

**Internship
at
GMC Hospital & research centre, Ajman, UAE**

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INTERNSHIP REPORT

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1. OVERVIEW OF GMC HOSPITAL & RESEARCH CENTRE, AJMAN, UAE

As a major Health Care Service Provider within the Gulf, GMC Hospital has taken great measures to improve all its services and procedures with the introduction of the International Medical and Health Care Tourism unit of the Hospital. It provides excellent Health care services, world class recovery measures, as well as recreational therapy and Spa services to clients.

GMC Hospital targets to a great volume of Medical Tourists travelling from all over the world with a great need for excellent and affordable medical health care services.

GMC Hospital has special schemes to provide affordable medical care to the economically weaker sections of the society.

GMC Hospital brings together highly skilled professional and the latest advancements in medical technology.

1.1 Hospital Profile

- GMC Hospital, Ajman, UAE was inaugurated on 17th October 2002 by H.H Sheikh Humaid Bin Rashid Al Nuaimi - Member of Supreme Council, U.A.E and Ruler of Ajman.

1.2 Key Highlights –

- The First Private University Teaching Hospital in U.A.E.
- The First Private Hospital to get JCI Accreditation in Ajman, UAE.
- GMC Hospital and Research Centre affiliated to Gulf Medical University became operational on 17th October 2002.
- Capacity of 117 beds, and serves patients from more than 150 nationalities.
- GMC Hospital conducts the highest number of deliveries in the private sector in U.A.E.
- Affordable prices and caters to population from all the Emirates.
- First dedicated Patient Affairs Department in the private sector in the country.

1.3 Location

GMC Hospital
P.O. Box 4184,
Ajman, United Arab Emirates.



1.4 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.

1.5 Mission

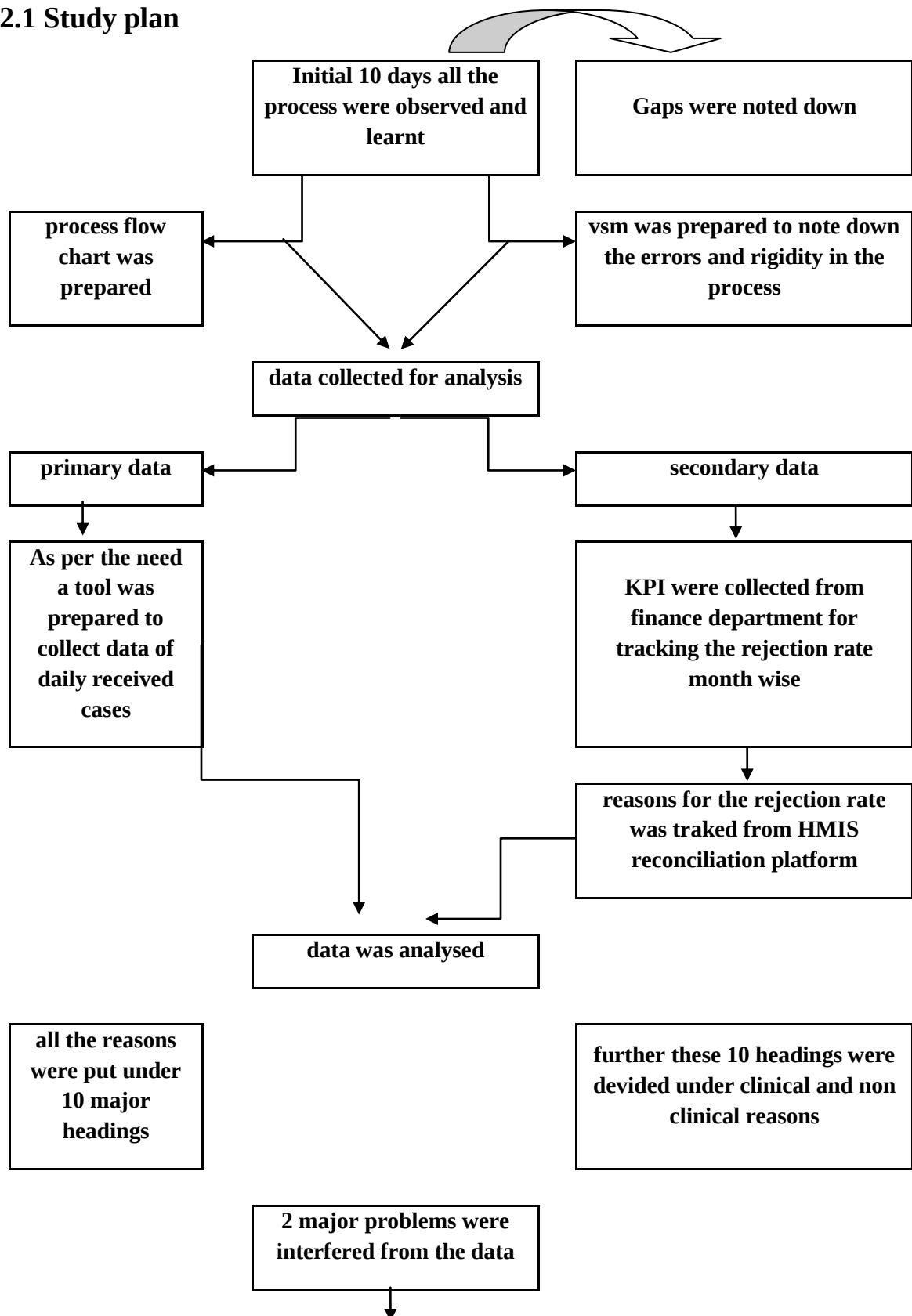
- GMC Hospital and Research Centre is committed to provide ethical patient care focused on patient safety, high quality care and cost effective services.
- GMC Hospital and Research Centre is committed to integrate latest trends in education to produce competent healthcare professionals who are sensitive 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

1.6 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.

2. Observations during internship training

2.1 Study plan



turnarond time

rejection rate and its reasons

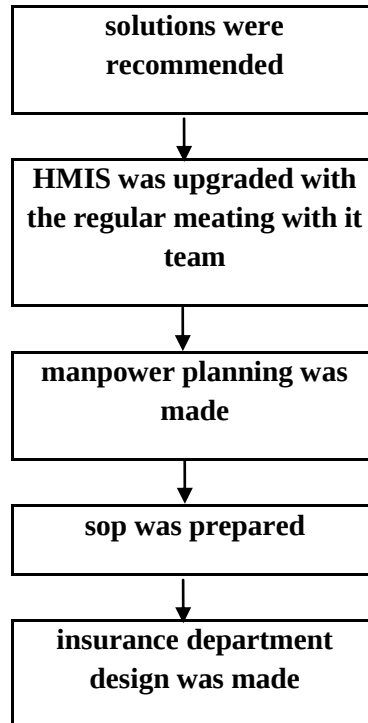


Figure: 1
Study plan

Initial 10 days, with the assistance and guidance of the existing staff the process of insurance was observed and learnt, the gaps were noted down, a process flow chart was made for clear understanding of the process of insurance department, out of which a deep study was made through value stream mapping to explore the problems and rigidity of process in each minute steps of the process. Out of the need for the same a tool was made to collect the data of daily received approval request and the cases were tracked for the turnaround time and rejection rate and their reasons. Causes were identified in the process, probable solutions were recommended for improving the process, reducing turnaround time and rejection rate.

2.2 Roles & Responsibilities

- Out patient approval processing
- In patient approval processing
- Follow up of submitted approval request
- E claims processing
- HMIS upgradation
- Assisting in managerial tasks