

**Internship
at
Burjeel Hospital, Abu Dhabi, UAE**

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Organization Profile

The art of healing: a new standard in healthcare – Burjeel Hospital

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 us 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. Of course, all of this will enable guests to return to good health in the fastest possible time and with the least amount of discomfort. 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 believe 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
- Ophthalmology

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
- Laboratory Medicine
- Nephrology / Hypertension
- Neurology

- 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

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, with 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 – ADNOC
- Al Khazna National Insurance Company
- MetLifeAlico 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

My Job Responsibilities at Burjeel hospital:

Job Summary:	1. Provide leadership and manage the unit /department ,make decision ,solve problems ,conduct meeting and represent the department
Main Responsibilities:	1. Supervises and coordinates activities of the team members engaged in customer service 2. Plan ,prepare and plan the work schedule 3. Observe and evaluates team members performance 4. Issues instruction and assigns duties to the team members 5. Train and instruct employees 6. Provide new employee orientation 7. Supervise employees and team performance 8. Maintains quality service by establishing and enforcing organization standards 9. Ensure guest complaints and feedback are handled effectively and efficiently by supervising team members ,delegating responsibilities and liaising with other related departments 10. Oversee the running of the operation during the day, helping where and whenever needed and handling guest complaints 11. Making decision and solving problems 12. Maintain confidentiality with regards to any information 13. Assisting in any other relevant area that may be assigned