

**Internship
at
SoniManipal Hospital,
Vidhyadhar Nagar, Jaipur**

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INTERNSHIP REPORT

HOSPITAL PROFILE



SoniManipal 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.

SoniManipal 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.

SPECIALTIES OFFERED

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.

SUMMARY OF THE JOB

- Worked with the team of Housekeeping Department .
- To study the day to day functioning and various other managerial aspects of Housekeeping Department
- To study the stores issue procedure of housekeeping department and find out scope of improvement.

PROBLEMS & ISSUES

- The maximum staff employed in the housekeeping department is on a contractual basis. The contract is let out to a contractor who provides manpower as on required basis.
- The staff absenteeism is a big problem which makes day to day functioning difficult at times.
- There is no full continuity of staff which results in poor performance and a lot of time wasted in making the new comer to learn the skills or work.
- The level of motivation was not of required standards and the contractual staff in large no of cases tried to shirk work and responsibility.
- The quantity of stores issued were not based on any standards fixed but were issued based on the demand generated by the housekeeping cell or the user.
- Lack of documentation at the user level was not able to give out the precise usage of housekeeping stores.
- The training activity for improving the skills of the staff has not been able to achieve the desired result.
- The change of management had a sense of insecurity amongst the staff .

RECOMMENDATION

- There is ample scope of improvement in the existing issue procedure of housekeeping consumable stores, the same if linked to patient flow would result in savings in term of procurement cost but also help in better inventory management.

- Setting up standards for use of different type of stores like floor area to be covered by a ltr of phenyl or sodium hypochlorite, no of tissues to be issued/used per patient, no of waste bags to be issued per room, hand wash usage based on per patient or no of employees employed/ using the facility for all possible stores would bring about standardization for all items .
- HMIS based issue and utilization of stores from procurement till the end usage would result in optimal utilization and accounting of the housekeeping stores.
- The staff should be permanent to reduce the uncertainty and to have trained and committed staff. In case if it is not possible to have all as permanent staff then at least 50% of the housekeeping staff should be permanent.
- Regular and meaningful training should be organised for the staff.

The overall internship period provided a good opportunity to know things which were missed out during the summer internship in First Year. The added advantage was to see the changeover of management of the organization and the effect of the same on employees and the overall functioning of the organization.