Internship
at
Medanta the Medicity, Gurgaon

Submitted By
Prashant Kumar Mishra

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PRASHANT KUMAR MISHRA

PGDHM- 17th Batch

IIHMR-Jaipur

LIST OF ACRONYMS

AHU	AIR HANDLING UNIT
CCU	CORONARY CARE UNIT
CU	CLEAN UTILITIES
SEMS	SELF EXPANDING METAL STENTS
EUS	ENDOSCOPIC ULTRASOUND
ERCP	ENDOSCOPIC RETROGRATE COLANGIOPANTOGRAPHY
UGI	UPPER GASTROINTESTINAL BLEED
DOD	DAY OF DISCHARGE
F&B	FOOD AND BEVERAGES
HDU	HIGH DEPENDENCY UNIT
HIS	HOSPITAL INFORMATION SYSTEM
HR	HUMAN RESOURSE
ICU	INTENSIVE CARE UNIT
ICU	INTENSIVE CARE UNIT
IPD	IN PATIENT DEPARTMENT
IPS	INTERNATIONAL PATIENTS SERVICES
MRD	MEDICAL RECORD DEPARTMENT
OT	OPERATION THEATRE
TKR	TOTAL KNEE REPLACEMENT
TL	TEAM LEADER
TPA	THIRD PARTY INSURANCE
UHID	UNIQUE HOSPITAL IDENTIFICATION NO.
UTI	URINARY TRACT INFECTION

PART: A

HOSPITAL PROFILE
Medanta- The Medicity
Gurgaon

1. INTRODUCTION

1.1 HOSPITAL PROFILE

Medanta – The Medicity is one of India's largest multi-super specialty institutes located in Gurgaon, a bustling town in the National Capital Region. Founded by eminent cardiac surgeon, Dr. Naresh Trehan, the institution has been envisioned with the aim of bringing to India the highest standards of medical care along with clinical research, education and training. Medanta is governed under the guiding principles of providing medical services to patients with care, compassion, commitment.

Medanta – The Medicity brings together an outstanding pool of doctors, scientists and clinical researchers to foster collaborative, multidisciplinary investigation, inspiring new ideas and discoveries; and translating scientific advances more swiftly into new ways of diagnosing and treating patients and preventing diseases. A one-of-its-kind facility across the world, Medanta through its research integrates modern and traditional forms of medicine to provide accessible and affordable healthcare.

WHAT IS UNIQUE ABOUT MEDICITY?

Medicity aims to functionally integrate within one campus and one management the facilities of medical care, teaching as well as research and development. It also offers to explore the possibility of integrating knowledge of traditional and alternative medicine with modern medicine, through means of scientific research.

Medicity is led by Dr. Naresh Trehan, one of the leading luminaries in the medical world.

Dr Trehan is a recipient of various national and international awards for excellence including highest national awards Padma Shri and Padma Bhushan, in recognition of his distinguished service to the nation. He has also served as personal surgeon to the President of India since 1991 and was formerly President of the International Society for Minimally Invasive Cardiac Surgery (ISMIC).

Medicity's team has attracted some of the most distinguished names in medical and non medical fields from all over the world.

INFRASTRUCTURE

Located across 43 acres in the new international business destination of Gurgaon, Medicity will be a 1600-bed institute of world standards with over 45 operating theatres**,** 1260-bedded IPD, with 350 Critical care beds. 24 OTs and 704 bedded IPD are functional as of now.

EDUCATION

Medicity will have a full-fledged medical college, the objective of which will be to produce highly competent general physicians and specialists who are socially sensitive and fully committed to principles of medical ethics. It will also make every attempt to erase the dividing line between clinical and non-clinical areas.

RESEARCH AND DEVELOPMENT

Medicity will have a state-of-the-art research and development centre integrated with the hospital and the teaching establishment. It is planned to be one of the best funded, staffed and managed medical R&D centre in the country. Its Research Advisory Committee will consist of 12 members from amongst the best known names in modern biology, including various areas of medicine.

TRADITIONAL MEDICAL PRACTICES

An important objective of Medicity will be to validate – and integrate with modern medical system – those medical practices in our traditional and complimentary systems of medicine such as Ayurveda, Unani, Siddha and tribal systems that are compatible with science.

SPECIAL INTERNATIONAL SERVICES

Medanta offers personalized services to International patients that include Appointment Scheduling, Treatment Packages, Visa Assistance, and Hotel Reservations, among others, etc.

TELE-MEDICINE CENTRE

Has the state of the art technology and provides continuous access to various primary & secondary health centers in the remotest locations across India. It plans to connect 600 villages across India & provide connectivity to 56 African cities. Services Offered by Tele-medicine:-

- Tele-Consultation
- Tele-Diagnosis
- Expert's Opinion / Specialist's Opinion
- Live Surgeries
- Public Awareness programs
- Case follow-ups (Post-Surgery)
- CME Programs
- Tele-Conferences

Figure 1: ADMISSION COUNTERS

Figure 2: HI TECH INFRASTRUCTURE

Figure 3: IN PATIENT DEPARTMENT

Figure 4: AMBULANCE OUTSIDE

Figure 5: MEDANTA- WHERE WORLD'S RENOWNED DOCTORS SERVE

MEDICAL TECHNOLOGY

- 256 Slice CT
- Brain Suite, Intra-Operative Imaging Operating Theater
- Da Vinci Robot for Minimal Invasive Surgery
- Artis- Zeego Endovascular Surgical Cath Lab
- 4 Linear Accelerators (provision for IGRT/ IMRT) (radiation surgery)
- Tomotherapy
- Integrated Brachytherapy Unit with remote controlled HDR
- 3.0 Tesla MRI
- PET CT
- Gamma Camera
- Digital X-Ray, Fluoroscopy, Bone
- Densitometry
- 3D and 4D Ultra Sound
- Digital Mammography

Medanta offers cutting edge technology and state-of-art treatment facilities designed to deliver healthcare at an *affordable cost*.

1.2 HOSPITAL PHILOSOPHY

VISION & VALUES

Institute is governed under the guiding principles of providing affordable medical services to patient with care, compassion and commitment.

OBJECTIVES

- To establish integrated tertiary care services incorporating over 20 super specialties of the highest quality.
- To form an integrated approach to achieve this where Pharmaceutical research, Biotechnology research and Health care delivery are conducted seamlessly.
- To incorporate the strengths of Traditional & Modern medicine to create newer therapies.
- To exploit potential of global healthcare by leveraging technology and hospitality services (medical value travel).
- To leverage the strengths for value added service in research and development, etc.
- To provide world class education and training.

POLICY

- **Integrity-**Medanta wants to be able to live by principles. Team Medanta work together to ensure the highest principles are adhered to and live by integrity and work by it.
- **Compassion-**Medanta's medical care professionals are people of compassion and empathy.

  Patients are not treated as numbers; they are referred to by name. Medanta staff cares about the patient's recovery and wellbeing.
- **Transparency-**Medanta will have the most transparent governance practices, outcomes and billing systems.

- **Affordability-**As medical care professionals, vision is to provide health care to all, and not just society's select few. Medanta endeavor to offer the best Medicare available at a reasonable, realistic cost. The overriding objective is to ensure that quality care is on offer to the widest possible strata of the community.
- **Futuristic medical Practice-** Medanta wants to be at the cutting edge of international medical practice. The techniques and equipment used are no different from what you would find in the most advanced economies of the world. Medanta's specialist staff scours the globe for the best practice to bring it home to India.

1.3 HOSPITAL LOCATION

Medanta is strategically located in NCR, 8 minutes from the international airport. Seamless integration of various super specialties is evident (1500 beds, 350 critical care beds and 45 OTs), out of which 800 beds, 78 critical care beds and 14 OTs are already functional. Hotel/service apartments, residential and commercial complexes are also available.

AREA

Total covered area of about 4000,000 square meters.

2. LIST OF DEPARTMENTS & DIVISIONS VISITED

- Department of Clinical Immunology & Rheumatology
- Department of Dental Surgery
- Division of Endocrinology & Diabetes
- Division of ENT & Head Neck Surgery
- Department of General Surgery
- Division of GI & Bariatric Surgery
- Department of Hepatology and Liver Transplant
- Department of Urology and Andrology
- Department of Nephrology
- Department of Orthopedics and Joint Replacement
- Department of Neurosciences
- Department of Internal Medicine
- Department of Ophthalmology
- Division of Plastic, Aesthetic & Reconstructive Surgery
- Department of Pathology and Laboratory Medicine
- Department of Physiotherapy and Rehabilitation
- Department of Respiratory Medicine
- Division of Radiology & Nuclear Medicine
- Department of Transfusion Medicine (Blood Bank)
- Emergency and Trauma Care
- Pharmacy

3. SPECIALTIES VISITED

Medanta is a conglomeration of multi-super specialties institutes which are led by exceptional medical practitioners who are leaders in their respective fields. Attracted from all over the world with the vision to reach the highest levels, these medical leaders are determined to push hard for excellence in medical care and research.

Medanta brings together state-of-the-art infrastructure, cutting edge technology, and a highly integrated and comprehensive information system, along with a quest for exploring and developing newer therapies in medicine. A one-of-its-kind facility in this part of the world, through research Medanta will integrate modern and traditional forms of medicine to provide accessible and affordable healthcare.

Medicity provides integrated primary, secondary and tertiary care services spanning over 20 Super-specialties and high-end services in:

INSTITUTES

1. Heart Institute

a. Division of Cardio Thoracic & Vascular Surgery

b. Division of Cardiology

2. Institute of Neurosciences
3. Bone & Joint Institute
4. Kidney & Urology Institute
5. Cancer Institute

a. Division of Radiation Oncology

b. Division of Medical Oncology & Hematology

6. Institute of Critical Care & Anesthesiology
7. Institute of Digestive & Hepatobiliary Sciences
8. Institute of Minimally Invasive Surgery
9. Institute of Transplant and Regenerative Medicine

PART: B

INTERNSHIP
(Floor Manager)
At Medanta, the Medicity
Gurgaon

JOB PROFILE OF FLOOR MANAGERS

1) All floor managers report to the COO, medical director & to the Medical Superintendent.

2) A dashboard is functional which allows all floor managers to discuss all floor related matters round the clock with the Medical Director. It is expected from the floor manager to update this dashboard daily and report to the Medical Director in person daily. The pattern of reporting is crucial and needs to be mentioned in the job description.

3) Since Medanta is a young and growing organization, the responsibility of the floor manager is not restricted to just coordinating the floor activities. The floor manager is an active stakeholder when streamlining of various ward level activities is undertaken. Hence it is the responsibility of the floor manager to analyze and streamline the processes in the ward and suggest reforms.

4) The existing job description sights that the floor manger must ensure availability of nurses which does not solve the purpose. The floor manager must ensure prompt response to all nursing calls.

5) Since only one attendants was allowed to stay with the patients in the ward, it is the responsibility of the floor manager to:

- Make sure the attendants follow rules of visiting hours.
- All information about the patient including date and time of operation, instructions given at the time of consultant rounds, providing interim bills, date of discharge, TPA approval status and lab results are well communicated to the attendants over the phone or during visiting hours.

6) The floor manager needs to check the noise levels in the entire ward as the patients are resting.

7) Nevertheless the floor manager must ensure that the nursing staff updates the system with all new admissions, transfers and discharges.

8) The floor manager also ensures that the user ids of all new employees are created ASAP.

9) It is the floor manager who resolves all issues related to bed management.

10) The floor manager also supervises the activities of the medical transcriptionist by ensuring all discharge summaries are prepared in time and daily ward notes are fed continuously in the system.

11) The following activities of the ward secretary need to be supervised by the floor manager:-

    Placing doctors' visits, bedside procedures like ECG, ECHO etc, and equipments used and discharge advice on the system and the activity sheets in the patient file.

12) The floor manager not only addresses patient's problems but also provides necessary information in case of any queries.

13) Any problem related to patient food has to supervised by floor manger with the help of FnB supervisor and Dietician.

14) Any problem related to room preparation and room requirement has to be supervised by floor manager with the help of Housekeeping Supervisor.

15) As a floor manger, we have to ensure availability of doctors and timely rounds.

16) As a floor manger, we have to accompany the doctors in daily ward rounds, address all patients problems, checks MRD files for completeness, provides necessary information in case of any queries.

17) We also had to manage security, F&B, housekeeping, GDAs by Ensuring general cleanliness and good appearance of the wards, by tracking movements of GDAs and nursing aids on the floors.

18) We need to analyze and streamline the processes in the wards and suggest reforms continuously.

19) We need to supervise that the feedback forms are regularly being filled by the discharge patients and have to report the major feedbacks to the head.