

**Internship
at
Soni Manipal Hospital, Jaipur
(February – April 2014)**

**Submitted By
Akshita Shah**

**Post Graduate Diploma in Hospital & Health Management
2012-2014**



**Institute of Health Management Research,
Jaipur
2014**

ACKNOWLEDGEMENT

The success of any task would be incomplete without the expression of appreciation of gratitude to the people who made it possible .Though words fall short to express the sincere gratitude towards everyone who helped directly or indirectly in my endeavor. It is a pleasant aspect that I now have the opportunity to express my gratitude for all of them. This is a humble attempt in this regard. I would like to render my sincere thanks to Soni Manipal Hospital, Jaipur for providing me with such unique learning experience.

I convey my deep and sincere thanks to Dr. Ashok Kaushik (Dean Academic and Student Affairs) and My Mentor Dr. Barun Kanjilal, for being helpful, supportive and receptive.

Most importantly I would like to thank my Hospital mentor D.S Krishnamurty, CEO & General Manager Operations for his advice and encouragement, to question and take responsibilities, for his precious time and instructions support, guidance and motivation throughout the study period.

Furthermore my earnest thanks to Ms. Oindrila Ghosh, Senior Executive (project and strategy) without whose support it would not have been possible to understand the hospital to the extent as I have now. It has been my privilege to work under their dynamic supervision in the hospital.

I am highly grateful to all the departmental heads specially Dr. Suresh Bhargava, OT head and all the staff of OT, the OT coordinator, for giving me time in spite of their hectic schedule. Without their co-operation and warm attitude this project would have been a distant dream.

Akshita Shah

TABLE OF CONTENTS

Contents

Institute of Health Management Research, Jaipur	1
ACKNOWLEDGEMENT.....	2
ABBREVIATIONS	4
INTERNSHIP REPORT	5
1 HOSPITAL PROFILE	6
2 SPECIALTIES OFFERED	6
4 RESPONSIBILITIES ASSIGNED BY THE ORGANIZATION:	7
5 LEARNING POINTS.....	9

ABBREVIATIONS

OT	Operation Theatre
HMIS	Hospital Management Information system
NABH	National accreditation Board for hospital and Healthcare Providers
MRD	Medical Record Department
UHID	Unique Hospital Identification number
PAC	Pre- Anesthetic Check-up
TPA	Third party Administrator
NOT	Neuro Operation Theatre
MOT	Modular Operation Theatre

INTERNSHIP REPORT

1 HOSPITAL PROFILE

Soni Manipal Hospital: Manipal Hospital is a landmark health care entity in the whole of South India. From the year 1991 when it was first set up, it has grown in strength to become the flagship hospital of the Manipal Hospitals group. Situated in Vidhyadhar nagar, this hospital provides 204 beds and a team of highly experienced doctors and support staff. State-of-the-art equipment and world-class facilities have provided millions of national and international patients with exemplary health care. Being the nerve centre of the Manipal Hospitals Group, it provides path breaking care in niche fields like liver, kidney and bone marrow transplants, besides 55 other specialties. Manipal Hospital is also highly regarded as a specialty referral centre in India.

Soni Manipal hospital is a 204 bedded super specialty tertiary care hospital, truly futuristic in its services and technology and brings together some of the most talented medical professionals. The institute provides preventive, diagnostic, therapeutic, rehabilitative, and palliative and support services under one roof and is designed to meet patient care and research requirements of the new millennium.

2 SPECIALTIES OFFERED

In Soni Manipal Hospital many specialties are being offered as it is a well established multispecialty hospital. The specialties are being offered likewise Oncology, Cardiac Diseases, Renal Diseases, Neonatal, Pediatric /Medical & Cardiac Intensive care, Orthopedics, General Surgery, Nephrology, Endocrinology, Gastroenterology, General Medicine, Gynecology, Pediatrics, Laboratory Medicine, Neurology, Ophthalmology, Radiology, Pulmonology, Urology, Aesthetic & Cosmetic Surgery, Dermatology, Pulmonary Medicine, ENT, Physiotherapy, Critical care, Dental, Alternative Medicine.

3 SUMMARY OF THE JOB

I. Worked as a team member in Operation department:

- a. I had worked as a team member in the operation department in which I had undergone the departmental process flow to understand the current processes.

II. To improve various departments of the hospital according to the Manipal standards:

- a. After learning the processes of the hospital, I had conducted the gap analysis in all the departments which helped in tracing out the staffing requirement, corrections required in processes, and the quality indicators to be implemented that are to be followed in each and every department.

4 RESPONSIBILITIES ASSIGNED BY THE ORGANIZATION:

I. To gathered the information about the Signage in the hospital:

Being in the core team of the operations, I had gathered the information about the signage of the hospital that has helped out in easy way finding of hospital. Signage is very important as far as hospital is concerned as, a new load for patients come into the hospital that is not aware of facilities which the hospital provides. Thus placing the right signage at the right place helps in the easy flow of the patients.

II. To gather the information about the uniform required by each employee in the hospital:

I had gathered information about the staff in all the departments of the hospital and number of the uniforms required by each of them. Manipal as the corporate hospital focuses on to the uniformity of all staff in all the units across India. Bringing up the uniformity among all the staff of the hospital and giving up the proper training about grooming can bring up the excellence in the services provided by the hospital.

III. To identify the linen required in the hospital:

Being the part of the operation team, I had calculated the number of beds in all in-patient departments of the hospital, depending upon it I have calculated (4 linen per bed) the linen requirement of the hospital. As the hospital was into the transition phase (from S.K. Soni to Manipal hospital) it was necessary to have the count for the linen required in the hospital.

IV. To conduct floor Audits on daily basis:

Audits are the planned and documented activity that is performed by the qualified personnel to determine the investigation, evaluation, the adequacy and compliance with the established procedures. For the purpose of auditing, I had examined the data, from the management information system (software) and the previous records of the hospital in order to evaluate the current procedures of the hospital.

V. To identify the IP bed distribution in all departments in the hospital:

Being in the team of operation team, I have identified the distribution of all the beds in the different departments of the hospital. Having the right number of beds in the hospital on the basis of the flow of the patients is very important and it should be done strategically after analyzing the data through the hospital information management system (HMIS). Strategically planning the number of beds in the hospital helps in satisfying the quality criteria such as average length of stay, bed occupancy rate, etc.

VI. To identify the number of trolleys, wheelchairs and hydrolytic chairs in the hospital:

I had identified the number of trolleys, wheelchairs and hydrolytic chairs in the hospital. Hospital is the complex institution where in the all types of patients comes such as physically challenged, unconscious, etc. Thus having the appropriate number of wheelchairs and trolley adds on to the satisfaction of the patient. Intra ward shifting of the patients can only be done with the trolley and wheelchairs thus the right number of the trolley and wheelchairs is important in the hospital

VII. To assist in nursing service update as per the Manipal standards:

I had assisted in nursing service update which includes the qualification of nurses, number of nurses required per bed in the different in-patient areas, continuous nursing education(CNE) for the purpose of educating them regarding the care of patients.

VIII. To coordinate various meetings of the doctors in the hospital:

I had coordinated various meetings for doctors for the purpose of discussing the duty hours and salary.

IX. To understand the system of feedback forms in the hospital:

I had collected the feedback forms from the outdoor patients and the indoor patients of the hospital and tried to understand the system of resolving the customer problems.

5 LEARNING POINTS

- I.** Being in core team of quality and operations, I got an opportunity to learn many aspects of both the departments.
- II.** Learned to know various processes of the hospital.
- III.** I have involved in organizing various events in hospital like cultural event that also gave me a learning of management.