

**Internship
at
Medanta, The Medicity, Gurgaon
(3rd February to 30th April 2014)**

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


**Institute of Health Management Research,
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ABOUT THE ORGANIZATION:

Medanta – The Medicity is one of India's largest multi-super 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?

Medicity 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.

Medicity 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. Medicity'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.

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.

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 is of about 4000,000 square meters.

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 (3rd 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. 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.

ROLES AND RESPONSIBILITIES DURING INTERNSHIP:

- 1) Reporting to: OPD Incharge and Medical Superintendent.
- 2) Since Medanta is a young and growing organization a lot of learning opportunities and important job responsibilities lied in the role of a floor manager.
- 3) Out-Patient Department being the first point of contact for the patients plays a critical role in the hospital. OPD deals not only with consultations but also minor procedures that took place on Out-patient basis. The role of the Emergency Manager is challenging in itself as this part of the hospital has maximum footfall. It caters to the masses. Being shop window of the hospital, OPD experience of the patient influences his/her response towards other services.
- 4) In all, the following work responsibilities were provided by the organization-
 - a) Ensure better patient experience, better queue management by the staff.
 - b) Ensure that the rules and protocols are followed by all the staff members of OPD.
 - c) Properly handling patient complaints and staff grievances.
 - d) To resolve all issues related to queue management.
 - e) The floor manager not only addresses patient's problems but also provides necessary information in case of any queries.
 - f) Ensure availability of doctors on time.

- g) Manage security, housekeeping, billing and registration to ensure smooth functioning of the department.
- h) Analyze and streamline all the processes in the OPD and suggest reforms continuously.
- i) Ensure the regular updating of the Department Manuals.
- j) Educate the departmental staff for the NABH protocols and interview them regularly to check the preparedness of the staff before NABH inspection
- k) Coordinate with Quality Team for revision of various forms in the Department and the manuals.
- l) Continuous review of patient waiting-time and reforms to minimize it.
- m) Continuous review of HIS compliance of doctors.
- n) Rescheduling the OPD appointments as per requirement.
- o) Ensuring general up-keep of the department.
- p) Coordinating with doctors for managing walk-in patients.
- q) Coordinating with diagnostic services to ensure continuity of care.

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

INSTITUTES AT MEDANTA:

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
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9. Institute of Transplant and Regenerative Medicine

DISSERTATION STUDY PLAN:

Induction Period	From 1/02/2014 to 10/02/2014
Data collection	From 11/02/2014 to 15/04/2014
Data Analysis and planning the interventions	From 16/04/2014 to 25/04/2014
Data collection and analysis post Intervention	From 30/04/2014 to 15/05/2014
Report preparation by	18/05/2014