

**Internship
at
Paras Hmri Hospital, Patna
(10th February – 10th May2014)**

**Submitted By
Mohita Sinha**

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


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

CONTENTS:

S.NO.	Contents	Page no.
1.0	Hospital profile	3
2.0	Vision & Mission	4-5
3.0	Quality policies	5
4.0	Group companies	6
5.0	History	7-8
6.0	Specialized centres	9
7.0	Services	9-10
8.0	Departments visited	10
9.0	Observations	10

1.0 Hospital Profile:

Paras Hospitals is one of the leading super specialty hospital based in Gurgaon and since its inception it has aimed to be a preferred health care provider for all. Our expertise in advanced medical and surgical treatments has helped hundreds of thousands of patients receive world-class quality treatment at affordable cost.

Paras is equipped with one of the leading neurosciences centre in the region which boasts of all facilities needed for research and surgery in the field of neurosciences. Besides this, it has 55 specialty departments which include medicine, minimal invasive surgery, gynaecology, oncology, ophthalmology, dermatology, cosmetic surgery, plastic surgery etc. In our mission to provide affordable healthcare services to all people, we have taken a step ahead to start two major projects in the Indian state of Bihar. Paras HMRI Hospital, Patna has a capacity of 350 beds

Which has already been accomplished while Paras Global Hospital, Darbhanga has a capacity of 100 beds is yet to be accomplished. The multidisciplinary facilities provided by Paras Hospitals at its Patna and Darbhanga hospitals make it one of the largest healthcare provider in Bihar.

Paras Hospitals is also renowned globally for its specialized International Patient Services. Patients from all across the globe visit Paras Hospitals frequently for healthcare check-ups. The International Patients Services team ensures that patients from diverse nations feel at home in India. Our customized treatment and surgery plans are designed in way to benefit our international patients.

We are committed to provide our patients the best of healthcare

2.1.0 Vision

- To become preferred health care provider for all
- Partnership in caring & curing
- Providing excellent medical care to our customers through our faith in values, integrity, respect, teamwork, & innovation to achieve complete patient satisfaction.

2.2.0 Mission

- The mission of "Paras Hospitals" is to provide competitive, innovative and accessible medical care to the patients
- To facilitate improving the health of the patient by providing quality service through our professionals that is affordable and delivered.
- Compassionately
- Appropriately
- Responsibility
- Efficiently
- To exhibit stewardship and creativity in the management of all available resources for patient care.

- To ensure the delivery of our services enabling patient, families, guests, healthcare professional, our associates to make the best use of our facilities and environment consistent with our philosophy and commitment of the patient care, health-education and strategic initiative.
- To provide excellent family centre healthcare to the entire family and children in an environment that meets or exceeds the expectation of those we serve.

3.0 Quality Policy

3.1 Paras Hospitals Quality Policy

- We at Paras Hospitals believe in partnership with the communities we serve and fulfil our purpose of providing Quality Healthcare Services By:
- Providing uniform patient treatment & care, use of evidence based medicine & excellence in clinical outcomes.
- Knowledge Enhancement of our staff, clinicians & patients.
- Delivering superior customer service & complying with statutory regulations.

4.0 Group Companies

4.1 An organization involved in quality milk collection practices since 1960.

A very strong rural procurement network comprising of more than 3000 villages across western Uttar Pradesh in North India arising after immense infrastructure investment in the rural areas by the organization. Five state of the art manufacturing units complying with ISO 9001-2000 and HACCP standards of system implementation. Total handling Capacity 1.9 million Litres. a day. Largest marketer of Polypack milk in Delhi in corporate sector.

Only player in the North India to market bactofuge quality milk. First player in private sector to offer Homogenised toned milk through automatic milk vending machines and FRP tanks in North India. A major exporter of edible grade casein and other milk products.

5.0 History

The organizational history reflect back to 1960, when the procurement of milk started with 60 Litres of milk. The only fundamental that worked right from day one is the quality, which got reinforced everyday of progress and got reflected as victory through quality.

- **Paras Dairy**
- **Paras Buildtech**

Paras proudly presents itself as a premium brand in the Indian dairy industry. A list of our nutritious and premium quality products include milk, pure ghee & skimmed milk powder in bulk and consumer pack, dairy whitener, table butter, white butter, demineralised whey powder, casein edible and industrial grade.

The taste, flavour and excellent quality of our SMP-ISI & pure ghee have made them as the brand leaders in the market. The major objective of our business is to enhance the profitable production of dairy products.

We are in the business of milk for more than 40 years. Our milk is entirely collected from village level collection centres that are developed by us. The quality of our milk, regularity of supply and value of commitment have made us the hallmark in our sphere of operation. Today we are the second largest distributor of milk in Delhi Metro.

The taste and flavour, low sodium level, low ash content and low plate count of our dairy products has fetched us accolades of our clients. Our products have found wide acceptance with countless prestigious institutions. It includes Nestle India Limited, SmithKline Beecham, Hindustan Lever Limited, Mother Dairy, Calcutta and countless others.

Paras Buildtech Pvt. Ltd. is an organization engaged in the development of world-class commercial properties, residential suites, asset management and developmental services.

“Building Landmarks” is the ideology breathed and lived by all related to the company, be it employees or associates. The organization has dedicated itself to achieving exceptional quality by converting each project into a landmark project in the industry.

The organization, though still in its embryonic phase, has the potential and strong corporate structure, to design and deliver end-to-end real-estate solutions of high magnitude and quality.

Paras Buildtech, although an organization in its nascent stages, has the conviction to achieve the best under the flagship of its Parent company - Paras Dairy. It derives its ideology from their five decades of proficient and mature professional experience.

6.0 Specialized Centres

- Neuro Sciences
- Emergency and Trauma Centre
- Cardiac Sciences
- Orthopaedics and Joint Replacement
- Spine Surgery
- Mother and Child
- Renal Sciences and Urology
- Preventive Health check-ups
- Diagnostics

7.0 Services:

- Institute of Oncology
- Institute of Cardiology
- Institute of Neurosciences
- Joint Replacement & Orthopaedics
- Advance Urology & Nephro Centre
- Advance Dialysis Unit
- EYE & ENT
- General Surgery & Minimally Invasive Surgery
- Internal Medicine
- Dental Care
- Critical Care
- Nuclear Medicine (PET CT & etc)

- Preventive Health Check
- Radiology
- Advance Diagnostic Services
- 24 x 7 Trauma & Emergency services

8.0 Department Visted

Operation Theatre

Issues identified:

- Delay in shifting of scheduled patient from ward to pre op due to nursing inefficiency.
- Part preparation not done before shifting of patient from ward to pre op.
- Pre anaesthesia check-up inadequate.
- Financial non clearance of the patient undergoing surgery.
- No separate provision of bed in pre- post-op to minimise the chances of infection from universal precaution patient's body discharge.

9.0 Observations

- Infection rate is very low.
- Success rate of surgery is very significant.
- Management of pre op & post op patient is well adequate.

