

**Internship
at
Rukmani Birla Hospital, Jaipur**

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GROUP PROFILE

The CK Birla Group is a growing US\$1.6 billion conglomerate that has a history of enduring relationships with renowned global companies.

With over 20,000 employees, 24 manufacturing facilities and numerous patents and awards, the Group's businesses are present across five continents. We operate in three industry clusters: technology and automotive, home and building, and healthcare and education.

Our companies are strengthened by common ownership and shared guiding principles that include a focus on long-term value, trust-based relationships and philanthropy. Each business is transforming to build on the collective strength and synergies of the Group's size and span.

The Industry Clusters

•Technology and Automotive

- [AVTEC](#): Powertrain, transmission components and precision-engineered products manufacturer
- [Birlasoft](#): Global solutions integrator
- [GMMCO](#): Distributor of construction and mining equipment, and engine power systems
- [NEI](#): Producer and exporter of bearings
- [Neosym](#): Grey and SG iron casting manufacturer

•Home and Building:

- [HIL](#): Manufacturer of building products, industrial insulation and low-cost housing
- [Orient Cement](#): Cement manufacturer, with Birla A1 as the flagship brand
- [Orient Electric](#): Consumer products company producing fans, lighting, kitchen and home appliances
- [Orient Paper](#): Manufacturer of writing, printing, industrial and speciality papers

•Healthcare and Education:

- [BM Birla Heart Research Centre, Kolkata](#)
- [Calcutta Medical Research Institute, Kolkata](#)
- [Birla Institute of Technology, Mesra, Ranchi](#)
- [Modern High School for Girls, Kolkata](#)
- [Rukmani Birla Modern High School, Jaipur](#)
- Rukmani Birla Hospital, Jaipur

CK BIRLA HOSPITALS PROFILE

CK Birla Hospitals is a stellar venture in the healthcare space by the CK Birla Group, a rapidly expanding conglomerate with an enduring history of value creation. The Group has interests in various sectors of national importance with healthcare being one of its primary focus areas.

The Calcutta Medical Research Institute

One of two world-class medical and research facilities run by the CK Birla Group for over 45 years, the Calcutta Medical Research Institute (CMRI) is a multi-specialty hospital established in 1969 in Kolkata. This ten-storey building has over 400 beds and is guided by a mission to offer the highest standards of medical treatment to all sections of society.

It is the first Indian institute to conduct a Royal College of General Practitioners (RCGP) course, and the first in East India to develop a tertiary eye care centre. CMRI has also tied up with the LV Prasad Eye Institute, Hyderabad for research and training.

Accredited to the National Development Board, Government of India for DNB courses, the institute runs an in-house nurses' training school that is recognized by the West Bengal Nursing Council. It is also a centre for the MRCS exam conducted by the Royal College of Surgeons, England.

Doctors at CMRI have performed over 250,000 surgeries and served over 5 million outpatients and 500,000 inpatients. More than 10,000 international patients have received treatment at the facility. CMRI provides up-to-date care through ITUs, CCUs and neuro-ITUs, with a highly-qualified team of specialists.

BM Birla Heart Research Centre (BMHRC)

The CK Birla Group has pioneered several firsts in India's healthcare industry. Founded in 1989 in Kolkata, the BM Birla Heart Research Centre is the first NABH-accredited hospital exclusively for treatment and research related to heart disease. With a capacity of 150 beds, it is India's first healthcare facility to be awarded ISO 9001, ISO 14001 and OSHAS 18001 certifications.

By the end of 2012, experts at the centre had performed more than 19,000 cardiac surgeries and 80,000 catheterization procedures. Overall, the Centre has treated close to 120,000 inpatients and over a million outpatients.

The laboratory at the Centre is the first in India to be recognized by the National Accreditation

Board for Testing & Calibration Laboratories (NABL) and College of American Pathologists (CAP).

Rukmani Birla Hospital

CK Birla Hospitals is now bringing its experience and expertise into Western India with **Rukmani Birla Hospital** in Jaipur, Rajasthan. This 250 bed multi-speciality facility will soon ensure that the pink city of Jaipur stays in the pink of health. Located on Gopulpura Bypass Road, **RBH** enjoys the strategic advantage of approachability from all major connecting roads of Jaipur. Total built up area: 200,000 sq. ft. [Basement + Ground + 5 Floors], Hi-tech ultra modern facilities, well integrated, comprehensive information system, total health care solutions under one roof, 9 modular OTs, 128 slice CT (Wide Bore), 3 .0 Tesla MRI (Wide Bore), Fully Digital Mammography, Fully Digital X-Ray, Modular IVF & Diagnostic Lab, State-of-the-art OPD, 10 Gig converged network, Best of breed Hospital Information System, Electronic medical record available across Enterprise, Integrated medical equipments for error free diagnosis, Digitized work flows for efficient CDSS (clinical decision support system), Sprawling 20 acres of conceptual landscaping, special zones include butterfly parks, wind chime plaza, reflexology pathway, birdbath plaza, aromatic and medicinal garden.

Over four decades of experience in Hospital Excellence. Combination of world-class infrastructure, cutting-edge technology & best consultants in the country. Use of Protocol and Care Pathway based treatment models to ensure the best outcomes for patients. Conveniently located in Jaipur, the Pink City of India, the hospital is in close proximity to the airport. Wide range of exclusive services for international patients. 10% free beds for BPL patients.

Mission

To be the leading Multi-specialty Health Care and Research Institute with world class standard of Quality Service

Vision

To offer the Highest Standard of Medical Treatment with Utmost Care, Compassion and Commitment to all sections of the society at best Value-for-money costs

Commitment

To constantly upgrade our human and technological resources in order to keep pace with the best global developments in medical science.

Core Values

- Care
- Quality
- Integrity

INFRASTRUCTURE LAYOUT

Sno.	Location	Type of Room/Ward	No of Bed	No of Room	Toilets /WC	Bathroom	Nurse Station
1	Basement floor	Day care	8	2	22	0	7
	"	Endoscopy holding beds	3	3			
	"	OPD		38			
	"	CT-Scan		1			
	"	MRI		1			
	"	X-ray		1			
2	Ground floor	Free beds	19	1	35	7	3
	"	Training room		1			
	"	Breakfast area		1			
	"	Physiotherapy beds	5	1			
	"	Dialysis holding beds	14	1			
	"	Emr. Observation beds	6	1			
	"	Triage	6	1			
	"	Physiotherapy		1			
	"	Kitchen		1			
	"	Pharmacy		1			
	"	Minor OT		1			
	"	Mortuary		1			
3	First Floor	ICU (SICU,GSICU,ICCU & MICU	43	4	25	9	5
	"	Day care	12	1			
	"	CSSD		1			
	"	Library & Doctor's Lounge		1			
	"	Training room		1			
	"	Recovery OT	5	1			

	"	Holding beds OT	5	1			
	"	Cath lab holding beds	2	1			
	"	OT	6	6			
	"	Cath lab		1			
	"	CSSD		1			
4	Second floor	HDU	9	1	12	0	2
	"	Blood donation beds	4	2			
	"	Lithotripsy hold	2	1			
5	Third floor	NICU	5	1	16	12	1
	"	Nursery	9	1			
	"	Single	3	1			
	"	Double bed	8	1			
	"	Four bed	8	2			
	"	Birthing suites	3	3			
	"	IVF Hold	1	1			
6	Fourth floor	Single bed	1	1	24	23	1
	"	Double bed	22	11			
	"	Four bed	24	6			
7	Fifth floor	Single bed	9	9	24	23	1
	"	Deluxe bed	1	1			
	"	Four bed	4	1			
	"	Suite	2	4			
	"	Double bed	16	8			
		Total	265	132	158	74	20

AREA AND SPECIALITY BREAKUP

Floor Description	Built up Area (Sqm)	Specilaties		
Basement	3987	OPD	Endology	Radiology (CT, MRI, Xray)
Ground	4302	OPD	Emergency	General ward, Dialysis, Kitchen
First floor	4021	ICU	OT	Cath lab, CSSD, day care (Service block)
Second floor	2633	Laboratories	HDU	Blood bank

Third floor	1465	Wards	IVF	Bariatric, labour delivery
Fourth floor	1465	Wards		
Fifth floor	1465	Wards		
Total	19338			

DEPARTMENTAL LAYOUT

OPD

Rukmani Birla Hospital, Jaipur will be equipped to render complete services for treatment of emergency, acute and follow up care for patients of all age groups. The outpatient services are provided in the following specialties.

- Cardiac Sciences
- Neuro Sciences
- Urology & Nephrology
- Mother-Child & IVF
- Gastroenterology
- Orthopaedics
- Paediatrics
- Plastic & Reconstructive Surgery
- ENT
- Dental
- Ophthalmology
- Radiology
- Emergency (24X7)
- Pharmacy (24X7)
- Pathology
- Day Care
- Blood Bank
- Dialysis
- Physiotherapy

IPD

The IPD provides the detailed pre-procedure needs and their completion and coordination with the diagnostics to arrive at diagnosis and completion of treatment regimens, comprehensive care in the preoperative, postoperative and follow up care, rehabilitative and nutritional regimen and their scientific amalgamation as per the progressive patient care need. IPD WARDS will be located on floor numbers 5,6 & 7 which has a single room, double room, four bed room, deluxe room & suite. The performance indicators for IPD department will be TAT, billing variance, TCEQ rating, pre-admission briefing, billing accuracy and registration forms accuracy.

INTENSIVE CARE UNIT

The hospital will have 6 ICU's –NICU, MICU, SICU, ICCU and GSICU. All these ICU's will be supported by a dedicated team of experienced Intensivist and Nurses round the clock along with the most advanced monitoring systems and therapeutic equipments. A step down to the critical care is present in the form of High dependency units (HDU's). Isolation rooms will be present for highly infectious patients. Every ICU will be equipped with Visitors waiting room, Staff lounges and toilets, sleeping and personal care accommodation for staff on 24 hr on call work, Housekeeping room and storage area. Every ICU conforms to the spatial requirement in terms of Patient's space, Patient's service, Nursing station, Medication and nourishing areas and Isolation rooms. The performance indicators will be appropriateness of admission, medication error, mortality and morbidity, timeliness of discharge (ALOS), Nosocomial infections, CPR efficiency.

EMERGENCY

The Emergency/ casualty Department specialize in focusing on triaging, diagnosing, providing primary care and treatment of acute illnesses and injuries that require immediate medical attention. The scope of services includes emergency patient management, CPR ACLS & BLS, ambulance patient transportation, brought in dead patient management, short-stay unit. The EMO is responsible declaring a case as an MLC or non MLC. Performance indicators will be response time for EMO (<1min), code blue (<60 min), ambulance (<10 min), consultant, (60 min) and compliance for BMW.

OPERATION THEATRE

The aim of the department of anaesthesiology and OT facility is to provide the highest quality of care for the patients undergoing various types of surgeries. The OT facility is positioned as a tertiary care centre of excellence providing complete services for various surgical specialties. The department will be staffed with highly experienced and trained anesthesiologist, surgeons, technicians, nursing and other support staff. The services will state-of-the-art technology and equipment with highest level of environment and quality controls. Protocols based approach for quality pre-operative, intra-operative and post-operative and follow up care of the patients. The OT complex is divided into 3 zones-sterile, semi-sterile (mixed) and non-sterile zones. The department is equipped to carry out various surgeries for stable/critical patients in elective as well as in emergency situations. The department provides in-patient, out-patient and pain management services. The facility will have 6 operation theatres providing complete services to the following surgical specialties: Cardiac surgery, Neuro surgery, Minimally invasive surgery, General surgery, Obstetrics and gynecology surgery, Orthopedics and joint replacement, Paediatric surgery, GI surgery, Urosurgery, Plastic and maxillofacial surgery, Eye and ENT surgery, Endoscopic procedure, Transplant surgery.

The OT complex has a pre and a post operative monitoring room for continuous monitoring of patients who are shifted after the end of surgical procedure. The patients who require intensive care are shifted to Surgical ICU. The performance indicators are re-do surgery within 24 hours, mortality rate within 24 hours, post operative surgical site infection, BMW compliance error, booking and PAC compliance, radiation exposure, adherence to TLD badge.

RADIOLOGY

The goal of the imaging services department will be to ensure that all the patients treated with receive high quality care in the most expedient and professional manner possible.

Scope of imaging services provided by Radiology department includes the following: X – Ray, CT Scan, MRI, Ultrasound, Mammography, Bone Densitometry, Nuclear Scan, and Gamma Scan.

The range of procedure comprises of diagnostics procedures, invasive/ intraoperative and non-invasive techniques, with or without the use of contrast media. The imaging services department is under the control of and direct supervision of the chief radiologist, who is directly responsible to the medical director and director operations. All individuals who provide technical diagnostic services will be licensed or registered, according to applicable state law and regulation and have appropriate training and competence. Any imaging services is ordered by the attending physician, the request and the history of the patient is checked in the HIS by certified Radiological Technician before proceeding for an investigation. Following the imaging process the report is typed by the medical typist. The final print is interpreted and signed by the Head Radiology. Although services include CT scanning, Diagnostics ultrasound, Fluoroscopy and Magnetic Resonance Imaging (MRI), X-ray procedures still constitutes the majority of the daily procedural load. Services related

or concomitant to imaging include quality assurance, monitoring and evaluation, quality control (including protecting patients and staff from harmful radiation), image interpretation, report typing and printing, record filing/management, patient billing, marketing, equipment purchasing, film processing and continuing education.

DEPARTMENT OF LABORATORY MEDICINES

The department of laboratory medicine is divided into 3 subparts-Pathology, Biochemistry and Microbiology. It works round the clock. The patient walks in with a referred test, waits in the patient waiting area, and then when his turn comes he will either move to FNAC room or Sample Receiving area. The sample will be send to the Hematology section where coagulation profile or complete Haemogram can be analyzed. For immunoassay, and hormonal assay it will be send to the Serology and immunology room. The infection marker lab examines the sample for microbial infection. The cytopathology section checks for malignancy. Cold storage room will be present to provide low temperature for reagent storage. The biochemistry portion analyses the LFT, KFT, and RFT. Blood culture & sensitivity willbe checked in the microbiology section. The final report will be typed by medical typist, signed and cross verified by the consultant, and the patient will finally collect the report from the report collection counter. The staff will include Consultant Pathology, consultant Microbiology, Lab manager, Technical supervisor, senior technicians, Phlebotomists, Medical typists and GDA's.

BLOOD BLANK

Blood bank comes under the department of transfusion medicine. The blood donations will be accepted as either Voluntary or as Replacement. The donor first fills in the blood donation forms and goes to the blood bank officer for general physical examination. If the donor is declared fit, then the donor's blood is taken out in Phlebotomy room; thereafter the donor is moved to the Donor's refreshment room. In

the component room, the plasma, packed cells and platelets are segregated. The donor's blood is screened in the infection marker room for infections like HIV, Syphilis, Malaria, Hepatitis B, and C. The screened PRC, whole blood, platelets will be stored in refrigerator. In serology room, confirmatory test for blood group will be done and if a request comes for Blood requirement, Cross matching of donor's and patient's blood will be done. The performance indicators will be correct labeling, TAT for blood donation, compliance to time limit for component preparation, component storage at appropriate temperature, calibration of all the machines.

PHARMACY

The pharmacy will ensure round the clock, 24 × 7 × 365, availability of medication for the out patients as well as the inpatients of the hospital through out-patient and in-patient pharmacy. Drugs kept in the pharmacy department are as per the drug formulary made by Pharmaceutical and Therapeutic Committee (P & T C). Pharmacy department is linked to the HIS; the system generates Auto-indent, which calculates the EOQ, thereby specifying the ROL and ROQ automatically. Drugs are procured from Central Procurement Store at Okhla. After procurement, the drugs are inspected for quality and quantity. The drugs are then stacked category wise and in intracategory they are stored alphabetically. The dispensed drugs are then monitored for adverse drug reactions/events. Refrigeration is done for cold storage of certain drugs. The staff includes chief pharmacy, head assistant manager, pharmacist and cashier. Performance indicators are TAT for OP pharmacy (<120 min) and for IP pharmacy (<80 mins), expired drugs on shelves should be zero, inventory time < 3 weeks, non-moving items should not be more than 3 %, no spillage/pilferage, zero dispensing error.

FRONT OFFICE

Front office is the first point of contact at the Rukmani Birla Hospital. It will be manned by Duty Manager, Deputy Duty Manager, Patient care executive and Patient care Coordinators.

Functions:

1. Respond and answer the telephone calls from patients, wishing to visit the hospital. (Call Centre)
2. Registration of Out-patients, In-patients, and Preventive health check up patients. (Registration counter)
3. Admission, Billing and Discharge of In-patients and TPA patients. (Admission, billing, Claims Settlement and Cashier Section)
4. Give directions to the patients and their relatives to the outpatient services and the in-patients wards. (Help Desk and Welcome Desk)
5. Report receiving and handing over to the patient (Report collection desk)

STORES

Material stores functions for supplying right material in right quantities at right time at right price. The IP departments will put up request for the required material by uploading indents in the HIS. The store manager will raises a Purchase order to be sent at the central procurement stores. The supplies received will be inspected for the right quantity and expiry in the incoming material inspection area. The items will be stored as per the storage norms. Departmental issues will be made for medical and non-medical consumables as per requirement. Stock will be reviewed periodically for non-moving items and short expiry items and Stock audits will be carried out twice/year, any variance is reported to the higher management. For inventory control ABC and VED analysis will be carrying out. FEFO (first expiry, first out) will be followed. The staff will include Asst. Manager, executive stores, assistants and 2 GDAs. The key performance indicators will be no stock outs, zero errors in maintenance of accounts,

zero errors in bill processing, maintain minimum inventory and maximum efficiency, maintaining stores as per the NABH+ ISO standards, submission of bills accounts within 4 working days, expired items on the shelves should be zero, minimize emergency purchase, TAT suture and lab kits (19 days), instruments (8 weeks) and other items (2 days).

LINEN AND LAUNDRY

The objective of linen & laundry department is availability of clean linen and uniform for the patients and the staff. Soiled linen when collected will be kept at the concerned area Dirty Utility room in a Hamper Trolley. Infected linen will get collected and put in a Red Bag at the source of generation. The Red Bag will be sealed and labelled for infection. At the end of the shift, the dirty utility will be carried in the Hamper Trolley to the collection room. At the collection point it will be Segregated/counted/sent to laundry for washing to the central point. The performance indicators will be Laundry Pending / Balance; Turnaround Time for Laundry cleaning, % Discard Linen.

HOUSEKEEPING

The objective of housekeeping service is exceptional standards of cleanliness; sanitation and hygiene of the entire hospital. Housekeeping services are outsourced. The staff will include House-keeping manager, assistant manager, housekeeping executives, supervisors and houseboys. Functions of H/K department will be General facility cleaning, handling of bio-medical waste, pest control and horticulture. Services rendered under facility cleaning are routine cleaning of patient room, patient common areas, washrooms, OT, laboratory, other critical areas, consultant's office, glass windows and doors, ceilings etc. One of the important services is to do garbage disposal. The Housekeeping Staff will collect garbage in specified colour coded bags from all dustbins & garbage bins existing inside the premises and dispose the garbage at the designated area within the Hospital, which will be the biomedical waste room.

The general waste will be sold to the junk dealer and the healthcare waste will be handed over to Government approved vendor Synergy waste management. Pest control will include spraying every 24 hours for mosquitoes, cockroaches, flies, rats, lizards and termites. Horticulturist will be responsible for maintenance of in-house plants & terrace gardens, flower arrangement during hospital functions. The performance indicators will be B.M.W. Colour Code Compliance, B.M.W. Collection, pest control efficiency and sanitization of the hospital premises.

MRD

The department objective is to ensure identification and safe storage of medical records. The staff will include HOD, technicians and GDAs. The services mainly rendered by the department of MRD will be: Receiving the discharged/dead patient records from the in-patient department, Checking the files for any discrepancies or deficiency in the record and get it amended by Ward operational executive, then stacking the complete files as per the file assembly sequence. The coding will be done per ICD-10 and indexing on IP File numbering. In case there will be a need for the sharing of information in-house the record viewing rights or a hard copy can be issued to concern person. The notifiable diseases (listed in MCD), MTP cases, Death, birth, still birth registration done on line at MCD site and a hard copy will be sent to MCD through the Concern Format. The department will also coordinate for verification of medical records for insurance companies and police officers. Since there will be limited physical storage space available at the hospital, the records will be only kept for a period of 2 months, following which the records are packed in cartons, bar-coded and will be outsourced for storage to the vendor. Destruction of the medical records for routine cases will be done through shredding, while all the MLC and death files will be stored permanently. Another important function performed by MRD is preparation of Monthly MIS, which includes the consolidated ALOS, Bed occupancy, number of LSCS, total A/D, total births/deaths, total MLC, MMR, total surgeries, total

OP footfalls etc. Performance indicators will be TAT (File Retrieval time / issue), Statutory Compliance (birth, death forms and notifiable diseases) and File Deficiency.

HOSPITAL ENGINEERING SERVICES

The scope of services includes installation and commissioning, breakdown call management, preventive maintenance and calibration of all the engineering equipments.

The department will be responsible for maintaining the ideal environment inside the hospital, in respect of temperature-OT ($22\pm 2^{\circ}\text{C}$) and ICU ($24\pm 2^{\circ}\text{C}$), Air Change-OT (15-20 cycles per hour) and ICU (6-15 cycles per hour), Humidity-OT (40-60 %) and ICU ($<60\%$), heap filter validation (less than 1 lac down to 0.5 micron in 1 sq mt). The equipment under the department supervision will be A/C plant, chilled water pump, condenser pump, AHU, Package unit, Electrical Substation (HT panel, LT panel, Capacitor panel), fire system, DG set, water feeding system, RO plant Pump, hot water recirculation pump or boilers, Split unit, FCU's, PA system, UPS, sewer treatment plant and Medical gas. The staff allocated will include Head Engineering, assistant eng., civil eng, shift eng, supervisors, technicians, DG operator, carpenter, and plumbers. Performance indicators will be Calibration Schedule Compliance, timeliness of compliant resolution, following statutory compliance (environmental and occupational safety), compliance to Preventive and Breakdown maintenance, TAT for installation and commissioning of equipments.

BIOMEDICAL DEPARTMENT

The main objective of the department is to facilitate the usage of latest technologies in the diagnosis, treatment and care of patients. It is also responsible for proper usage and quality performances of these costly equipments and tools inside the hospital.

The department will maintain an updated asset register of the hospital equipment, Conduct daily rounds to ensure that the equipments are functioning smoothly, responsible for facilitation & identification of equipment requirements, planning technical comparison, ordering installation and deployment of all existing units and new projects, conduct regular preventive maintenance servicing for all equipment at regular intervals, facilitating equipment replacement and condemnation, whenever required, Conducting regular training Programme for hospital staff, on usage of hospital equipments. The staff will consists of HOD, 5 biomedical engineers and 2 biomedical technicians and 4 medical gas technicians.

FOOD AND BEVERAGE

The objective of F&B department is to deliver healthy and nutritious meals coupled with wonderful experience of hospitality services to all IP, OP and staff.

The main responsibility of F & B department is Inpatient meal management. It will include purchase of fruits, vegetables, milk, pulses, whole grain and other dietary consumables. FIFO is followed. The purchased items will be unloaded in the receiving area, where they will be inspected and then washed with water and anti bacterial liquid before bringing it in the kitchen premises. It will be followed by storage of perishable and non-perishable items in refrigerator and dry storage area respectively. Diet planning and counselling will be done by the dietician according to the patient's condition like medical ailment, food allergy and general preference; the diet summary will be handed over to the supervisor in the form of meal sheet cum ticket. The meals will be served in the patient's room and clearance will be done after 2 hours. Food/Meal/Diet for a patient admitted in the hospital is decided by the doctor admitting the patient depending on his/her medical condition. On Doctor's recommendations, the dietician's plan the meal/diet than is best for the patient's speedy recovery. The staff will include Regional Head of Support functions, F&B Manager cum Chef, Asst manager F&B, Executive, Senior Dietician, Dietician and other F & B staff. The performance indicators includes TAT for service time < 30min,

cyclic menu compliance, food complaints, tray layout compliance, floor diet sheet accuracy, cleanliness of kitchen equipment, cutlery and crockery.

CSSD

The objective of the department is to provide sterilize instruments and linen items to the OT, wards, all ICUs and OPD. The department will have one in charge, 4 technicians and 8GDAs. The process of sterilization will consists of sterilization through heat (autoclaving) and by chemicals (ETO). This will include Receipt and counting of contaminated instruments, medical devices and pack sets before autoclave sterilization and receipt, counting and sealing of the catheter, balloon, tubing, and ventilator circuit before ETO sterilization. Decontaminate clean instruments with running water cleaning solution; rapid enzyme with neo disher LM2. Then it will be dried in drying cabinet. The instruments will be then assembled in the tray as per the instrument check list. The linen will get folded and packed. Packing will be done with medical grade paper or crape paper. Pack will be labelled with autoclave or ETO lot no/date of sterilization/date of expiry. The packed sets will then loaded into the machine and the machine will then made to run as per the programme selected with desired temperature and time duration. Remove the sterile sets from the machine and check for tape color change, if there will be no color change then the BME/microbiology department will get informed. The sterilized sets will be stored in a sterile zone till dispatch and are issued to the concerned department when required. Biological indicator test, bowie-dick test and other tests will be conducted daily with the 1st load. The performance indicators will be autoclave color tape, ETO chemical indicator, ETO PCD indicator, Bowie-Dick test compliance, biological indicators, label with chemical indicator on pack, segregation of BMW and occupational injury.

HUMAN RESOURCE

Human resource department is concerned with human resource planning, job evaluation, job description, recruitment and selection, employment contract and probation training and development, deciding compensation models, performance review and counselling, rewards and incentive system, disciplinary issues and grievance handling. The hospital staff is divided into 4 different bands -operational level, professional level, management level and leadership level. Performance appraisal will be done on yearly basis by the HOD'S of the respective department.

MARKETING & SALES

Marketing & sales department is concerned with Business development, Branding, promoting and advertisement of Rukmani Birla Hospital, Jaipur. Marketing deals with organizing health check up camps and awareness talks for corporate or PSU's and RWA, designing all the brochures and signage, conducting CME's /seminars. The sales part deals with PSU and corporate Tie-ups, pitching referral sales from nearby general practitioners and nursing homes, liaison with TPA's and managing the international patients (medical tourism).

FINANCE

The scope of services includes the entire hospital cash handling and cash disbursement in the form of salaries and vendor payments for stores, pharmacy and biomedical department.

MEDICAL QUALITY

The medical quality department is concerned with complying with medical statutory compliance and adherence to the Infection Control Programme. The Infection Control Program is dedicated to minimizing infection risks in order to prevent infections in patients, personnel and visitors. The HIC programme deals with Hand Hygiene, Cleaning Disinfection and Sterilization of Equipment, preventing Needle sticks Injuries, surveillance of hospital acquired infections, vaccination of all the staff, providing clean and hygienic Linen, standard Mortuary Practices, vigilance of Notifiable Infectious Diseases, Measures to reduce SSI, Guidelines to reduce catheter Infections , Prevention of Intravenous Therapy-Related Infections, Prevention Of Nosocomial Pneumonia , VRE Infection Control, MRSA Infection Control, Isolation of infectious patients, care of vulnerable patients, Terminal Cleaning Of Isolation Rooms, use of personal protective equipments in high risk areas of the hospital, Bio Medical Waste segregation and disposal and conducting medical audit. The staff will include chief administrator, assistant manager and quality coordinator. Performance indicator will be compliance with hospital-wide and departmental infection control policies and procedures.

SERVICE QUALITY

The objective of service quality department is to provide a real-time response to sources of patient, family member, and/or friend ("Patient") dissatisfaction within Rukmani Birla Hospital, Jaipur to improve Patient experiences. When a Patient will identify less than "very good" or "excellent" service, staff will handle the concern at the point of service. Use your best judgment and the **‘CARE’** protocol: **CARE: ‘Compassion,’ ‘Acknowledge,’ ‘Respond,’ and ‘Evaluate’.** . Feedback will be sought from all customers through a customer satisfaction questionnaire- TCEQ (total customer experience questionnaire), which will then analyzed to see the trend.. Also, an electronic feedback system will also get introduced with the expectation of faster

response time of any customer feedback. To sum up, the department will be responsible for maintaining and upholding the patient rights- informed consent, information feedback, patient/family education, patient confidentiality and privacy and handling dissatisfied patients. The staff will include the chief administrator, assistant service quality manager, patient relationship manager.

ORGANISATIONAL LEARNING

- I have learnt all the processes of OPD and IPD
- I have gained knowledge of all the various departments in a hospital
- I have acted as a bridge between the project team and operations team
- I have undergone various training sessions like IT training (working on HINAI)
- I have attended various sessions of CMEs (continual medical education) held in our hospital