

**Internship
at
Sakra World Hospital, Bangalore**

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Acronyms / Abbreviations

BARC	Baba Atomic Research Center
CT	Computerized Tomography
EMR	Electronic medical records
ENT	Ear-nose-throat (oto-rhino-laryngology)
HIMS	Hospital information management system
HK	House keeping
IP	Inpatient
IPD	In Patient Department
ISO	International Organization for Standardizations
MLC	Medico Legal Case
MRD	Medical Records Department
MRD	Medical records department
ObG	Obstetrics and gynecology
OPD	Out Patient Department
OPD	Outpatient department
OT	Operation Theatre
OT	Operation theatre
SPSS	statistical package for social sciences
TAT	Turnaround time
TPA	Third Party Administrator
USG	Ultrasonography
USP	Unique Selling Point

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Report on Internship Program at Sakra World Hospital

ORGANIZATION PROFILE

Sakra World Hospital is a multi specialty hospital with a motto to provide quality healthcare at affordable cost. It has a fully equipped centre of international standard for cardiac intervention and surgeries.

VISION:

We commit to medical care that enhances the quality of human life.

MISSION:

Providing high quality medical care through cutting edge technology and highly skilled manpower. Caring Beyond the treatment include complete after-care. Being responsible for the patients well-being and continuous enhancement of his quality of life.

CORE VALUES:

Safety,

Team practice,

Trust,

Integrity,

Honesty

Empathy,

Respect ,

Excellence,

Ethics.

About Sakra

Sakra World Hospital (A unit of Takshasila Hospitals Operating Private Limited) is a joint venture company between Kirloskar Group, Toyota Tsusho and Secom Hospitals. It is India's first MNC hospital committed to the advanced medical care that enhances the value of human life.

Sakra combines synergies of these large entities to provide the cutting-edge medical technologies and herald a change in the current healthcare systems and processes. Sakra is dedicated to ensuring good health of the community. This flagship 350-bedded multi-super specialty hospital situated in Bangalore was launched in February, 2014.

Various departments in the hospital are

Clinical Services:

- 24-hour Accident & Emergency Services (Trauma Unit)
- Anaesthesia
- Cardiology
- Cardiothoracic Surgery
- Dental
- Dermatology
- Endocrinology & Diabetology
- ENT
- Gastroenterology
- General & Laparoscopic Surgery
- Health Check-Ups
- Rehabilitation and sports centre
- Internal Medicine
- Medical Oncology
- Nephrology
- Neurology
- Neurosurgery
- Obs. & Gynaecology
- Ophthalmology
- Orthopaedics

- Paediatrics/ Neonatology
- Pain Management
- Plastic Surgery/Cosmetic Surgery
- Psychiatry & Psychotherapy
- Urology

Critical Care Units

- Medical Intensive care unit
- Cardiac Intensive unit
- Surgical intensive care unit
- Neonatal Intensive care unit
- Intensive Cardiac care unit

Diagnostic Services

- Laboratory
- Radiology

Therapeutic services

- Clinical consultation services
- Clinical inpatient service
- Operation theatres
- Labour room
- Digital Cath Lab
- Dialysis Unit
- Bronchoscopy
- Endoscopy
- ECG, Echo, TMT, EEG, EMG, PSG, Spirometry

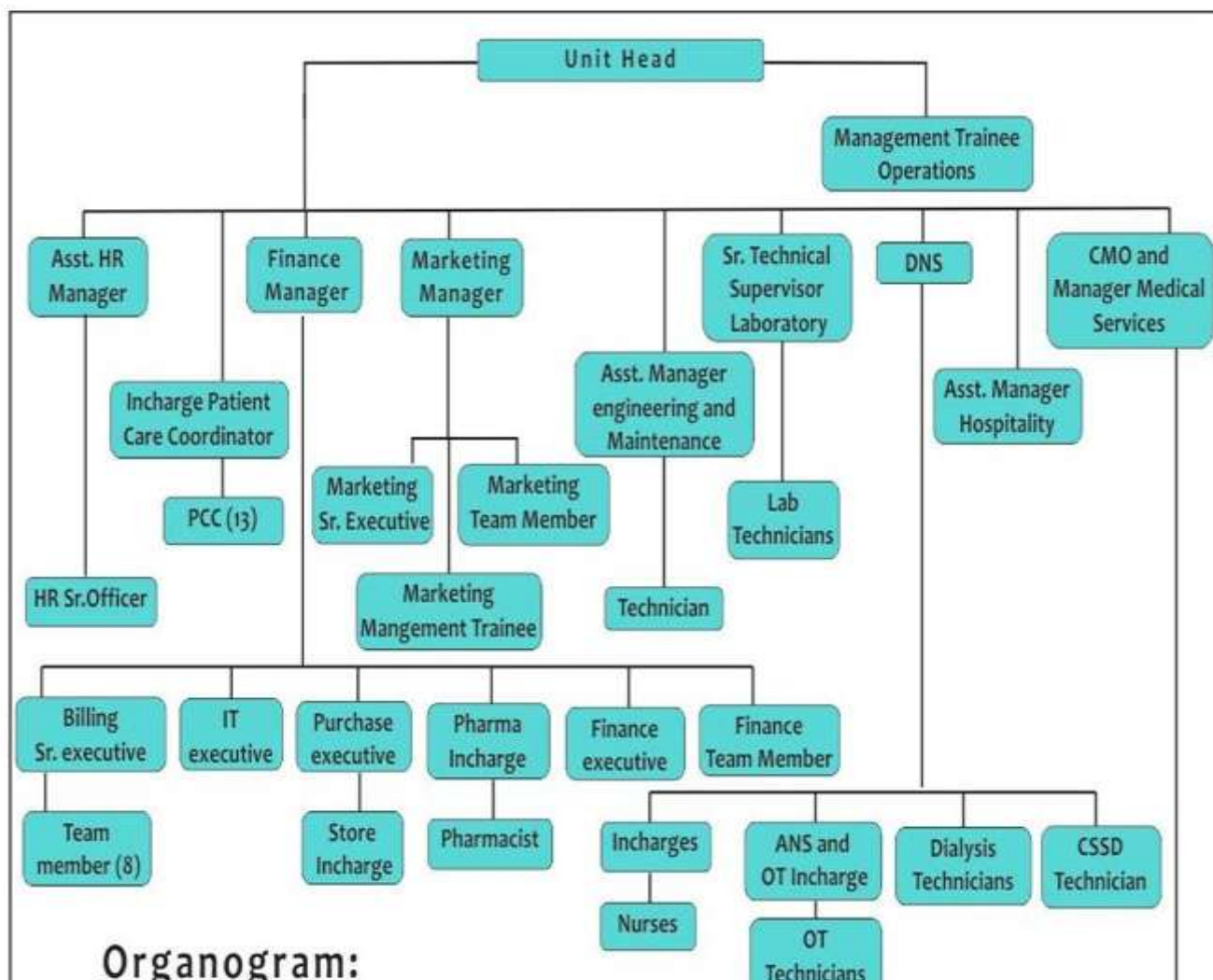
Ambulatory Care Area

- Outpatient services
- Emergency services
- Pharmacy services (IP- 24 Hrs, OP Pharmacy)
- Physiotherapy Department

Auxiliary Services

- Dietary services
- Central Sterile and Supplies Department
- Laundry
- Stores (general, medical) & Substores
- Mortuary
- MGPS (Cylinders and piped medical gases)
- Engineering services
- Housekeeping
- Security
- Medical record department
- Hospital Management Information System
- Administrative Office
- Ambulance

ORGANOGRAM



1. Room categories and facilities available:

Table (1): Room categories

General ward	☐ 7 patient in a room ☐ Common toilet ☐ Attendants permitted from 7:00 AM to 7:00 PM
Semi-special ward	☐ Two patient in a room ☐ Common toilet ☐ Common television
	☐ Common telephone ☐ One attendant permitted through-out ☐ One attendant cot provided
Standard room	☐ Single room ☐ Attached toilet ☐ Attendant cot provided ☐ Telephone facility ☐ Television facility
Special/Private room	☐ Single spacious room ☐ Attached toilet ☐ Attendant cot provided ☐ Telephone facility ☐ Television facility
Deluxe room	☐ Spacious room with ambience ☐ Attached toilet ☐ Attendant cot provided ☐ Telephone facility ☐ Television facility ☐ Refrigerator provided

Food is included in the room rent.

A toiletry kit containing a comb, hair oil, tooth brush, tooth paste and soap is given

2. Hospital Committee

2.1. Committee details

Table (2): Various committee

Name of the committee	Purpose, scope and need	Size	Frequency of meeting
Quality improvement committee	Continuous quality monitoring and improvements in the hospital	11 members	Monthly
Safety committee	Overall safety monitoring and improvement of safety in various departments	13 members	Monthly
OT coordination committee	Requirement and issues of OT in Hospital	10 members	Monthly
Purchase committee	Purchases decisions and issues	6 members	Once in three months
Condemnation committee	Condemnation issues of materials	7 members	Once in three months
Pharmacy therapeutic committee	Hospital formulary decision, design and issues	5 members	Monthly
Infection control committee	Overall infection control and issue handling	10 members	Monthly

2.2. Committee members: Table (3): Committee members

Name of the committee	Committee members
Quality improvement committee	☐ Unit head ☐ Five internal quality auditors ☐ Head of the department from all departments
Safety committee	☐ Unit head ☐ Head of the department from all departments ☐ Radiation safety in charge

	☐ Medical safety in charge
	☐ Security in charge
OT coordination committee	☐ OT manager
	☐ Surgeons
	☐ Nursing superintendent
	☐ OT nurse in charge
Purchase committee	☐ Unit head
	☐ Head finance department
	☐ Head-purchase department
	☐ Head-stores
	☐ biomedical engineer
Condemnation committee	☐ Unit head
	☐ Head-finance department
	☐ biomedical engineer
	☐ Housekeeping in charge
	☐ Head of the department OT
	☐ Nursing superintendent
	☐ Manager Medical services
	☐ Representative doctors from all specialties
Pharmacy therapeutic committee	☐ Unit head
	☐ Pharmacy in charge
	☐ Surgical specialists
	☐ Medical specialists
Infection control committee	☐ Unit head
	☐ Infection control nurse
	☐ Microbiologist
	☐ Critical care consultants
	☐ Nursing care representative
	☐ OT representative
	☐ Facility representative

2.3. Subject matter:

Member of the committee will bring about the subject matter of the meeting.

2.4. The committee Chairman:

- ☐ Unit head
- ☐ There will be a chair person and a conveyor for all committee meetings

2.5. Minutes and Conclusion:

The minutes documented with deadline and responsible person for closure of the issue at each conclusion.

3. Out- patient department

3.1. Outpatient Department

Location	Ground floor and first floor
Number	14

3.2. Main public entrance

- ☐ At ground level
- ☐ Sheltered from weather
- ☐ Type of door: automatic sliding glass doors
- ☐ Security check to ensure safety
- ☐ Designed to handle wheel chair and stretcher

3.3. Public area:

- ☐ **Reception and information desk:**
Located conveniently at the lobby

3.4. Public waiting area

3.4.1. Main waiting area:

- ☐ The area has inviting atmosphere with comfortable seating arrangements, television facility, Magazines and news papers.
- ☐ Fire extinguishers are present

3.4.2. **Sub waiting area:** In front of each OPD, Seating arrangements available.

3.4.3. Public toilet facility:

- ☐ At ground floor
- ☐ Male and female toilets not separated.
- ☐ Easily accessible from waiting area

3.4.4. Water cooler and drinking water facility:

- ☐ Provided with disposable glasses
- ☐ Hot water and cold water available

3.4.5. Elevators and stairs:

- ☐ Conveniently accessible from the lobby
- ☐ Discharge patients into corridor, not directly into lobby.
- ☐ Adequate lifting capacity with space to accommodate trolley and wheel chair

3.4.6. Signage system:

- ☐ Available with English signage boards
- ☐ Regional language signage boards are absent.

- ☐ Directory and floor plan boards are absent
- ☐ Information board and patients' rights boards are displayed
- ☐ Consultant specialist names categorized under each department are displayed in English language

- 3.4.7. Outpatient billing and cashier booth present near the main waiting area
- ☐ Number: 3

3.4.8. Coffee shop and snack bar:

- ☐ Café Coffee Day outlet installed at the lobby area, accessible from waiting area.

3.5. Facilities available at OPD:

3.5.1. Public areas and administration

- ☐ Trolley bay
- ☐ Reception and Help desk
- ☐ Registration counter
- ☐ Lobby and waiting lounge
- ☐ Toilet and drinking water facilities
- ☐ Public telephone
- ☐ Coffee shop,
- ☐ Security out post and fire alarms
- ☐ Billing and insurance Desk
- ☐ Counseling for IP admission
- ☐ Play Area for Kids
- ☐ Prayer and temple area

3.5.2. Clinical facilities

- ☐ General examination rooms
- ☐ Special examination rooms i.e. for ENT, EYE, etc.
- ☐ Treatment/procedure rooms
- ☐ Nursing station
- ☐ Injection room
- ☐ Laboratory and sample collection area
- ☐ Pharmacy outlet
- ☐ Radiology services

3.6. Flow pattern of work:

- ☐ Reception and enquiry i.e. first point of contact in the hospital
- ☐ Registration
- ☐ Moves to sub-waiting area

- ☐ Visits the doctor at OPD
- ☐ Subjected to number of clinical investigations
- ☐ Patient sent home based on clinical findings
- ☐ Patient is admitted (if required) for further evaluation and treatment.

3.7. Source of origin of OP cases:

- ☐ Direct walk in patients to the hospital
- ☐ Referred case from outside hospitals, local doctors etc.
- ☐ Attendance in casualty on an emergency basis
- ☐ Follow-up cases or repeat visits

4. Enquiry and Registration

4.1. Enquiry and Registration

Scope	First place of contact point for patients with the hospital service, patients are received, data recorded and sent to various departments
Location	The registration counters are located in the main lobby area, easily accessible by outpatient departments of the hospital. It is located close to the entrance which can be easily viewed. The counters are manned by courteous and well mannered staff.

4.2. Counters

1 number	Enquiry/May I help you	Single window system
2 number	Registration	single window system

4.3. Function:

The department provides information and guidance on the various facilities available in the hospital. The patient is registered as outpatient in the hospital and sent to the various departments depending on his complaints.

4.3.1. May I help you counter:

- ☐ The staffs working in this counter are patient friendly. He/she guides the patients who are coming for the first time to the hospital. The patient is assisted in filling the outpatient registration slip containing the name, age, sex, marital status, fathers / husband name, address, occupation, religion and the referral department.

4.3.2. Enquiry counter:

- ☐ This counter caters to general enquiries; enquiry regarding location of various department, details regarding various facilities etc.
- ☐ This counter is equipped with a computer, so that locating patients admitted in various wards can also be done here.
- ☐ At this counter, the patient can collect the registration form which is filled before proceeding to the registration counters.

4.4. Registration system:**4.4.1. Old registration:**

- ☐ Patients on their subsequent visit are sent to this counter where their outpatient number, hospital number and the referral department are entered. The details are sent to the medical records department situated in the basement on a tracer card through a chute. The patient is sent to the department and the file is sent from medical records department to that particular department.

4.4.2. New registration:

- ☐ Patients visiting the hospital for the first time are directed from the enquiry counter along with the registration form duly filled to the new registration counter. Here the sociological details of the patient are entered into the computer. A computer printed outpatient ticket with number is given to the patient. A fee is collected and the OP record is sent directly to the concerned department. This facility is available only for the first visit.

4.5. Activities of the registration counter:

- ☐ Discipline wise, unit wise and sex wise classification of old and new registration.
- ☐ Geographical distribution of new registration
- ☐ Feeding into computer, admissions during night; transfer of patient from one department to another; admission statistics;
- ☐ Cash remittance to accounts department
- ☐ Taking central appointments
- ☐ Issue of duplicate card
- ☐ Correction and modifications, if any wrong social data is given by the patient (OP and IP)

5. Central Billing Department

5.1. Central Billing Department

Scope	Primarily- billing for OPD, IPD, daycare, laboratory and radiology services and point for collection of money Secondarily: liaison office between the management and the patients with immense patience, human relations and hospitality
Location	At ground floor, easily accessible from the lobby area

5.2. Admission process:

As Doctor advises for admission, patient will be given admission slip which has information on the plan of treatment and number of the days to stay. The patient or their attendant will hand over the admission slip to billing counter. The cashier or billing executive will hand over the consent form which has to be filled by patient or their attendant. The billing executive will also provide the approximate cost of hospitalization and the counselling will be done for the room tariff and the availability of bed.

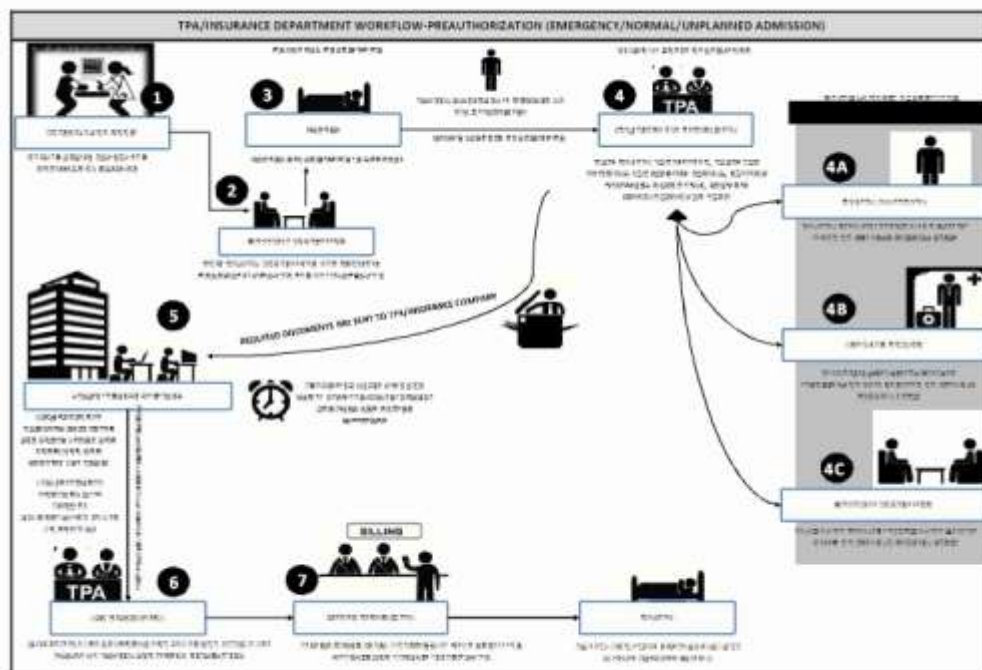
They will also provide all information and assistance with the documentation required for the cashless hospitalization.

5.3. Discharge process:

Once the doctor has advised patient for discharge, patient file will be updated by the duty doctors. The medication patient would need and the details of the treatment that they have undergone will be entered into the file. Once patient discharge summary is prepared, the billing section will crosscheck all the entries and prepare the final bill. Patient will be once the final bill is ready. Patient attendant may proceed to the billing section and collect final bill and settle the final bill at the billing counter. Once the bill is settled billing executive will hand over two clearance slips. One slip to be handed over to the nursing station and one slip to the security counter at the entrance.

5.3.1. TPA mode of payment/insured patient billing process:

As patient requires cashless hospitalization the patient attendant has to ask for the pre authorization form from the billing desk. Proof of insurance coverage/Medicare and other insurance identification are needed to verify your eligibility for claims filed by the hospital. Patient has to pay non-medical expenses at the time of final bill clearance. Non-medical expenses refer to those expenses that are not covered for reimbursement by the respective TPA/Insurance Company



DISCHARGE PROCESS FLOW FOR TPA PATIENTS

6. Medical Records Department

6.1. Medical Records Department

Scope	Documentation and preserving of Clinical, Administrative and Legal document valid in the court of law.
Location	MRD is locating on the first floor, divided into two areas. Document collection and processing area, storage area.

6.2. Physical Facilities and equipments:

- ☐ Good ventilation through windows and fans
- ☐ Natural light and artificial lights
- ☐ Adequate chairs and tables
- ☐ Telephone line (intercom)
- ☐ Two computers and one printer
- ☐ Document scanner
- ☐ Laminating machine

6.2.1. Storage area:

The storage area is well ventilated and well lit. It usually contains steel racks, which are mobile and of plain steel

6.2.2. **Fire extinguishers:** The MRD working area is provided with fire extinguishers for A, B, C type of fires

6.3. Manpower planning:

6.3.1. Organizational Structure of department:

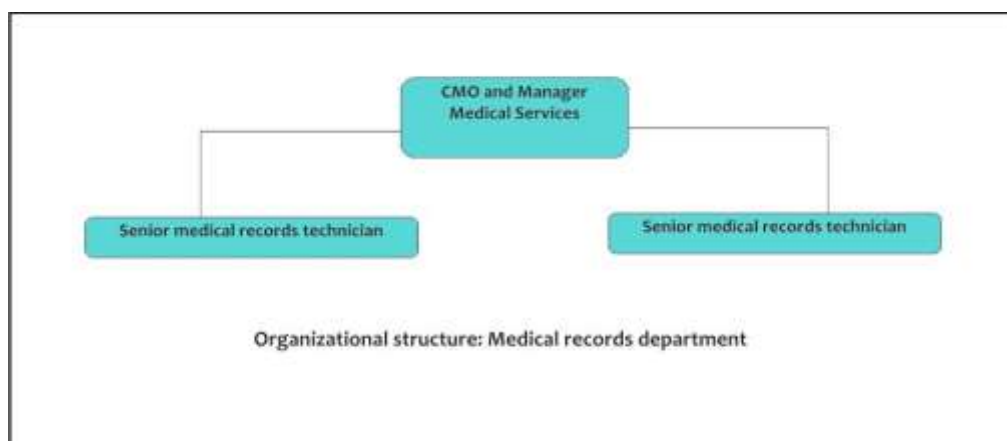


Figure (7): Organization structure of MRD

6.3.2. **Manpower:** 2 personnel

6.3.3. **Working hours:** 12 hours shift (from 8:00 AM to 8:00 PM); 6 days week.

6.4. Order followed in Assembling:

Table (4): order of assembling records

Order	Item
1	Checklist
2	Admission records
3	Discharge summary
4	Consent form
5	Lab and X-ray reports (any other reports)
6	Progress notes
7	Anesthesia notes
8	OT notes/ Labour record
9	Physician orders
10	Nurses records
11	Input and output charts
12	TPR charts
13	Others

6.5. Policies and Procedures

6.5.1. Records retention policy

Outpatient files	For 3 years (hard copy retained) and there after soft copy is maintained.
Inpatient files	For 5 years (hard copy retained) and there after soft copy is maintained.
Medico-legal files	Maintained permanently (both hard and soft copy is retained).

6.5.2. Medico Legal Cases (MLC) Record Maintenance

- ☐ All MLC records are maintained under lock and key.
- ☐ Each MLC case has an MLC no. which is generated by the medical records department.
- ☐ All the records with in this file is numbered (including the nurses record) and stored. In case of files retrieved for issue to court, a tracer card replaces them, which is red in colour. A photocopy of the documents along with the copy of summons is retained and original documents are submitted to the court of law.
- ☐ The decision of retaining of the documents is based on the management decision.
- ☐ A register is maintained for documenting the issue of disability- certificate, treatment-certificate and injury-certificate.

6.5.3. **Court Attendance**

- ☐ The MRD receives summons from the court through the Medical Superintendents Office for producing MLC files.
- ☐ One technician from MRD attends the court in order to submit the records.
- ☐ Before submission, the number of pages in outpatient and in-patient records, investigation reports, no. of X-ray films is documented and made triplicate in a typed format.
- ☐ The court will retain two copies of MLC file, the third copy is returned to the hospital signed by the court manager. This serves as acknowledgement.

6.5.4. **Birth and Death Report**

- ☐ The MRD maintains a birth and death report book in duplicate.
- ☐ It also generates a birth/death report, which is sent to the corporation through the Medical Superintendents office so as to enable the party to obtain birth/death certificate.
- ☐ The report is sent within 21 days to the corporation office.

6.5.5. Functional flow chart:

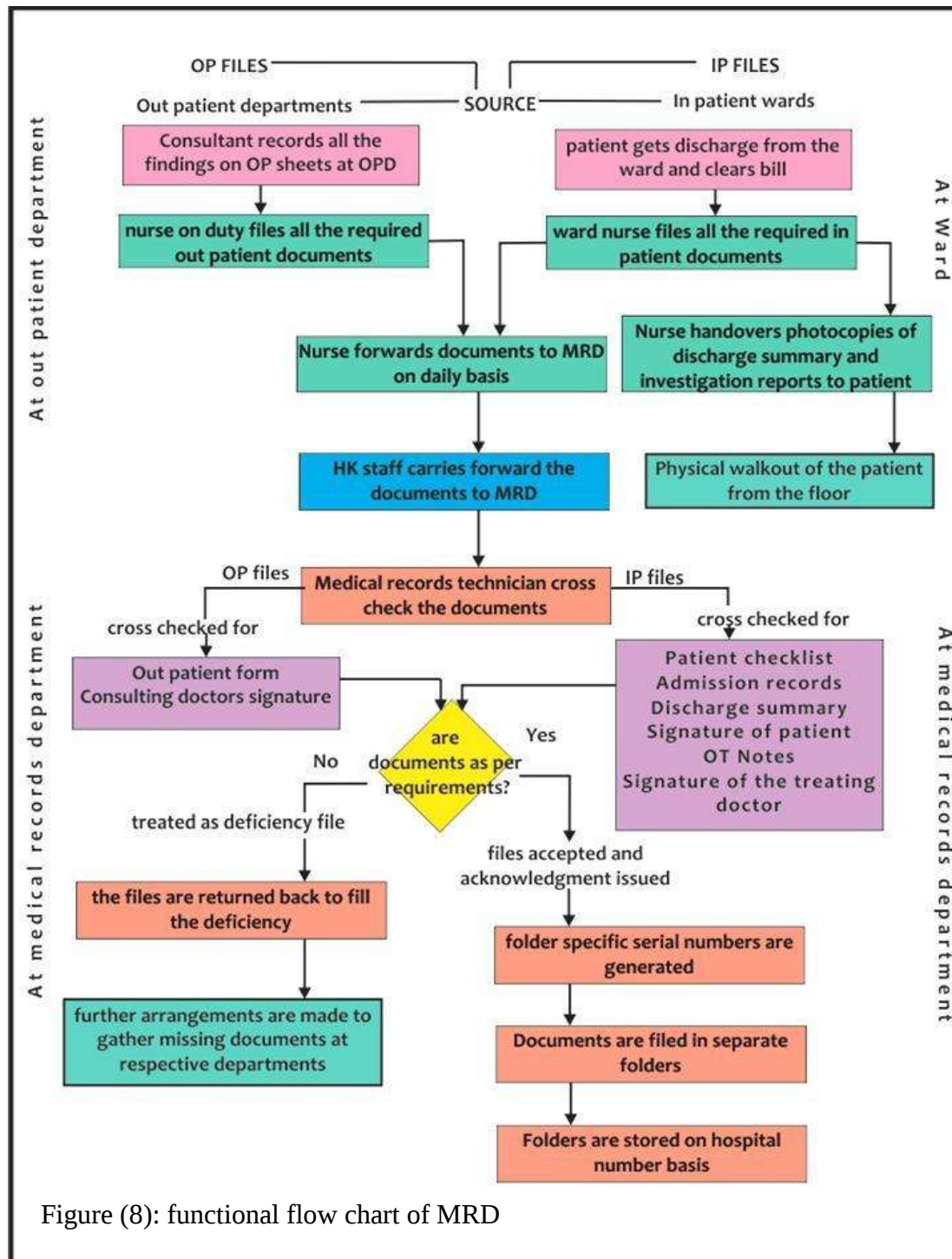


Figure (8): functional flow chart of MRD

6.5.6. Quality indicators for MRD:

- ☐ Report and data on ALOS and bed occupancy on daily and monthly basis
- ☐ Percentage of missed records
- ☐ Percentage of consent not signed/improper
- ☐ Percentage of files not having discharge summary
- ☐ Data on mortality rate
- ☐ ICD classification

7. Radiology and X-ray

7.1. Radiology and X-ray	
Scope	Diagnostic and prognostic purpose of the inpatient, out patients and casualty department
Location	The department is situated at the ground floor, easily accessible by casualty patients, out patients and less easily accessible by in patients.

7.2. Equipments:	
7.2.1. X-ray machines	
Mounted X-ray Machine	238-300mA
Portable X-ray machine	60mA
7.2.2. CT Machine	
Toshiba multi slice CT scanner (Asteion multi 4)	4 Slice
7.2.3. Ultrasonography Machine	
GE Logiq P5	

7.3. Layout:	
7.3.1.	Sub-waiting area: is close to the procedure room. Sub-waiting area is outside the department with seating facility.
7.3.2.	Change – rooms: The facility available within the procedure room.
7.3.3.	Procedure room: This room caters for special procedures like ultrasound, CT. For the x-ray room, CT and USG, separate procedure rooms are available.
7.3.4.	Reporting area: Situated adjacent to X-ray and CT Procedure room, fitted with film reader, computer and printer, eraser where the film is developed and report is generated.
7.3.5.	Control Room: The control room is located within the x-ray room with a 1 mm lead protection shield installed.

7.4. Organization structure of the department

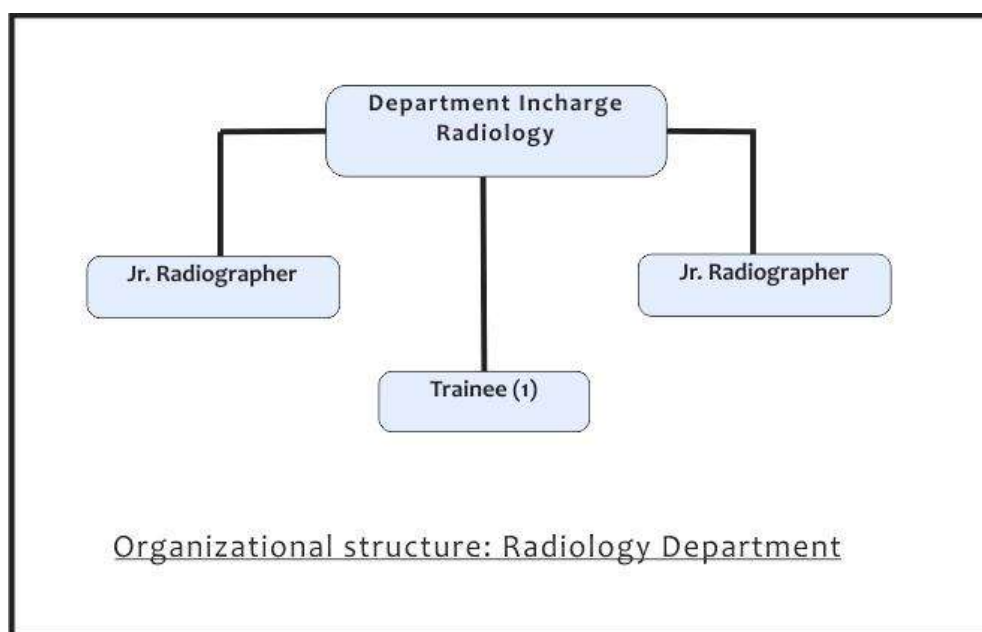


Figure (9): Organizational structure of radiology department

7.5. Manpower:

Number	4 personnel
Working hours	24/7 service
Working pattern	Shift basis
Number of shifts in a day	3 (2 Day shifts and 1 night shift)
Staffing	2 person in day shift (8 Hrs shift per person) 1 person in night shift
Rotation of shift	Once in 2 week

- ☐ Radiation measuring badge (dosimeter) is worn by the Radiographer every time during operating. The badge is issued by the BARC and sent to the same once in three months for checking the level of radiation exposure.

8. Hospital Pharmacy

8.1. Hospital Pharmacy

Scope	drug dispensing centre in the hospital
Location	Ground floor, central pharmacy

8.2. Staffing:

- ☐ 1 pharmacy in charge
- ☐ 7 pharmacists

8.3. Working hours:

- ☐ 2 pharmacists from 8:00 AM to 12:00 PM, ☐ 2 pharmacists from 12:00 PM to 8:00 PM ☐ 1 pharmacist from 8:00 PM to 8:00 AM
- ☐ 1 Pharmacist for general shift
- ☐ 1 pharmacist for bulk stores (6 days working and 1 day off in a week)

8.4. Arrangement and distribution pattern of drugs:

- ☐ Order of arrangement of drugs: Alphabetically
- ☐ Color coding for lookalike and sound alike drugs ☐
- First Expiry First Out system followed

9. Dietary Services

9.1. Dietary Services

Scope	Supply of diet as per patient requirement is essential for sick and the recuperating patients. Ensuring the patients are provided with high quality food, tasty and served in presentable manner.	
Location	Consultation and counseling	2 nd floor
	Pantry and canteen	3 rd floor

9.2. Type of service: Outsource type.

9.3. Workflow:

Procurement	Grocery, cleaning and packaging materials	Once in a month
	Vegetables and fruits	Twice in a week
	Milk and milk products	Daily
Storage	Cold storage	For fruits and vegetables, milk and milk products
	Dry storage	Groceries
Preparation	Cardiac diet	Less/no oil diet
	Renal and Hypertension diet	No salt diet
	Diabetic diet	No sweet and sugar diet
	Normal diet	Regular diet
	Soft diet	
	Bland Diet	
	Liquids	
	Feeds	Tube feeds
Service	Normal diet	Morning afternoon and night on regular basis
	Liquids and feeds	Served on every second and fourth hourly basis

9.4. Staffing:

	Total number of person	Number of person per shift	Work hours per shift
Supervisors	2	1 per shift	8 hours
Cashiers	2	1 per shift	8 hours
Stewards	12	6 per shift	8 hours
Head chef	2	1 per shift	8 hours
Assistant chef	2	1 per shift	8 hours

