

**Internship
at
Apex Hospital Private Limited, Jaipur**

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1. OVERVIEW OF APEX HOSPITALS PVT. LTD.



Apex Hospital is one of the fastest growing multi-specialty hospitals in Rajasthan located in Malviya Nagar, Jaipur, very close to Jaipur International Airport. Founded by eminent physician, Dr. S. B. Jhawa, the institution has been envisioned with the aim of bringing the highest standards of medical care along with clinical research, education and training at affordable cost. Apex is governed under the guiding principles of providing medical services to patients with care, compassion, commitment.

It has 200 beds and over 58 critical care beds with 4 operation theatres catering to over 20 specialties. Apex houses six centers of excellence which will provide medical intelligence, cutting-edge technology and state-of-the-art infrastructure with a well-integrated and comprehensive information system.

Apex Hospital 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.

Apex hospital is authorized by state government and many other institutes

OUR VISION

To deliver quality conscious and technology driven contemporary healthcare across segments, in an environment that is oriented towards patients and staff needs with all endeavors to ensure contentions education and training for a multi faceted personal and linear organizational growth.

OUR MISSION

To provide holistic quality care at a minimal cost in a hygienic environment with perseverance, dedication and compassion.

MANAGEMENT

Dr S.B. Jhawar, Managing Director, Apex Hospitals Pvt. Ltd., Jaipur is a renowned name in the field of medicine over the entire belt of Rajasthan. He had worked in different hospitals in Dept. of Medicine/Geriatric Psychiatry in England (1975-76). He is one of the first practitioners to start and pioneer Ultrasonography in Rajasthan.

Dr. Sachin Jhawar, Director Clinical Services Dr. Shailesh Jhawar, Director Critical Care Ms. Sheenu Jhawar, Chief Operating Officer.

QUALITY:

NABH

National Accreditation Board for Hospitals & Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation programmes for healthcare organizations. The board is structured to cater to the much desired needs of the consumers and to set benchmarks for progress of health industry. Apex Hospitals, Malviya Nagar, Jaipur received the NABH accreditation in 2012.

NABL

Apex Hospitals, Jaipur was assessed & accredited in accordance with the Standard ISO 15189: 2003 "Medical Laboratories - particular requirements for Quality & Competence" for its facilities in the field of Medical Testing.

ISO 9001:2008

The International Organization for Standardization (ISO) is a network of the national standards institutes of 151 countries, on the basis of one member per country. A Central Secretariat based out of Geneva, Switzerland, co-ordinates the system. Apex Hospitals, Jaipur was the first hospital in Rajasthan to be awarded an ISO 9001:2008 certification. The ISO standards are a guarantee of quality across boundaries and geographies. They are an assurance to the international patient of the safety and reliability of Apex's services against global benchmarks

The Departments and Services available on the hospital are:

Specialist services available in the hospital

- General Medicine
- General Surgery
- Obstetrics & Gynecology: Family Planning, Antenatal checkup, Intra natal care
24 hour Delivery services and Post Natal Care
- Pediatrics including Neonatology
- Emergency (Accident & other emergency/ Casualty)
- Anesthesia
- Ophthalmology
- Orthopedics
- Radiology

Diagnostics:

Cardiology

Cath

Lab

Angiography

Angioplasty

Echo ,colour doppler, CTMT, ECG.

Endoscopy

Gastro-duodenoscopy

and

Sclerotherapy

Variceal ligation
Sigmoidoscopy
Colonoscopy
ERCP
Bronchoscopy and alveolar lavage
Cystoscopy

Radiology

CT Scan
Digital X-ray
Barium studies
Intravenous pyelography
Ultrasound, HSG

Cytology and Histopathology

Analysis of all types of body fluids
Histological assessment of various biopsy specimens
FNAC
Tru cut Biopsy & Laparoscopic Biopsy

Others:

Endocrinology

- Thyroid function test
- Growth hormone
- Prolactin
- ACTH, Cortisol assay

Biochemistry

- Blood Sugar, GTT, Blood urea, Creatinine, SGOT/PT, Bilirubin
- Total protein AG ratio
- Alkaline Phosphatase, Acid Phosphatase, Calcium and Phosphate
- Electrolyte, Total Lipids Profile
- Amylase and Lipase, Cardiac enzymes (PK, MB, TropT, LDH, etc)

Ophthalmology

- Complete evaluation with Slit lamp
- Bimicroscopy
- Automated refraction
- Ultrasound scan, Contact lens

Microbiology

- Cultures
- GRAM's Stain
- Infection Control

Neurology

- EEG
- EMG
- Nerve Conduction Studies

Pulmonary Medicine

- Lung function tests
- ABG

Support Services

- Ambulance Services
- Dietary Services
- Laundry Services
- Nursing Services
- Housekeeping and Sanitation
- Waste Management
- Finance

- Office Management

Other facilities:

- 24 hours Emergency
- State of art advanced Cath Lab (Siemens Artis Zee) with fully equipped 8 bed CCU
- Fully equipped Neonatal ICU, Phototherapy, Radiant warmer, & Exchange transfusion.
- All vaccinations & Nebuliser therapy for asthmatic children
- Five highly equipped operation theatres with a separate labour room.
- Super deluxe & deluxe rooms (with A/C, Balcony, TV, Fridge, Telephone)
- Cafeteria, Dormitory with bath / toilet for the attendants
- 24 hrs. Medical shop, Ambulance, Laboratory and Radiology services
- Evening OPD (5- 7 PM): Dentistry, ENT, Gynecology, Medicine, Ophthalmology, Physiotherapy, Surgery.
- Aerobics Center : ‘Fat to Fit with Fun’
- MLC approved services.

Table No. 1 : List of Inhouse and Outsourced Clinical, Utility and Support services

	Clinical Services	Support Services	Utility Services
In house	• Outpatient services • In-patient services • Emergency services • Surgical services: major and minor surgeries,	1.Laboratory services • Hematology • Clinical Pathology • Serology • Biochemistry 2.Diagnostic services • CT Scan	1 Laundry services 2 Medical Record Department 3 Ambulance services

	caesarian sections	• MRI • X- ray • E.C.G • Ultrasound 3.Immunization 4. Pharmacy	
Outsourced		• Audiomerty • Information Technology	• Housekeeping • Dietary • BMW Management

The hospital has 164 Operational beds which are distributed as follows

Table No: 2 – Distribution of Beds

Ward	Number of beds
Male ward	30
Female Ward	25
CCU (Neuro and Nephro)	12
ICU	11
Super Deluxe & deluxe	30
Gynae Ward	8
NICU	12
Pediatric Ward	9
KTU	4
HDU	11
Emergency	8

Labour Room	4
TOTAL	164 BEDS

Patient care at Apex:

Apex Hospital is committed to Patient Safety and has launched the Patient Safety Declaration which will be followed by all group hospitals.

The Declaration:

- Every hospital shall have a person designated for patient safety.
- Every hospital shall have a Patient Safety Committee with representatives from medical services, nursing, engineering, housekeeping, pharmacy and infection control that shall meet every quarter.
- Every hospital shall train all its employees on patient safety issues.
- Every hospital shall educate its patients on patient safety issues.
- Every hospital shall have a policy and implemented system on reporting of adverse events within the organization.
- Every hospital shall collect rates for the following patient safety indices:
 - o Hospital acquired infections
 - o Patient fall
 - o Pressure ulcer
 - o Needle stick injuries

o Medication errors

- All hospitals shall join hands to form a National Patient Safety Network for sharing of the best practices in patient safety. Every hospital shall endeavor to prevent the "Never Events" listed by the National Quality Forum.

Admission Procedure



- Patient reports to the reception of the hospital.
- Front desk executive enquires about the patient's problem.
- Reception office refers the patient to the concerned department/doctor.
- Patient reports there, and concerned doctor investigates the patient's case history.
- If required, patient is advised for admission in the hospital.
- In case of admission, the patient is given the admission date and admission form is filled for further formalities.
- Except for emergency cases, admission to the hospital is done by appointment. This will be recommended by the specialist during the patient's outpatient consultation.
- Before admission, the patient is counseled by the front desk executive regarding the treatment package which includes:
 - Estimated bill size

- Average length of stay
- Various modes of payment accepted

■ When the patient arrives at the ward, our ward staff will orientate the patient to the ward and the facilities available. Patient will then be clerked by the ward doctor - this involves taking a detailed medical history and ordering of tests if necessary.

■ During the patient's stay in the hospital, he/she will be attended by a team doctors comprising of medical specialists, assisted by medical officers and house officers. Every care is taken in respect of patient care, treatment, meals, dress and health recovery.

■ The daily routine in the ward includes activities such as ward rounds by doctors, medication, meals, visiting hours and bedtime. However, this routine may vary as laboratory tests, x-ray, treatment and other procedures will take place when required.

■ If required, the doctors operate the patient as part of the treatment.

■ The patient's medical records and information on their medical condition are confidential. We will only share this information with the patient and the next-of-kin. If the



immediate family members wish to know more about the patient's condition, they can approach the appropriate coordinator to arrange for convenient time to meet the concerned doctor.

- The safety and wellbeing of our patient is our utmost concern to us. We advise our patients to remain within the hospital premises until they are discharged by the concerned doctor.

- A discharge summary certificate will be given to the patient before leaving the ward. In case the patient needs a medical certificate, he/she has to inform the doctor or nurse in advance so that it can be prepared before the patient's leaves

- Before leaving the ward, patient is handed over with detailed discharge summary, which includes doctor's advice on their further follow-up treatment, daily routine diet, and medical prescription.

- The doctors may give the patient an appointment for follow-up at the Specialist Outpatient Clinic. If the patient needs to reschedule the outpatient appointment after discharge, they can feel free to contact the concerned doctor.



Medical tourism at Apex:

India is emerging as a preferred healthcare destination for patients across the globe. In fact, medical tourism has earned a prominent position in statistics related to tourist influx as well as revenue generation for the services sector.

India is considered a highly effective centre for specialized treatments such as open-heart surgery, hip and knee replacement, paediatric cardiac surgery, dentistry, bone marrow transplant, cosmetic surgery, and therapy of cancer, among others. Why should you opt for India for getting the most complex medical problems sorted out?

World-class services at affordable cost:

International patients come to India for treatment because of the world-class facilities available here at affordable costs. Moreover, there are no waiting lists or queues to baffle patients or their families. You get immediate attention and assistance in hospitals anywhere in India.

Skilled and well-qualified doctors:

Indian doctors and surgeons are well known throughout the world for their skills and research. This country offers you the services of some of the world's highest-qualified medical professionals along with top-class biomedical facilities.

Customized services:

Here, patients can avail healthcare benefits in facilities varying in size from small, specialized clinics to large, multi-specialty hospitals. India's offerings are classified into a

range of categories that can suit every budget and every need. Use of latest technologies: Indian hospitals are equipped with highly advanced equipment and use latest technologies to offer sophisticated medical services that are easily comparable to those offered by developed countries.

Growing Trends:

As per estimates, around 1.7 lakh foreigners fly to India for medical treatment every year, to avail world class personalised healthcare services. Indian hospitals meet international standards of cleanliness and hygiene and their top-class infrastructure suits the needs of patients coming for treatments such as heart surgery, knee replacement, orthopaedic treatments, cosmetic surgery, eye care, dental treatment or any other healthcare need.

Admission & Discharge Procedure

- Request from patients is received with brief history and current medical problem and treatment.
- Apex- Medical expert will work on it and provide relevant treatment information to the patient.
- Counseling of the patient done by Apex expert for the appropriate treatment / package.
- Appointment Scheduling with the concerned doctor/ physician.
- Confirmation of date and time of arrival by the patient
- Apex team will organize Accommodation/Hotel Booking
- Airport pick up facility by Apex Executive/ team, and will be provided with the required assistance.

- Admission of patient with planned treatment at Apex.
- Patient is being discharged after the proper treatment
- At the time of discharge patient is advised by the doctor for follow up assistance for future appointment scheduling after discharge.

Special Services

At Apex Hospital, we take special care to ensure our international patients feel at home in India. We leave no stone unturned in giving them the right amount of attention wherever need be. Our special services for International Patients include:

- Appointment Scheduling
- Treatment packages in advance
- Visa Assistance
- Airport Pick-n-Drop facility
- Hotel reservations, if needed
- Language interpreters
- Express check-in through our dedicated International Patient's Lounge
- In-house business centre
- Choice of international cuisine
- International newspapers & Internet access in the room.
- Recliner's lounge for comfort
- Dedicated International executive during your entire stay with us at 'Apex' for all your medical & non-medical needs
- Ambulance pick-up, if required

- Concierge services for dining & entertainment
- Follow up assistance for future appointment scheduling after discharge

Infection control committee at apex:

Apex Hospitals has had a robust infection control program for many years because we recognize that the control and prevention of infection in our patients and the staff who care for them, is an absolute moral commitment and responsibility. Therefore, each hospital in the Apex Group has a comprehensive infection prevention and control program.

The Infection Control program covers policies on hand hygiene, occupational health, isolation, infectious diseases notification, clinical sample collection, environmental hygiene, antibiotic usage and infection prevention in practice settings and visitor areas. It also focuses on prevention of nosocomial infections especially ventilator associated infection, surgical site infections, UTI and Intravascular device related infections and also on control of communicable diseases by policies on patient care related activities.

The policies and guidelines laid down are evidence based on current scientific knowledge and recommendations from National and International societies and organizations.

The Infection Control program is supported by information management in relation to microbial surveillance and notifiable diseases. Guidelines for periodic audits are also provided so that evaluation and quality control is undertaken. The overall aim of the

Program is to guide doctors and health care workers on minimizing patients' infection risk and ensuring safety. The silent features of the program are:

Standard or Universal Precautions to ensure safety of healthcare workers

Practice of Universal and Standard Precautions, are stringently followed.

Orientation and teaching/training programs are carried out at the time of induction and on a regular basis for all employees on Standard Precautions and also on key Infection control norms such as Hand Hygiene practices. Our Staff health policy ensures that all staff is vaccinated or has immunity to Hepatitis B and Varicella.

Screening and appropriate vaccination of food handlers is also done.

Hand Hygiene Initiative

Safe water supply in all patient care areas for hand washing and alcohol based hand rubs at all patient beds are ensured and vigilant observational audits are performed periodically to ensure high compliance to hand hygiene at patient care areas.

Use of Clinical practice guidelines and protocols

Guidelines are followed for usage and care of intravascular devices, catheters and in the usage of other such invasive devices. Care of equipment, linen disinfection,

air conditioning for operating rooms and CCUs as well as management of blood spills and needle stick injuries is done according to International protocols. We also have an established waste management policy and lab safety program

Management of antibiotic resistance in microorganisms

The antibiotic stewardship program With advent of newer antibiotics there has been a progressive rise in the incidence of antibiotic resistance. While antibiotic resistance is a worldwide phenomenon, the nature of antibiotic resistance varies widely from country to country. Even though this is an undesirable and inevitable trend, recognizing, curtailing and managing this is an important aspect of the Infection control program at Apex Hospitals. We have been following an Antibiotic Stewardship program wherein antibiotic prescription, dosage and appropriateness are strictly monitored and rationalized and resistant organisms identified, tracked and followed up meticulously. We also have stringent guidelines on antibiotic use and procedures on monitoring antibiotic use, as well as protocols for isolation of those affected with such organisms.

Isolation protocols

Communicable disease identification and prevention of spread is outlined, and so are isolation protocols and procedures and barrier nursing.

Environmental sampling

Environmental monitoring of Operating rooms, Critical care units and other patient

care areas is done through air sampling. Additionally, disinfection and sterilization processes are monitored, drinking water and dialysis water analysis is done and food safety standards and guidelines are laid down and followed.

Visitor Control

We have a visitation protocol and all visitors are alerted on infection control practices through guidelines written on visitor passes.

Tracking Infection control data

Each of the hospitals in the Apex group tracks infection control parameters month after month and these are benchmarked with standards and variations and values are thoroughly analyzed. Periodically clinical studies on infection control, pathogens and other related areas are also carried out.

The Team

The responsibility of Infection Control at the Apex Hospitals falls into the hands of a Hospital Infection Control Committee (HICC), whose primary duty is formulating and implementing policies to effectively manage infection control issues and outbreaks of infection.

The HICC comprises of senior leaders, physicians and administrators in the organization thereby emphasizing the highest importance that the organization places on Infection Control. Every Apex location also has an Infection control

Team headed by the Senior consultant in Infectious diseases.

The team consists of Infection control nurses and other key staff from various departments who play a pivotal role in implementing all aspects of the hospitals Infection Control program, drive all the Infection control initiatives , motivate and create awareness among the hospital staff by campaigns and special programs and sustain compliance.

Infection control is a critical and key initiative in every Apex hospital and it not only helps us in meeting international norms in Infection control but also assures excellent world class clinical outcomes and exceptional patient safety and satisfaction

Observations during Internship Training

STRENGTHS:

- The hospital is located in the centre of the town and easily approachable. The hospital is in close proximity to bus stand and Railway station.
- The hospital has all the major specialties and trained manpower to deliver the services.
- The staff is very well dedicated to their work and performs their duties efficiently.
- The doctors are working more then there benchmarks for OPD services.

- No shortage of supplies of medicines & consumables.

WEAKNESS:

- The Physical infrastructure is inadequate and needs to be developed and expanded.
- Centralized decision making leads to delay in approval and implementation.
- Job roles and responsibilities are not clearly known to Office, paramedical and other staff members.
- Lack of system for proper data capture, and analysis
- Clinical Audits and Medical Record Management system is not in place

OPPORTUNITIES:

- Availability of free land space for the development of hospital.
- Proper planning and coordination with available resources can lead to development of services and better delivery of health care in an integrated way.
- Willingness of management to empower the Leadership to other Staff.
- Devolution of powers at local level for smooth functioning.

Challenges faced:

- Decentralization of decision making at the Hospital level.
- Following all legal requirements such as AERB, BARC, etc.
- Adherence to Biomedical Waste Management rules 1998
- Following infection control practices.
- Upkeep and Sanitation of Hospital building and environment.
- Rearrangement of the various facilities as per the flow of the patient.

The main tasks performed as a Management Trainee are:

- Assessment as per NABH standard
- Preparation of Action Plan
- Training Need Assessment of the OT staff.
- Collection of Forms and Format of the operation theatre
- Facility Round Reports
- Formation of committees and SOP's for operation theatre.
- Solving the basic day to day issues of the staff members.

LEARNINGS from the training

- Understanding of the process flow of Operation Theatre.
- Gap identification & Gap analysis of operation theatre of the hospital for quality improvement.
- Implementation of the quality process in OT

- Preparation of the action plan.
- Formation of guidelines to streamline the process of operation theatre.