

**Internship
at
Burjeel Hospital, Abu Dhabi, U.A.E
(8th February to 22nd May 2014)**

**Submitted By
Kartika Garg**

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


**Institute of Health Management Research,
Jaipur
2014**

INTERNSHIP AT BURJEEL HOSPITAL, ABU DHABI, U.A.E.

1. Internship report

Internship is an important part of the post graduate diploma in hospital and health management. It gives a clear idea of the working of the health care organisation. It makes the classroom's abstract theories and learned examples concrete by placing it in a real life work situation with live co-workers performing actual professional tasks, which the job encompasses. It helps to understand the roles and responsibilities of a hospital administrator.

Objective of the dissertation of fifteen weeks (8th February 2014 to 22nd May 2014), is to understand the system of the hospital, to observe the activities and its working, at the same time, to conduct the study in the required area at the hospital which will in turn help the organization to increase its quality and productivity. Being a management trainee, during this period of dissertation helped in observing and administering the activities and managing the operations of the hospital, improving the hospital's working and maintaining the quality.

1.1 Roles and Responsibilities during internship

Department worked during Internship: Human Resources

Roles and Responsibilities

- Recruiting Doctors & other staff for the their upcoming project (Medical Centre),
- Preparing and rolling of offer letters to the candidates.
- Credentialing – Documents Verification of the candidates.
- Running Orientation Programme for the New Joiners.
- Streamlining the offer letter process and the orientation programme

1.2 Profile of the hospital:

Art of healing: a new standard in healthcare – BURJEEL HOSPITAL, ABU DHABI, UAE

It is not just about the cure. It is not only about the equipment. It is not merely about the facilities. Burjeel Hospital has the firm belief that the process of healing is much more than curing a medical condition in a clinical environment. Amidst all the medical advancements of the modern world, it is easy to forget that those who are not of sound health sometimes need something more than a sophisticated medical environment at their disposal.

A warm smile, a reassuring touch or a few words of comfort can instill hope and confidence in patients and help them on the road to recovery. Which is why along with world-class medical professionals, sophisticated diagnostic equipment and superior healthcare services, It also provide an extremely comforting ambience, full of warmth and personalized attention. This process is called the 'art of healing'.

Conveniently located on **Al Najda Street**, Burjeel Hospital is the **first Private Tertiary hospital** to be opened under the auspices of the new standards put in place by the Health Authority of Abu Dhabi (HAAD). Burjeel in Arabic means wind tower. It is equipped with the best and the most advanced facilities in treatment, equipment and diagnosis, and with a team of renowned specialists and medical personnel at the helm, Burjeel Hospital has poised to usher in a new era in healthcare in the UAE.

Burjeel Hospital has all the core medical, paramedical and support services supplied by well-trained, credentialed and skilled professionals. What makes it different is the large proportion of clinical teams from internationally-recognized hospitals and universities from North America,

Europe and other continents. The non-clinical areas are of Arabesque design and this brings alive the traditional hospitality of the Gulf region. With the 7-star accommodation, fine dining restaurants and concierge services, visiting the hospital will be an experience to be remembered, whether as a guest, relative, conference attendee, visitor or a potential member of staff. It commits to the highest standard of care and safety was confirmed by the Joint Commission International, USA, when they accredited it in June, 2013, just a year after opening. It is one of the youngest hospitals to have earned the much coveted JCI golden seal of quality.

Its Royal and Presidential Suites and the Premier and Deluxe inpatient rooms are well-appointed and exceptionally spacious. The 12 operating rooms, delivery suites, ICU, NICU, Diagnostic Imaging, laboratories and pharmacies are all equipped to the highest standards to enable our professional staff to provide the best possible medical care. Our IVF, Nephrology, Cardiovascular Surgery, Obstetrics and Minimally Invasive Surgery are all leading the way.

The healthy food services for guests, staff and visitors, the Fitness Center and Spa and the disease screening clinics combined with Cosmetology are all geared to ensure that you remain healthy and have the 'feel good' factor essential to enjoying life. The large auditorium with direct connectivity to the OR serves as the ideal venue for medical conferences, workshops, and CME and guest events. The team at Burjeel Hospital believes in going beyond the provision of the best clinical standards of care. It also believes in the traditional Doctor-Patient relationship developed through trust, mutual respect and a sense of duty.

Vision

To be the preferred and trusted choice of hospital in Middle East for health and wellness delivered through the science of healing and art of care.

Mission

Burjeel Hospital will deliver exemplary medical care by using international care by using international medical expertise, cutting edge technology combined with first class patient experience.

Core Values

Balance, Unity, Respect, Justice, Efficiency, Empowerment & Leadership

Balance - Maintaining Healthy life and work balance for workers.

Unity - the state of being undivided or unbroken.

Respect - Giving due respect to self and others and maintain the environment of team work and growth.

Justice - a concept of moral rightness based on ethics, rationality, law, religion, fairness, or equity.

Efficiency - Being efficient and effective in our approach to give best solution each time.

Empowerment - Empowering the employees to take initiative and give the best.

Leadership - the ability to successfully integrate and maximize available resources within the internal and external environment for the attainment of organizational and social goals.

Services provided by Burjeel Hospital are:

Outpatient Services

Anesthesia

Bariatric Surgery

Cardiology

Cardiothoracic Surgery

Dentistry

Dermatology & Cosmetology

Diabetes

Diagnostic Imaging (CT scan, MRI,
conventional, BMD, Sonography,
Mammography)

Dietary & Nutrition

Emergency Medicine

Endocrinology

ENT, head and neck surgery

Family Medicine

Gastroenterology

General Surgery

Gynecology & Obstetrics

Internal Medicine

IVF

Ophthalmology

Orthopedics & Sports Medicine

Pediatric Surgery (coming soon)

Pediatrics

Physical Therapy / Outpatient Rehabilitation

Plastic and Reconstructive Surgery

Psychiatry (coming soon)

Psychology (coming soon)

Pulmonology & Respiratory Medicine

Rheumatology

Urology

Vascular / Endovascular Surgery

Wellness Center

Laboratory Medicine

Nephrology / Hypertension

Neurology

Inpatient Facility:

A total of 206 beds

14 Intensive Care Unit (ICU) beds,

including 7 Cardiac Care

Unit (CCU) beds

5 Labor and Delivery Suites /

12 Neonatal ICU beds

10 Operation Theatres including

1 state-of-the-art Hybrid OR

42 Day Care Beds

13 for Dialysis

3 for Endoscopy

5 for IVF

21 for General Day Care

13 Emergency Beds

3.0 Tesla MRI and 64-slice CT scan

Royal Suites of 6000 sq.ft.each

Presidential Suites of 3000 sq.ft.

Majestic Suites

Executive Suites.

Premier & Deluxe Rooms

Additional Facilities

24 hour Emergency and Ambulance Service

In-House Pharmacy providing a service for both inpatient and outpatient

The Burjeel Hospital has ample parking space and offers valet services for the benefit of patients and their guests. We are fully committed to this kind of quality approach in our organization, using international standards and customer service concepts, and we are confident that, your support, we will continue to offer the highest standard of quality healthcare in Abu Dhabi.

Burjeel Hospital currently accepts cards from the following insurance companies:

National Health Insurance Company – DAMAN

Abu Dhabi National Company – ADNIC

Al Khazna National Insurance Company

Metlife Alico Insurance Company

MSH International

Oman Insurance

Amity

AETNA Global Benefits

Next Care

Al Madallah

Saudi Arabia Insurance Company – SAICO

Inayah

AXA Insurance Company

NAS

Mednet

NGI – HealthNet

WAP – MED

Globe Med Gulf

Dubai Care

Learning from the Internship:

- Understanding the preparation and rolling of the offer letters.
- Gap Identification (Delay in preparation, approval and rolling) in the delay of offer letter process.
- Detailed verification of documents – Credentialing as per UAE Law.
- Licensing Process for Doctors and supporting staff as per UAE Law i.e. New Registration, Re-registration or License Transfer.
- Visa and Labor Approval process for the entire employee as per UAE Law.
- Preparation of Action plan to run the Orientation Programme.

Future Opportunities

- To learn the Visa renewal process and implement it in a planned way to reduce the turnaround time.
- To apply 5S Lean principal in the filling section of the department.
- To do the training need analysis for the different departments and prepare the action plan.
- To improve the recruitment process: identifying the appropriate panel for interviews.