hospital has both NABH and NABL accreditation.



Certificate of NABL accreditation



Certificate of NABH accreditation

- **QUALITY POLICY OF THE HOSPITAL**

- Realization of hospital's vision and mission.
- Meeting changing needs and expectations of the patients.
- Introduce quality in all its services and ensure continuous improvement of quality through national and international accreditations.

- **QUALITY OBJECTIVES**

- Engage credentialed professionals in all disciplines and services.
- Continuously update the knowledge of the professionals through in-house or external training, participation in academic activities such as CMEs, seminars, symposia, conferences and by providing access to internet and journals and books in the hospital library.
- Introduce established newer technologies in clinical services without delay.
- Provide reliable and updated diagnostic services.
- Monitor all critical processes to ensure continuance of quality.
- Introduce postgraduate courses and fellowships in different clinical disciplines.
- Ensure safety of patients, attendants, employees and all stakeholders.
- Practice environmental management systems.
- Continuously enhance customer satisfaction.
- Establish an efficient Hospital Information System to have paperless and permanent access to patient records and easy analysis of outcomes.
- Establish quality assurance system to minimize pre analytical, analytical and post analytical errors with laboratories.

FLOOR WISE DEPARTMENT PLANNING

S. No.	Floor	Departments
1	Basement	Radiation oncology
2	Ground	Emergency, Sample Collection Room OPD 1-ENT & Cochlear Implant, Obstetrics & Gynecology, Pediatrics, Medicine, General Surgery, Ayurveda, Orthopedics, Dermatology OPD 2- Ophthalmology, Other Services:- Ultrasound, X-Ray, DEXA, MRI, CT, Nuclear Medicine, Blood Bank, Admission & Billing, Pharmacy
3	First	OPD 3- Cardiology, Cardin Surgery, TMT, PFT,ECG, HOLTER, ECG & Color Doppler, Executive Health Check Up, Dental, Urology, Rheumatology, Endocrinology, Diabetes & Thyroid, Respiratory Medicine, Physiotherapy, Plastic Surgery, Nephrology & Renal Transplant, EEG, EMG, NCS/NCV, RNST, VEP/VER, BAER/BERA, SSEP OPD 4- Neuro Sciences OPD 5- Gastroenterology & Hepatology, Surgical Gastroenterology OPD 6- Nephrology & Dialysis OPD 7- Mammography & Interventional Radiology, Hemato-Oncology & BMT OPD8- Liver Transplant
4	Second	Operation Theatres, ICU, Cath Lab
5	Third	Patient Rooms, Sleep Lab, External Counter Pulsation(ECP)
6	Fourth	Patient Rooms, Birthing Suites, Pediatric ICU, Neonatal HDU, Neonatal ICU
7	Fifth	Patient Rooms, Day Care
8	Sixth	Patient Rooms
9	Seventh	IVF, Bone Marrow Transplant, Plastic and Cosmetic Surgery Centre, Medical Library, Seminar rooms