

**Internship
at
Zulekha Hospital, Sharjah, UAE**

**Submitted By
Sakshi Gambhir**

**MBA Hospital & Health Management
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INTRODUCTION

The Zulekha Healthcare Group found its roots in the year 1961 when our founder Dr. Zulekha Daud arrived in Sharjah.

From a young medical graduate to a practising physician serving patients from all walks of life, she soon became a household name. After three decades of dedicated service, the year 1992 saw the establishment of Zulekha hospital in Sharjah.

It started off as a 30 bed set up with basic facilities for gynaecology, obstetrics, surgery, medicine and paediatrics. Today the Zulekha Healthcare Group has expanded and includes a new hospital in Dubai, four medical centers and three pharmacies.

THE MANAGEMENT

The hospital management

1. Managing Director – Dr. Zulekha Daud
2. Chief Executive Officer – Ms. Zanubia Shams
3. President – Mr. Taher Shams

Vision and Mission

Vision

Zulekha Hospital is committed to be the most efficient, competent and courteous providers of comprehensive healthcare in the world.

Mission

Zulekha Hospital is driven on mission “To provide easy accessibility to high quality healthcare”

Our Values

Honesty & Integrity
Privilege & Responsibility
Planning & Implementation
Quality Service & Continuous Improvement
Courtesy & Compassion

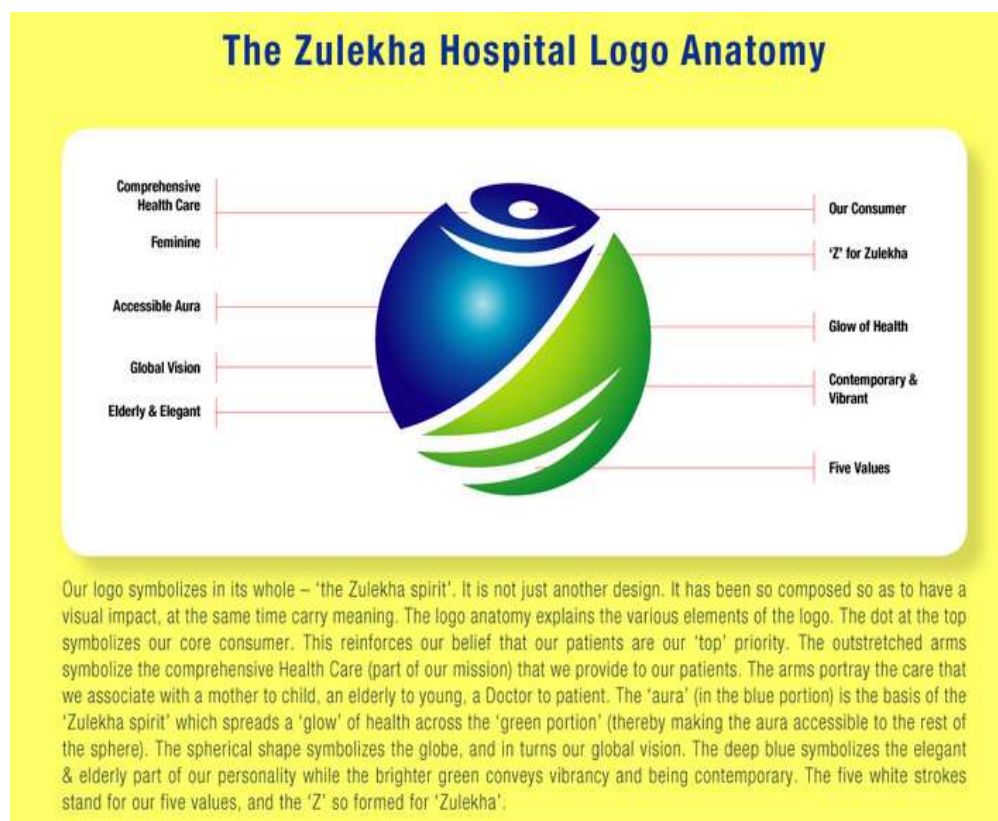
HISTORY

Our Journey

The Zulekha Healthcare Group found its roots in the year 1961 when our founder Dr. Zulekha Daud arrived in Sharjah. From a young medical graduate to a practising physician serving patients from all walks of life, she soon became a household name. After years of dedicated service, the year 1992 saw the establishment of Zulekha Hospital in Sharjah.

It started off as a 30-bed set-up with basic facilities for Gynaecology, Obstetrics, Surgery, Medicine and Paediatrics. Today Zulekha Healthcare Group has expanded and includes two Multi speciality hospitals in Sharjah & Dubai, three medical centres, one diagnostic centre and three pharmacies. It is committed to provide specialised treatment in over 25 disciplines ranging from Gynaecology to Interventional Cardiology. From a humble beginning to what it is today, it has been a journey of commitment and dedication.

The Logo and its significance:



Zulekha Hospital, Sharjah, the most comprehensive super specialty hospital focusing on Cardio, Gastro, Renal Sciences, Neonatal and Critical Care is driven by the vision “To be the most efficient, competent and courteous providers of comprehensive healthcare in the world.” The institution not only provides world class healthcare technologies under one roof, but also pledges to develop a healthier society.

We stand committed to provide value added innovative, consistent and continuously improving health and medical care to sustain and further improve clinical outcomes, patient safety & patient satisfaction.

The Group has contributed richly in recent years to set benchmarks in continuing medical education programmes for the entire Gulf region with its consistent interactive workshops and seminars on various medical and surgical topics. The founder Dr. Zulekha Daud elaborates, “We, at Zulekha Hospitals, strongly believe that quality is the result of a carefully constructed cultural environment. We reiterate the same through standardised practices, open methods of reporting and stringent monitoring; we strive hard to meet their satisfaction by diligently working on their feedback. Everyday is a quality journey for us at Zulekha Hospitals.”

Infrastructure and Facilities

127 bedded multi super specialty hospital in Sharjah, focusing on medical and surgical super specialties of neurology sciences , cardiac sciences, gastro sciences, renal sciences, critical care, Ortho-trauma, mother and child, ENT & ophthalmic and many more.

The services offered are as follows :

The evolution of Zulekha Hospital from a 30-Bed facility to a 32 department multi-specialty healthcare landmark is a definite sign of progressive implementation.

Every world-class health facility measures growth by the number of facilities offered to the community and Zulekha Healthcare Group can take pride in all modern facilities available today. Additional to this, multiple disciplinary specializations are now being converted into super-specialization departments. The global vision of Zulekha Healthcare is based on these critical departments as the hospital strives to serve their patients better.

Services offered

- Anesthesiology
- Audiology
- Bariatric Surgery
- Cardiology
- Dental
- Dermatology
- Diabetes
- E.N.T
- Emergency
- Endocrinology
- Gastroenterology
- Gynaecology
- Internal Medicine
- Laboratory
- Laproscopy
- Neonatology
- Nephrology
- Neurology
- Nutrition & Lifestyle management
- Ophthalmology
- Orthopedics
- Paediatrics
- Physical Medicine & Rehabilitation
- Physiotherapy
- Psychiatry and clinical psychology
- Radiology
- Surgery
- Urology

The building has a total of 12 floors with all the different specialities on different floors.

Beginning from the 8th floor up to the 11th floor are the wards.

8th floor – Gynaecology patients

9th floor – Medical and surgical ward

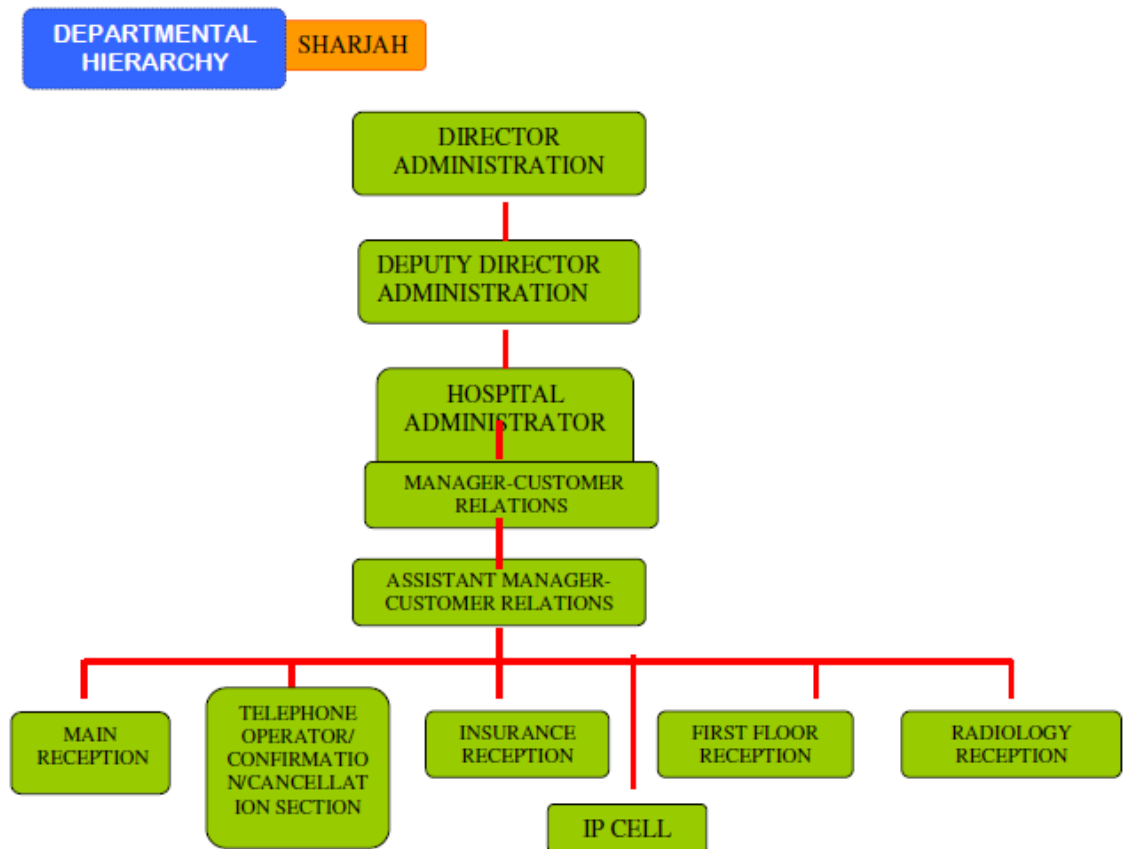
10th floor – Paediatric ward

11th floor – general ward

Comprises of the common beds and the VIP rooms

Department Worked & Issues handled

- I was posted in the Customer Relations Department during my tenure.
- The following figure shows the Department hierarchy:



- The tasks handed over to me were managing the department according to the different shifts.
- The waiting time at the reception was one of the big issues faced, channelizing the patient load to the different floors was the solution adopted.
- I was posted in the different floors at different shifts that I was working in.
- While my posting in the Inpatient Department – I was responsible for handling the issues of the wards and resolving them at the same time.
- The issues in the wards ranged from coordinating with the nursing supervisor for completion of the documents of the patients in the file records before the patient was discharged.
- The discharge process time was set as a benchmark of 2 hours and a notification was sent early morning by the nursing supervisor about the probable discharges

during the day. These patients were then followed up along with the nursing staff and all efforts were made that the patient is discharged within the set time period and no further delays were made.

- During my night shift I was responsible for handling the cases in the hospital especially in the ER, NICU, ICU and the issues related to the payment and the coordination with the insurance department as well.
- The ER had a flow of patients at night, and considering the footfall being high at times there was an insufficiency of beds. For this the patients who were only to be monitored/ be kept under observation were shifted to the sharing wards on the floors and were discharged once the duration of observation of over.
- During the two months we were given mock training for the various codes in the hospital. This helped us manage the situations during the actual code situations.
- The different types of codes :
 - Code Blue
 - Code Yellow
 - Code Red
 - Code Purple
 - Code Orange
 - Code Pink
- I was also coordinating with the OT department and the issue witnessed in the department was of the ways we could increase the utilization of the OT. For this reconfirmation calls were made to the patients and confirmations from the insurance department were taken so that the cancellations at the last minute could be avoided.
- From an inter departmental interaction to a one to one interaction with the consultants and staff members helped resolve a lot of issues at the work front.

ACHIVEMENTS

Zulekha has a lot of achievements some of which are as follows:

The hospital has received the following awards :

- Best sustainable hospital in the middle east
- The Dubai Quality Award for the second time in 2015
- The Dubai Chamber CSR label awards,2014