

**Internship
at
Asian Heart Institute & Research Centre
(February 13th, 2014 to May 15th, 2014)**

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ABOUT THE HOSPITAL

Asian Heart Institute (AHI) has been set up with an aim to provide world-class cardiac care in India. It is situated at the Bandra-Kurla Complex (BKC), a mere 15-minute drive from the domestic and international airports. The hospital promises to provide quality cardiac care to patients at reasonable costs.

A dream of **leading cardiac specialists of Mumbai**, led by **Dr. Ramakanta Panda**. AHI was finally realized on **1st Nov 2002**, wherein in a record time of 18 months the hospital opened its door to patients seeking health care . It was set up with a holistic approach to heart care based on Ethics, Quality Care and the best of Professionals backed by competitive prices and prides itself on Quality in terms of Design, Patient Care, Medical, Paramedical and General Staff and Infrastructure Facilities.

After 12 year , AHIRC has set benchmarks in cardiac care in India lead by the most renown Dr. Panda himself & his special team of dedicated & committed specialists administering to the most critical & sensitive cases with lowest mortality rates in bypass surgeries of 0.83 %

- ✓ More than 2,00,000 patients treated in the last 12 years
- ✓ Over 18,000 surgeries performed in past 11 years
- ✓ On 4th August 2011 the first Robot Assisted Surgery took place in Asian Heart Institute
- ✓ Successfully completed 100+ Robotic surgeries since August 2011
- ✓ Also started cardiac robotic surgeries and successfully initiated and treated 1st patient
- ✓ Lowest documented infection rate in India is on par with International Standards (less than 0.5%).
- ✓ Zero deaths in the redo surgeries (in the last 2 yrs).
- ✓ Only hospital to have ISO, JCI and NIAHO accreditations.

Vision

Globally preferred center of excellence

Mission

To operate as a world class heart hospital, incorporating the latest technological advances and ethical practices to provide quality heart care at a reasonable cost.

Core Values

- *Customer Satisfaction*
- *Highest Quality*
- *Culture of High Performance*
- *Integrity & Ethical Practices*
- *Innovation & Change*

1.4 ACCREDITATION

The hospital is Internationally accredited with ISO 9001:2000, JCI & NIAHO, AHI reaffirms its commitment towards world class cardiac care by being **India's Highest Accredited Hospital..**

ISO (International Organization for Standardization)



Is the world's largest developer and publisher of International Standards. ISO assures that the hospitals follow well documented systems & processes.

NIAHO (National Integrated Accreditation for Health care Organizations)



It is the first Integrated Accreditation program for hospitals in the United States. It integrates the internationally recognized ISO 9001 Quality Management System standards with Medicare's Hospital Conditions of Participation.

JCI was created in 1998 as the international arm of The Joint Commission (USA).



Organization Accredited
by Joint Commission International

JCI evaluates hospitals & certifies those who meet the highest International healthcare quality standards for patient care & hospital management

1.6 HOSPITAL LAYOUT

AHIRC is spread over wide area of land and most of the facilities are available in 2 floors of the building.

Services Rendered.

- Cardiology
- Anaesthesiology
- Cardiac Surgery
- Cardiac Rehabilitation
- Cosmetic Surgery
- Critical Care
- Dental Surgery
- Dermatology
- Ear/Nose/ Throat Surgery
- Pathology & Blood Bank
- Pediatrics
- Psychiatry
- Pulmonology
- Radiology
- Radiology – Interventional
- Rheumatology
- Spinal Surgery
- Urology
- Gastroenterology
- General Surgery
- Gynaecology
- Nephrology
- Neuro Medicine
- Neuro Surgery
- Ophthalmology

- Orthopedics

Layout

- **Lower Basement –**

1. MRD
2. Pharmacy Store
3. Store
4. Engineering
5. Laundry

- **Upper Basement-**

1. Cafeteria
2. Parking

- **Ground Floor-**

1. Reception
2. Admission desk
3. VIP waiting Lounge
4. Pharmacy
5. Billing
6. Cash Counter
7. Casualty
8. Radiology
9. CT scan
10. Marketing Department

11. Corporate Office

- **First Floor**

1. OPD reception
2. Various OPD's
3. Pathology
4. Blood Bank
5. CSSD
6. Quality
7. Library
8. ICU waiting Lounge

- **Second Floor**

1. ICU 2
2. Non Invasive Cardiac department
3. Renal Transplant department
4. Knee replacement centre
5. OT complex
6. IT department

- **Third Floor-**

1. OT Complex
2. Chief Cardiac Surgeon Office
3. Consultants office
4. Think tank
5. Cath Lab

- **Fourth floor**

1. Deluxe room
2. Suit Room
3. Patient Care Department

- **Fifth Floor**

1. Common Ward
2. Twin Sharing

- **Sixth floor**

1. Physiotherapy department
2. Cardiac Rehab

- **Seventh Floor**

Dental OPD

MAJOR ACTIVITIES AT ASIAN HEART INSTITUTE

AND

RESEARCH CENTRE

I joined Asian heart Institute and research Centre on February 13th , as Management Trainee. As per my appointment I have to report to Senior Manager Quality and assist him in all his activities.

Key Responsibilities

- Maintenance of quality assurance & TQM of the hospital.
- Maintaining all the standard operating procedure policies.
- Maintain data for the feedback filled by patient and do analysis on weekly and monthly basis.
- Take feedback from various departments and do an Internal Satisfaction survey and analyse various problems faced by departments.
- Schedule, coordinate and organize various departmental meetings
- Schedule, coordinate, organize and maintain various departmental activities.
- Manage non-clinical staff like HR, Marketing, Finance
- Assign specific duties to each non-clinical staff and train them for specific duties.
- Organizing committee meetings and writing minutes of meetings.
- Analyse the utilization of various hospital services.
- Infection control practices in Hospital.
- Process audit of various department for compliance maintainence.
- Licenses & statutory requirement fulfilment.