

**Internship
at
Eternal Heart Care Centre, Jaipur**

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INTERNSHIP REPORT



Eternal Heart Care Centre and Research Institute is a state-of-the-art tertiary care hospital in Jaipur city. The Institute is a brainchild of Dr. Samin K. Sharma, world renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA. EHCC is 225 bedded hospital with state-of-the-art technology focusing on the Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopaedic, Joint Replacement, Spine Surgery and Critical Care. EHCC is emerging as a unique distinction of being the first hospital in North India introducing Trauma as a super speciality with a back-up of other supporting specialities. We aim to be a super speciality tertiary care hospital of its kind in the majestic state of Rajasthan. **EHCC is affiliate of Mount Sinai Hospital, New York, USA, which has been internationally recognized for its top-performing physicians and revolutionary research centres.**

Overview

Eternal heart care centre and research institute is India's one of the most advanced tertiary care facilities under the flagship social initiative of Dr. Samin K Sharma & his wife Mrs. Manju Sharma for the community. The hospital is designed to raise Rajasthan and India as a country for global standing in tertiary care facility with emphasis on excellence in clinical outcomes, preventive care, diagnostic facilities and research.

Dr. Samin K. Sharma is a U.S. interventional cardiologist holding the American record for the highest number of complex coronary interventions performed annually, along with the highest angioplasty success rate in New York State. His other procedural specialties include the catheter-based treatment of mitral and aortic stenosis (balloon valvuloplasty). Dr. Sharma has been the recipient of numerous awards for excellence to the medical society and the community. Dr. Sharma received his medical degree from S.M.S. Medical College in 1978, Jaipur, India, where he was ranked the number one student in his medical school having received eight gold medals and five honours. In 1983, he went to New York to undergo residency in Internal Medicine at the NY Infirmary-Beekman Downtown Hospital (1983-1986), fellowship in Cardiology at Elmhurst Hospital (1986-1988), and interventional training at Mount Sinai Hospital (1988-1990). He was then appointed at Mount Sinai Hospital in 1990 where he is currently the Director of Interventional Cardiology and Cardiac Catheterization Laboratory. He has authored over 130 articles, 300 abstracts, 12 book chapters and two books to his credit.

Eternal heart care centre and research institute welcomes all people regardless of race, gender, ethnicity, age, beliefs, values, physical and mental capabilities, sexual orientation, gender identity, gender expression and socioeconomic status. We continuously work to provide a welcoming environment to ensure that each patient, employee and clinician is treated with respect and dignity. We attempt to tailor delivery of healthcare to meet patients' social, cultural and linguistic needs. We recognize the cultural differences in values, beliefs and behaviours within our organization.

EHCC is committed to continuously improving the quality of care provided to all our patients and their families. We strive to be patient-centred by respecting and meeting the needs of our culturally diverse patient population.

We recognize the value of connecting to the patients spiritually, emotionally. We have conceived services to engage patients and their families in the care of their loved ones coupled with revamped communication between patients and providers.

Our goal is to provide exceptional care for the patients and deliver the best clinical outcomes.

We have redesigned conventional system in a way so as to play major role in promotive, preventive and rehabilitative community healthcare. When it comes to improving healthcare most of the discussions revolve around the twin pillars of quality and cost. We at EHCC are

addressing the need of the hour to have state –of-the-art technology enriching innovations & e-health solutions at affordable cost.

Vision: A centre of excellence in area of medicine with highest international standards at affordable cost for the community around the globe.

Mission: To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

Core values

INTEGRITY- We adhere to an uncompromising code of ethics that emphasizes complete honesty, transparency & sincerity.

PATIENT CENTRIC- Caring for the individual patient and his family is at the heart of our mission.

EXCELLENCE – we strive to make everything we do world class & strive for excellence in terms of skill, state-of-the-art technology, programs & services. We will strive to have leadership in our field.

HOSPITALITY- We will welcome people with kindness and do all that we can to assist their health and wellbeing.

ACCOUNTABILITY- Is about ownership of work and being answerable for the services we provide.

RESPECT FOR ALL- We carry the respect for the dignity of each individual.

TEAM WORK-System effectiveness is built on the collective strength & cultural diversity of everyone with open communication.

Salient features:

- **Contribution of 80 Critical Care Beds to the State** – Rajasthan is having scarcity of critical care beds and people are dying without availability of critical care beds at the emergency and when it is required. EHCC is giving 80 critical care beds including Medical, Surgical, Cardiac Care, CT Recovery etc.
- **Cath lab** - EHCC consists of 2 state-of-the-art Cath Labs that house the most advanced technology including bi-plane flat panel imaging, which allows for more images with less

contrast dye usage, and magnetic catheterization. We have facility to show the live cases at our auditorium for medical fraternity.

- **Treatment in Golden Hours** - EHCC believes in Rapid Action and focused care to give best results for heart attack, brain attack and trauma because we believe that needle time is important.
- Modular/Laminar Flow “Class 100” Operation theatres with HEPA filter and zero infection level.
- Trauma cases will be handled by trained Traumatologist for the perfect handling of an accident victim. Specialist will thoroughly observe severity of injury and will decide priority treatment. All our staff and doctors are ACLS/ATLS providers who form the Trauma team for managing polytrauma, and Crash Team for cardiac arrest scenarios.
- Availability of Gama Imaging, Nuclear medicine for cardiac treatment
- Pneumatic Chutes – first time introducing Pneumatic Chutes. It is a system placed at sample collection counter and nursing stations. It is a suction operated system and supports to send collected samples directly to laboratory. The system reduces man power, infection possibilities.
- Separate in and out system for sterile and non-sterile items, is also an infection controlling measure.
- Steam disinfection system for infection free instruments
- Minimum involvement of attendants and patients. Video briefing for attendant’s information and counselling.
- EHCC is establishing a Research Department to evaluate delayed recovery of admitted patients, patients in Critical Areas, infection cases after surgery etc. A team of senior doctors will audit the surgery and treatment results. Team of Mount Sinai Hospital, USA will be available for live Audio/Video advises.

Facilities:

Total environmental control with proper treatment of air and water, well provided waiting space, sophisticated and well stocked pharmacy and facilities for communication and refreshment enhances the patient comfort. EHCC is supported by state-of-the art medical gas system, central sterile supply, laundry and full backup power generation.

Supporting most modern healthcare we adhere to stringent infection control, environment protection, biomedical waste disposal, sewage treatment and rain water harvesting. Currently the hospital is having 225 beds devoted for the patient comfort which includes ICU’s, Economy Wards, Semi-private Rooms, Private Rooms and Deluxe/Super-Deluxe/Suite Rooms. Eternal Heart Care Centre & Research Institute, Jaipur continues creating a world class integrated health care delivery system, entailing finest medical skills combined with compassionate patient care.

HEART INSTITUTE

EHCC & RI provides an all-inclusive programme for the management of heart diseases, be it Angiography, Angioplasty or Coronary Artery Bypass Surgery. It brings together resources, expertise and capabilities in the areas of Cardiology, Cardiothoracic, Vascular Surgery and Cardiac Rehabilitation to better meet the needs of the growing number of patients with heart diseases.

The Centre also provides an all-inclusive programme for the management of heart disease to adults including prevention, diagnosis, treatment and rehabilitation.

TECHNOLOGY

The hospital is supported by:

- Advanced Cardiac Cath Labs
 - Dedicated Cardiac Operation Theatres
 - Cardiac Electrophysiology for managing Cardiac Rhythm Abnormalities
 - Vibrant Non Invasive Cardiology Programme with Stress Test, 2 D Echo, , 64 Slice Dual Source CT scan for CT Coronary Angiography and a Nuclear Medicine Department
- An advanced dual source Cardiac CAT SCAN has made diagnosis a lot easier for the patient. Traditionally, patients were required to take medication to lower their heart rate. This advanced Cardiac CAT SCAN at our centre eliminates the need for medication and makes holding breath for extended periods unnecessary, making the procedure simple and comfortable.

TALENT

The hospital is supported by accomplished

- Cardiologists
- Cardiac Electro physiologists
- Cardiac Surgeons

SERVICES

DIAGNOSTICS

- ECG(12-Lead ,Computerised)
- Digital X-Ray
- Color Doppler & Ultrasound
- TMT (computerised TMT)
- Echo-Cardiography(Color Doppler, trans-esophageal and 3D)
- Stress echo
- Holter monitor

- Ambulatory blood pressure monitoring
- Tilt-table test
- CT-(Coronary angiography) 64 slice cardiac CT scan
- Nuclear stress test (stress/rest MPI)
- MUGA Scan

CATH LAB SERVICES

- Coronary angiography (femoral & radial)
- Coronary angioplasty/stenting
- Intravascular ultrasound ,FFR Rot ablation
- Carotid & cerebral (angiography/angioplasty)
- Peripheral /renal (angiography/angioplasty)
- Cardiac catheterization & hemodynamic study
- Mitral pulmonary & aortic
- Electrophysiology study & Radiofrequency, Ablation for arrhythmia
- Complex arrhythmia ablation by 3D Mapping
- Pacemaker implantation (single/double)
- ICD, CRT, CRT-D implantation for heart failure patients.

SURGICAL INTERVENTION

CABG – Off Pump & On Pump

- Conventional CABG
- Total Arterial CABG using LIMA – RIMA Y.
- MIDCAB

Valvular Heart Disease

- Aortic Valve Replacement
- Mitral Valve Replacement
- Double Valve Replacement
- Mitral Valve Repair
- Tricuspid Valve Repair
- All the above procedures with MICS

Congenital Heart Disease

- Arterial Septal Defect
- Ventricular Septal Defect
- TOF
- BT Shunt

- VD Glenn Shunt
- Fonten
- AV Canal Repair

Others

- PDA Closure
- Closed Mitral Valve

Vascular Surgery

- Aorta Femoral Bypass Surgery
- Femoropopliteal Bypass Surgery
- Peripheral Arterial Surgery
- Thoracic Aortic Aneurysm Repair
- Aortic Arch Surgery

INSTITUTE OF ORTHOPAEDICS

EHCC Institute of Orthopaedics is a super-specialty Institute which aims to provide world-class, evidence-based treatment for various orthopaedic disorders and sports injuries. At EHCC, we combine our expertise in the areas of patient-care, clinical research, and academics in order to provide the highest level of specialized services to our patients.

Our team of highly skilled and dedicated orthopaedic surgeons who are trained extensively in their respective fields . At EHCC Institute of Orthopaedics, we are equipped with advanced cutting edge technology, like:

- 1) Computer Navigation System **for Joint Replacement & Arthroscopic Surgery** that provide accuracy and in turn superior long-term results
- 2) Arthroscopic Equipment for performing technically challenging procedures,
- 3) Operation Theatre which for live demonstration of cases for continuing medical education

We have a modern rehabilitation department with gait analysis lab, hydrotherapy pool, electrotherapy equipment and state of art gym for rehabilitation. There is a dedicated team of musculo-skeletal anaesthesiologists that provides excellent pre, intra and post-operative care. We have experienced and dedicated rheumatologist for managing arthritis patients. Our team of doctors is supported by highly experienced physiotherapists and occupational therapist that provide out-patient, in-patient as well as domiciliary care to the patients.

SERVICES

The centre offers extensive expertise in:

Joint Replacement

- Total Knee Joint Replacement Surgery
- Total Hip Joint Replacement Surgery
- Total Shoulder Joint Replacement Surgery

Arthroscopic Surgery

Knee arthroscopy

- 1) **Knee Ligament Reconstructive Surgery**
 - a. Anatomic arthroscopic ACL reconstruction
 - b. Arthroscopic PCL reconstruction
 - c. Multiple ligament reconstruction for dislocations
- 2) **Meniscus Surgery**
 - a. Meniscus repair
 - b. Partial menisectomy
- 3) **Articular Cartilage Repair**
 - a. Mosaicplasty/Osteochondral Autograft Transfer
 - b. Synthetic Osteochondral Implants
 - c. Autologous Chondrocyte Transplantation
 - d. Osteochondral Transplants
 - e. Radiofrequency/laser Chondroplasty
- 4) **Patellofemoral Instability Surgery**
 - a. MPFL Repair and Reconstruction
 - b. Proximal and Distal Realignment Surgery
- 5) **Arthroscopy for Synovial Pathology**
- 6) **Arthroscopy for Painful Total Knee Replacements**
- 7) **Corrective Osteotomy for Malalignment**

Shoulder arthroscopy

1) Shoulder Instability Repair for Recurrent Dislocations

- a. Arthroscopic Bankart Repair
- b. Reconstructive Surgery for Bony Deficiencies

2) Shoulder Problems in Throwing Athletes

- c. Arthroscopic SLAP Repair
- d. Arthroscopic Biceps Tenodesis
- e. Arthroscopy for Acromioclavicular Joint Problems
- f. Arthroscopy for Impingement Syndromes

3) Arthroscopic Rotator Cuff Repair

4) Arthroscopic Management for Frozen Shoulder

5) Shoulder Reconstructive Surgery for Fractures

Sports Orthopaedics

Spine Surgery

Trauma

OTHER SPECIALITIES

Neuro Sciences

- 1) Neurology
- 2) Neuro Surgery
- 3) Stroke Clinic

Critical Care

Pulmonology & Sleep Medicine

General & Laparoscopic Surgery

Internal Medicine

Nuclear Medicine (Diagnostics & Therapy)

Emergency Medicine

Endocrinology

Anaesthesia

Obstetrics & Gynaecology

Paediatrics

ENT

Dental Care

Ophthalmology

Pathology

Microbiology

Radiology & Imaging

Preventive Health Check-ups

SUPPORT SERVICES

24x7 Emergency Services

24x7 Ambulance Services (ACLS & BLS)

24x7 Operating Facilities for Emergency Cases

24x7 Pharmacy Services

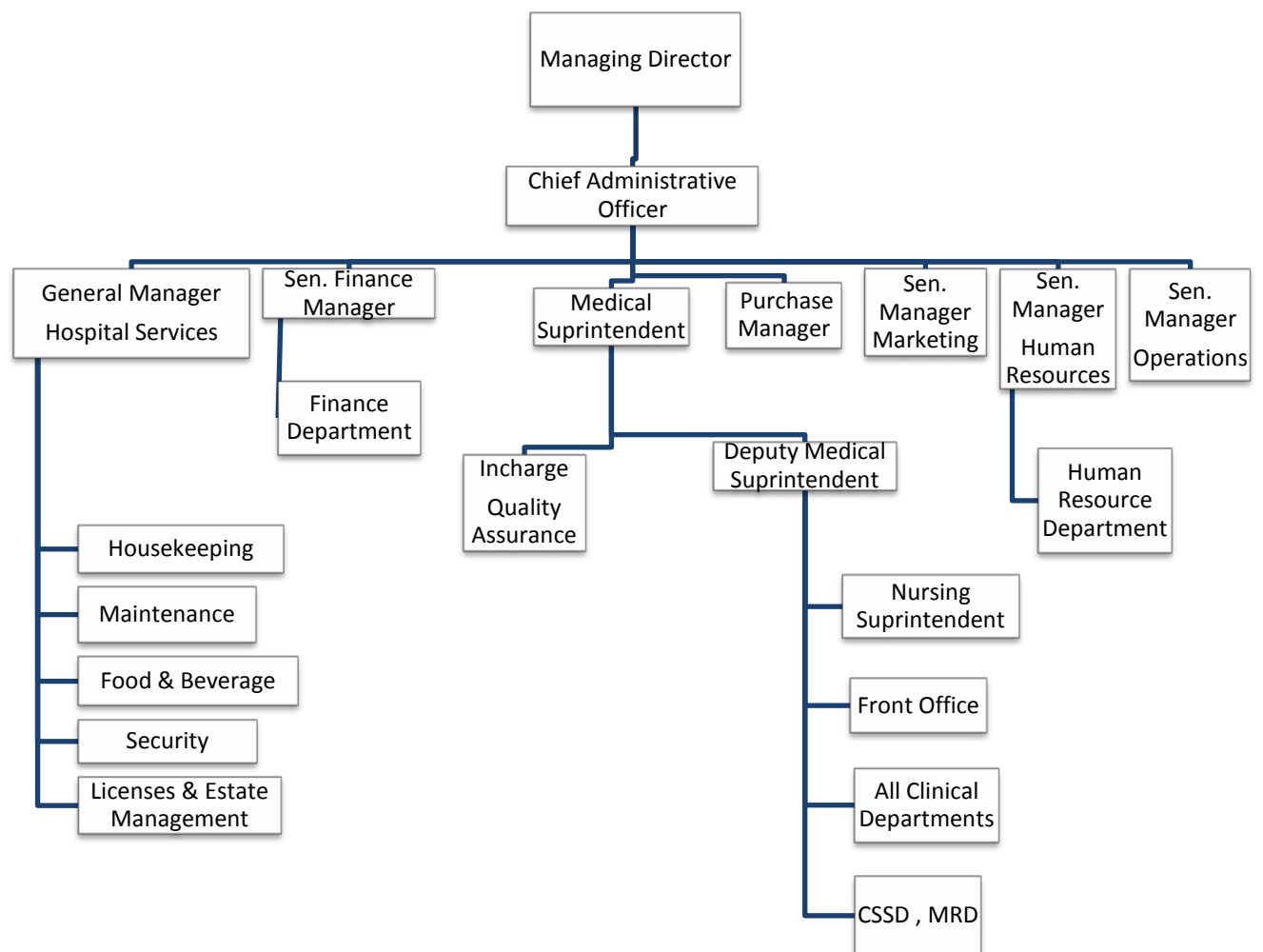
Blood Bank

Physical Therapy & Rehabilitation

Dietetics

Cafeteria

ORGANIZATIONAL STRUCTURE OF EHCC:



SUMMARY OF THE JOB

During my internship period, all the clinical and non clinical departments of the EHCC hospital were visited by me primarily amidst the orientation program.

A major part of my internship period was invested in working in the quality department of the hospital, where the utmost important task taken up was the facilitation of NABH accreditation procedure for the hospital. This was initiated by performing a gap analysis using the self assessment toolkit provided by the accreditation board and was simultaneously followed by formulation of SOPs of various departments of the hospital. The preparation of these SOPs was one of the core activities undertaken, in order to bridge the gap identified during the gap assessment.

Another facet of my internship period was devoted in designing of the total knee replacement packages for unilateral as well as bilateral procedures. This was performed by per unit cost breakup analysis followed by recommendation of pricing strategies. Along with being a demand from the organization's side, this topic seemed to grasp my interest as it was a totally new study for the recently launched orthopedic services for an emerging hospital like EHCC, Jaipur. As a result, I have taken this up as my dissertation topic and would be explaining it in detail in the following chapters.

