

**Internship
at
Cocoon
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**Submitted By
Nikita Nehra**

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ABBREVIATIONS

- o OPD - Out Guest Department
- o OT - Operation Theatre
- o ICU - Intensive Care Unit
- o CT - Computed Tomography
- o USG - Ultrasound
- o MICU - Medical Intensive Care Unit
- o MRD - Medical record department
- o ECHO - Echo cardiograph
- o ECG - Electrocardiography
- o EEG - Electroencephalography
- o CT Scan - Computed Tomography Scan
- o MRI - Magnetic Resonance Imaging
- o Obs & Gynea - Obstetrics & Gynaecology

INTRODUCTION

1. Objectives of the Internship

- To develop in-depth understanding of hospital industry, work culture and their critical functions.
- To understand the working of operations and customer care department as a whole and their key responsibilities.
- To develop the required skills in order to make a step towards better career in hospital industry.

The training was undergone in administration department specifically customer care department.

2. Major Learning during internship period:

1. Learnt how to manage a department and ensuring proper utilization of all resources materials as well as human resource.
2. Learnt basic guest flow in the hospital and coordination among various departments.
3. Handling guest queries and proper counselling of the guests.
4. Learnt how to coordinate various day to day activities of Out Guest department.

3. Challenges faced:

1. Counselling of guests and handling their complaints.
2. Utilization of paramedical staff and lower line staff of the OPD.

4. Managerial roles performed during the period

1. Coordinated day to day functioning of multi specialty OPD.
2. Ensured timely delivery of services to the guests in OPD.
3. Ensured regular maintenance of OPD waiting area and consultants chambers.
4. Ensured that guests were being escorted by the guest attendant (*Mariz Sahayak*) present in the OPD.
5. Supervision of OPD staff and ensured proper utilization of the staff.
6. Ensured proper hospitality and proper counselling of guests is done in case doctor is coming late in the OPD due to some reasons.

HOSPITAL PROFILE

Giving birth to a child is not an illness; it is a journey of joy and celebration and a unique experience for the parents. In this journey of life, the mother & child need utmost love and care. While delivering the baby, she needs an atmosphere as comforting as a home and yet with all the modern amenities and expertise of professionals, to ensure utmost care and security.

Cocoon the concept where a mother spends nine months in the most joyous manner without apprehensions and fear and celebrates the delivery, making a style statement for her and the proud family.

Cocoon is equipped with Aristocratic Care, royal comforts and luxurious amenities of Spa, Yoga, special Maternity and newborn apparels and accessories and state of the art café. A Team of highly qualified personnel helps the family make informed choices for their care during pregnancy, labor, birth, postpartum and newborn care, and strives to provide them with the experience they desire for.

Cocoon provides the world-class medical facilities like modular Operation Theatres, LDR suites, Level 3 Neonatal Intensive Care Units, fully motorized imported medical beds and examination couch, 4D Ultrasound technology. Right from the day when the doctor gives the “Good News”, till the baby is one year old, we offer complete solution with a touch of class. We make you feel special, with special “pick & drop” facility, care at your doorstep, food, music and apparels of your choice at the time of stay. Cocoon makes you feel cared and pampered by taking care of your smallest needs.

Right from a trusted gynaecologist to the exercise regimen, expert nutritionist, the regular checkups and most importantly, ensuring the comfort and health of the expectant mother. Yet there is an underlining worry of what, where and how where someone is there to take care for your nine months and make them the most memorable times ever! Where the whole family celebrates the delivery of a baby where the room allotted to you does not have a number, but a beautiful name where the color of the walls and interior decor is bright and lively, where you get the comfort and hospitality of a 5 star hotel. Complemented by the most advanced medical care, where doctors make the mother feel at home in most trusted hands.

At Cocoon we make God's special creation arrive in style, and deservedly so.

Lineage Health Care concept of luxurious birthing centre was created and it gave the new born the beautiful cocoon to deliver with a style statement. Cocoon makes it one that is smooth, stress-free, joyous and enchanting, right from preconception to antenatal and post-natal stages and then onto the care of your little one.

Cocoon will broaden and prolong the hospital/guest relationship, when delivering OB as a product and not a service offering. The innovative product features are clearly described to the community as benefits. This means OB has its own identity, its own image and its own brand. When health care organizations recognize the value of OB as a product, they can dramatically improve guest satisfaction and overall financial performance. Cocoon will provide greater comfort, convenience, knowledge, privacy and guest satisfaction. It will offer a one-stop-shop for all prenatal, childbirth and infant care needs. It will also be an exceptional means for itself to develop a long-lasting, positive reputation with its communities.

It's a support for women during a period of time when they feel tremendous stress and vulnerability. This care model will include high-quality services that take the guest's complete needs into consideration - from her family to her career, cultural and religious beliefs. It's a philosophy, as opposed to a rigid protocol, uniting care within the context of her family, as she defines family.

MISSION AND VISION



TEN PHILOSOPHIES OF COCOON

- I. Childbirth is seen as wellness, not illness. Care is directed to maintain labour, birth, postpartum and newborn care as a normal life event involving dynamic emotional, social and physical changes.
- II. Prenatal care is personalized according to the individual's psychosocial, educational, physical, spiritual and cultural needs of each woman and her family.
- III. A comprehensive programme of prenatal education prepares families for active participation throughout the evolving process of preconception, pregnancy, childbirth and parenting.
- IV. The hospital team helps the family make informed choices for their care during pregnancy, labour, birth, postpartum and newborn care and strives to provide them with the experience they desire.
- V. The father and/or other supportive persons of the mother's choice are actively involved in the educational process, labour and birth, postpartum and newborn care.
- VI. Whenever the mother wishes, family and friends are encouraged to be present during the entire hospital stay including labour and birth.
- VII. Each woman's labour and birth care are provided in the same location unless a caesarean birth is necessary. When possible, postpartum and newborn care is also given in the same location and by the same caregivers.
- VIII. Mothers are encouraged to keep their babies in their rooms at all times. Nursing care focuses on teaching and role modelling while providing safe, quality care for the mother and baby together.

- IX. When mother-baby care is implemented, the same person cares for the mother and baby couplet as a single-family unit, integrating the whole family into the care.
- X. Parents have access to their high-risk newborns at all times and are included in the care of their infants to the extent possible given the newborn's condition.

FACILITIES

Cocoon is not only the premium birthing destination but also a place to celebrate birth with family and friends.

Once you reach Cocoon, there would be no need for you to step out. You will have access to a classy shopping mall, retail store, celebration hall, cafeteria, flower shop and pharmacy.

Florist

Looking for a way to express the happiness for the welcome arrival of the new born?

Step into the florist shop at Cocoon Birthing Centre and choose from a range of colourful flowers.

- Pink roses for the princess
- Red for the proud mother
- Mixed bunch for the son
- White blessings from grand -parents and much more.



Add personal touch to the flowers with a range of good wishes and greeting cards.

Shopping Mall

Dying to go to a shopping mall to buy cool stuff for your little angel? Well, we've brought the shopping mall right here at Cocoon. From fresh flowers, baby clothes and cute toys to baby accessories, foods and hygiene products, you'll find everything under the same roof.

The new-age shopping mall at Cocoon has the following sections:

- Mother and child apparels
- Toys for tiny tots
- Flower shop
- Greeting cards
- FMCG



Celebration Hall

If you want to throw a party to celebrate the arrival of your little one, look no further. We'll arrange it for you. Just let us know how you wish to plan the party and we'll show you a million delightful themes to make it an affair to remember.



Cafeteria

A 24-hour cafeteria offers your guests an elegant relaxed ambiance where they can chat, grab a quick bite and feel refreshed, You can even place an order for chocolates, pastries, cakes, snacks and delicious refreshments from the comfort of your luxury room.



Guest Care Units

Ours is a simple clinical practice, Ensuring that mothers and babies live happily ever after.

At Cocoon, we believe that a woman is special. And when she's about to become a mother, she becomes extra-special. Which is why, we pamper her and make sure that her journey through motherhood remains a joy forever.



Delivery Rooms

Another noteworthy attribute of Cocoon is the contemporary Labour-Delivery-Recovery (LDR) rooms.

These resourceful and comprehensive birthing suites ensure that you don't have to shift at every stage of the birthing process.

Our beautiful, soothing and luxurious rooms have a homelike ambience and act as an integrated labour, delivery and recovery facility. They are modernized and well-equipped labour facility with sophisticated maternal and foetal monitoring systems.



Operation Theatres & Recovery

Cocoon has a modern, state-of-the-art OT Complex comprising 2 theatres, with hepa-filters and laminar flow, making it one of the most technologically advanced in the region.

With such a high level of facilities and infection control, you will definitely recover much faster.

Recovery cum Intensive Care Unit at Cocoon is fully equipped with advanced digital monitoring and life support system to handle any exigency which may arise due to complications.

Level 3 + Neonatal ICU

An ultramodern facility with monitoring units, open and closed incubators, ventilators, analyzers to help ventilator management, digital syringe and infusion pumps, piped medical gases and suction, an isolation care unit and a breastfeeding room.

A specialized team of neonatologists and skilled nurses handle premature deliveries, babies who require specialized medical attention and other emergencies.

Level 2 + Nursery

A level 2 Nursery is for newborns admitted with minor problems or those needing a brief period of observation and even for infants being readied for discharge.

After an infant is born, he or she is taken to the transitional nursery where assessments and evaluations are performed.

The dedicated nurse will bring the infant to the mother's room and help you care for and learn about the newborn.

Converse – The Out Guest Care Units

Converse - functional space where our Guests would interact with their chosen specialists/ experts technically known as OPD chamber in healthcare industry. We beat best of the technical specifications & are the first one to have fully motorized specialized Obstetrics & Gynaecology examination couch as seen.

Spacious chambers (160-190 Sq.ft.) offering complete privacy and comfort where guest are offered a broad spectrum of maternity, gynaecology, neonatal and consulting services including preventive health checks, antenatal and post natal check-ups, dietary instructions and counselling.

All this, so that your birthing experience is a breeze, right from conception till the post-delivery period up to one year of the new born.

Pharmacy

The hospital Pharmacy is staffed by a fully qualified and friendly team of pharmacists, specifically trained in women and children's healthcare.

Located on the first floor of the Centre in close proximity to the Consultation Chambers, our Pharmacists are available for guidance and advice on your medicinal needs.

Cocoon pharmacists work in partnership with the Consultants to ensure a safe, efficient and comprehensive pharmaceutical service. The pharmacy is also available for out-guests and all your community pharmacy needs with a comprehensive range of over the counter products for guests and visitors.

INFRASTRUCTURE

An Overview

Carpet Area	40,000 Sq. Ft.
Floors	Basement + Ground + Five Floors
Census Beds	24 (18 Maternity + 6 Neonatal Intensive Care)
Non-Census beds	14 (2 Emergency + 4 Recovery + 8 Nursery)
Space per bed	1400 Sq. Ft. (Industry standard 350-700 Sq.Ft.)
Electricity Back-Up	100% (Centralized UPS + Gensets)
Bed	Manpower ratio: 1:5.5 (Industry standard 1:3)
Bed	Nurse ratio: 1:2.2 (Industry standard 1:1.2)



SERVICES

1: Obstetrics

- Normal and High risk deliveries
- Painless deliveries
- Birthing in LDR and modular OT
- Genetic Counselling- Advanced fetal screening
- Antenatal care for mom and baby
- Cord cell banking
- Round the clock fetal and maternal monitoring

2: Gynaecology

- UBT for excessive bleeding
- Hormonal disorders
- Infertility work up
- Contraception
- Uterine prolapse
- Colposcopy and cancer screening

3: Laparoscopic surgeries

- Minimal invasive surgeries
- Laparoscopy sterilization
- Laparoscopic Hysteroscopy
- Diagnostic laparoscopy
- Laparoscopic general surgeries
- Laparoscopic uterine septum removal
- Management of ectopic pregnancy

4: Counselling/Clinical Psychology

- Vedic practices and meditation
- Pre & post marital counselling
- Parental and sibling classes
- Coping with parenthood counselling
- Grandparent counselling
- Parent craft classes
- Coping with mood disorder counselling

5: Cosmetology

- Vitiligo surgeries
- Laser removal of hairs
- Pigmentation

- Skin rejuvenation
- Scar removal
- Botox and fillers
- Stretch mark removal

6: Cosmetic surgery

- Cosmetic correction of face
- Breast augmentation
- Secondary cleft
- Mole removal
- Advanced liposuction
- Ear Lobe repair
- Microvascular surgeries(Varicose veins)

PACKAGES

Package Name

- Antenatal Package
- Birthing
- Postnatal
- Cosmetology
- Women Surgery
- Wellness
- Mamma Bella

Antenatal care program

Cocoon's Antenatal Care Program is meant to monitor your health and development of your baby during your pregnancy.

Our Antenatal Care Program is designed to make you feel safe and cared for. It is much beyond a regular doctor's consultation. We provide holistic care to the expectant mother.

Clinical Services

- Obstetrics & Gynae Consultations
- Diet Consultations
- Counselling Sessions
- Nursing Care Services
- Laboratory Investigations
- Ultrasonography
- Immunization
- Session on Cord Cell Banking

Non Clinical Services

- Therapeutic Spa - Especially for Pregnant Women
- Yoga and Meditation Classes
- Educational Sessions (Parent Craft Classes, Grand Parent Classes, Sibling Classes)
- Genie-A dedicated female Coordinator
- Mamma Bella-A series of Exclusive ANC Sessions
- Additional Services
- Vastu & Feng Shui Advice
- Home Decor & Safety tips
- Numerology & Astrology
- Pick & Drop Facility
- Periodic Home Visits
- Cocoon Shoppe

- Cafe Gazebo

Postnatal Care Program

Having a baby has a huge impact on your life. The changes you go through can take some time adjusting to and it is quite common for women to overlook their emotional needs in the months after the baby is born.

Our Post Natal Care Program is formulated to help address all these health issues, get your body back in shape and educate you with the things you need to know being a New Mother. It provides you with an environment that helps you cope up with the emotional and physical discomforts that result from child birth.

The post natal care program at Cocoon provides you the following:-

- Recuperation from the birthing process
- Breast feeding education and support
- Parenting education and support
- Clinical care to promote the physical and physiological health & wellbeing of a woman and her baby and much more.

Women Surgery

- Minimal Invasive Procedures are the best choice for gynaecological and surgical treatment.
- The outcomes in terms of guests overall satisfaction are better than open procedures.
- Women surgical unit committed to provide highest standards in surgical skills & expertise.
- The full range of Gynaecological & General surgical conditions are treated with advanced laparoscopic, offering minimally invasive solutions to nearly all guests.
- Minimal invasive procedure is performed using tiny incisions so that you have less pain, less scarring, shorter hospital stay and faster recovery.
- Our goal is to help you recover faster so that you can get on with your life. In fact 90% of our guests return home on the same day.
- Our women surgery unit uses most advanced technologies for all procedures making us one of the premiere gynaecological and surgical treatment centres in the region.

Minimal & Natural Access Surgery-Gynaecology

- Management of Fibroid Uterus
- Management of Abnormal Uterine bleeding
- Management of Infertility & Bad Obstetric History
- Urinary stress incontinence surgery
- Prolapse surgeries

- Gynae cancers and precancers
- Vaginal surgeries
- Laparoscopic General Surgery
- Diagnostic Laparoscopy
- Lap Appendicectomy
- Lap Bilateral/ Unilateral Inguinal Hernia Repair
- Lap Ventral/ Incisional/umbilical Hernia
- Lap Cholecystectomy
- Lap Epigastria Hernia

Wellness

Cocoon provides the prevention and wellness services a women needs during her lifetime . Since women today lead more active lifestyles, it is more important then ever for them to be informed and to take control of their own health and wellness.

Cocoon makes health checks part of your regular health routine thus making you stay healthy and pick up potential problems early.

With today's busy lifestyles finding time to visit the doctor can often be difficult but is important not to forget about your health.

Health check do not take long and have proved to be highly effective in many cases, early screening has literally saved lives.

Whether it is a routine check or because you have some worries, cocoon's various health check programs help to give you the peace in mind.

- Cocoon Silver

Rs. 2,800/-

Our silver package empowers every women to know the status of their health.

- Cocoon Gold

Rs. 11,200/-

This package covers every core aspect of health and safety for womanhood.

- Cocoon Platinum

Rs. 15,000/-

A very thoughtful and caring screening for the elderly to prevent and control their health problems.

- Cocoon Healthy Women

Rs. 5,500/-

A quick catch-up on getting help to stay healthy and keeping the diseases due to overweight at bay.

- Cocoon Longevity

Rs. 11,000/-

Cocoon-Longevity helps you screen the possibilities of cancer in you.

Mamma Bella

Motherhood is a beautiful experience, to enhance the experience and Contribute to the healthy development of your baby, you need to focus on feeling your best. Your emotional wellness is very important in order to create a happy, calm and nurturing environment in which your baby can nourish.

At Cocoon, we know and understand the needs of every expectant mother and believe in providing a holistic care to the expectant mother, thus we have introduced an exclusive Ante Natal care Program, “Mamma Bella” so that you feel cared and safe at every step of this beautiful journey.

Mamma Bella is a systematic program which includes a series of interactive sessions by highly qualified Consultants with the aim to ensure that your pregnancy culminates into the delivery of a healthy baby without impairing your health.

Mamma Bella ANC Classes & Its Benefits:

Mamma Bella Classes provides the opportunity to discuss with the highly qualified consultants along with other mothers about your fears & myths regarding pregnancy.

These classes helps to learn expectant mothers many ways to cope with the labour process in order to reduce the pain associated with childbirth, and promote normal birth.

These classes help you in looking after yourself during pregnancy, including suggestions about nutrition and preparation of healthy food.

These classes help you to prepare for life with your new baby, both emotionally and practically.

You will learn about several ways of pain relief including massage, relaxation, breathing and meditations.

These classes are also a good way to make friends with other parents who are expecting babies around the same time as you.

Mamma Bella Program

- Yoga & Lamaze Classes
- Interactive Obstetric Sessions
- Workshop on “Healthy Diet during Pregnancy”
- Parental Classes
- Grand Parent Classes
- Counseling Sessions
- Birth Preparation Classes
- Baby Care Sessions
- Sessions on Breast feeding and its benefits

- Workshop on “Your health after birth”
- Classes on discomforts during pregnancy & their remedies to relieve them
- Session on Therapeutic SPA & its benefits
- Workshop on Myths and realities of pregnancy & emotional well being
- Sessions on Do’s and Don’ts during pregnancy
- Special session on “ All you need to know as new Mom”

Education Programme

Parental Education Programme

Never diapered a baby before? Not sure how to handle a slippery infant? Well, guess what?

You're hardly alone!

We encourage you and your partner to join our childbirth classes so you know what to expect during labour and delivery and look forward to the experience of parenting with confidence.

Parent Craft

The way to tackle the hurdles on the journey of pregnancy is to opt for parent craft sessions that includes:

- Planning and preparing for your baby
- Emotional challenges
- Variations in parenting styles
- Postpartum

Visualization Classes

Creative visualization classes teach the mother to effectively handle her fears and anxieties during the pregnancy, so that you start bonding with your baby in the womb and positively impact the attitude of the child.

Sibling Class

This will help preparing the older child for the coming of the new baby, coping with emotions, creating space for the new member, sharing time and reassurance of love.

Expectant Grandparent Class

This fun class helps grandparents learn how to be helpful when the big day arrives.

Yoga & Lamaze Classes

Cocoon offers medically approved methods, like Lamaze, special breathing techniques and exercises for pregnant woman and yoga to facilitate natural birthing and ensure normal delivery. Lamaze is a technique through which the woman's fear of pain during childbirth is highly reduced. Lamaze does not use any medication and makes your birthing experience smooth and easy.

Therapeutic SPA Program

- Benefits of visiting SPA
- Reduces the anxiety and stress by stimulating endocrine changes that promote rest and relaxation and support a healthy functioning state
- Increases blood circulation.
- Reduces musculoskeletal tension and pain associated with hormonal changes, weight gain, postural changes and daily activities.
- Reduces back pain, improves mood and promotes better sleep.
- Develops the sensory and movement awareness, flexibility and relaxation.
- “EXPERIENCE PEACE, SERENITY & TRANQUILITY”

SPA Services

- Body Therapies from around the world customized for mothers
- Facial Massages
- Body Scrubs
- Nail Care
- Salon
- SPA memberships – Pearl, Silver, Gold & Platinum
- Gift Vouchers (Various Denominations)
- Therapies / Massages / Facials / Scrubs/ Manicure & Pedicure / Salon