

**Internship
at
Medanta-the Medicity, Gurgaon**

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Introduction

As part of the course Post Graduate Diploma in Hospital and Health Management, Institute of Health Management Research, Jaipur (IHMR) requires its students to undergo a 3 month-long internship cum dissertation period, in a reputed health-care organization. This training period enhances the student's capabilities and prepares them for a career in the health care industry. The practical experience gained by the students during this period better their understanding of the theory studied during the course.

I underwent this training period at Medanta-the Medicity at Gurgaon. Being appointed as the Assistant Manager, I overlooked all the departments of the hospital, both clinical and administrative, at a very close level. I learnt how important it is as an administrator to ensure all departments of the hospital work in sync, to guarantee the patients a quality and safe treatment experience. During my internship I was given a project of looking at the compliance of the outsourced housekeeping workers and their awareness of the SOPs of cleaning processes in the ICU. This was done with the workers at the ground level.

HOSPITAL BACKGROUND

MEDANTA- THE MEDICITY

OVERVIEW

Medanta 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. Spread across 43 acres, the institute includes a research center, medical and nursing school. It has 1250 beds and over 350 critical care beds with 45 operation theatres catering to over 20 specialties. Medanta houses six centers of excellence which will provide medical intelligentsia, cutting-edge technology and state-of-the-art infrastructure with a well-integrated and comprehensive information system.

Vision & Values

"The Institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion & commitment."

Mission

"Our mission is to deliver world class health care by creating institutes of excellence in integrated medical care, teaching and research. We aspire to create an ethical & safe environment to treat all with respect and dignity."

Highlights & Technology

Highlights

Medanta-The Medicity spread across 43 acres has 45 operating theatres, 1250 beds with over 350 critical care beds

- Medanta is a multi-super specialty Institute located in Gurgaon and is 10 minutes from the International Airport
- Medanta offers the widest spectrum of clinical care, education and research
- Medanta is led and managed by world renowned doctors committed to care with compassion.
- Medanta offers cutting edge technology and state-of the- art treatment facilities designed to deliver healthcare at an affordable cost.
- Medanta is driven by patient needs, comfort and trust.

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 has divided the hospital into institutes and departments.

Heart Institute

Division of Cardio Thoracic & Vascular Surgery:

Medanta Heart Institute (Division of Cardio Thoracic & Vascular Surgery) aims to reduce the devastating toll of cardiovascular diseases through innovative programs in patient care. In addition to latest technology and treatment options the Medanta Heart Institute (Division of Division of Cardio Thoracic & Vascular Surgery) is patient- focused, academic department whose aim is to serve the patient and advance the science through education and research.

Division of Cardiology:

Medanta Heart Institute (Division of Cardiology) has an integrated healthcare centre with a dedicated team of Cardiac surgeons and cardiologists who work in tandem to provide comprehensive, multidisciplinary care to patients suffering from heart ailments. The Interventional team is available round the clock to help patients with cardiac emergencies with primary and complex coronary angioplasties and Stenting. Percutaneous Valvular interventions including aortic valve replacement need a special mention. At Medanta - The Medicity we have the 256 slice CT scan which is the first in this part of the world and provides high resolution images of the coronary arteries enabling in early detection of heart disease. Cardiac MRI, PET scan, SPECT thallium, 3D echocardiography, contrast echocardiography

are some of the advanced diagnostic imaging technologies at Medanta heart Institute. The mobile CCUs are fully equipped to save the "Golden Hour" for the patients having heart attack.

Institute of Neurosciences:

Medanta Institute of Neurosciences is an integrated institute with a dedicated team of doctors with the latest technology which provides a comprehensive and multi-disciplinary care for disorders of brain and spine. Led by team of highly qualified neurologists, neurosurgeons, intervention neuro-radiologist and other disciplines provide the best possible care for patients. Among the innovative technologies being introduced by Medanta Institute of Neurosciences include "Brain Suite" (with Miyabi Intra-operative MR), Cyberknife and Synergy S radiosurgery systems, biplane neuro-intervention laboratory, endoscopic neurosurgery theatre, spine surgery theatre with image guidance and capability for Deep Brain Stimulation Surgery as well as Epilepsy Surgery procedures.

Bone and Joint Institute:

The team of highly skilled and dedicated orthopedic surgeons who have trained extensively in their respective fields are led by Dr Ashok Rajgopal, an internationally acclaimed knee and joint replacement surgeon.

At Medanta Bone and Joint Institute we are equipped with advanced cutting edge technology, like:

- o Computer Navigation System,
- o High Definition Cameras,
- o Arthroscopic Equipment for performing technically challenging procedures,

- o State-of-the-Art "Bone Bank" for difficult cases like revision arthroplasty and bone loss following tumour resection (Facilities for chondrocyte culture and meniscal transplant also exist for young arthritic individuals)
- o Alpha Operation Theatre which can be accessed from anywhere in the world via satellite linkage for continuing medical education.

Kidney & Urology Institute:

Medanta Institute of Kidney and Urology is a unique resource for those with the diseases of the urinary system, including the kidneys, bladder and prostate gland. They offer some of the region's finest experts covering every major urology and nephrology specialty. The Institute works as a cohesive team with interdisciplinary interactions between urologists, nephrologists, and medical and radiation oncologists.

Medanta Institute of Kidney and Urology is one of the premier centers in the world using minimally invasive surgical techniques including the state-of-the-art da Vinci robotic surgery to correct prostate, bladder and kidney problems. The Medanta Institute of Kidney and Urology provides cutting edge care in all areas of nephrology with round the clock delivery of care for dialysis, transplant and chronic kidney disease.

Cancer Institute

Division of Radiation Oncology:

Medanta Cancer Institute (Division of Radiation Oncology) is a comprehensive Institute with a mission to provide 'Holistic Care' to patients. A team of highly qualified and dedicated doctors is supported by a cutting edge technology to add years with a good Quality of Life (QOL).

At Medanta Cancer Institute (Division of Radiation Oncology) we have the following technology

- Cyberknife VSI, a first in India, installed and commissioned for stereotactic robotic radiotherapy.
- The VMAT (volumetric arc therapy) on Infinity and SBRT/SRS on Synergy-S, a first in India Linear accelerators were started in Feb, 2010 at Medanta-The Medicity. VMAT reduces the radiation delivery time to 5-7 minutes even for the most complex Intensity Modulated Radio Therapy (IMRT) and permits biological planning.
- An Integrated Brachytherapy Unit (IBU) for intra operative and post operative treatments for cancer cervix and soft tissue sarcomas along with prostate seed implants.

Medanta – The Medicity provide innovative techniques such as Robotic RadioSurgery with the world's first Cyberknife VSI system; Image Guided Radiotherapy (IGRT) with X-Ray Volume Imaging (XVI) giving a virtual CT scan on the Linear accelerator in real time.

Division of Medical Oncology & Haematology:

Medanta Cancer Institute (Division of Medical Oncology & Hematology) deliver highest quality and advanced oncology care in a supportive and compassionate environment to all our patients, and to advance the treatment and prevention of cancers through innovative research. Their mission is to achieve excellence in clinical and basic research, and cancer treatment through multidisciplinary collaboration with surgical and radiation oncology specialists as well as psychosocial specialists and volunteer faculty.

Institute of Critical Care and Anesthesiology

Medanta Institute of Critical Care and Anesthesiology is dedicated to management of critically ill patients and anesthetic management of complex surgeries. It is a team of qualified and experienced specialists working together with the same motto and uniform approach.

Critical care / Intensive Care Unit (ICU) has 200 beds with isolation cubicles with positive / negative filtered fresh air flow and 1:1 nursing round the clock

Division of Endocrinology and Diabetes:

Endocrinology is the science of hormones. It is one of the most rapidly evolving disciplines of medicine and encompasses a wide array of clinical conditions. They provide latest facility in diagnosis and treatment of widely prevalent disorders like diabetes, obesity, thyroid, PCOS, osteoporosis, as well as less common, highly complex hormonal disorders. State of the art radiology, nuclear medicine and laboratory facilities, as well as our team of highly skilled surgeons

from all disciplines enable us to provide comprehensive care for all endocrine disorders under one roof.

Realizing the importance of individualized care, the philosophy of our centre is "PATIENT EMPOWERMENT". To achieve the same the MEND clinic has a team of experts which include renowned endocrinologists, obesity experts, pediatric endocrinologists and certified diabetes and bone educators.

Division of ENT & Head Neck Surgery

Department of ENT and Head Neck surgery is equipped with the finest technology and the best manpower to provide the best possible facilities for the patients. It has state-of-the-art facilities for voice disorders, phonosurgery and laryngology and is one of the few exclusive centres in the country and abroad doing so. It is carrying on treatment of Head and Neck Cancer along with the radiation medicine and medical oncology teams. There is collaboration with neurosurgeons for the treatment of skull base lesions.

The latest generation Lumenis Acupulse (Surgitouch) CO2 Laser System will provide latest and cutting edge technology for treatment of Juvenile papillomas, Bilateral abductor cord paralysis, vascular lesions, premalignant lesions, cancer of larynx, oral cavity, oropharynx and hypopharynx, and Laryngotracheal stenosis.

Sialoendoscopy and sialology is another new speciality being developed by the Department.

Endoscopic sinus and nasal surgery for diseases of the nose and paranasal sinuses, chronic dacryocystitis, malignant exophthalmos and optic nerve decompression is also carried out.

The Department is well-equipped to take care of all Ear, Nose and Throat emergencies and has teams available round the clock to do so. The Department also provides audiology, voice and speech therapy as allied services.

Department of Internal Medicine:

The Division of Internal Medicine at Medanta - The Medicity is among the hospital's premier departments, bringing together an elite cadre of clinicians, investigators and educators. It strive for excellence in pursuit of its multifaceted mission of education, research, patient care and service. We are dedicated to patient care both on outpatient and inpatient basis round the clock.

They are specialize in maintaining long-term adult wellness and combine patient-centred adult care of the highest quality along with physician expertise and the latest advances in medical technology.

The Department also organizes small group interactive educational programmes for training of primary care physicians in the management of non-communicable diseases. The faculty is actively involved in giving emergency care to all the medical emergencies including various poisonings.

Medanta have expertise in prevention, early diagnosis and treatment of common disorders like diabetes, hypertension, bronchial asthma, hepatitis, allergy, infections & communicable diseases like malaria, typhoid, influenza, etc.

Department of Ophthalmology

The Medanta Department of Ophthalmology is designed to provide a comprehensive range of medical and surgical eye care for the protection, preservation, enhancement and restoration of vision, for any age group. The Ophthalmology Department is equipped with cutting edge technology in the form of sophisticated diagnostic and microsurgical equipment. In keeping with Medanta's philosophy, every individual's needs are given prime attention in the Ophthalmology Department too, and patients are treated with only their complete recovery and well-being in mind. As a response to the social needs of the community across all sections of society, the Medanta Department of Ophthalmology conducts Eye & Healthcare Camps in various areas in Delhi NCR.

Division of Plastic, Aesthetic & Reconstructive Surgery

Division of Plastic, Aesthetic and Reconstructive Surgery at Medanta is a state of the art ultra modern facility that combines plastic surgery with ancillary disciplines in an effort to provide wholesome care to our patients.

Their highly qualified and experienced staff understands specific needs and concerns of plastic surgery patients and delivers excellent service with compassion and care. Plastic surgeons at Medanta are dedicated to specific areas of focus giving us expertise and width in all areas of plastic surgery i.e. Aesthetic/Cosmetic surgery, Cleft and Craniofaciomaxillary surgery, Hand and Reconstructive Microsurgery, Brachial Plexus and Peripheral nerve surgery, Breast Reconstruction and Lower limb reconstruction etc. We are committed to excellence in patient care and interdisciplinary research that brings current medical development into clinical practice. Among the

advanced surgeries introduced at Medanta is the Endoscopic Plastic Surgery and Minimally Invasive Cosmetic and Microvascular Surgery. The plastic surgeons at Medanta are committed to providing quality care, as well as quality of life, to all their patients.

Department of Pathology & Laboratory Medicine

Clinical Laboratory Services of Medanta - The Medicity is a state-of-the-art department provided with the finest equipment for comprehensive diagnostic support to their clinical counterparts and a patient-centric approach. Our qualified and experienced laboratory faculty, with sufficient senior residents, has left no stone unturned to ensure quality laboratory testing with shortest possible turnaround time.

Not only does the laboratory undertake routine investigations, it also lays emphasis on super specialty pathology for sub-branches such as Neuropathology, Nephropathology, Oncopathology, GI Pathology, Transplant Pathology, Haematopathology, Transfusion Medicine, Infection Control, and Specialized Microbiology, to name a few.

The new-generation clinical microbiology laboratory concentrates not only on routine cultures and sensitivities testing, but also on molecular, serological and immunological diagnostic tests for all infectious diseases. In addition, an important function is the specialized role it plays in controlling hospital-acquired infections. Apart from providing state-of-the-art infectious disease diagnoses, it provides consultative services for the clinical staff and physicians of the hospital and information to all the support staff.

Keeping these guidelines in mind, the Clinical Microbiology Department at Medanta - The Medicity is applying and adapting cutting-edge technologies to meet these special needs. The services are being developed in the area of bacteriological analysis, antibiotic susceptibility testing, mycology, virology, tick-borne pathogens, molecular microbiology, mycobacteriology, international microbiology, molecular epidemiology, and parasitology. Newer techniques include PCR diagnostics, bacterial gene sequencing for identification and susceptibility testing of Tuberculosis.

Department of Physiotherapy & Rehabilitation

The Department of Physiotherapy and Rehabilitation, Medanta- The Medicity has a present strength of sixteen in house and five domiciliary physiotherapists, all of whom are totally geared towards patient care and rehabilitation. Keeping in mind the present functioning superspecialities of the hospital the Department has been loosely divided into three sub-specialties - namely

- 1) Orthopaedics Physiotherapy
- 2) Neuro Physiotherapy
- 3) Cardio- Pulmonary Physiotherapy.

Division of Radiology & Nuclear Medicine

Medanta, is committed to provide state of the art high quality diagnostic services to their patients and referring physicians. Facilities are equipped with high end, latest generation machines with cutting edge technology. This coupled with the highly qualified team of Doctors, skilled technicians, nurses and supporting staff provide exceptional patient care and services round the clock.

Medanta has one of the best equipped radiology departments - One 3T MRI, Two CT scans, Six Ultrasound machines, Two Digital X-Ray machines, One Fluoroscopy machine, One Digital Mammography unit , One Bone Densitometry unit and Three Computed Radiography Units. The HIS and RIS are fully functional. The PACS is under installation.

The DEFINITION FLASH- is a dual source dual energy, 256 slice, CT scanner with tremendous clinical and research capabilities, which has revolutionized the CT industry. It performs high quality CT studies and angiographies at a much lesser radiation doses and contrast volume.

EMOTION- a 16 slice CT scanner, supplements the definition flash for routine work. The Acuson S2000 and Acuson ANTERES Ultrasound and color Doppler machines are fully upgraded with 4D, Contrast Ultrasound and Elastography capabilities. Digital Mammography with state of the art stereotactic breast biopsy system. It enables to accurately biopsy lesions as small as 2-3 mm. Fully Digitalized and Computerised radiography systems. Apart from this, the department plays a very important and significant role in the overall health care delivery system and academic activities of the hospital. It also provides platform for research activities and plans to conduct various educational and research activities in near future.

Department of Transfusion Medicine (Blood Bank)

Transfusion Medicine Specialists deal with the transfer of blood or blood products from one person (the donor) into another person's (the recipient's) bloodstream. Transfusion of your own blood (autologous) is the safest method but requires planning and not all patients are eligible. Directed donor blood allows the patient to receive blood from known donors.

Emergency & Trauma Care

In our Emergency & Trauma facility with 45 beds in emergency & trauma care area, critically ill or injured patients with life-threatening conditions, are immediately taken under the care of a team of specialized emergency doctors and the patient is evaluated, resuscitated and stabilized as per protocols.

Pharmacy

Medicines are delicate items. If not stored at the right temperatures, they will lose their potency. They strive to make it safer for consumers to purchase medicines. Medanta - The Medicity provides a wide range of pharmaceutical products, surgical, disposables, anti-cancer, lifesaving and general healthcare products and nutritional supplements. Wide range of pharmaceutical items, surgical & disposables, anti-cancer, life saving and general healthcare products

- Innovation in Pharmacy services, such as personalised pharmacy-refilling services
- We comply with the procedures and rules mentioned in the Drugs & Cosmetics Act, 1940
- Computerized billing discloses the expiry date and batch numbers of medicines.

PROBLEMS & ISSUES IN THE HOSPITAL

1. Lack of co-ordination between the different departments leading to very long discharge time. This leads to a lot of delay and a lot of paper work, which consumes precious time and money. All of this delay results in increasing the suffering of the patient.
2. Lack of awareness among the housekeeping staff regarding the infection control procedures
3. Lack of job satisfaction among the staff due to high workload
4. Lack of patient education regarding their treatment.

LEARNING

1. Managing conflicts between different departments.
2. Learned day-to-day operations of the hospital specially the inpatients and ICU department.
3. Developed interpersonal skills to handle and supervise staff and deal with patient and attendant queries
4. Improved analytical skills

Any Projects Undertaken Other than Dissertation

- Compliance Of Outsourced Housekeeping Workers With The SOP's Of Cleaning Processes And Their Awareness About The Various Infection Prevention Measures in ICU