

**Internship
at
Civil Hospital, Amreli, 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.

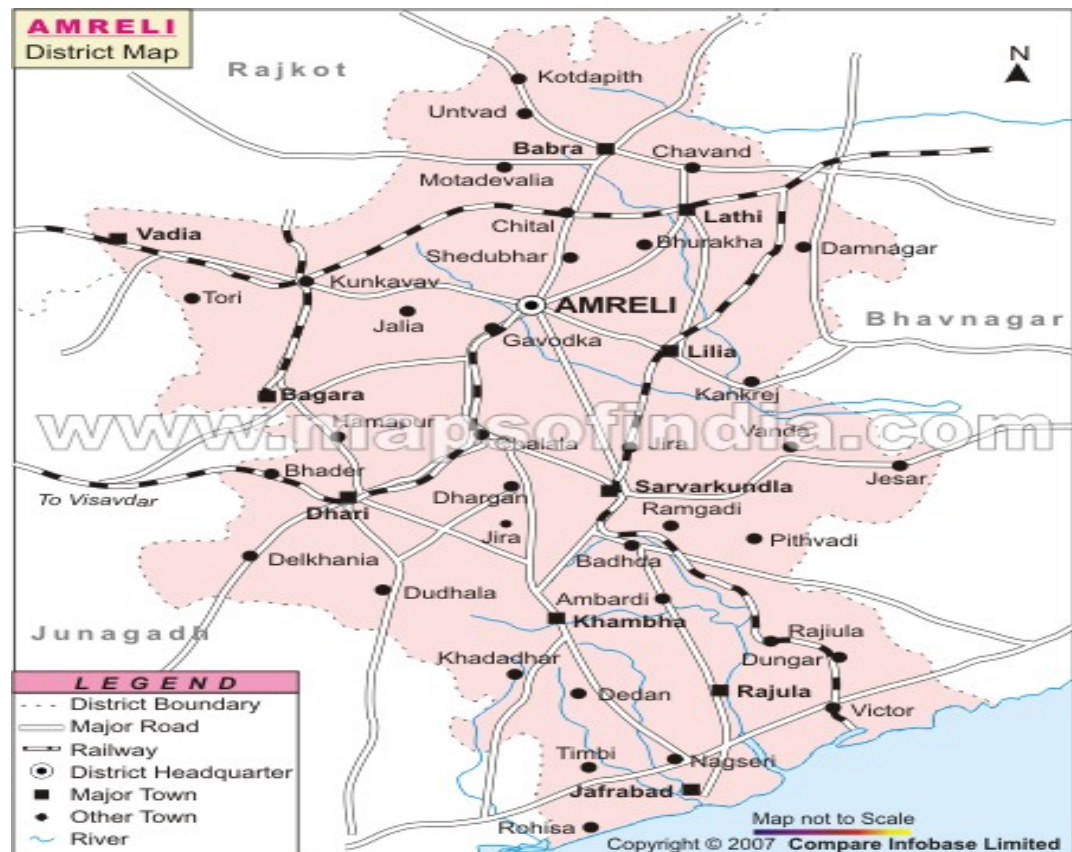
I underwent this training period in the Civil Hospital, Amreli District of Gujarat. Being appointed as the Assistant Hospital Administrator, I overlooked all the departments of the hospital, both clinical and administrative, at a very close level. I learnt how important it is as an administrator to ensure 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 1966. Amreli situated in one of the old Gaykwad state. In old Gaykwad state there are all facilities available regarding to health. During the downfall of Gaykwad that time Amreli was situated in Bombay state. When the Gujarat Government has made on 1st may 1960 that time the Amreli has recognized as a district.

Catchment Area:

Catchment area for hospital is 15 lakh which include whole amreli district.



- Hospital Establishment: - Since the Gaykwad was in origin, this Hospital had been established to provide health facilities for patients.
- Doctor Facility: - OPD & IPD services were only available at the time of the establishment of the Hospital.
- No .of beds: There was facility of 19 beds at the time of establishment of the Hospital. Now it's is 220 bedded hospital with 5 beds in emergency and accident department.

The Hospital is divided into 2 wings:

1. The first wing is the main building of the Hospital and it has following department:-

- Female surgical ward
- Female medical ward
- Male medical ward
- Male surgical ward
- Maternity ward
- Family Planning ward
- Nutritional Rehabilitation Center
- Major Operation Theater
- Medical Store
- Pharmacy
- Laboratory
- Medical Record Department
- Administration Office
- Radiology Department
- Kitchen

2. The second wing is for Emergency and Accident Department which is attached with Minor Operation Theater.

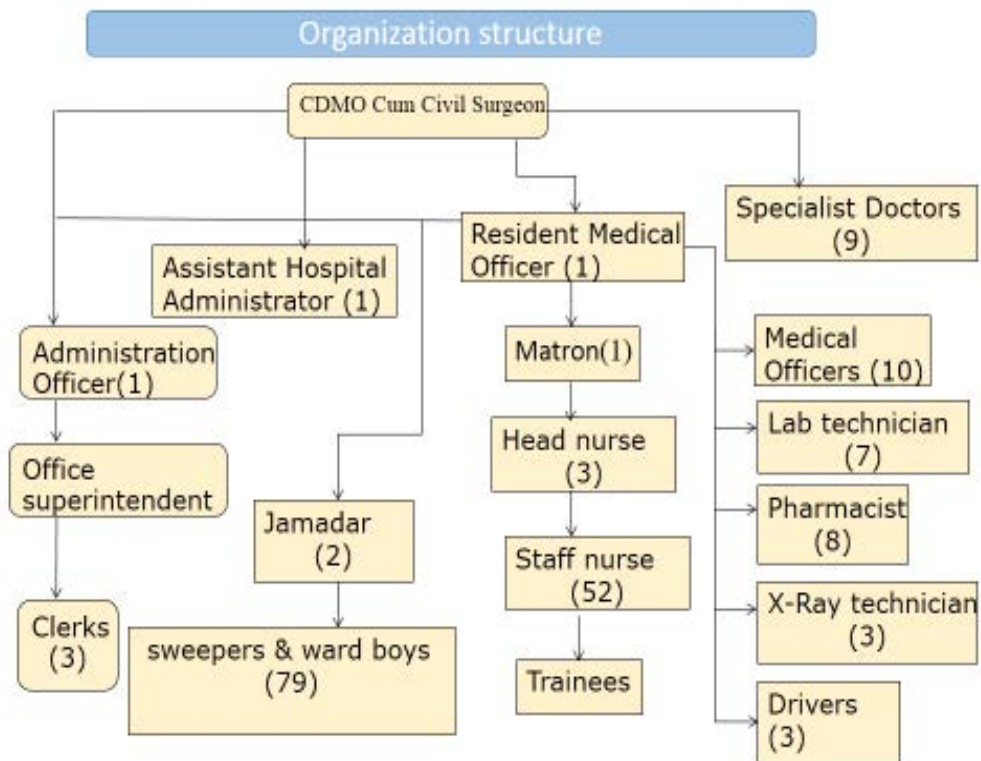
o Mission:

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

o Vision:

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

- **Organization Hierarchy**



- **Services Provided By Hospital**

- | | |
|------------------------------|---------------------------------------|
| 1. Ophthalmology | 8. Radiology |
| 2. Pediatric | 9. Dentistry |
| 3. Psychiatry | 10. Eye surgery |
| 4. General Surgery | 11. Pharmacy |
| 5. General Medicine | 12. Physiotherapy |
| 6. Obstetrics and Gynecology | 13. Nutritional Rehabilitation Center |
| 7. Laboratory | |

- **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 | |

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

1. There was choked drainage system in whole hospital
2. There was no centralized medical gas system in the emergency department
3. No power backup for Emergency and Accident department

4. Staff were not aware about their roles and responsibility at their work station
5. There was no Annual maintenance contract for the equipment in the Hospital
6. X-ray room was not according to AERB Guidelines.
7. There was not following system for the referral patient.
8. Staff of the Hospital were not trained for Basic life support
9. There was no fire safety plan.
10. There was no active infection control and quality department.
11. There was no Standard operating Procedures for all the department.

• **Learning. :**

1. Understand the purchasing procedure for the Hospital
2. Managing conflicts between different departments.
3. Give training for Bio-Medical waste, Personal hygiene, Proper Hand washing
needle stick injury and Mercury spill management
4. Made the duty roaster for the supporting staff.
5. Made the Standard Operating Procedure for Infection control in the Hospital
6. Prepare the IEC material for Bio-Medical Waste segregation
7. Audit for 5-S Quality Program for the Hospital and give suggestion for the
same.
8. Recruit the staff for the nursing and finance department.
9. Prepare the Tender for Housekeeping Staff.
10. Audit for all available equipment in the Hospital.
11. Strengthen the signage system for parking.
12. Arrange the VIP room for VVIP person.
13. Arrange the meetings of various committees i.g. RKS, infection control, general
hospital committee.

