

**Internship
at
Medanta the Medicity, Gurgaon
(1st February to 30th April 2014)**

**Submitted By
Anirudh Banerji**

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INTERNSHIP AT MEDANTA THE MEDICITY, GURGAON

1. Internship report

Internship is an integral part of the post graduate diploma in hospital and health management course. It gives a clear idea of the working of the health care organisation. It is the time when the knowledge gained during the course theoretically can be practically implemented. It helps to understand the roles and responsibilities of a hospital administrator.

Objective of the dissertation of twelve weeks (1st February 2014 to 30th April 2014), is to understand the system of the hospital, to observe the activities and working of the hospital and at the same time, to conduct the study at the hospital. Role of an assistant manager was given during the period of dissertation. Observing and administering the activities and managing the operations of the hospital, improving the hospital's working and maintaining the improvement were some of the responsibilities given.

1.1 Roles and Responsibilities during internship

During my internship period, my roles and responsibilities included the following:

- Conducting a daily morning huddle with the nursing team leaders (night shift and morning shift), the housekeeping staff and the security team for a handover of any issues that may have occurred the previous night.
- Conducting quality audits for the Housekeeping, Nursing and Medical Record completion.
- Attending the morning rounds with the consultants in order to plan the discharges of the patients.

- Ensuring maximum adherence to pre-noon discharges and coordinating with the billing and TPA departments to facilitate the same.
- Coordinating with the Radiology department and the Laboratory for pending reports of the patients.
- Conducting patient rounds to record and address all patients' complaints and suggestion to ensure maximum patient satisfaction.
- Preparing a daily discharge report for assessing compliance to the standards set for the discharge process

The project assigned to me was at the Dialysis area and was related to the issue of the waiting time of the OPD patients from the scheduling and prescription for dialysis and the first session of dialysis. My aim was to meet the unmet demand of these OPD patients within the current capacity of the hospital without increasing the manpower cost. The plan of my internship is as follows:

Week 1 (3rd February- 10th February 2014)

- 1) Visiting all the departments of the hospital and understanding the working of the same.
- 2) In formal interviews with the staff of the hospital and to the areas assigned to me to understand the system of the hospital.

Week 2-4 (11th February- 3rd March 2014)

- 1) Informal interviews with the Nursing Team leaders and the staff of the department to understand the management of the dialysis unit at the hospital.

Week 5 and 6 (4th March- 17th March 2014)

- 1) Regular visit to the Dialysis unit for the purpose of data collection.
- 2) Informal interviews with the Nephrology team to understand the steps followed after Dialysis is prescribed

Week 7 and 8 (18th March- 31st March 2014)

- 1) Regular visits to the OPD and IPD dialysis for the purpose of data collection

Week 9 and 10 (1st April- 14th April 2014)

- 1) Completion of the data collection for the purpose of study.
- 2) Data analysis for the purpose of study.
- 3) Regular meetings with the staff of the hospital.
- 4) Informal interviews and being a part of the decision making team of the hospital.

Week 11 and 12 (15th April- 30th April 2014)

- 1) Preparing the dissertation report.

1.2 Profile of the hospital:

Medanta – The Medicity is one of India's largest multi-specialty institutes located in Gurgaon, a bustling town in the National Capital Region. Founded by eminent cardiac surgeon, Dr. Naresh Trehan, the institution has been envisioned with the aim of bringing to India the highest standards of medical care along with clinical research, education and training. Medanta is governed under the guiding principles of providing medical services to patients with care, compassion, commitment.

Medanta – The Medicity brings together an outstanding pool of doctors, scientists and clinical researchers to foster collaborative, multidisciplinary investigation, inspiring new ideas and discoveries; and translating scientific advances more swiftly into new ways of diagnosing and treating patients and preventing diseases. A one-of-its-kind facility across the world, Medanta through its research integrates modern and traditional forms of medicine to provide accessible and affordable healthcare.

WHAT IS UNIQUE ABOUT MEDICITY?

Medanta aims to functionally integrate within one campus and one management the facilities of medical care, teaching as well as research and development. It also offers to explore the possibility of integrating knowledge of traditional and alternative medicine with modern medicine, through means of scientific research.

Medanta is led by Dr. Naresh Trehan, one of the leading luminaries in the medical world.

Dr Trehan is a recipient of various national and international awards for excellence including highest national awards Padma Shri and Padma Bhushan, in recognition of his distinguished service to the nation. He has also served as personal surgeon to the President of India since 1991 and was formerly President of the International Society for Minimally Invasive Cardiac Surgery.

Medanta's team has attracted some of the most distinguished names in medical and non medical fields from all over the world.

INFRASTRUCTURE

Located across 43 acres in the new international business destination of Gurgaon, Medicity will be a 1600-bed institute of world standards with over 45 operating theatres, 1260-bedded IPD, with 350 Critical care beds. 24 OTs and 704 bedded IPD are functional as of now.

EDUCATION

Medicity will have a full-fledged medical college, the objective of which will be to produce highly competent general physicians and specialists who are socially sensitive and fully committed to principles of medical ethics. It will also make every attempt to erase the dividing line between clinical and non-clinical areas.

RESEARCH AND DEVELOPMENT

Medicity will have a state-of-the-art research and development centre integrated with the hospital and the teaching establishment. It is planned to be one of the best funded, staffed and managed medical R&D centre in the country. Its Research Advisory Committee will consist of 12 members from amongst the best known names in modern biology, including various areas of medicine.

TRADITIONAL MEDICAL PRACTICES

An important objective of Medicity will be to validate – and integrate with modern medical system – those medical practices in our traditional and complimentary systems of medicine such as Ayurveda, Unani, Siddha and tribal systems that are compatible with science.

SPECIAL INTERNATIONAL SERVICES

Medanta offers personalized services to International patients that include Appointment Scheduling, Treatment Packages, Visa Assistance, and Hotel Reservations, among others, etc.

TELE-MEDICINE CENTRE

Has the state of the art technology and provides continuous access to various primary & secondary health centers in the remotest locations across India. It plans to connect 600 villages across India & provide connectivity to 56 African cities.

Services Offered by Tele-medicine:-

- Tele-Consultation
- Tele-Diagnosis
- Expert's Opinion / Specialist's Opinion
- Live Surgeries
- Public Awareness programs
- Case follow-ups (Post-Surgery)
-
- CME Programs
- Tele-Conferences

MEDICAL TECHNOLOGY

- 256 Slice CT
- Brain Suite, Intra-Operative Imaging Operating Theater
- Da Vinci Robot for Minimal Invasive Surgery
- Artis- Zeego Endovascular Surgical Cath Lab
- 4 Linear Accelerators (provision for IGRT/ IMRT) (radiation surgery)
- Tomotherapy
- Integrated Brachytherapy Unit with remote controlled HDR
- 3.0 Tesla MRI
- PET CT

- Gamma Camera
- Digital X-Ray, Fluoroscopy, Bone
- Densitometry

- 3D and 4D Ultra Sound
- Digital Mammography

Medanta offers cutting edge technology and state-of-art treatment facilities designed to deliver healthcare at an *affordable cost*.

1.2 HOSPITAL PHILOSOPHY

VISION & VALUES

Institute is governed under the guiding principles of providing affordable medical services to patient with care, compassion and commitment.

OBJECTIVES

- To establish integrated tertiary care services incorporating over 20 super specialties of the highest quality.
- To form an integrated approach to achieve this where Pharmaceutical research, Biotechnology research and Health care delivery are conducted seamlessly.
- To incorporate the strengths of Traditional & Modern medicine to create newer therapies.
- To exploit potential of global healthcare by leveraging technology and hospitality services (medical value travel).
- To leverage the strengths for value added service in research and development, etc.
- To provide world class education and training.

POLICY

- **Integrity**-Medanta wants to be able to live by principles. Team Medanta work together to ensure the highest principles are adhered to and live by integrity and work by it.

- **Compassion**-Medanta's medical care professionals are people of compassion and empathy. Patients are not treated as numbers; they are referred to by name. Medanta staff cares about the patient's recovery and wellbeing.
- **Transparency**-Medanta will have the most transparent governance practices, outcomes and billing systems.
- **Affordability**-As medical care professionals, vision is to provide health care to all, and not just society's select few. Medanta endeavor to offer the best Medicare available at a reasonable, realistic cost. The overriding objective is to ensure that quality care is on offer to the widest possible strata of the community.
- **Futuristic medical Practice**- Medanta wants to be at the cutting edge of international medical practice. The techniques and equipment used are no different from what you would find in the most advanced economies of the world. Medanta's specialist staff scours the globe for the best practice to bring it home to India.

1.3 HOSPITAL LOCATION

Medanta is strategically located in NCR, 8 minutes from the international airport. Seamless integration of various super specialties is evident (1500 beds, 350 critical care beds and 45 OTs), out of which 800 beds, 78 critical care beds and 14 OTs are already functional. Hotel/service apartments, residential and commercial complexes are also available.

AREA

Total covered area of about 4000,000 square meters.

LIST OF DEPARTMENTS & DIVISIONS VISITED

- Department of Clinical Immunology & Rheumatology
- Department of Dental Surgery
- Division of Endocrinology & Diabetes
- Division of ENT & Head Neck Surgery
- Department of General Surgery

- Division of GI & Bariatric Surgery
- Department of Hepatology and Liver Transplant
- Department of Urology and Andrology
- Department of Nephrology
- Department of Orthopedics and Joint Replacement
- Department of Neurosciences
- Department of Internal Medicine
- Department of Ophthalmology
- Division of Plastic, Aesthetic & Reconstructive Surgery
- Department of Pathology and Laboratory Medicine
- Department of Physiotherapy and Rehabilitation
- Department of Respiratory Medicine
- Division of Radiology & Nuclear Medicine
- Department of Transfusion Medicine (Blood Bank)
- Emergency and Trauma Care
- Pharmacy

1. SPECIALTIES VISITED

Medanta is a conglomeration of multi-super specialties institutes which are led by exceptional medical practitioners who are leaders in their respective fields. Attracted from all over the world with the vision to reach the highest levels, these medical leaders are determined to push hard for excellence in medical care and research.

Medanta brings together state-of-the-art infrastructure, cutting edge technology, and a highly integrated and comprehensive information system, along with a quest for exploring and developing newer therapies in medicine. A one-of-its-kind facility in this part of the world, through research Medanta will integrate modern and traditional forms of medicine to provide accessible and affordable healthcare.

Medicity provides integrated primary, secondary and tertiary care services spanning over 20 Super-specialties and high-end services in:

INSTITUTES

1. Heart Institute
 - a. Division of Cardio Thoracic & Vascular Surgery
 - b. Division of Cardiology
2. Institute of Neurosciences
3. Bone & Joint Institute
4. Kidney & Urology Institute
5. Cancer Institute
 - a. Division of Radiation Oncology
 - b. Division of Medical Oncology & Hematology
6. Institute of Critical Care & Anesthesiology
7. Institute of Digestive & Hepatobiliary Sciences
8. Institute of Minimally Invasive Surgery
9. Institute of Transplant and Regenerative Medicine

1.3 Observations/ Learning

The staff of the hospital is seen to be committed, efficient and work oriented as they all are punctual and are hard working. Despite all the shortcomings and issues, the hospital is efficiently running and catering to the needs of one and all in and around the town. Through observations, it is evident that there are certain practices followed at Medanta The Medicity which may not be followed elsewhere, and thus sets the hospital apart from other hospitals.