

**Internship
at**



**QRG Central Hospital and Research Centre, Faridabad
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**Submitted By
Neha Makker**

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ABBREVIATIONS:

QRG	Qeemat Rai Gupta
OT	Operation Theatre
HMIS	Hospital Management Information system
NABH	National accreditation Board for hospital and Healthcare Providers
MRD	Medical Record Department
UHID	Unique Hospital Identification number
PAC	Pre- Anesthetic Check-up
TPA	Third party Administrator

INTERNSHIP REPORT

1.1 HOSPITAL PROFILE



QRG Central hospital and research centre is a 140 bedded multi specialty hospital with ultra modern medical facilities. The hospital is successfully treating Out Patient as well as Indoor Patients of different specialties and super specialties for more than seven years with excellent results. Up gradation of existing facilities have already been taken place recently by installing state of art technology and latest equipments in all the fields of medicine and surgery which are backed by efficient and dedicated experienced qualified doctors as well as medical and paramedical staff.

The hospital is equipped with FD 20 Cath lab(first in Faridabad and third in India), advanced CTVS ,latest Gastrosopes and ERCP facility with video imaging ,6 ultra modern operation theatres ,14 high end dialysis machines,64 slice CT Scanner, Colour Doppler, Ultrasound and digital X-Ray machine,24 hour pharmacy ,4 cardiac and critical care ambulances. The hospital has 29 bedded ICU and CCU equipped with most ultra modern life saving equipment and a 9 bedded NICU for critically sick neonates along with 6 bedded SICU/HDU backup for post operative patient's care. State of art lab and blood bank facilities are already making an impact in the city as three aphresis machines are taking care of dengue patients who need mega platelets and other blood components.

QRG Central hospital and research centre believes in ethical and compassionate patient care.they have robust and transparent billing system backed up by advanced softwares to create a comfortable environment, as their main focus is to provide excellent and holistic environment to patient which promote healing. Doctors are well-trained and passionate towards personalized patient care; assuring world class treatment.

SPECIALTIES OFFERED

- Interventional cardiology
- respiratory and sleep medicine(PFT)
- CTVS
- CCU/ICCU/SICU/PICU
- Internal Medicine
- Trauma and joint replacement

- General and laparoscopic surgery
- Gastroenterology and herpetology.
- Nephrology and dialysis
- Endocrinology
- Neuro surgery
- Urology
- Gynecology and obstetrics
- Pediatrics and neonatology
- ENT
- Ophthalmology
- Dermatology
- Day care centre

HIGHLIGHTS-

- Advanced dedicated dialysis centre
- Preventive health check-ups

OTHER SERVICES-

- Dietetics and nutrition
- Physiotherapy
- Dentistry
- Psychiatry and psychology

VISION

“QRG Central Hospital and research centre, envisages to be a premier academic medical centre, partner of quality and provider of quality healthcare, constantly learning, improving and excelling in the field of healthcare”.

MISSION

QRG Central Hospital and research centre is dedicated to provide quality patient care with unrelenting attention to clinical excellence, ethical practice, patient safety and an unparalleled passion and commitment to assure the best healthcare to those we serve.”

CORE VALUES

- Patient centric services
- Integrity
- Respect for the individual
- Excellent infrastructure with an updated technology.

1.2 SUMMARY OF THE JOB

- Worked as a MANAGEMENT TRAINEE in Quality department.

The following are the responsibilities assigned to me by the organization:

- Internal audits of medical and non medical departments (based on NABH guidelines) for NABH final assessment.
- To gather (quality indicator) data from various department and monitoring them.
- IPD & OPD Satisfaction Feedback analysis.
- Providing mandatory trainings; under guidance (Patient rights & responsibilities, employee rights & responsibilities, Safety codes of the hospital, Adverse and sentinel events, Working of Quality department, etc) to all employees.
- Participated and coordinated in mock drills of the hospital.

