

**Internship
at
Burjeel Hospital for Advanced Surgery (BHAS), based in Dubai,
U.A.E.**

**Submitted By
Kritika Swaroop**

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


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

- **Introduction**

As part of the course Post Graduate Diploma in Hospital and Health Management, Institute of Health Management Research, Jaipur (IHMR) requires its students to undergo a 3 month-long internship cum dissertation period, in a reputed health-care organization. This training period enhances the student's capabilities and prepares them for a career in the health care industry. The practical experience gained by the students during this period better their understanding of the theory studied during the course.

I underwent this training period in the famous and reputed Burjeel Hospital for Advanced Surgery, based in Dubai, U.A.E.. BHAS is a super specialty, tertiary care hospital, which started operations in June, 2013. It is a part of the Life Line Hospitals, Abu Dhabi.

- **Organizational Profile**

Burjeel Hospital for Advanced Surgery (BHAS) is one of the finest medical facilities providing premium and state-of-the-art medical facilities in the region. The hospital currently has three operation theaters with highest quality service offered in Joint Surgery, Pediatric Orthopaedics, Hand Surgery, Sports Orthopaedics, Spine Surgery etc. Patients benefit from a team of highly specialized consultants, many of whom are nationally and internationally recognized for their expertise and experience.

Burjeel Hospital for Advanced Surgery (BHAS) - a group venture of renowned and experienced Doctors operating under the conglomerate of LLH Group of Hospitals headquartered in Abu Dhabi.

A team of expert consultant orthopedic surgeons and physicians offer medical and surgical care of the highest standard. BHAS uses the most up to date procedures which include the latest non-surgical and minimally invasive arthroscopic techniques to speed patient's recovery, manage pain, treat sports injuries and all orthopedic conditions. Patients at Burjeel can be confident that they will receive the best possible and the finest available treatment options not only in the region, but also in the world.

○ **Vision:**

Leading center of orthopedic and joint care in the region

○ **Mission:**

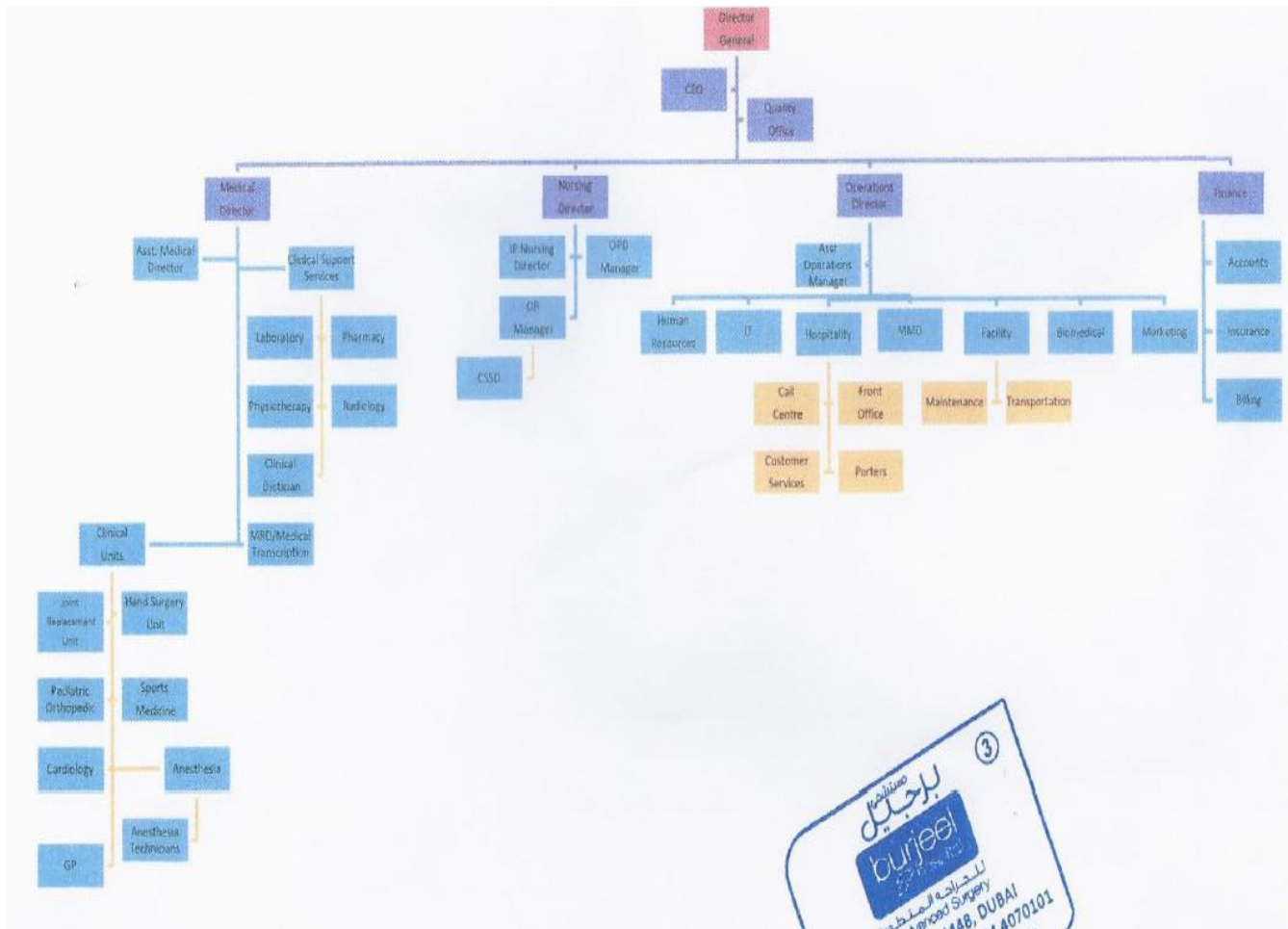
We are committed to provide expert orthopedic and joint care, utilizing advance technology to improve mobility and quality of life with compassion, dignity and hospitality.

○ **Values:**

- Teamwork – Working together to achieve our mission
- Respect and dignity
- Patient-Centered
- Compassion

- Education
- Professionalism
- Improvement & Motivation

ORGANOGRAM



- **Services Provided By Hospital**

1. Joint Replacement
2. Pediatric Orthopedics
3. Hand Surgery
4. Sports Orthopedics
5. Spine Surgery
6. Physiotherapy
7. Laboratory
8. Radiology
9. Pharmacy

- **Departments Visited/ Worked**

1. Quality Department
2. Radiology Department
3. Physiotherapy Department
4. Laboratory
5. Front Desk
6. HR Department
7. Finance Department
8. Materials Department
9. Information Technology Department
10. Operations Department
11. Marketing Department
12. CSSD

13. Medical Records Department

14. Insurance Department

15. Call center Department

16. Biomedical Department

17. In patient Department

18. Outpatient Department

- **Problems & Issues in each Dept. :**

1. Shortage of staff
2. Mostly Arabic-speaking patients – staff may/may not be Arabic-speaking

- **Observations/ Learning**

1. Initiative towards eco-friendly lifestyle
2. Daily meeting of steering committee to discuss Hospital Operations on a daily basis

- **Any Projects undertaken other than Dissertation**

1. Preparation of various Quality- related policies with support of Quality Office
2. Participated in Quality Audit Preparation
3. Educational Posters for Emergency Codes, Infection Control
4. Daily reports of Physiotherapy and Radiology Statistics presented to the CEO of the hospital.

5. Monthly overall statistics updated for each department, depicting trend in improvement, presented on a dashboard to the Quality Head
6. Participated in organizing and celebration of Earth Day, Green Week and Earth Day

- **Reporting extraordinary good/ adverse events without naming hospital/ dept.**

1. Good Events:

- Daily Patient satisfaction survey by Medical Director along with Quality staff
- Team work among staff of different departments
- Cleanliness maintained in the hospital
- Supportive and patient senior staff
- Constant improvement plans