

**Internship
at
Burjeel Hospital for Advanced Surgery (BHAS),
LLH Group of Hospital headquartered in Abu Dhabi**

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


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

Organizational profile:

Burjeel Hospital for Advanced Surgery (BHAS) is one of the finest medical facilities providing premium and state-of-the-art medical facilities in the region.

BHAS is a group venture of renowned and experienced Doctors operating under the conglomerate of LLH Group of Hospital headquartered in Abu Dhabi.

BHAS is a new hospital, which started functioning in June 2103. The 35 bed hospital is part of the Life Line Group of Hospitals, (Now rebranded as the VPS Group), owned by **Dr. Shamsheer**, who was recently awarded with Pravasiya Bharatiya Award in 2014 by the President of India. Dr. Shamsheer Vayalil graduated as a radiologist in 2003 and opened his first hospital in Abu Dhabi in 2007. His entrepreneurial skills have since then enabled him to develop many hospitals in Abu Dhabi, Dubai, Oman and Qatar including the prestigious Burjeel hospital for Advanced Surgery, Dubai.

Consultants here are supported in their work by nurses, therapists and other specialist clinical staff who are trained and are experts in their particular fields of orthopedic care. Total joint replacements, spine operations, pediatric orthopedics, hand surgeries, sports-related injuries and chronic pain are just a few of the treatment options performed and/or treated by the hospital's highly skilled and experienced physicians and staff. Our team of expert consultant orthopedic surgeons and physicians offer medical and surgical care of the highest standard.

Dr. Samih Tarabichi, the foremost orthopedic surgeon in the Middle East, is the Director General of BHAS. A consultant for Zimmer International and on the design team for a new generation of knee implants, Dr. Tarabichi holds four orthopedics patents in the United States that cover various aspects of joint replacement surgery. He specializes in the characteristics of the Asian and the Arab knee and has published many papers in international medical journals

on the differences between the European and Asian knee. In 2012, he had a scientific exhibit at the American Academy of Orthopedic Surgeons meeting at Los Angeles that addressed the special characteristics of the Asian as compared to the European knee.

BHAS also hosts a state-of-the art Radiology Department which is equipped to provide advanced MRI, X-Ray and Ultrasound Services. BHAS has recently launched a Whole Body MRI campaign, a new concept that will provide a complete diagnosis of your health in a single, high definition image; a feature that is not available in conventional MRI equipments. A fully equipped laboratory and pharmacy emphasize the comfort of the patients to the most.

Mission, Vision and Values of the organization are as follows:

Vision:

Leading center of orthopedic and joint care in the region

Mission:

We are committed to provide expert orthopedic and joint care, utilizing advance technology to improve mobility and quality of life with compassion, dignity and hospitality.

Values:

- Teamwork – Working together to achieve our mission
- Respect and dignity

- Patient-Centered
- Compassion
- Education
- Professionalism
- Improvement & Motivation

SERVICES PROVIDED BY THE HOSPITAL:

As BHAS is specifically an orthopedic specialty hospital, so basically it deals in all the problems related to bones and joints.

- Joint Replacement surgery
- Hand surgery
- Shoulder and sports orthopedics
- Pediatric orthopedics
- Spine surgery
- Cardiology
- Neurology (neck, migraine management)

Additional services:

- Physiotherapy
- Lab services
- Pharmacy

DEPARTMENTS VISITED:

- Entire orthopedic section
 - ✓ In Patient Department
 - ✓ Out Patient Department
- Operation Theatre
- Quality Department
- Call center
- Marketing
- Accounts
- Insurance
- Human Resource Department
- Material Management Department
- Laboratory
- Radiology
- CSSD (Central Sterile Supply Department)
- MRD (Medical Records Department)
- Physiotherapy
- Transcription department

PROBLEMS AND ISSUES IN THE DEPARTMENTS:

There were some problems being faced by some of the departments. Some major ones are as mentioned below:

- Lack of Manpower
- In Outpatient Department the waiting time was high for the patients
- In transcription department lack of proper format for report preparation.
- Arabic speaking staff is less and most of the patients visiting hospital are Arabic. So there is a language problem.

OBSERVATIONS/ LEARNINGS:

It was a good learning experience in the hospital.

Specially being a part of the operation team I was involved in many activities and was restricted to one single department. It felt as if I am overlooking the entire hospital. The people over here are very cooperative and helpful.

The atmosphere inside the hospital is very relaxing and refreshing which does not make it look like a hospital, the traditional sad and depressed feeling I used to have on listening the name of the hospital. This is good for patients as well as the staff members.

PROJECTS UNDERTAKEN OTHER THEN DISSERTATION:

These projects were assigned to me by my CEO, Dr. Shajir Gaffar, Operations Director, Dr. Oussama Kayali and Assistant Manager Operations, Mr. Asad as a part of hospital requirements and for the upcoming audit by the Joint Commission.

JOB DESCRIPTIONS MADE FOR DIFFERENT DEPARTMENTS:

Methodology:

The procedure followed is enumerated below:

- i. A study of the job descriptions of each job was conducted to understand the roles and responsibilities involved.
- ii. Senior personnel in each department were interviewed in detail to know about the tasks that are performed by their team members in actuality.
- iii. Subsequently, personnel in each department were shadowed while performing a procedure.
- iv. The observations thus collected were grouped into broad *job roles* with their accompanying *job elements*.
- v. All the jobs being performed by an employee were jotted down in a specific format.

NAMES OF SOME OF THE DEPARTMENTS COVERED:

- Operations
- Marketing
- Human Resource Department
- Material Management Department
- Medical Record Department

- Call Center
- Front Office
- Facility and Maintenance Department

(A sample being attached in the appendix)

RECOMMENDATIONS FOR IMPROVEMENT OF IP ROOMS.

Being a 7-star hospital, the patients coming to the facility are also the top class people. So there was a need to have some SOP's as well as some USP's set for all the rooms. This was the project undertaken by me. Suggestions were given and discussed with the higher authority, which were all liked and accepted by them. Then the interior designer was called and the quotation for the changes was asked. Still the work is going on. (Recommendations suggested are attached in the annexure).

INVOLVED IN UPCOMING- NEW PHYSIOTHERAPY DEPARTMENT WITH SPA LOOKS.

Planned with the builders and the top management, the entire layout of the department and finalized the quotation. Now the entire construction work is going under my supervision.

INVOLVED IN MANY MARKETING ACTIVITIES e.g. According to the analysis of the number of appointments booked for each doctor each day from morning to evening (according to the report) - the SMS is planned for the promotion of that doctor.

STREAMLINING OF THE TRANSCRIPTION DEPARTMENT

As there were many issues coming up regarding the delay of the reports because of lack of manpower and even many complaints in the report format. For this a study was conducted in which I surveyed the ways to evaluate the performance of a transcriptionist and a benchmark was decided according to which even the manpower planning was also done. Even a new format has been proposed by me and it is under process to be integrated in the SAP system.

APPENDIX:

1. RECOMMENDATIONS/SUGGESTIONS FOR THE IP ROOMS:

- ✚ Some SOP's should be set like regarding the color of the furniture, number of sofas to be placed, visiting hours for the relatives and even the number of relatives allowed to stay in the patient room.
- ✚ Before purchasing the furniture safety features are mandatory which includes patient fall as well as fire safety standards.
- ✚ Color of the curtains should match with the furniture and should be fire resistant.
- ✚ Some more lighting is required in all the rooms.

Our USP's:

- ✚ It will be pregnant if we put some remote control lights, this will be an additional point in our uniqueness.
- ✚ A mat at the bathroom door and some in the washroom with exquisite colors will also delight the patients and prevent fall due to slippery floor.
- ✚ Some arrangement for music with speakers fitted in the ceilings or on the walls of the room as well as washrooms might give a ravishing experience.
- ✚ There should be a kettle with a tray with some splendid glasses and a jug present in all the rooms.
- ✚ A pair of footwear's should be provided for the patient as well as for 1 attendant with the patient. Along with this we can even keep some pairs in the corridor.
- ✚ Some good inspirational quotations should be put on the walls of the rooms as well as corridors; this will exhort and give encouragement to the patients.

- ✚ To embellish the small rooms' side lamps can be used.
- ✚ To adorn deluxe rooms and the suites, graceful artificial flower arrangements can be used. At some places table with a mirror can also be put.
- ✚ A separate equipment room is required as the geriatric chairs are being kept in the rooms in spite of its no need in those rooms.
- ✚ A proper waiting area for the physiotherapy department is must.

2.

A Sample of JOB DESCRIPTION:

Name		REF:	JD/
Job Title	OPERATIONS MANAGER	Section	ADMINISTRATION
Reports To	HOSPITAL DIRECTOR	Supervisors	SUBORDINATES
Department	TOP MANAGEMENT	Location	Burjeel Hospital for Advanced Surgery (BHAS)
Level/Grade		Duty Pattern	

JOB SUMMARY:

- The employee is responsible for promoting the hospital in local and regional community.
- To liaise with corporate and public relations agencies
- Responsible for the administration, direction and coordination of Hospital's departmental activities for the purpose of attaining customer satisfaction and the objectives set forth.

MAIN RESPONSIBILITIES:

- Develops Hospital's internal operating procedures to achieve efficient hospital/department operations and maximum service to patients of the hospital. Review operational reports and statistical data for the Hospital on a continuing basis to help monitor assigned services operations.
- Supervises immediate subordinates in their performance of assigned responsibilities, providing advice, assistance and guidance as necessary.
- Consult with and advise Director and Chiefs of Medical Departments of the problems related to the operations of the assigned departments.
- Participates in the planning, designing and monitoring of programs for continuing education and on-job training for the Hospital's administrative staff.
- With the involvement of Sales and Marketing persons, plans for the development of new services and promotion of the public image of the hospital.
- Works closely with the Chiefs of Medical Departments/Chief of Nursing to analyze and evaluate clinical aspects of care in order to improve quality of patient care and plan for better utilization of paramedical staff.
- Regularly tours the Hospital facilities and service areas to solicit feedback regarding performance of administrative staff.
- Investigate patient/visitor concerns and implements appropriate courses of action.
- Patient feedback analysis & documentation of results.

- Oversee activities in outpatient and inpatient department.
- Take corrective action in situations requiring immediate intervention, including interpretation and administration of hospital policy and work rules.
- Obtain adequate facts and evaluates data to identify and intervene in actual and/or potential safety and risk management issues.
- Communicate and document pertinent information (verbal and/or electronic) in a timely manner to hospital administration and department leadership.
- Collaborate with clinical and support staff to foster delivery of quality care.
- Administer in evaluating and reassigning staff during crisis situations.
- Participate in JCI activities.
- Provide on-site management/leadership of crisis situations to prevent or minimize disruption of services.
- Monitor emergency action procedures and coordinate activities related to patient/staff evacuation as needed.
- Function as on-site coordinator for internal/external disasters or other major events.

MENTAL EFFORTS

	Low	Medium	High
(a) Problem solving skills	☐	☐	☐
(b) Decision making skills	☐	☐	☐
(c) Critical thinking	☐	☐	☐

PHYSICAL EFFORTS

(a) Multi-tasking	☐	☐	☐
(b)	☐	☐	☐
(c)	☐	☐	☐

CODE OF CONDUCT:

- Adheres to dress code, appearance neat and clean
- Maintains and ensure patient confidentially at all times
- Reports to work on time and as scheduled
- Wears identification while on duty
- Work at maintaining a good rapport and cooperative working relationship with physicians, departments and staff

- Represents the organization in a positive and professional manner
- Ensure compliance with policies and procedure regarding department operations, and infection control.
- Effectively and consistently communicates to administrative personnel and encourage interactive departmental meetings and discussions.
- Complies with organizational policies regarding ethical business practices.
- Effectively and consistently communicates to administrative personnel and encourage interactive departmental meetings and discussions
- Complies with organizational policies regarding ethical business practices
- Communicates the mission ethics and goals as well as the focus statement of the department

ACCOUNTABILITY:

Every member of staff must work within this framework as specified in his/her individual job description. If you have concerns on any Clinical Governance matters these should be raised with your HOU/HOD. Your attention is also drawn to the Trust guidance on Raising Concerns about Provision of Patient Care.

DECISION-MAKING AUTHORITY

Work is carried out within general policies, principles and goals, and is subject to direction only for guidance on policy issues.

MINIMUM KNOWLEDGE AND EXPERIENCE:

Education	Suitable University Degree preferable MBA or Master Degree or equivalent	Experience	Minimum 10 years in Hospital or similar organization with at least 2 years in similar position.
Skills	☐ Good communication skills ☐ Flexible and open minded approach ☐ Good commitment and ability to make things happen ☐ Sound interpersonal relationship.	Language skills	English & Arabic (Basic)
Aptitudes	Enthusiastic & Motivated Enjoy working in a busy environment	Abilities / Knowledge	Able to work without supervision Good Organizing skills

Other Licensure/Registration Requisites;	Not Applicable
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I, hereby signing this Job Description, declare that I have read and understood the contents and fully agree for these job requirements.

	Signature	Date		Signature	Date
Employee			Head of Unit/Department		
Head, Human Resources			CEO		

Original: Employee File

Copy: To the employee