

**Internship
at
The Mission Hospital, Durgapur**

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**MBA Hospital & Health Management
2013-2015**


**Institute of Health Management Research,
Jaipur
2015**

INTRODUCTION

Objectives of the Internship:

- ❖ To complete my internship with full efficacy and efficiency.
- ❖ To understand working of whole of the hospital and to seek opportunity that will stimulate me and provide real experience.
- ❖ To groom myself as a professional personality.
- ❖ The primary objective of the Intern Program is to provide a student interested in the field of Hospital working, some experience and knowledge on the management and operations of a hospital.
- ❖ To accomplish the objective the student is expected to participate in a variety of activities. The duties require significant involvement in management activities. All responsibilities require the ability to work effectively with coworkers and to meet and work well with the public.

ORGANIZATIONAL PROFILE

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) is a 303 bedded, state-of-the-art super specialty hospital, with cutting edge technology. Built in an area spanning three acres it offers an array of facilities- Digital Flat Panel Cath Lab (2 in number, Philips FD 10c and Philips Allura Clarity), seven major operation theatres with laminar airflow and HEPA filters, 80 bedded critical care unit, dedicated mother and child care unit, 24 hour accident and emergency department, blood bank and for the first time, a fully computerized pneumatic chute system (Sumetzberger, Germany). This is a hospital with “futuristic” technology and enriched with “brilliant minds” behind the equipments.

The Mission Hospital started its operation from April 02, 2008. This hospital is the first superspecialty corporate hospital in Eastern India outside Kolkata. The Mission Hospital is the first superspecialty Corporate Hospital of Durgapur which has taken an initiative to amalgamate and integrate the best in healthcare, be it manpower or technology. This hospital has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Durgapur and its neighboring areas through its patient centric and high quality care, and patients are benefiting from the facilities of the hospital.

Vision

To provide affordable quality health care to patients by incorporating improvement in its day-to-day schedule

Mission

To become a centre of excellence in health care by bringing tertiary level health care to the people of Eastern India.

Quality Policy

- ❖ To provide continuous and regular training for employees to bring out the best in them to achieve quality improvement in service.
- ❖ To understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- ❖ To provide quality service that is responsive, efficient, courteous and helpful.

Goals

- ❖ Continuously improve all our services through quality management.
- ❖ To focus on our patients and deliver high quality service.
- ❖ To involve all our partners in our quality improvement activities.
- ❖ To empower employees to make appropriate decisions.
- ❖ To gain highest degree of respect for one another and value diversity.
- ❖ To use training, teamwork and open communication to enable all employees to achieve their full potential.
- ❖ To recognize and reward employees' contributions.
- ❖ To take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the Hospital are afforded the safest possible environment.
- ❖ To maintain the highest ethical standards in protecting the public and the environment.
- ❖ To measure the effectiveness of our activities and monitor progress towards achieving our Vision.

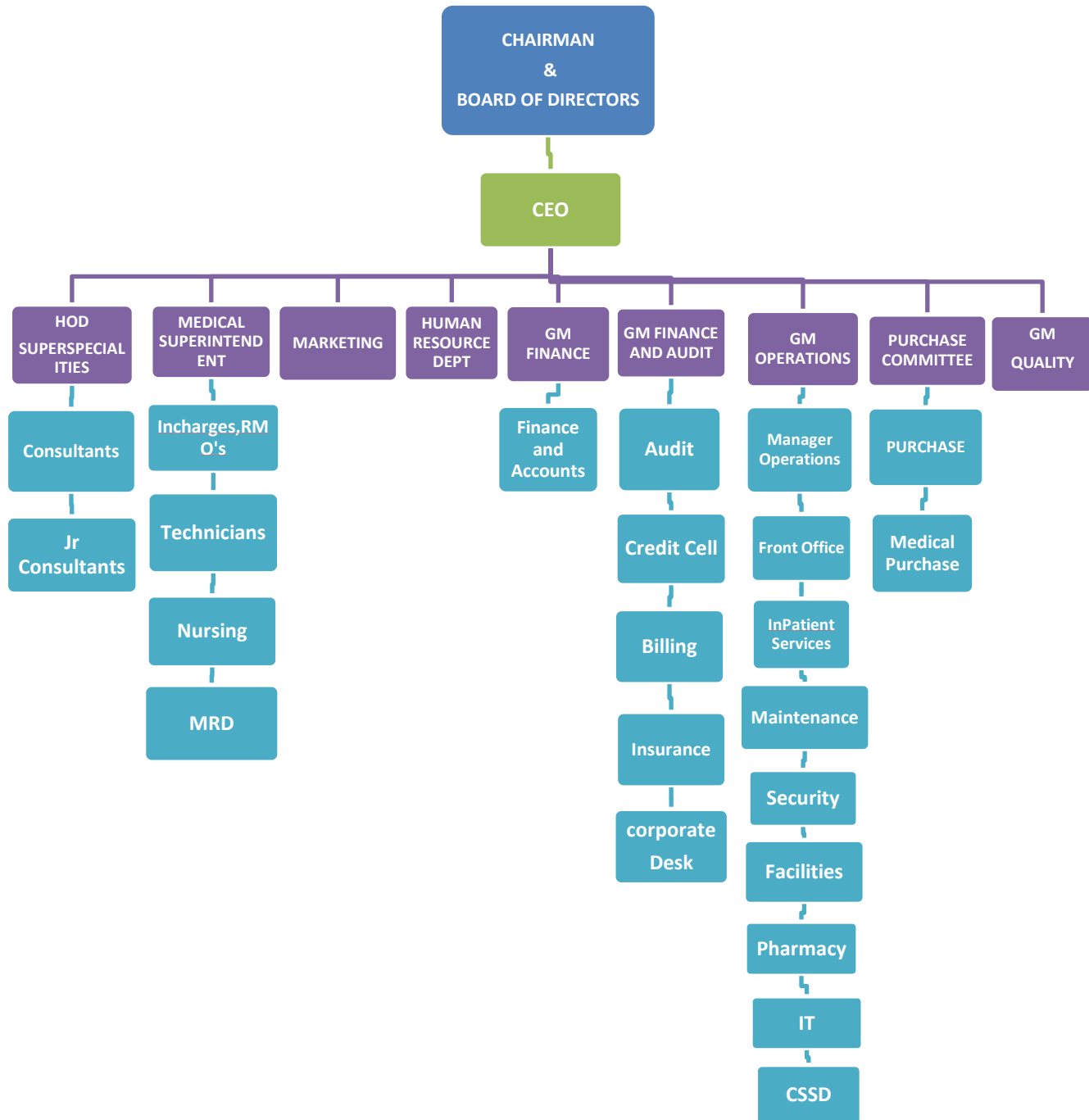
Accreditation



National accreditation board for hospital and healthcare providers (NABH) accreditation-

The Mission Hospital is the only multispecialty hospital in Durgapur to receive this accreditation. Primarily focusing on patient care, safety, continuous quality improvement and innovation, NABH (Accredited by ISQ, International Society for Quality in Health Care) has been set up to bring the world's best Health care quality standards to India. This accreditation is testimony to the fact that Mission Hospital care pathways are protocol driven, reflect global practices and ensure that patients consistently receive Quality care.

Organogram of The Mission Hospital, Durgapur



SERVICES PROVIDED BY THE MISSION HOSPITAL, DURGAPUR

Specialised Services

- Cardiothoracic surgery, Cardiology & Electro-physiology
- Pulmonology & Critical Care Medicine
- Orthopedics, Joint Replacement and Complex Trauma
- Neurosurgery and Neurology
- Urology
- Anesthesiology
- Gastroenterology
- General & Laparoscopic surgery
- General Medicine
- Gynecology & Obstetrics
- Pediatrics & Neonatology
- Nephrology
- Endocrinology
- Accident & Emergency
- Plastic Surgery
- Dental & Maxillofacial Surgery
- ENT

- Ophthalmology
- Dermatology
- Radiology & Imaging
- Pathology, Microbiology, Biochemistry
- Physiotherapy

Intensive Care Units

- Medical Intensive Care Unit
- Surgical Intensive Care Unit
- Coronary Care Unit
- CTVS ITU
- Neonatal Intensive Care Unit
- Dialysis.

Other Supportive Services

- Pharmacy Services
- Laboratory & Radiology
- Medical Records
- Blood Bank
- Ambulance Services

- Laundry

Outsourced Services

- Canteen
- Housekeeping
- Lab & Radiology (Certain tests)
- Security Services
- Biomedical Waste Disposal

Round The Clock Services

- Pharmacy
- Billing
- Ambulance
- Dialysis
- Emergency and casualties

Ancillary Services

- Maintenance Department
- Laundry Department
- Purchase
- Store
- Medical Record Department

- Mortuary Department

AREAS OF EXCELLENCE

The aim of **The Mission Hospital** is to provide the patient with easily accessible comprehensive and consistent quality healthcare, with a special focus on patient care. However we have a number of specialized centers of excellence to help us achieve this task:-

1. DEPARTMENT OF ACCIDENT AND EMERGENCY

An important part of our services is the trauma care. A Dedicated team of Accident & Emergency doctors man the unit 24/7 and provide trauma care. The department is manned by a group of doctors who have fellowship in Emergency Medicine. The other staffs include RMO's, paramedics and nurses trained in trauma care. We are equipped to handle any trauma, be it neuro-trauma, stroke surgery or multiple fractures. Through prompt evaluation, life-threatening injuries are identified and treated immediately under the direction of a dedicated team of trauma surgeons.

2. DEPARTMENT OF CARDIOLOGY & ELECTRO-PHYSIOLOGY

This department offers the most comprehensive range of Interventional Cardiology Services performed by Interventional Cardiologists, recognized for their experience, expertise and skills. The hospital is equipped with the latest generation of flat panel Cath Labs with digital images, which is one of the most advanced Cath lab machine and is the only machine to be installed outside Kolkata.

We provide quality services like Echo Doppler, Stress echocardiography, TMT, ECG, Holter monitoring, Peripheral Doppler studies, Coronary & Peripheral Angiography, Carotid, Renal & peripheral angioplasty, Stenting, Pacemaker Implantation, Balloon Valvoplasty etc. 20

3. DEPARTMENT OF CARDIO-THORACIC AND VASCULAR SURGERY

This department have successfully operated upon a number of complicated coronary artery bypass surgeries, valve replacements, valve repairs, infant and pediatric complex congenital cardiac surgeries already, since its inception on 2nd April, 2008.

But what sets this department apart from other hospitals is the successful neonatal and pediatric cardiac surgical programme which is being run. We have already performed hundreds of complex cardiac surgeries that require very high degree of technical dexterity, knowledge about infant physiology and dedicated intensive care and infrastructure. There has been very little mortality till date in this specialty.

4. DEPARTMENT OF NEUROSCIENCES

This department is equipped with facilities at par with the best in the country. It offer and perform delicate and the most modern procedures on a regular basis viz. pediatric neuro-surgery, brain tumor surgery, vascular neurosurgery, stroke surgery, neuro-trauma, infection (e.g neuro-tuberculosis), spine surgery, peripheral nerve surgery (microsurgical repair of peripheral nerve damage, nerve grafting, carpal tunnel surgery)etc. The department consists of highly skilled neurosurgeons, neuro physicians, neuro-radiologists dedicated neuro-anesthesiologists and specially trained staff for the operating theatre and neuro-ITU.

5. DEPARTMENT OF ORTHOPAEDICS & JOINT REPLACEMENT SURGERY

This department is the only centre in this region to offer an array of high-end surgeries. The Joint Replacement team provides state-of-the-art surgical care employing up-to-date techniques for the treatment of hip and knee afflictions.

Lower back and spine problems are also dealt with ultra-modern techniques of spinal stabilization with successful and predictable outcomes.

Arthroscopic surgery is another dimension to provide state of art minimally invasive treatment of knee joint ligament and cartilage injuries. This department has successfully performed more than 100 joint replacement surgeries till date. Apart from the joint replacement surgeries, the department has carried out successfully numerous complicated orthopedic surgeries till date.

6. DEPARTMENT OF INTERNAL MEDICINE AND CRITICAL CARE

This department is the most expensive, technologically advanced and resource intensive area, concerned with the provision of life support or organ support systems in patients who are critically ill and who usually require intensive monitoring. Patients admitted to the intensive care unit not requiring support for the above are usually admitted for the intensive/invasive monitoring, such as crucial hours after major surgery when the deemed to unstable to transfer to a less intensively monitored unit.

7. DEPARTMENT OF TRANSFUSION MEDICINE (BLOOD BANK)

This department is the only centre in this region with high end and advanced technology. The department is linked with all clinical specialties of surgery and medicine. It also deals with stem cell collection and storage, cord blood banking, regenerative medicine by

transfusion of hematopoietic progenitor cells to the patient to regenerate damaged tissue anywhere in the human body (e.g., cardiac, neurons etc.) and gene therapy.

8. DEPARTMENT OF UROLOGY & ANDROLOGY

This department provides Comprehensive urology Services as well as Andrology facilities. The department is one of the few in the entire state that provides full range of urology services-Endo Urology, Urolithiasis, Uro-Oncology, Andrology, Urodynamics, Transplantation, Microsurgery and Implant Surgery.

9. DEPARTMENT OF NEPHROLOGY

This department is the only centre in this region to provide the services in this specialty for managing patients with all sorts of kidney diseases. The department offers and performs all diagnostic and therapeutic procedures for adults and children. The Kidney Transplant program is one of the key areas of excellence in the hospital.

10. DEPARTMENT OF GASTROENTEROLOGY & GASTRO SURGERY

This department is the only centre in this region to provide the services in this specialty for managing patients with all sorts of gastrointestinal, liver and pancreatic diseases. The departments offer and perform all diagnostic and therapeutic upper & lower endoscopies and ERCPs with video scopes for adults and children.

11. DEPARTMENT OF PLASTIC & RECONSTRUCTIVE SURGERY

The department offer General Plastic Surgery, Crania-Maxillofacial surgery (Facial Clefts-cleft lip, cleft palate, Facial Microsomia, Mouth and jaw tumor, Craniofacial trauma/

injuries), Aesthetic (cosmetic) Plastic Surgery (Rhinoplasty or "Nose Job", Face Lift, Blephroplasty i.e. Removal of wrinkles from the upper/lower eyelids, Brow Lift, Breast Reduction/ Breast Augmentation, Abdominoplasty, Liposuction), Micro and Hand Surgery, Head and Neck Reconstruction, Acute burns and Post Burn problem solution.

12. DEPARTMENT OF IMAGING SERVICES

This services offers advanced diagnostic and therapeutic services compared to anywhere in the world. The Department of Imaging Services is a highly specialized, full-service department which strives to meet all patient and clinician needs in diagnostic imaging and image-guided therapies in close proximity with the various other departments. Each unit of the department viz. General Radiology, Mammography, Ultrasound, Doppler, CT Scan, MRI Scan, Angiography or Nonvascular Interventions is self sufficient as regards to skill and equipments.

13. DEPARTMENT OF PEDIATRICS AND NEONATOLOGY

This department is another specialized area, which is of utmost importance. The department is well equipped and has 10-bedded Neonatal ICU with dedicated team of experienced neonatologist and nursing staff. The NICU is well equipped with ventilators, radiant warmers, multi-parameter monitors, phototherapy units etc. The department also has a 10-bedded pediatric ward to take care of children.

14. DEPARTMENT OF LABORATORY SERVICES

This service at The Mission Hospital, Durgapur has been established with a view to provide wide range of Laboratory investigations, necessary for patient care. It consists of disciplines

of Biochemistry, Clinical Pathology, Hematology, Immunology, Microbiology, Molecular diagnostics, Serology, Endocrinology, Nutrition and Metabolism, Infectious diseases, Histopathology, Cytopathology and Immuno-Histochemistry.

The laboratories are equipped with state-of-the-art equipments. To operate these sophisticated gadgets the laboratories have a team of efficient, motivated, knowledgeable and qualified Doctors and technical staff. All the blood samples of Laboratory investigations are collected using **Pneumatic Chute System**, which is the first of its kind in eastern India.

15. DEPARTMENT OF PAEDIATRIC CARDIAC SURGERY

Congenital heart disease is a serious and common cause of life threatening morbidity amongst children in India. The statistics are frightening. It is estimated that every year 1,80,000 children are born with heart defects! Another way of appreciating the problem is to know that for every thousand children under the age of 15 years, four have congenital heart disease. Considering our population of more than one billion (which is largely youthful) the absolute numbers are staggering. Without treatment many will die early in life. Some will gradually waste away in suffering. The good news is that the vast majority of these children can be treated, usually with surgery, which would add many decades of productive life. Apart from the obvious benefit to the child and the family, imagine the potential contribution to society.

16. DEPARTMENT OF OBSTETRICS & GYNAECOLOGY AND ADVANCED LAPAROSCOPIC PROCEDURES

This department is the only centre in this region to offer specialist medical & surgical care. The Department offers comprehensive obstetrics & gynecological care. Our consultant Obstetrician & Gynecologist provide specialist medical as well as surgical management of all types of obstetrics & gynecological problem. There is a dedicated maternity wing with individual labor rooms where the laboring women can have support from her near relatives. The labor ward complex has a dedicated operation theatre. Registrars provide 24 hrs cover on-site under direct consultant supervision.

Floor wise Facility Distribution

BASEMENT

- Reception
- OPD Chambers
- Phlebotomy
- Physiotherapy Deptt.
- Conference Room
- Quality Office
- Executive Health CHeckup Deptt.
- PFT & Neuro Investigations (EMG,EEG,NCV)

GROUND FLOOR

- May I Help you Desk
- Main Reception
- Accident & Emergency Dept.
- Admission counter
- Insurance /Corporate desk
- OPD Chambers
- OP Pharmacy
- Radiology Dept.
- Cafeteria

FIRST FLOOR

- Reception,
- Blood Bank
- OPD Chambers
- Pathology and Biochemistry Lab.
- Cardiology Investigations
- Endoscopy room

SECOND FLOOR

- Cardiac care Unit(CCU)
- Cath lab
- Medical Intensive Care Unit (MICU)

THIRD FLOOR

- OT Complex
- CTVS/ITU
- CSSD
- OT Store

FOURTH FLOOR

- Administrative Block
- Cardiac Ward
- IP Pharmacy

FIFTH FLOOR

- Pediatric ward
- Neonatal ICU
- Dialysis Unit
- Telemedicine
- ESWL Room
- Labor Room
- Typing pool

SIXTH FLOOR

- General & Semi Private wards
- High dependency unit
- Surgical ICU
- IP Billing

SEVENTH FLOOR

- General& Semi private wards.
- Bio Medical Engineering Dept.

EIGHTH FLOOR

- Private Rooms
- Deluxe Rooms
- Deluxe Suits

DEPARTMENTS VISITED

-  Out-patient Department
-  Executive Health checkup Department
-  Radiology and Imaging Services
-  Inpatient Department
-  Intensive Care Units
-  Laundry
-  Medical Records Department
-  CSSD

MANAGERIAL TASKS PERFORMED/LEARNING

- ❖ Assisting Quality Team in NABH Surveillance Process
- ❖ Attended training sessions of NABH
- ❖ Auditing of files for its completion
- ❖ Incorporating and monitoring Queue Management System in Corporate and Insurance Desk
- ❖ Designing and placement of Signage for Queue Management System in Corporate and Insurance Desk
- ❖ Solving queries of patients in Health checkup Department
- ❖ Coordinating related departments of Health checkup Department
- ❖ Calling patient party to assure their good stay in the hospital
- ❖ Meetings with Chairman & General manager-Operations for discussion of improvements in Radiology & Health checkup Department

- ❖ Framing of Discount Policy for the Hospital in coordination with Front Office Manager
- ❖ Coordination with IT Department for improvements in Radiology Module for operational excellence of Radiology Department
- ❖ Designing of TMT Consent Form and OPD Feedback Form