

**Internship
at
Apex Hospitals Pvt. Ltd. Jaipur**

**Submitted By
Swati Bapna**

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Dr. Swati Bapna

PGDHM

IIHMR-Jaipur

Acronyms/Abbreviations:

- **A&E - Accident and Emergency**
- **DAMA -Discharge Against Medical Advice**
- **HCA -Health Care Assistant**
- **ALOS -Average Length Of Stay**
- **CMD – Chief Medical Director**
- **COO – Chief Operating Officer**
- **CGHS – central Government Health Scheme**
- **CSSD – Central Sterile and Supply Department**
- **ECG – Electro Cardiogram**
- **TMT – Treadmill Test**
- **FMO – Front Office Manager**
- **FOE – Front Office Executive**
- **HOD – Head Of Department**
- **HRD – Human Resources Department**
- **ICU – Intensive Care Unit**
- **IPD – In-patient Department**
- **MRD – Medical Records Department**
- **MLC – Medico Legal Case**
- **OPD – Out Patient Department**
- **HDU- High Dependency Unit**
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Profile of Apex Hospitals

Apex Hospital is a NABH accredited multi-specialty, 200 bedded, state-of-art medical centre, in Jaipur (Rajasthan, INDIA).

Established in year 1994, Apex became one of the first institutes in India to attain ISO 9001 under the leadership of the Managing Director, Dr S.B. Jhawar, a renowned name in the field of medicine over the entire belt of Rajasthan. Dr. S.B. Jhawar, M.D. (Medicine), worked in different hospitals in Dept. of Medicine/Geriatric Psychiatry in England (1975-76). He is one of the first practitioners to start and pioneer Ultrasonography in Rajasthan.

From 1994, over the next few years, the hospital gained momentum by leaps and bounds as an impressive team of well known doctors joined in. Apex, since its beginning, set continual expansion and enrichment as its goal. Today, apex is one of the very few medical centres in the region with multi-specialty facilities for Cardiac care, Renal transplant, Joint replacement, Obesity surgeries etc. under one roof.

We are committed to deliver high quality medical care at an economic price. Apex hospital is authorized by state government and other institutes.

A quick glance at Apex Hospital

- **Large building with 30,000 sq. ft. built up area**
- **Total number of beds: 200**
- **Intensive Care Unit: 50 beds**
- **Fully equipped Neonatal ICU**
- **5 operation theatres**
- **200 full-time employees**

- **35 eminent consultants**
- **Cath labs & angiographies**
- **Kidney Transplants**
- **Obesity / Weight loss Surgery**
- **Medical Tourism Initiatives**
- **Featuring Tele-medicine**

VISION

To deliver quality conscious and technology driven contemporary healthcare across segments in an environment that is oriented towards patients and staff need with all endeavour to ensure continuous education and training for a multi-faceted personal and liner organisational growth.

MISSION

Too provide holistic quality care a minimal cost in hygienic environment with perseverance, dedication and compassion.

VALUES

Integrity: To deal with all stakeholders – patients, partners, employees, vendors and the community – in a spirit of fairness and integrity

Transparency: To respect the patient's right to know at every touch point by providing information that is clear, concise relevant and easy to understand.

Maximum Care: To re- evaluate every hospital system, Process and procedure to ensure that patients and their loved ones receive maximum care and comfort.

Self – Improvement: To instil a process of learning and self – improvement at every level through continuous training, focused research and peer review.

Patient Dignity: To safeguard the dignity of patients by protecting their individuality and privacy at all times.

HOSPITAL INFRASTRUCTURE

1. Lower basement

- Laboratory
- Inventory Department
- TPA counter

2. Upper basement

- Ultrasonography
- Multi-specialty OPD
- Radiology
- CT Scan
- Central report collection centre
- Discharge and billing
- Admission counter
- HRD
- Conference hall
- Health check up program
- Sample collection

3. Ground floor

- Main Reception

- Accident and emergency
- Pharmacy
- Prayer area
- Food court
- CSSD
- Mortuary
- Dialysis
- BMW
- Maintenance department

4. First Floor

- Clinical administration
- ACRI oncology centre
- Male ward
- Female Ward
- Labor room
- Dialysis

5. Second floor

- Deluxe rooms
- Private rooms
- Semi-private rooms
- ICU (Neuro and surgical)
- HDU
- Isolation rooms
- Catheterization lab

6. Third floor

- OT complex 1 (4 theatres)
- Bio-medical engineering

DEPARTMENT IN THE HOSPITAL

The following departments function in the hospital

Clinical Services	Clinical support services	Clinical Administrative Services	Administrative services
Accident & Emergency	LABORATORY MEDICINE	Ambulance services	Human resources
OPD	Imaging	Nursing department	Materials
Anesthesia	CSSD	Food & beverages	Marketing
Critical Care	Biomedical waste	Security	Finance
OT	Housekeeping	Mortuary	Engineering
IPD	Pharmacy	Laundry	IT

CLINICAL SERVICES

ACCIDENT AND EMERGENCY

An Emergency Department (ED) is also known as Accident & Emergency (A & E), Emergency Room (ER), Emergency Ward (EW), or Casualty Department is a medical treatment facility,

specializing in acute care of patients who present without prior appointment, either by their own means or by ambulance. Due to the unplanned nature of patient attendance, the department must provide initial treatment for a broad spectrum of illnesses and injuries, some of which may be life threatening and require immediate attention.

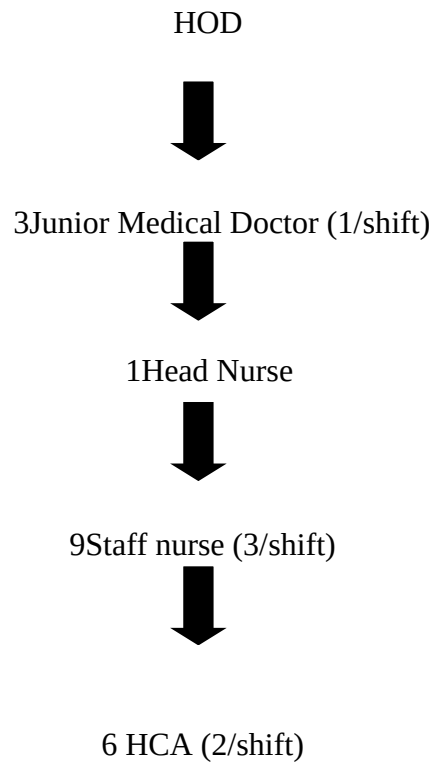
Layout

- 11 bedded (6+3 triage + 2 isolation)
- Each bed is separated with curtains to maintain patient privacy and is equipped with the following:
 - ✓ Oxygen supply
 - ✓ Suction Pump
 - ✓ Syringe pump
 - ✓ Cardiac monitor

Minor Operation theatre

- Machines in minor OT are as follows:
 - ✓ Anaesthesia machine
 - ✓ Cautery machine
 - ✓ OT table
- Procedures done in minor OT
 - ✓ Lumbar puncture
 - ✓ Bone marrow aspiration
 - ✓ Suturing

Staff



Equipment:

- Defibrillator-2
- Portable ECG – 2
- Nebulisation machine -2
- Portable sonography machine-1
- Trolleys :
 - ✓ Procedure trolley
 - ✓ Induction trolley
 - ✓ Adult crash cart
 - ✓ Dressing trolley
 - ✓ **Ambulance:**

There are 2 types of ambulance:

- a) BLS ambulance-1
- b) Cardiac Ambulance-1

Equipment in the ambulance are as follows:

- Ambulance cot
- Portable Ventilator (cardiac ambulance)
- Portable oxygen unit
- Portable suction unit
- First aid kits
- Traction splint
- Auxiliary Stretcher
- Transfer sheet
- Airways (nasal, oropharyngeal)
- Sphygmomanometer
- Stethoscope
- Others
 - ✓ Sterile and non-sterile gloves
 - ✓ Face mask
 - ✓ Blankets
 - ✓ Towels
 - ✓ Bed pan
 - ✓ Tongue depressors
 - ✓ Cold packs instant chemical type

- 1 HCA in non-cardiac ambulance

1 HCA + 1 nurse

OUTPATIENT DEPARTMENT

Apex Hospital has 20 independent consultant clinics with a capacity to handle over 6000 outpatient consultations every day. These clinics are organised as “functional clusters” representing a specialty, with each cluster containing its own examination room, phlebotomy room, and in instances, rooms for specialized medical equipment unique to the cluster. A day care dialysis unit, an endoscopy theatre complex, radiology suites and a blood bank support outpatient service are co-located on the same floors as the self-contained outpatient area. The hospital outpatient services offer specialist consultation services across 42 different specialities including six centres of excellence.

The six centre of excellence are as follows:

- Cardiac care & Cath Laboratory
- Renal Science Department
- Centre for neurosciences
- Centre for cancer
- Centre for physical medicine and rehabilitation
- Centre for bone and joint

The specialists included are Critical Care Medicine, accident and emergency, gynaecology and obstetrics, laboratory medicine and pathology including biochemistry, molecular biology, haematology, histopathology, microbiology, clinical pathology, transfusion medicine and blood bank, dermatology, endocrinology, gastroenterology, clinical nutrition, internal medicine,

nephrology, psychiatry, pulmonary medicine, rheumatology, surgery including dentistry, ENT, general surgery, urology, surgical oncology.

a) Access to OPD services:

All patients who visit Apex hospital for the first time for consultation/ other services are issued a card which gives each patient a UHID number. This UHID card is attached to the registration form. With the help of this number, medical records of patients can be assessed. Allotment and control of UHID number is the responsibility of the admission staff desk.

Following services are offered in the OPD

- Medical / Surgical consultations
- Preventive Health check-up packages
- Laboratory investigations
- Cardiology investigations
- Neurology investigations
- Pulmonary investigations
- Pain management
- Endoscopy
- Bronchoscopy
- Physiotherapy
- ENT
- Dental procedures
- Oncology
- Radiation oncology

OPERATION THEATRE:

The aim of department of anaesthesiology and OT facility is to provide the highest quality of care to 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 is staffed with highly experienced and trained anaesthesiologist, surgeons, technicians, nurses and other support staff. Protocols based on approach for quality pre-operative, intra-operative and post-operative and follow up care of the patients. The complex is divided into three zones: sterile, semi sterile and non-sterile zones. Complete services to the following surgical specialties are provided.

- Cardiac surgery
- Neuro surgery
- Onco surgery
- Orthopaedic surgery
- General surgery
- Gynaecology and obstetrics surgery
- Paediatric surgery
- GI surgery
- Uro surgery
- Plastic surgery
- ENT surgery
- Transplantation surgeries

The OT complex has a pre and post-operative monitoring room for continuous monitoring of patients (recovery rooms).

IN PATIENT DEPARTMENT

The IPD provides the detailed pre-procedure needs their completion and coordination with the diagnostic to arrive at the diagnosis and completion of treatment regimens, comprehensive care in the pre-operative and follow up care, rehabilitative, and nutritional regimen and their scientific amalgamation as per the progressive patient care need. IPD wards are located on ground floor (male & female wards) and 1st floor private, semi-private and deluxe suites. The IPD rooms are of the following types: single room, twin sharing, deluxe room and suits

Shift timings:

For doctors

- ✓ Morning : 8 am - 2pm
- ✓ Afternoon : 2 pm - 8pm
- ✓ Evening : 8pm - 8 am

For nurses, HCA and housekeeping staff

- ✓ Morning : 7 am - 3 pm
- ✓ Evening : 3 pm - 11 pm
- ✓ Afternoon : 11 pm - 7 am

Records and Registers

- Admission and discharge register
- Handing and Taking over/Team leader sheet
- Assignment book
- Leave book

- O.T booking register
- Critical care flow sheet
- Narcotic drug register.
- **Equipment's:**

MONITORING EQUIPMENT	CARDIOVASCULAR THERAPHY	RESPIRATORY THERAPY	LABORATORY EQUIPMENT
Bed side and Central Monitors ECG Recorder Pulse Oximeter Spirometer ECG Monitor Temperature Monitors Blood Glucose Meter	CPR Trolley Defibrillators Infusion Pumps and Syringes	Ventilators Intubation/ Tracheostomy Trolley Nebulisers	Blood gas Analyser Electrolyte Analyser

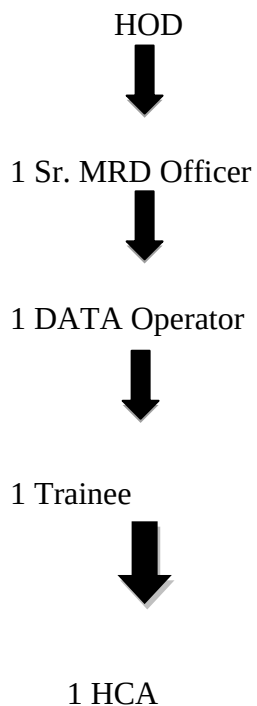
Miscellaneous Equipment

- Crash Cart
- Dressing trolley
- Procedure trolley

CLINICAL SUPPORT SERVICES

MEDICAL RECORD DEPARTMENT

- The main functions of the department are :
 - 1) Storing file for future reference.
 - 2) Research.
- Staff:



- Open and close audit is done of all files before keeping them storage.
- The arrangement of files is done in following ways-
 - ✓ Year wise and UHID wise.
 - ✓ Also on the basis of their type :
 - a) Regular files
 - b) DAMA files
 - c) MLC files

BLOOD BANK

Transfusion medicine is a multi-disciplinary area concerned with the appropriate use of blood and blood components in the treatment of human disease. The mission of Apex hospital is to make available appropriate adequate quantity and high quality of safe blood and blood component to “anyone, anytime, anywhere” in medical community. Apex Hospital adheres to quality norms and focus on the donor satisfaction standards and technique and quality control are precisely and meticulously maintained as per norms given in the drugs and cosmetics acts, by the regulatory authority, director drug controller (India), ministry of health and family welfare, Govt. of India.. The department runs round the clock and blood and its products are supplied as and when requested. Blood donation is accepted from voluntary blood donors and relatives and friends of the patient. Autologous blood donation (blood donation for one’s own use) is also accepted. The blood donors are informed and educated about the infections transmitted by transfusion of blood components 100% of collected blood is processed into component like red cells concentrate, platelet concentrate, fresh frozen plasma (FFP) and cryoprecipitate. The use of the components is better and cost effective.

IMAGING

The imaging department consists of radiology services. The investigations performed in these departments include:

- CT Scan
- X-Ray
- Ultrasonography

The HIS has a system for appointment scheduling for each of these investigations. The appointments are given by Call Centre. There are 1 X-ray machines, 1 ultrasonography machines, 1 CT Scan machine. They are working on its complete utilization.

CENTRAL STERILE SUPPLY DEPARTMENT

The central sterile supply department (CSSD) plays a key role in providing the items required to deliver quality patient care. Centralizing the reprocessing of reusable devices helps ensure uniform standards of practice, while also providing for improved workflow (soiled, to clean, to sterile). Every CSSD task must be performed for the welfare and safety of patients, co-workers and the community.

CSSD is the heart of hospital infection control and the most important unit of clinical support services. CSSD's main functions are cleaning and drying, assembly, packing, sterilizing, storing and distributing instruments (both multi use and single use devices), as per well delineated protocols and standardized procedures

It is divided into 3 zones

1. Decontamination area
2. Assembly area
3. Sterile storage area

HOUSE KEEPING:

The objective of housekeeping is exceptional standards of cleanliness, sanitation and hygiene of the entire hospital. Housekeeping services are outsourced to BSMT services.

The staffs include:

- Housekeeping manager
- Assistant manager
- Housekeeping executives
- Supervisors
- Houseboys & house girls

Functions of housekeeping department are:

- General facility cleaning
 - ✓ Routine cleaning of patient's rooms
 - ✓ Patient's common areas
 - ✓ Washrooms
 - ✓ OT
 - ✓ Laboratory
 - ✓ Consultant's office
 - ✓ Glass windows and doors
 - ✓ Ceiling etc.
- Handling of biomedical waste.
- Pest control-It includes spraying every 24 hours for mosquitoes, cockroaches, flies, rats, lizards and termites.
- Garbage disposal- The housekeeping staff collects garbage collected in specified colour coded bags from all garbage bins existing inside the hospital premises and disposes the garbage at the designated area within the hospital, which is the biomedical waste room. The general waste is sold to the junk dealer and healthcare waste is handed over to government approved vendor "synergy waste management".

The performance indicators are B.M.W. color code compliance, B.M.W. collection, pest control efficiency and sanitization of the hospital premises.

CLINICAL ADMINISTRATIVE SERVICES

STORES

Material stores functions in order to supply the right material in right quintiles at the right time at the right price. The IP departments put up requests for the required materials by uploading indents in the HIS. The store manager raises a purchase order to be sent at the central procurement stores. The supplies received are inspected on the basis of quantity and expiry in the incoming material inspection area. The items are stored as per the storage norms. Departmental issues are made for non – medical consumables as per requirement. Stock is reviewed periodically for non-moving items and short expiry items. Stock audits are carried out twice/year. Any variance is reported to the higher management. For inventory control, ABC and VED analysis is carried out. FEFO (first expiry first out) is followed. The staff includes:

- Assistant Manager
- Executive store
- Assistants
- 2 Health care assistants

LINEN AND LAUNDRY

The objective linen and laundry is the availability of clean uniforms for patients and staff.

Soiled linen when collected is kept in the dirt utility room in a hamper trolley. Infected linen

are collected and put in a red bag at the source⁴ of generation. The red bag is sealed and labelled for infection. At the end of each shift, the dirty utility linen is carried in the Hamper trolley to the collection room. At the collection point, it is segregated, counted, and sent to the laundry for washing. The performance indicators are laundry pending, turnaround time for laundry cleaning, percentage discarded linen.

BIOMEDICAL ENGINEERING 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 performance of these costly equipment and tools inside the hospital

The department maintains an updated asset register of the hospital equipment, conduct daily rounds to ensure that the equipment is functioning smoothly, responsible for facilitation and identification of equipment requirements, planning technical comparison, ordering installation and deployment units and new projects, conduct regular preventive maintenance servicing for all the equipment at regular intervals, facilitating equipment replacements and condemnation, whenever required, conducting regular training programs for hospital staff, on usage of hospital equipments. The staff consists of HOD, 1 biomedical engineers and 1 biomedical technicians.

FOOD AND BEVERAGES

The objectives of food and beverages department are to deliver healthy and nutritious meals coupled with a wonderful experience of hospitality services to all IP, OP and staff. The cafeteria is outsourced to Java Green. The main functions of the department are as follows:

- Inpatient meal management

- Purchase of fruits, vegetables, milk, pulses, whole grain and other dietary consumables

The meals are served in the patients' rooms and clearance is carried out 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 dieticians plan the meal that is best for the patient's speedy recovery.

ADMINISTRATIVE SERVICES

ADMISSION AND BILLING:

The admission and billing staff includes 1 H.O.D. and 12 employees. The services offered by the department are registration of a new patient, booking/reservation-bed and O.T, admission, billing, discharge work.

Front office:

The front office is the first point of contact at APEX HOSPITAL. It is manned by duty manager, patient care executive and patient care coordination. There are total 2 front offices in Apex hospital and there are 1 help desks.

Functions:

- Respond and answer telephone calls from patients and clients.
- Registration of outpatients, in patients and executive health checkup patients for various investigations (registration counter).
- Admission, billing and discharge of in patients.
- Direct the patients and their relatives to the outpatient services and the inpatient wards (helpdesk and welcome desk).
- Report receiving and handling over to the patient (dispatch counter).

Third Party Administrator Desk:

T.P.A. staff includes one executive clinical administrator and 4 Customer care officer.

Functions:

- Counselling.
- Pre-Authorization.
- Cashless admission.
- Query handling.
- Final approval.

Maintain privacy and confidentiality

EDUCATION AND TRAINING FACILITIES FOR NURSES

In line with the vision of continued commitment toward education and training in the field of healthcare, particularly the preparation of highly competent nursing professionals dedicated to patient care.

ENGINEERING DAPARTMENT:

Engineering and maintenance department is manned for 24 hours for keeping round the clock vigil on proper functioning of plant engineering equipment coming under the purview of department. This covers maintenance of major supplies to the hospital such as power, water, which form the life line to the hospital's activities. The responsibilities of the department include operation and maintenance of plant equipment installed at the ground floor and various other areas to support the normal functioning of the hospital and repair work of equipment related to

the department's responsibility. The policy of the department is to serve well with safety and it time, continuous improvement, cost saving, optimum utilization of manpower and equipment, optimum utilization of inventory and teamwork.

The major engineering services are:

- Electrical power supply- normal and emergency
- Air conditioning, ventilation and refrigeration.
- Steam and hot water supply.
- Water stations and cold water supplies- filtration system.
- Medical gases supplies
- Fire detection alarms and fighting system.
- Internal and external plumbing system.
- Civil works-Masonry, carpentry, glasswork, upholstery, painting, etc.
- PNG and LPG supply.
- Safety assessment of facilities.

MARKETING AND SALES

Marketing and sales department is concerned with business development, branding, promotions and advertisement of Apex hospitals. Marketing deals with organizing health check-up camps and, designing all the brochures and signage, conducting CME's/seminars. The sales department deals with PSU's and corporate tie-ups, pitching referral sales from nearby general practitioners and nursing homes, liaison with TPAs 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 payment for stores, pharmacy and biomedical department. All the cash collected is deposited on daily basis in the bank. The TPA payment is collected through lump sum amount in the form of cheque at the end of the month. The staffs include :

- Senior executives
- 1 cashiers

PURCHASING DEPARTMENT

Purchasing department is responsible for the procurement of function of the hospital the primary functions of the purchasing department are to:

- Procure the rights and services from the right suppliers at the right time for the right place.
- Receive, warehouse, issue & distribute stocks to hospital departments in accordance with Apex procedure.
- Hospital users and clinicians actively participate in product evaluation processes. The purchasing department is actively involved in cost analysis and supplier performance management. It is through all of these activities that the department manages the chain process.

HUMAN RESOURCE DEPARTMENT

The functions of HR department at Apex hospital are:

- Hiring
- Physician and nurse recruitment
- Employee orientation

- Personal management
- Benefits and compensation management
- Counselling
- Claims handling
- Training and performance monitoring
- Professional development programs
- State and federal regulations education
- Work place safety and sanitation
- Administration – employee meetings
- Staff morale and retention

Recruitment /selection:

- Identifying the key requirements areas(KRA)
- Drafting job description
- Recruitment through job portals and internal references
- Selection
- Medical examination of the candidate
- Offering letter to the selected ones

QUALITY CONTROL DEPARTMENT

The Functions of the department are:

- To analyse patient feedback forms.
- To analyse different parameters from different departments and compare them.
- Infection control of the hospital.

- Induction and training of hospital staff.
- Accreditations (NABH).

This department also maintains few quality indicators for hospital:

- Medication Errors
- Return of patient within 72hours.
- Return of patient to OT within 48hours.
- Return of patient to ICU within 48hours
- Number of Needle sticks Injuries.
- Number of blood transfusion reaction.
- Number of Adverse Drug reaction.

Staff:

This department consists of one quality manager who reports directly to the director of hospital.

Facilities:-

24 hours Emergency

- State of art advanced Cath Lab (Siemens Artis Zee) with fully equipped 8 bed CCU
- Fully equipped Neonatal ICU, Phototherapy, Radiant warmer, & Exchange transfusion.
- All vaccinations & Nebuliser therapy for asthmatic children
- Five highly equipped operation theatres with a separate labour room.

- Super deluxe & deluxe rooms (with A/C, Balcony, TV, Fridge, Telephone)
- Cafeteria, Dormitory with bath / toilet for the attendants
- 24 hrs. Medical shop, Ambulance, Laboratory and Radiology services
- Evening OPD (5- 7 PM): Dentistry, ENT, Gynecology, Medicine, Ophthalmology, Physiotherapy, Surgery.

