

**Internship
at
Heritage Hospital Pvt. Ltd.
Varanasi
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Introduction

The objective of the internship at Heritage hospital was to gather knowledge about the Dimensions of a Healthcare Providing Organization and apply the insights so gained to succeed in the same Industry. The Dimensions of a Hospital are providing preventive, curative, promotive, rehabilitative healthcare services to the society at a affordable prices. Main objective of the internship was to understand the working of my Organization on Healthcare Services Operations and Quality Management.

As an intern, my roles and responsibilities included understanding the current status of hospital acquired infections and to see the management issues of my Organization and understand the functioning of the unit. We are involved in improving the Clinical Performance Indicators of the hospital. When we talk of improving the performance indicators and achieving the best out of available resources, role of a Healthcare Management Professionals becomes crucial as they are the person who suggests measures for inputs rectify all the process flow of the healthcare facilities and finally will monitor the healthcare indicators.

Organizational Profile

Heritage Hospital Ltd has been for the past 20 years in the field of medicine integrating this age old tradition with modern technology meeting the critical health care needs of the society. Heritage is a 150 bedded corporate Hospital set up with the objective of bringing quality health care services with “All under one roof” concept to the people of eastern U.P .This is the largest corporate sector health care project in the state of Uttar Pradesh.

This centrally air –condition hospital is a self-contained, five storied building situated on the Lanka main road ,close to Banaras Hindu University with convenient and easy access .The hospital provides a wide spectrum of medical, surgical and other support services including specialty and super-specialty care. Its the only hospital in the entire region to be awarded ISO9001:2008 for Tertiary Medical Care Heritage Hospital has 150 Beds.

It also has 54 Critical Care Beds in the form of CCU, ICU(Surgical), ICU (Medical), CTU,NICU and PICU.

All the Beds are equipped with Modern Equipment. The Heritage Hospital has its own Trauma Care ambulance along with Mobile intensive care of the region. Its day care services boast of some of the modern medical equipment available anywhere such as Cardiac Cath Lab. MRI whole body multi slice spiral C.T Scan Color-Doppler, 800Ma X-Ray with IITV, Haemodialysis.

Heritage foundation a nonprofit NGO which functions for the benefits of the people in Eastern U.P running programs. The organization carries out several activities. The achievements of the society are as below

➤ Medical awareness program

Heritage Foundation always organizes medical camps in rural areas for poor people to increase health awareness the medical camps are as:-

- Eye camp
- ENT camp
- Blood Donation Camp

- Cardiac Camp
- Asthma Camp
- Female disease and Cancer Camps

➤ **Free surgery program**

Surgery of cleft lip and palate with Smile Train Programmers run with the kind support of Smile Train Project.

➤ **Pulse polio program**

The society organizes camp of polio vaccination and drops of medicines in District, Varanasi, on this occasion a large number of children were vaccinated by the volunteers of the society.

➤ **Family planning awareness program**

Considering very high level of reluctance on part of the villagers to adopt the family planning methods the population explosion has taken place-causing deterioration in the available sources like, Food, Education, and Housing Employment etc. A camp was organized by the society at to raise awareness about the bad effects of the disproportionate growth in the population. Help of audio-visual techniques was taken to make the presentation more effective. At the end of the camp condoms and contraceptive pills were distributed among the villagers.

➤ **Women development program**

We organized a camp in the rural area of Varanasi district in Cholapur village where we provide following facilities to women.

Teach Sanitation/health education

Counseling

➤ **Sanitation and hygienic awareness program**

About 2.4 billion people globally live under highly unsanitary conditions and have such poor hygiene behaviors that their exposure to risks of incidence and spread of infectious diseases, are enormous.

Heritage Foundation has been at the forefront of environmental sanitation and hygiene action over the past years and developed some key materials intended for policy-makers and technical people dealing with these issues. These materials include guidelines, best practice documents and promotion materials.

Our volunteers always go in the villages and tell the people how to live neat and clean.

➤ **Program on mentally retarded persons**

The Foundation's initial commitment was to children with MR/DD. That dedication remains strong today, and it has been augmented by additional, related commitments due to our recognition of the complexity of needs associated the MR/DD population.

MISSION

To become the leader in healthcare Industry in North India by providing value for money; effective, efficient Healthcare services.

VISION

To focus on continuous development of healthcare services for understanding the needs & expectations of the patients; leading to continual improvement and achievement of real patient satisfaction.

LESSON LEARNED AND DIFFICULTIES FACED:

- This internship period taught me the importance of regular monitoring and supportive supervision. This ensures meticulous timely reporting of work progress and motivates the staff to work efficiently and effectively.
- Constant interactions with staff that improved my Communication skills.
- I had an opportunity to learn skills of time management and scheduling.
- I learnt how important is the proper documentation of the work done and progress made in implementation of the schemes.
- I learnt how important the training programs for the field staff are. Regular training programs keeps the grass root level workers updated on the current program developments and this in turn would lead to a responsive society.

DIFFICULTIES FACED:-

- It was challenging to convince and motivate hospital staff to work towards Infection control programme.
- They initially preferred working individually and independent of each other. It was very difficult to make them understand that the work of each one of them is interdependent.