

**Internship
at
Delhi Heart and Lung Institute**

**Submitted By
Shilpa Sharma**

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


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

INDEX

1. Introduction
2. Organizational profile
3. Services provided by hospital
4. Problems and issues in the hospital
5. Learning
6. Any projects undertaken other than dissertation

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 Delhi Heart And Lung Institute, Delhi. Being appointed in the administration and operation department, 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. I also worked in the marketing department under the guidance of general manager-marketing and corporate relations.

During my tenure I was appointed to do a project on the medication safety of the patients in inpatients and ICU setup.

HOSPITAL PROFILE

DHLI (Delhi Heart and Lung Institute) a unit of Apex Heart Care Pvt. Ltd. Was established in the year 2003, and is a brainchild of Padmashree Dr. K.K.Sethi and Padmashree Dr. G.K.Mani. It is 100 bedded centrally air-conditioned super specialized hospital located in the heart of the city offers state of art facilities for consultation, investigation and early diagnosis, and management in the field of Interventional Cardiology, Cardiac Rhythm Disorders, Cardio- Thoracic Surgery, Pulmonology, Pulmonary Surgery and Sleep Disorders. It is an ISO 9001:2008 certified, NABH and NABL accredited facility. The institute's cutting-edge core competencies are well sustained by an efficient collaboration with support services like Emergency Medicine, Biochemistry, Clinical Pathology, Blood Transfusion, Telemedicine and Facilities Management adhering to world-class modern standards, making the institute comparable with any other setup of its kind in the world.

Padmashree Dr. K. K. Sethi, Chairman and Managing Director of the institute achieved national and international status in interventional cardiology and Cardiac electrophysiology while he was a professor of Cardiology at the reputed GB Pant Hospital, New Delhi. A recognized teacher and a reputed researcher, Dr. Sethi has been the President of Cardiology Society of India, Patron of Indian Heart Rhythm Society, Editor of Indian Heart journal, executive member or advisor to many international Cardiac societies such as Asia pacific society of Cardiology, Heart Rhythm Society of USA and International Cardiac Pacing and Electrophysiology Society. He is one of the pioneers in India in developing angioplasty and management of Heart Rhythm disorders. He has been awarded Padamshree and B C Roy Memorial Awards and has been recognized as a legend in Cardiology by Delhi Medical Association.

Dr.(Col.) Anil Dhall, Sena Medal is presently with Delhi Heart & Lung Institute, a busy Super speciality tertiary care institute with focus on Cardiovascular diseases located in the heart of Delhi, as Director of Cardiology. An alumnus of Armed Forces Medical College Pune, he did his post graduation from Bombay University and post doctoral training in Cardiology from GB Pant Hospital, Delhi. He spent 25 years in the Indian Armed Forces where he was last posted as Senior Adviser & Professor (Medicine & Cardiology) Army Hospital (Research & Referral) Delhi Cantt. He has also been Associate Professor (Medicine & Cardiology) at Armed Forces Medical College, Pune. He was awarded the Presidential decoration of SENA MEDAL (Distinguished Service) in 2005. He has been a postdoctoral teacher and examiner in Cardiology and has guided ICMR, AFMRC and other research activities.

Headed by Dr Muhammad Mubeen, MS, Mch, the institutes Cardiac Surgery Unit brings together the skill-sets of highly competent surgeons with the state-of-the art equipment and truly exceptional post-operative care. Though the emphasis is on doing maximum arterial grafts on the beating heart for the treatment of coronary artery disease, the Cardiac Surgical unit is fully equipped to attend to surgery on diseased heart valves and also on children born with congenital heart defects.

The department of Pulmonology, critical care and sleep medicine is headed by Dr. Manoj Goel, who was one of the first physicians to introduce the concept of non-invasive ventilation for both acute and long term home care. He is also one of the pioneers in the field of sleep medicine, especially sleep related breathing disorders. He is amongst only a few experts in India trained in interventional Pulmonology. He has vast experience in airway stenting, laser

photocogulation, brachytherapy, medical thoracoscopy. He was awarded National Award for research in Interventional Pulmonology in year 2004. The institute is recognized by the National Board to impart postdoctoral training in Cardiology (DNB), and Cardiac Surgery (DNB – CTVS). It is also recognized by Indra Gandhi National Open University for teaching of Postgraduate diploma in Clinical Cardiology.

Delhi Heart & Lung Institute has widened its horizon and added following specialties which go very well with the Super Specialties already existing

- Joint Replacement Surgery
- Orthopedic Surgery
- Spinal and Neurosciences
- Laparoscopic & General Surgery
- Nephrology & Urology

Mission & Vision

Vision

Delhi Heart & Lung Institute (DHLI) should emerge at the very pinnacle of tertiary health care at par with contemporary centres of excellence in the west, optimally blending human endeavour with modern technology. It should become an important national centre for research and education, and also be a proponent of preventive health care. While pursuing ethically high standards, DHLI should prioritize cost effective methods to minimize the economic burden on the patient or payer.

Mission : To provide quality healthcare at affordable cost.

SERVICES PROVIDED

The Delhi Heart and Lung Institute offer the most comprehensive array of services to patients and families touched by Heart and Lung Diseases. A diagnosis of coronary, rheumatic, congenital, myocarditis, angina, arrhythmia or other Heart and Lung Diseases brings many daily challenges. The Society is committed to providing support and guidance to patients and the health professionals who care for them.

The institute has fully equipped modern operation theatres which form the Backbone of the centre. Advanced and innovative techniques are performed regularly keeping pace with the latest developments. The institute's cardiac surgery unit brings together the skill-sets of highly competent surgeons with state of - the art equipment and truly exceptional post-operative care.

The centre is equipped with a video bronchoscope and a completely new generation Pulmonary Function Laboratory. It also includes a lung station for the application of non-invasive ventilation, nebulizer and oxygen therapy for patients with chronic respiratory insufficiency.

Interventional cardiology deals with identifying and clearing the blockages in blood vessels of heart, kidneys, neck and lower limbs. This involves acquiring knowledge about the blocks and removing them. A three-dimensional arrhythmia mapping system enables us to map and cure even complex rhythm disorders of the heart.

CARDIOLOGY:

Interventional Cardiology

Following facilities in Interventional Cardiology are offered:

- Coronary Angioplasty and Stenting (Including Bifurcation & Complex Lesions)
- Coronary Rotational Atherectomy
- Renal Angioplasty and Stenting
- Carotid Angioplasty and Stenting
- Peripheral Vessel Angioplasty and Stenting
- Pulmonary Vessel Embolization
- Balloon Valvuloplasty (Mitral, Pulmonary & Aortic)
- Closure of ASD & PDA

Cardiac & Vascular Surgery

- Aortic surgery
- Congenital Heart Disease
- Thoracic Surgery
- Heart Valve Disease
- Coronary Artery Disease: CABG

PULMONOLOGY:

Delhi Heart and Lung institute has a broad range of diagnostic and treatment expertise in various kinds of respiratory disorders. The Pulmonary Critical Care Division is unique in New Delhi in providing an 12 bedded Medical ICU dedicated to the specialized care of patients

with respiratory failure. It is backed by a pulmonary step down unit of 12 beds for the less sick patients with respiratory disorders not requiring ICU care.

Our in-hospital Pulmonary Consultation Service is respected both for the outstanding quality of care rendered by our physicians, as well as for its responsiveness to both patients and to referring physicians.

The Division's Pulmonary Procedure Suite and Pulmonary Function Laboratory continue to provide high quality care to an increasing volume of patients and support all state-of-the-art diagnostic and therapeutic procedures necessary to care for patients with advanced pulmonary diseases.

The Division's Cardiopulmonary Sleep and Ventilator Disorders Laboratory is a newly developed comprehensive program that addresses a wide array of breathing disorders associated with sleep, such as obstructive sleep apnea; apnea and periodic breathing associated with congestive heart failure and neurologic disease; sudden infant death syndrome; nocturnal asthma; and disorders of ventilation associated with obesity, chronic obstructive lung disease, and neuromuscular disorders.

The services include:

- Diagnostic polysomnography
- Therapeutic studies to prescribe Continuous Positive Airway Pressure (CPAP) products
- Multiple Sleep Latency Testing to objectively assess daytime sleepiness

- Maintenance of Wakefulness Testing to objectively determine ability to stay awake
- Ongoing patient education programs

The full time consultants specialize in the diagnosis and treatment of lung cancer. The Center uses a multidisciplinary approach combining interventional pulmonary medicine, radiation and chemotherapy.

The Divisions' future plans include:

- Comprehensive occupational, physical, and cardiopulmonary rehabilitation programs on an inpatient and outpatient basis for patients with disabling lung disorders.
- To set up a pre- and post-operative consultation and therapy program for patients undergoing all forms of lung surgery.
- Evaluation with cardiopulmonary exercise testing to monitor progress

This is equipped with a video bronchoscope and a complete and new generation Pulmonary Function Laboratory. It also includes a lung station for the application of non-invasive ventilation nebulizer and oxygen therapy for patients with chronic respiratory insufficiency. There is a modern and comprehensive sleep laboratory for the evaluation of sleep related breathing and neurological disorders.

PHYSICAL THERAPY & REHABILITATION SERVICES:

Physical Therapy is a health care profession with an emphasis on the use of physical approaches for the promotion of health and the prevention, diagnosis, treatment and management of disease, movement dysfunction, pain, trauma/injury and disability. These can arise from musculoskeletal, neurological, Cardio- respiratory, and chronic disability conditions, or from mental illness and intellectual impairment.

The department is staffed by qualified physiotherapy specialists, general physiotherapists, and PG students under the supervision of full time experienced physiotherapist employed by the DHLI. The doctors of Physiotherapy make the consultation and the diagnosis for the patient and prescribe physiotherapeutic treatment.

They aim to:

- Relieve pain and stiffness
- Increase joint range of movement
- Improve muscle strength, endurance and overall mobility
- Improve posture and co-ordination
- Maintain or improve cardiovascular/Respiratory! aerobic fitness
- Provide an opportunity for relaxation
- Enhance quality of life , physical & mental well being
- Psychological benefits such as distressing

Inpatients

General Service hours are from 9:00 am till 5pm Monday to Saturday

Services are provided to all inpatient areas with a number receiving 7 days per week, although evenings and weekends are on a limited basis. Weekend service is limited to acute care patients who comply with our selection criteria. In addition to covering the general ward areas, special areas of mention include:

- Cardio-Respiratory
- High Dependency Unit
- Cardiothoracic & Pulmonary Intensive Care Unit
- Coronary Care Unit
- Emergency Department (limited)
- Orthopedics & Neurology

Outpatients

9:00am — 5pm; Monday to Saturday only.

Outpatient service areas include the following:

- Cardiopulmonary Rehabilitation Program
- Pain Management
- Neurology Outpatients
- Orthopedic Outpatients
- Exercise testing & prescription
- Ergonomic measures & life style modification

Outpatient services are provided in wide variety of conditions including:

- Back & neck disorders
- Joint disorders including joint replacement

- Sports injuries like sprains, strains etc
- Fracture management
- Osteoarthritis
- Rheumatoid arthritis
- Ankylosing spondylitis
- Stroke
- G.B syndrome
- Multiple sclerosis
- Motor neuron disease
- Neuropathies
- Urinary incontinence Management
- Chronic obstructive pulmonary diseases
- Other respiratory disorders
- Reduced exercise tolerance

Physiotherapy interventions provided:

- Manual Therapy
- Electrotherapy (TENS, IFT, Russian stimulation, NMES, SWD,
- Ultrasound, MHT etc).
- Cryotherapy
- Orthotic Prescription
- Pre and Post operative Cardio-respiratory care assessments
- Exercise Prescription for the elderly
- Exercise Prescription in cardiac and pulmonary patients.
- Functional rehabilitation

- Acupuncture/Acupressure
- Therapeutic exercise Including Range of motion exercises, Strengthening exercises etc
- Manual Therapy Techniques
- Manipulative & Mobilization therapy
- Gait training
- Neuro developmental therapy
- Progressive Aerobic Exercise including monitored treadmill, ergocycle etc
- Education for both patients and carers
- Non Invasive ventilation e.g CPAP, BIPAP.
- Respiratory exercises including PNF , RMT, Postural drainage etc
- Body composition analysis

Special Services

A 6 bedded casualty ward equipped with triage, piped medical gases, monitors and resuscitative equipment can take care of any emergency (eg: acute myocardial insufficiency infarction, status asthmatics, acute respiratory distress etc).

- Mobile CCU
- Heart Command Center

Blood Bank

To fulfill our commitment to maintain an adequate and safe blood supply for the patients hospital have 24 hours running blood bank.

Laboratory

Provide Laboratory testing services round the clock even on Sundays and Listed public holidays. Apart from the routine investigations we provide the extended list of highly specialized investigation including the cytopathological and histopathological examination

Pharmacy

24X7, air-conditioned, licensed pharmacy providing a modest range of Medicines, IV fluids, General disposables, Cardiac operation disposables, Cathlab disposables, Sutures, Minor health equipments, OTC range of medicines for inpatient and outpatient dispensing services and pharmacy services to our operation theatre extension counter.

Attendant Lodge

The lodge located in the hospital premises has been made keeping in mind the accommodation needs of the patients, their relatives and the attendants of those patients who are in the ICU.

Attendants' lodge boasts of 28 divan beds so that the attendants can keep their bags and baggage in the assigned bed and can lock it. It also has two bathrooms, 2 toilets and is furnished with a TV, a Kitchenette, a refrigerator and an oven. Mini lockers are also available. The air condition lodge has round the clock housekeeping facility to ensure hygiene and cleanliness.

PROBLEMS & ISSUES IN THE HOSPITAL

1. Lack of awareness and 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. Outdated HMIS being used..
3. Limited financial resources to meet the unlimited expectations of people, patients and administrator.
4. Lack of patient education regarding their treatment
5. Negligible reporting of the medical errors
6. Lack of skilled manpower or human resource

LEARNING

1. Managing conflicts between different departments.
2. Arranging and attending meetings
3. Internal liaisoning and coordination both interdepartmental and intradepartmental, like with doctors, paramedical, support and administrative staff.
4. Entire coordination of international patient's i.e. from admission to discharge.
5. Also involving in day to day operational issues and assisting chief operating officer in clinical and general administration of the hospital.
6. Involved in the quality and NABH activities like monitoring of the quality indicators of the various departments.

7. Accompanying chief operating officer in daily patient rounds, interacting with the patient and monitoring their feedback.
8. Assisting GM- Marketing and Corporate Relation in business development and branding of the hospital image.
9. Customer relation management and handling of VIP clients.
10. Coordination of entire marketing activities including camps, CME's, workshops, conferences and seminars.
11. Liaisoning and coordination with government and non-government agencies like corporate, PSU's and all empanelled organizations.

Any Projects Undertaken Other than Dissertation

- System & Process of Prescribing, Supplying and Administering Medication to Patients and Its Impact on Medication Safety