

**Internship
at
Pacific Medical College and Hospital
Udaipur
(February 12 - April 30, 2014)**

**Submitted By
Kanupriya Tiwari**

**Post Graduate Diploma in Hospital & Health Management
2012-2014**


**Institute of Health Management Research,
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1.1 Introduction of the Internship

I did my internship from Pacific Medical College and Hospital, Udaipur for the period of three months from February to April, 2013.

The objective of the internship at Pacific Medical College and Hospital was to gather an exhaustive knowledge about day to day operations.

The dimension of the Pacific group is very supportive to succeed in the same industry. The Dimensions of a Pacific group are Planning, System Development and Operation, Quality care, Capacity Building, Higher Education; Main objective of the internship was to understand the working of my Organization on Quality Management System.

As a Management Trainee my roles and responsibilities included understanding the current ongoing Projects being handled by my Organization and understand the functioning of the unit. We are involved in improving the Clinical and Non Clinical Performance Indicators of the Health Facilities. When we talk of improving the performance indicators and achieving the best out of available resources, role of a Healthcare Management Professionals like Management Consultant becomes crucial as they are the person who suggests measures for inputs rectify all the process flow of the healthcare facilities and finally will monitor the healthcare indicators.

1.2 Organization Profile

Introduction of Pacific Group

The Pacific Education Society established in 1995 had been the sponsoring body of the colleges/ institutes stated hereunder and were later rechristened the Pacific Academy of Higher Education and research society in 2007.

The Pacific Academy of higher education and research society, Udaipur came into existence with the change of name of sponsoring body of Pacific group of institutes from the Pacific education society to Pacific Academy of Higher Education and Research Society in 2007.

The Institutes are as under:-

1. Pacific Institute of Management (Estd.1997)

2. Pacific College of Commerce (Estd.1997)
3. Pacific Dental College & Hospital (Estd.2000)
4. Pacific College of Teachers' Education (Estd.2005)
5. Pacific College of Pharmacy (Estd.2006)
6. Pacific Institute of Technology (Estd.2006)
7. Pacific Institute of Pharmaceutical Sciences and Research (Estd.2008)
8. Pacific Institute of Hotel Management(Estd.2008)
9. Pacific Institute of Management & Technology (Estd.2008)
10. Pacific Business School (Estd.2009)
11. Pacific College of Engineering (Estd.2009)
12. Pacific Institute of Engineering (Estd.2009)
13. Pacific Institute of Business Studies (Estd.2010)
14. Pacific College of Basic Applied Sciences (Estd.2011)
15. Pacific School of Social Work (Estd.2011)
16. Pacific Polytechnic College (Estd.2011)
17. Pacific Institute of Fashion Technology (Estd.2011)
18. Pacific Institute of Media & Mass Communication (Estd.2011)
19. Pacific College of Social of Sciences and Humanities (Estd.2011)
20. Pacific Institute of Vocational Skills (Estd.2012)
21. Pacific Institute of Fire And Safety Management (Estd.2012)
22. Pacific Medical College And Hospital, Udaipur (Estd.2013)
23. Pacific Medical College and Hospital, Umada (under Construction)

They have few international upcoming projects such as in Dubai etc.

Pacific Medical College & Hospital

Pacific Medical College & Hospital is a unit of Tirupati Balaji Educational Trust. It is spread over an area of 32.14 acres, beautifully landscaped and, surrounded by lush green hills of Bhillo Ka Bedla Pratappura, Udaipur (Raj), a 'B' class city on National Highway 27.

This Hospital is a 402 bedded, multispecialty, tertiary level health care center with state of the art equipment, infrastructure & a team of highly experienced, qualified, skilled & motivated technical manpower. The hospital has well established departments both in diagnostic & therapeutic fields as well as in supporting logistics services.

The Trust's Mission is to bring standard health care within the reach of every individual while committed to achieving and maintaining excellence. With this mission, the trust has embarked upon the Medical College Project make available standard medical facilities to the people of Mewar region in Rajasthan and neighboring areas of Gujrat and Madhya Pradesh.

Vision

The vision is Total & ongoing commitment to understand patient needs and fulfil these through top of the line healthcare.

Mission

The institute's mission is to provide outstanding, yet affordable medical care in a patient friendly environment and in a spirit of compassion to all, regardless of race, caste, creed, sex, religion etc. PMCH is a non-profit organization dedicated to establishing a center of excellence in healthcare and improving the well-being of the community through quality programmes of preventive medicine, medical education and research.

Value:-

Client Delight

Competent

Honest

Truthful

Ethical

Sincere

Disciplined

Teamwork

2.5 Overview of the Hospital



Figure 1 Multispecialty 402 Bedded hospital in Udaipur area catering to Udaipur , Abu road, Raj samand , Nathdwara,

Mr. B.R Agarwal (Chairperson) of Tirupati Balaji Educational Trust. Pacific Academy of higher education and Research University is a statutory university created by an act no. 10 of 2010 of Rajasthan State Legislative Assembly and as per the section 2(f) of the UGC Act 1956. The Trust is sponsoring Pacific Medical College & Hospital, Udaipur

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Quality policy

The hospital provides for a comprehensive healthcare facility conforming to best industry standards and continuous improvement consequently.

At all times Pacific Medical college & Hospital strives to provide complete patient care while ensuring

- Care, compassion and courtesy
- Timely intervention
- Efficiency
- Maintenance of highest standard of hygiene and health
- Effectiveness
- Educating patients

Departments available at the hospital

Accidental Emergency Department: - Accident and Emergency department is housed in an independent block of the hospital building with an independent easy and direct access. It is also ideally located in relation to central laboratory, Dept. of radio diagnosis and imaging, intensive care units, patient lifts and has its own dedicated major and minor OT. The department is manned 24 x 7 by a team of experienced casualty medical officer and nurses.

The department has 15 bedded male ward 10 bedded female ward and 4 bedded resuscitation ward is equipped with ICU beds, multi parameter monitors, debifibrillator, ventilator, infusion pump etc.

Critical Care Department:- There are a total of 59 critical care beds in the hospital. All the beds are modern ICU beds and have multi parameter monitors and piped oxygen and vaccum shared defibrillators and ventilators.

The beds are distributed in three ICU 15 beds each, 5 beds PICU, 5 beds NICU and 4 beds in Emergency medicine Department's critical care sec.

The ICUs are designed as modules of 5 beds each and confirm to best practices towards reduction of hospital associated infection. Each module is enclosed with fixed glass to function as patient visitor's gallery. Each bed has a composite bed head unit including power outlets, Oxygen & vacuum outlet and pendant to hold multi parameter monitor. Each patient monitor is linked with central monitoring station of the respective ICU.

One of the three ICUs functions as 10 bedded coronary care unit and 05 bedded respiratory intensive care. All the respiratory care beds have dedicated ventilator. The second ICU caters for a 05 bedded Neurosurgical intensive care & 10 bedded Surgical ICU. The third 15 bedded ICU is utilized as a general cum step down unit.

The Department of Critical care is staffed with qualified Critical Care Specialists, residents doctors and highly trained Nurses in a nurse patient ratio of 1: 1.

DEPARTMENT OF GENERAL MEDICINE: -

The Department of Medicine has separate Male and Female wards with Central piped Oxygen and vacuum. All wards have a toilet block, pantry, nursing station, duty rooms for nurses & resident doctors. The wards are very spacious, well lighted, ventilated and get plenty of day light.

The Medicine OPD is housed in an independent block which is well sign posted and is close to the hospital pharmacy and diagnostic facilities. The OPD is self-contained with a total of eight consultation rooms, two demonstration rooms, an injection room, a sample collection room, an ECG room with multi-channel machine, a TMT room, an Echo Cardiography and Colour Doppler room, an EEG room and a central nursing station.

The Department has facilities for upper as well as lower GI endoscopy.

The department of Medicine provides round the clock cover for all routine and emergency services in the hospital which includes intensive care units, Emergency Medicine Department and cross referrals from all other specialties in the hospital.

The department of General Medicine is headed by Prof B. S. Bomb, a physician of national repute and an icon in the city under whom there are other highly qualified and experienced faculty members.

DEPARTMENT OF GENERAL SURGERY:

The department of General Surgery is headed by Dr. K. C. Vyas, a highly experienced Surgeon of National repute with exceptional surgical skills as a God's gift under whom there are other well experienced & competent faculty members. Department has separate 02 x Male and 01 x

Female wards each with 30 beds & Central piped Oxygen and vacuum. All wards have a toilet block, pantry, nursing station, duty rooms for nurse & resident doctors. The wards are very spacious, well lighted, ventilated and get plenty of day light.

The Surgery OPD is housed in an independent block which is well sign posted and is close to the hospital pharmacy, Physiotherapy Dept, and Radio diagnosis Dept. The OPD is self-contained with a total of eight consultation rooms, two demonstration rooms, a well-equipped minor OT & 02 x dressing rooms. All the rooms are furnished well and there is central nursing station.

The main Operation theatre complex of the hospital has a total of nine operation suits including 03 x modular and 01 for all endoscopies. All the suits are fitted with high quality ceiling mounted shadow less LED lights with cameras, pendants for anesthesia work station, monitors & medical gases & vacuum, anti-bacterial flooring, HEPA filters and laminar flow. The theatre is centrally air conditioned and strictly meets the temperature, humidity & number of air changes per hour as required for all types of surgeries. Each operating suit has a separate air handling Unit. All four zones of the theatre are well laid, demarcated and have air locks. The theatre complex is located on the top floor and it is a part of the entire length of front elevation of the hospital.

The department provides round the clock cover for all routine and emergency services in the hospital. This includes intensive care units as well as emergency medicine department service. The Dept also provides cross specialty referral service to all other depts in the hospital.

DEPARTMENT OF ORTHOPEDIC:

The hospital has a 30 bedded Orthopaedic center with separate male & female wards. The OPD is located on the ground floor. There are four consultation rooms, a demonstration room, a plaster cutting room, a plaster application & dressing room. The OPD is in proximity to the department of physiotherapy.

The team of orthopaedic surgeons is experienced, very competent and trained well both at home and abroad. Elective as well as trauma cases are being managed thoroughly professionally. The specialty has a dedicated modular operating suit which has equipment for arthroscopic surgery, joint replacements, spine surgery etc. A sophisticated orthopedic operating table and C arm image intensifier are available. The department is providing orthopaedic services for elective cases in the hospital, emergency services for trauma cases and referral to other departments in the hospital.

DEPARTMENT OF OBSTETRICS & GYNAECOLOGY:-

The Hospital has a modern Department of Obstetrics & Gynecology. There are 25 Obstetric beds and 15 Gynaecology beds. The wards are spacious, well furnished, lighted & ventilated with plenty of day light factor. The department provides round the clock services for routine, elective and emergency Obs & Gynae patients and cross referrals services as and when asked for in other

OPDs and female wards.

The Obstetrics and Gynaecology OPD is on the ground floor, very well sign posted, largely self-contained, easily accessible and close to the patient lifts. There are four good size consultation rooms, an ante natal checkup room, an ultra sonography room, a room for family welfare center, a demonstration room and a room for cancer screening. In addition there is central nursing station & a toilet block.

There are separate delivery suits for clean and infected cases. The delivery suite are well equipped with fetal monitors, portable ultra sound machine, warmers, multi parameter monitors etc. The first stage labor and post-delivery rooms are also well furnished. The delivery suite complex has dedicated & attached operation rooms separately for clean and septic cases. The department is carrying out all gynecologic, Obstetric, Uro gynecologic surgeries both open and laparoscopic.

Dr Kamlesh Punjabi, Prof & HOD is heading a team of experienced and dedicated faculty members and nursing staff.

OTHER FACILITIES AND LOGISTIC SUPPORT :-

In addition to the departments mentioned above the hospital has following vital functional centers/facilities:-

- **Emergency & Trauma Services.**
- **Department of Psychiatry.**
- **Anaesthesia OPD.**
- **Pain Clinic.**
- **Department of Pulmonary medicine.**
- **Physiotherapy.**
- **Hospital kitchen and cafeteria.**
- **Modern mechanical laundry.**
- **Well trained housekeeping and Bio Medical waste disposal staff.**
- **Family welfare center.**
- **Medical gases and vacuum pipe line in OT and all wards.**
- **45 Single bedded Super deluxe & Deluxe Private suits.**
- **04 X Modern patient lifts.**

- **Well stocked pharmacy**

24-hours services

1. Emergency and ambulance services
2. Laboratory
3. Radiology
4. Pharmacy
5. Dietary services
6. Blood Bank

Facility layout

Basement

- Surgical Store
- Central Store
- Time Office
- Male Changing Room
- Female Changing Room
- Canteen
- Security

Ground floor – (9 Blocks)

1st block- Emergency

2nd block- Ortho & Paediatric OPD

Vaccination room

Children Play room

3rd block- Surgery OPD

Minor OT

Dressing room

4th block- Physiotherapy

5th block- Gyn & Obs OPD

Skin OPD

Dietician room

6th block- Psychiatry Ward

7th block- Medicine OPD

Sample Collection room

TMT, ECG & Echo

Injection room

8th block- Dental OPD

TB/Chest OPD

Pharmacy

9th block- Radiology and Imaging -

- Ultrasound
- Digital x-ray
- CT Scan

Reception

Help Desk

First floor (9 Blocks)

1st block- Laboratory

2nd block- Male Orthopaedic Ward

Female Orthopaedic Ward

3rd block- Private room

4th block- Ophthalmology OPD

5th block- Female Medicine Ward

6th block- ENT OPD

7th block- Male Medicine Ward Unit 1

8th block- Male Medicine Ward Unit 2

9th block- Blood bank

Admin block

Pharmacy

Second Floor (9 Blocks)

1st block- Paediatric Ward

NICU

PICU

Medical Record Department

2nd block- Male Surgical Ward unit 1

3rd block- Private room

4th block- Obs Ward

5th block- Male Surgical Ward unit 2

6th block- Burn unit

7th block- Female Surgical Ward

8th block- Gyn Ward

Pharmacy

9th block- Pharmacy

Labour unit

Pre op ward

Minor OT

Septic OT

Clean OT

Septic Labour

Clean Labour

Pre Eclampsia room

Anti Partum ward

Post Partum ward

Male/Female changing room

Third Floor

1st block- OT

2nd block- CSSD

3rd block- Private room

4th block- Anaesthesia

5th block- HDU

6th block- Dialysis

7th block- ICU

8th block- ENT & EYE ward

9th block- Conference room

Pharmacy

Organogram:-



