

**Internship
at
Apollo BSR Hospital, Bhilai**

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INTERNSHIP REPORT

Internship is a part of curriculum of PGDHM 2nd year where students learn by doing. For the completion of the Course the students have to go through internship of 3 months period during where we get an overview about the hospital and we see how they manage the hospital on a daily basis as well as practical application of managerial concepts learned in class. I carried out my internship at Apollo BSR hospitals Bhilai which is a leading Super Specialty Hospital of central India.

1. ABOUT THE ORGANISATION: APOLLO BSR HOSPITAL:

Apollo BSR is a multi specialty hospital with a motto to provide quality healthcare at affordable cost. It has a fully equipped centre of international standard for cardiac intervention and surgeries. The vision and mission of the Apollo BSR group is

VISION OF APOLLO BSR HOSPITALS:

“To be the most preferred Health care service provider in the community by continuously improving the existing standard of Medicare”

MISSION OF APOLLO BSR HOSPITALS:

“Apollo BSR Hospitals always provides comprehensive and modern healthcare solutions to patients with a humane approach”

The BSR group started with a diagnostic centre in the year 1993 at Bhilai. Over a period of time all modern diagnostic facilities like 1.5 T MRI, 64 slice cardiac CT, Multi slice spiral CT scan, 4-D real time color Doppler, Ultra modern Pathology, Endoscopy, Bronchoscope, mammography, echocardiography, UltraSonography, Digital X-Ray etc. have been installed at their various centers. Thereafter, they also established similar centers at other locations such as Nagpur, Raipur, Korba and Rajnandgaon.

In the year 2000 the BSR group ventured into establishing ultra modern super specialty cancer hospital in Bhilai known as the BSR Cancer hospital which is the only comprehensive cancer management centre in Chhattisgarh. After 17 year into being called a pioneer and leader in diagnostics in central India and 8 years in comprehensive cancer management, BSR health care is a name now well known in healthcare sector.

The BSR group realized the need for a multispecialty Tertiary care hospital in Central India and prompted by the desire to extend high quality Medicare beyond the confines of the rich class they set up a Super specialty Hospital at Bhilai- “Apollo BSR hospital” which became operational from September 2007, it is a joint collaboration between Apollo Hospitals Chennai and BSR group of Bhilai.

It is a 175 bedded Super Specialty Hospital providing secondary and tertiary level healthcare at affordable cost. The inpatient beds are classified into deluxe suite, private room, double bed wards, shared wards and dedicated cancer wards.

The hospital enjoys the reputation of being the first hospital to have a digital flat panel Cath lab and 4 modular OTs with laminar air flow and HEPA filters for coronary Bypass surgeries, Coronary Angioplasty and other special surgeries. They are having 42 bedded ICU including cardiac, surgical, Medical, neonatal and pediatric ICU.

Apollo BSR hospitals at Bhilai is an attempt to integrate the best and most qualified medical professionals and doctors by providing them the best infrastructure, latest technologies in Biomedical engineering and health care services along with a dedicated team of nurses, technicians, staff and professional management in such a way that this super specialty hospital can provide the best health care services to the patients in C.G. as well as neighboring states.

Already they have got a very good response from the patients in this region and they are regularly getting the patients not only from C.G. but also from neighboring states. They are recognized and empanelled by Govt. Of Chhattisgarh, CSEB, NSPCL, FCI, BSNL, CISF, NMDC, SECL, and various insurance companies\TPAs. They have also started more departments like Infertility clinic, cosmetology, joint replacement surgery, high end ophthalmology etc.

The hospital is planning to increase beds from 175 beds to 200 beds in future which will include 10 more beds in ICU along with the expansion of hospital they also plan to set up a chain of high end Diagnostic centers all around Central India for which they have started working on.

DEPARTMENTS OF THE HOSPITAL:

The various departments in the hospital are as follows:

- Emergency Department
- Cardiology
- Dental
- Dermatology and Venerology
- Endocrinology & Diabetology
- ENT
- Gastroenterology
- General & Laparoscopic Surgery
- Infertility Clinic-(IVF,IUI)
- Internal Medicine
- Medical Oncology
- Nephrology
- Neurology
- Neurosurgery
- Obs. & Gyanaecology
- Ophthalmology
- Orthopaedics
- Paediatrics/ Neonatology
- Plastic Surgery/Cosmetic Surgery
- Psychiatry & Psychotherapy
- Respiratory Medicine
- Surgical oncology
- Urology

CRITICAL CARE UNITS:

The critical care units at the hospital were:

- Medical Intensive care unit
- Cardiac Intensive unit
- Surgical intensive care unit
- Neonatal Intensive care unit

- Intensive Cardiac care unit

DIAGNOSTIC SERVICES:

Diagnostic services provided are as follows:

- Laboratory
- Radiology (MRI Service delivery at BSR Diagnostic centre)
- Radiotherapy Department (Service delivery at BSR Cancer Hospital)
- Nuclear Medicine Department (Service delivery at BSR Cancer Hospital)

THERAPEUTIC SERVICES:

The various therapeutic services are:

- Clinical consultation services
- Clinical inpatient service
- Operation theatres
- Labour room
- Digital Cath Lab
- Dialysis Unit
- Bronchoscopy
- Endoscopy
- ECG, Echo, TMT, EEG, EMG, PSG, Spirometry

CARE SERVICES:

The various care services provided as part of the hospital were:

- Outpatient services
- Pharmacy services (IP- 24 Hrs, OP Pharmacy)
- Physiotherapy Department

AUXILIARY SERVICES:

The various auxiliary services provided by the hospital are as follows:

- Dietary services
- Central Sterile and Supplies Department
- Laundry
- Stores (general, medical) & Substores
- Mortuary
- MGPS (Cylinders and piped medical gases)
- Engineering services
- Housekeeping
- Security

- Medical record department
- Hospital Management Information System
- Administrative Office
- Ambulance & Non ambulances

Leave against Medical advice (LAMA):

Leave against medical advice is the patients who don't stay in the hospital for the prescribed time. There may be any reason for this behavior like lack of trust on the hospital, patient want to move to another hospital or to another Doctor or patient not having the required amount of money. When the patient asks for LAMA, the duty doctor advises him/her about the pros and cons for leaving early against medical advice and tries to counsel him/her against leaving early. If the patient doesn't agree and still wants to leave, then a consent form is signed by the patient and doctor so that the patient bears complete responsibility of leaving early and if any problem arises due to the medical condition of the patient the hospital is not responsible for it. The process to be followed in case of LAMA is as follows:

LAMA Process Flow:

Consultant counsels the patient for pros and cons of LAMA and treatment along with further medication

Consent form of LAMA is filled up by admitting consultant and duly signed by patient/relative and doctor

Admitting consultant/MO prepares LAMA Summary

Patient file verified for service entry and availability of reports and discharge checklist

Medicines and consumables returned

File sent to discharge pool for typing of LAMA summary

File receiving entry done in discharge register kept at discharge pool and availability of reports is checked

File sent to Cash Billing and acknowledgement done in discharge register kept at cash billing

LAMA summary typed in HMIS and provisionally sent to doctor for verification



If modification required then done in HMIS and final Summary printed and signed by consultant/ MO



Signed LAMA summary sent to ward (If cash), Cash Billing (Corporate/TPA).

Key Learning:

- During the internship period I visited all the departments of the hospital and learned about every department their functioning, management and their general issues.
- Clinical departments like Cardiology, Neurology, Urology, Nephrology, Pediatrics etc. as well as non clinical departments like Quality, Medical Gas system, Dietary department etc, were visited.
- It was observed that the hospital was operating at full occupancy and there was a steady flow of patients which is to be expected as it was a Tertiary care hospital of the region.
- Hospital was having difficulty in handling discharges and the patients complained of long discharge times which the hospital wanted to improve.