

**Internship
at
Bhakra Beas Management Board (B.B.M.B) CANAL Hospital
Nangal Township
(3rd February to 30th May 2014)**

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


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

Jaipur

INTERNSHIP AT BHAKRA BEAS MANAGEMENT BOARD (B.B.M.B) CANAL HOSPITAL, NANGAL TOWNSHIP

1. Internship report

Internship is an integral part of the post graduate diploma in hospital and health management course. It gives a clear idea of the working of the health care organisation. It is the time when the knowledge gained during the course theoretically can be practically implemented. It helps to understand the roles and responsibilities of a hospital administrator.

Objective of the dissertation of twelve weeks (3rd February 2014 to 30th April 2014), is to understand the system of the hospital, to observe the activities and working of the hospital and at the same time, to conduct the study at the hospital. Role of a management trainee was given during the period of dissertation. Observing and administering the activities and managing the operations of the hospital, improving the hospital's working and maintaining the improvement were some of the responsibilities given.

1.1 Roles and Responsibilities during internship

During the internship period, regular rounds of different departments of the hospital, conducting regular meetings with the administration and the staff, Conversing with the patients and their attendants who were not satisfied with the hospital's services and trying to provide solutions to the problems, observing the work culture and understanding the working of all the departments, execution of the plans (pasting of list of drugs available, sound alike look alike drugs), administering the maintenance of the improvements made in the working of the hospital, visiting all the departments for observing the working of different departments and being a part of the team for administrative decision making were some of the responsibilities given to me.

During the internship period, Emergency department, the dental department, the blood bank, the biochemistry and pathology laboratory, the x-ray room, the ultrasonography room, the record room, the linen and laundry room, the medical store, the store for records, the ICTC (Integrated counseling and testing centre) HIV (human immunodeficiency virus) test laboratory (for testing and counseling of HIV (human immunodeficiency virus) and AIDS (acquired immunodeficiency syndrome) patients, the operation theatre , the female ward, the male ward (ward and private rooms) and out-patient department(OPD) of gynecology, pediatrics, general surgery, ophthalmology, pulmonary and general medicine were visited on a regular basis. Every day, all the departments were visited along with the administrator.

Week 1 (3rd February- 10th February 2014)

- 1) Visiting all the departments of the hospital and understanding the working of the same.
- 2) In formal interviews with the staff of the hospital to understand the system of the hospital.

Week 2 (11th February- 17th February 2014)

- 1) Informal interview with the chief pharmacist and the staff of the departments to understand the management of the medications and solutions at the hospital.
- 2) Conducting a meeting with the staff of the hospital to make them understand the importance of high alert medications and sound alike look alike drugs.

Week 3 and 4 (18th February-3rd March 2014)

- 1) Preparing the checklists for the study on ‘assessment of National Patient Safety Goals 3 and 9’.
- 2) Regular visit to all the departments of the hospital.

- 3) Meeting with the administration for getting the approval of providing the print out of list of drugs available at the hospital, sound alike look alike drugs and high alert medications and pasting them in the departments.

Week 5 and 6 (4th March- 17th March 2014)

- 1) Regular visit to the female ward, male ward, operation theatre, medical store and emergency for the purpose of data collection.
- 2) Implementation of the availability and pasting of list of drugs available at the hospital in the departments.
- 3) Being a part of the meeting conducted by the administration with the staff of the hospital.

Week 7 and 8 (18th March- 31st March 2014)

- 1) Implementing the availability and pasting of the list of sound alike look alike drugs in the departments of the hospital.
- 2) Implementing the conductance of weekly meetings of the chief pharmacist with the staff of the hospital.
- 3) Maintenance of the implemented plans.

Week 9 and 10 (1st April- 14th April 2014)

- 1) Completion of the data collection for the purpose of study.
- 2) Data analysis for the purpose of study.
- 3) Regular meetings with the staff of the hospital.
- 4) Informal interviews and being a part of the decision making team of the hospital.

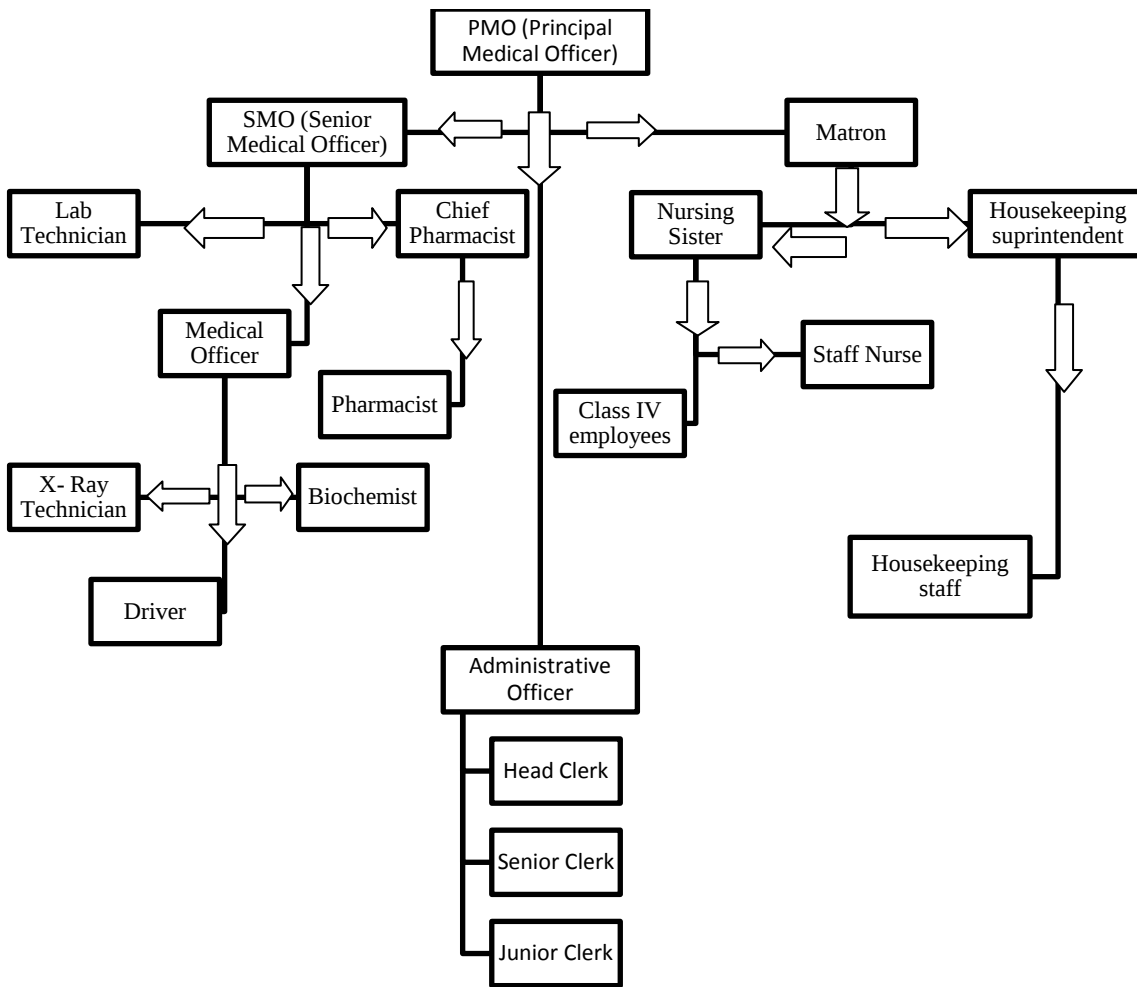
Week 11 and 12 (15th April- 30th April 2014)

- 1) Preparing the dissertation report.
- 2) Maintenance of the implemented plans.

1.2 Profile of the hospital:

Bhakra Beas Management Board Canal Hospital is a hundred bedded hospital situated in the heart of the city. It has three blocks- one having a twenty-four hour functional Emergency department, a dental department, a blood bank and a biochemistry and pathology laboratory, second block is the administrative block with offices of the principal medical officer, senior medical officer and the accounts office , the third block consists of an x-ray room, an ultrasonography room, a record room, linen and laundry room, a medical store, a store for records, an ICTC (Integrated counseling and testing centre) HIV (human immunodeficiency virus) test laboratory (for testing and counseling of HIV (human immunodeficiency virus) and AIDS (acquired immunodeficiency syndrome) patients, an operation theatre , a female ward, a male ward (ward and private rooms) and out-patient department(OPD) of gynecology, pediatrics, general surgery, ophthalmology, pulmonary and general medicine . The hospital has an allied nursing college also. Bhakra Beas Management Board Canal Hospital is run by an independent body- Bhakra Beas Management Board (B.B.M.B) which is governed by the Centre. Doctors and specialists are recruited by the PCMS (Punjab Civil Medical Services) and are on deputation to the B.B.M.B. Due to the absence of a civil hospital at Nangal, B.B.M.B Canal Hospital caters to the needs of population in and around Nangal Township.

Hospital Organogram



The hospital is administered by the PMO (Principal Medical Officer). The SMO(Senior Medical Officer, the matron and the administrative officer reports to the PMO. The chief pharmacist, laboratory technician and the medical officers report to the SMO. The nursing sisters and housekeeping superintendent report to the matron. The pharmacists report to the chief pharmacist. The X-Ray Technician, the biochemist and the driver report to the medical officers. The staff nurses and the Class IV employees report to the nursing sisters, the housekeeping staff reports to the housekeeping superintendent. The junior clerk reports to the senior clerk, who reports to the head clerk, who further reports to the administrative officer. There are one hundred and eighty employees of the hundred bedded hospital. The hospital being an independent

hospital located at a sub-district can be compared to the guidelines given by IPHS (Indian Public Health Standards) for sub-district hospital. On comparison, it is found that there is a need to recruit an orthopaedic specialist, a dermatologist, an ENT specialist (because of this shortcoming people have to get themselves treated at the private hospitals for orthopaedic, ENT and skin ailments), an anaesthetist (a private anaesthetist is on on-call basis for which he demands for his fee which the patient has to pay from his/ her pocket), the electricians and plumber are also on on-call basis, so there is seen a delay in the registration of the complaint and rectifying the problem), around half of the housekeeping staff was employed on contract basis and now they are on a strike so as to meet their demand of getting them permanently employed. For solving this problem, a proposal was made that the housekeeping department should be outsourced, which is yet to be approved by the higher authorities, leading to a problem of housekeeping staff shortage.

1.3 Observations/ Learning

The staff of the hospital is seen to be committed, efficient and work oriented as they all are punctual and are hard working. Despite all the shortcomings and issues, the hospital is efficiently running and catering to the needs of one and all in and around the town. Though the staff is partially aware of the standards of patient safety, still unknowingly, the staff is following a system which is not documented, but abides to more than half of the standards required. The hospital being a government hospital, can match the standards of a corporate hospital by just some efforts from the administration and the staff co-operation

1) Felicitation of change in the mind set of the staff members

The problem is observed with the mind-set of the staff, they do not want to change their on-going routine and way of working, as when the staff members were communicated that a list of drugs available at the hospital and sound alike look alike drugs should be pasted, the reaction seen was that there is no need of that as, the staff members remember the list of drugs available due to the work experience they have.

2) Spreading awareness among the staff members

The chief-pharmacist is not aware of the importance of high-alert medications. The staff is not aware of the sound alike look alike drugs. Despite the fact that the staff was communicated regarding the importance of high alert medications and sound alike look alike drugs but, it took about twenty days on an average to understand the importance of the same.

3) Felicitation of a smooth plan-approval system

The hospital being a government hospital, even a single decision or change in the rules, need an approval from the higher authorities and manual paper-work which is time consuming and difficult. The approval for preparation, distribution and pasting of list of drugs available took twenty days on an average to be implemented.

4) Maintenance of ethics at the work place

The dental department is run by a dentist, who is on contract basis and his assistant. A check has to kept on his working as he is charging extra money from the patients and he treats the patients beyond his professional excellence and education.

5) Soft- copy back-up for records

The record room does not have a computer system and the records are stored physically without any digital backup, which needs to be done.

6) Improvement in infrastructure

The male ward includes private rooms too which are not under direct vision of the nursing staff, round the clock.

7) Management and solution of issues of the staff need to be dealt with

Due to the frequent strikes by the housekeeping staff, the cleanliness of the hospital suffers.

8) Reduction of turn-around time of the OPD patients

The turnaround time of the out-patient departments is increased due to the mismanagement of the OPD hours taking in account, the time when the specialists are busy and due to the over burdened specialists. For example, the gynaecology OPD suffers on especially Mondays and Fridays, as these two days, there are multiple family planning operative cases to be taken care of, so the patients have to wait for a long time to meet the gynaecologist.

9) Repairing or replacing the furniture

The furniture of the hospital needs to be changed or repaired, as they are not stable if someone leans on it, this can be a cause of falls for the patients. The hand holds need to be put in the washrooms and toilets to ensure safety for the patient.