

**Internship
at
Civil Hospital, Ahwa,
District Dang, Gujarat**

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- **Introduction**

As part of the course Post Graduate Diploma in Hospital and Health Management, Institute of Health Management Research, Jaipur (IHMR) requires its students to undergo a 3 month-long internship cum dissertation period, in a reputed health-care organization. This training period enhances the student's capabilities and prepares them for a career in the health care industry. The practical experience gained by the students during this period better their understanding of the theory studied during the course.

I underwent this training period in the Civil Hospital, Ahwa, in the Dang district of Gujarat. Being appointed as the Assistant Hospital Administrator, I overlooked all the departments of the hospital, both clinical and administrative, at a very close level. I learnt how important it is as an administrator to ensure all departments of the hospital work in sync, to guarantee the patients a quality and safe treatment experience.

- **Organizational Profile**

Civil Hospital started operations in 1961.

It started with a capacity of 119 beds, and later with an increase in the population of the area, the number of beds was increased to 170.

A new hospital building is under construction, close to the old building, and is proposed to be ready by the end of this year. This new building will have strength of 250 beds.

The hospital is divided into 5 wings:

1. IPD wing

The IPD wing of the hospital consists of the following departments:

- | | | |
|-----------------------------------|----------------------------------|------------------------------------|
| • Male Medical Ward | • Minor OT | • Resident medical Office |
| • Female Medical Ward | • Eye ward | • Assistant Hospital Administrator |
| • Burns Unit | • Pediatric ward | • Matron office |
| • Nutrition Rehabilitation Centre | • Post Partum Unit | • Server room |
| • Emergency | • X ray room | • HMIS room |
| • Gynecology | • Sonography room | • Administrative wing |
| • Major OT | • Dental Surgery | |
| | • Dental OPD | |
| | • Chief District Medical Officer | |

2. 2nd Wing

The second wing consists only of the kitchen and equipment room for kitchen

3. 3rd Wing

The third wing of the hospital houses the following:

- Laboratory
- Blood storage unit
- Eye OPD

4. 4th Wing

- Specialist OPDs
- Medical Officer OPD
- Prevention of Parent to Child Transmission
- Sexually Transmitted Infection Counseling Centre
- Integrated Counseling and Testing Centre
- Dispensary

5. 5th Wing

This consists of the Central Medical Store

A separate campus for Nursing college is also present close to the hospital. Many nurses work as interns here.

Housing quarters are available for the 2nd class, 3rd class and 4th class staff.

○ **Mission:**

To enhance the patients' quality of life by providing specialized medical treatment and preventive healthcare at free/affordable cost.

○ **Vision:**

To be the network of finest public healthcare institutions in the state of Gujarat, providing quality medical care services with the state of art technology with easy accessibility, affordability & equity to the people of Gujarat & beyond.

• **Services Provided By Hospital**

1. Ophthalmology
2. Pediatric
3. Psychiatry
4. General Surgery
5. PPTC
6. ICTC

7. Laboratory
8. Radiology
9. Dentistry
10. Eye surgery
11. Nutritional Rehabilitation Centre

• **Many government programs are carried out in the hospital:**

- | | |
|-------------------------------|-------------------------------------|
| 1. JSSK | 7. Leprosy Eradication Program |
| 2. JSY | 8. Mamta Session Day |
| 3. RBSK | 9. Adolescent Sexual Health Program |
| 4. Mukhyamantri Amrutam Yojna | 10. Malaria Surveillance |
| 5. Universal Immunization | 11. School Health Program |
| 6. Family Planning Program | |

• **Departments Visited/ Worked**

- | | |
|------------------------|---------------------|
| 1. EYE OPD | 8. Laboratory |
| 2. Pediatric OPD, | 9. X-ray |
| 3. Gynecology OPD | 10. Dental OPD |
| 4. Psychiatric OPD | 11. Minor OT |
| 5. General Surgeon OPD | 12. Major OT |
| 6. PPTC | 13. Eye surgery |
| 7. ICTC | 14. General Surgery |

15. Nutritional Rehabilitation Centre

- **Problems & Issues in the hospital:**

1. The procedure of procurement of even necessary things is very cumbersome, time consuming
2. Lack of awareness and co-ordination between the different departments of govt. who maintain the hospital infrastructure and basic necessities like water and electricity, for instance, for repairing of toilet, an administrator has to request the PWD, for water shortage, hospital administrator has to depend upon the water supply department, for electric maintenance, we need to depend on electricity department.

This leads to a lot of delay and a lot of paper work, which consumes precious time and money. All of this delay results in increasing the suffering of the patient.

3. Outdated technology and software being used.
4. Lack of job-specification leads to blaming others for any undone work.
5. Lack of job satisfaction and sincerity to work in the medical and paramedical staff.
6. Limited financial resources to meet the unlimited expectations of people, patients and administrator.
7. Poor education and old taboos of patients who do not accept the health education and initiatives given by hospital administrator high ups.
8. Lack of skilled manpower or human resource

- **Learning. :**

1. Managing conflicts between different departments.
2. Arranging and attending meetings at district level, state level.

Writing minutes of meeting and circulating it.

3. Documentation of all government programs.
4. Maintenance of AMC and CMC contracts of machines, ambulances and laboratory instruments.
5. Condemnation procedure of condemned equipments.

- **Any Projects undertaken other than Dissertation**

1. Maintain balance between external and internal environments
2. Planning in arrangements of the new building of hospital
3. Managing contractors and their workers
4. Arranging VIP team for VIP patients
5. Arranging Camps Non Scalpal Vasectomy ,Tubal Ligation, Disability camps