

**Internship
at
Manipal Hospitals, Bangalore**

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INTERNSHIP REPORT

1 Organization Profile

Manipal Hospital, situated on Old Airport Road, Bangalore is a landmark destination for quality and affordable health care entity in the whole of South India. From the year 1991 when it was first set up, it has grown in strength to become the flagship hospital of the Manipal Hospitals group. Situated near the city center. The 600 bed centrally air-conditioned hospital is the first tertiary care multi superspeciality referral centre in Karnataka. This hospital provides a team of highly experienced doctors and support staff. State-of-the-art equipment and world-class facilities have provided millions of national and international patients with exemplary health care. Being the nerve centre of the Manipal Hospitals Group, it provides path breaking care in niche fields like liver, kidney and bone marrow transplants, besides 55 other specialties. Manipal Hospital is also highly regarded as a specialty referral Centre in India.

It is India's first hospital to be ISO 9001:2000 certified for Clinical, Nursing, Diagnostics and Allied Areas. The hospital has been declared winner of the Manipal Hospital Bangalore has been ranked the Best Super Specialty Hospital in Bangalore by THE WEEK HANSA Research consecutively for the past 9 years and has also been ranked among the Best hospitals in India for Cardiology, by THE WEEK - HANSA research 2011

1.1 Quality Policy

"We will provide patient centric and ethical healthcare with empathy by harnessing technology and research in clinical care.

*We will strive to meet the expectations of our beneficiaries and deliver excellence in all our services through a team of trained and dedicated personnel in line with our motto "**Life's on**".*

*We will ensure that our actions reflect that we are truly '**INSPIRED BY LIFE**'."*

2 Facilities

- 600-bed strength
- Over 275 consultants
- Over 1700 well-trained support staff
- Over 43 specialties
- Intensive Care Units(120 beds)
- Medical ICU (26 beds)
- Intermediate Care ICU (10 beds)
- Neuro Surgical ICU (14 beds)
- Pediatric ICU (10 beds)
- Neonatal ICU (35 beds)
- Cardiac ICU (21 beds)
- Renal ICU (4 beds)
- Multi-Specialty Services Under One Roof
- Hi tech Ambulance Services
- Hi tech NABL Accredited Diagnostic Services
- 24 X 7 Pharmacy
- 24 X 7 Blood Bank
- Telemedicine
- Valet Parking Services to Accommodate over 300 Vehicles
- Out Patient Consultations on Sundays & Holidays
- Evening Out Patient Consultations
- Comprehensive Health Check Facilities

3 Services

Accident & Emergency	Nuclear Medicine
Anesthesiology	Obstetrics & Gynecology
Cardiology	Ophthalmology
Critical Care Medicine	Orthopedics
Dermatology	Pediatric Endocrinology
Diabetes & Endocrinology	Pediatric Surgery
Dietetics	Pediatrics
ENT	Physical Medicine & Rehabilitation
Fetal Medicine	Plastic Surgery
Gastroenterology	Psychiatry
General Surgery	Radiation Oncology
Genetics	Radiology
Internal Medicine	Respiratory Medicine
Laboratory Services	Rheumatology
Manipal Andrology & Reproductive Services	Sports & Exercise medicine
Manipal Health Check	Stem Cell
Medical Oncology & Hematology	Surgical Gastroenterology
Minimally Invasive Surgery	Surgical Oncology
Nephrology	Transfusion Services (Blood Bank)
Neuro Surgery	Urology
Neurology	Vascular surge

3.1 Manipal International Patient Care

Manipal International Patient Care Centre is a specialized service provided by Manipal Hospital, Bangalore which caters to the specific needs and demands of international patients. It is located in the heart of the IT capital of India and is well

connected and accessible by air, rail and road from most parts of the country. Hundreds of domestic and international flights operate to and from the Bangalore International Airport.

The centre serves as a single window for high quality medical care for patients and their families from overseas. The highly professional team at the International Patients Centre provides customized service to each and every patient with high attention to detail. Over the years thousands of foreign nationals have placed their trust in this group and experienced the excellent medical care at Manipal Hospitals. Many of the doctors here have international affiliations with various institutions across the world including the UK, USA, Australia etc. The services and facilities provided at Manipal Hospitals are peer reviewed and medically audited, thus putting to rest any concerns about safety and efficacy.

3.2 Manipal Homecare Services

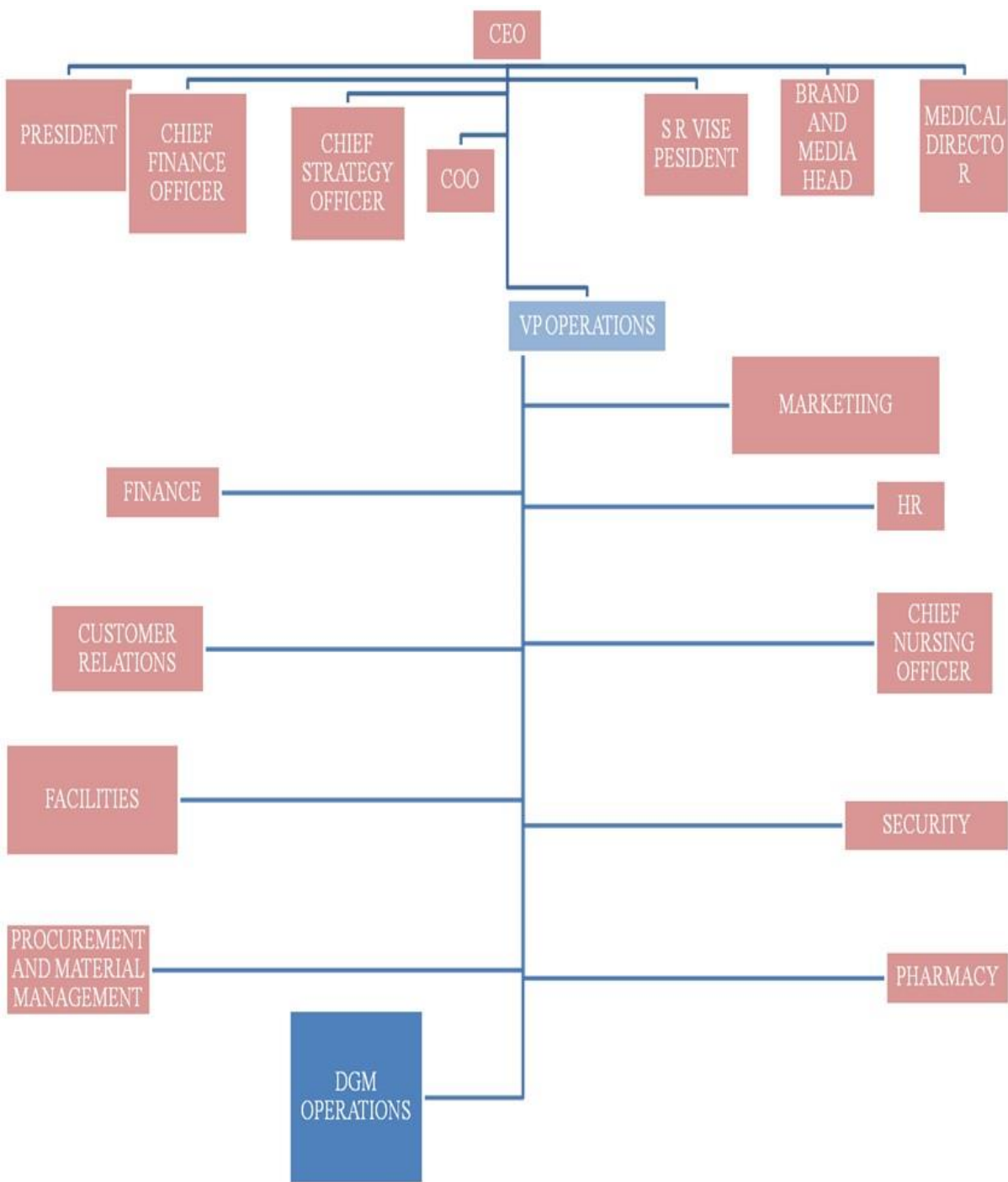
Manipal Homecare service, a dream of founder (Late) Dr. T.M.A. Pai, was launched to provide the best medical services and nursing care and reach out to patients in the comfort and privacy of their homes. They understand that recovery is faster when person is at home. With Homecare services, they intend to make it easier for patients by providing them the medical services at their home without disturbing their normal life.

Whether checking blood pressure, chemotherapy port flushing, IV infusions, collecting blood samples at specified times or dressings or asking a General Practitioner to visit patient—Manipal Homecare services is always ready to help patients out with a wide range of medical services. Homecare is not an emergency medical service and is operated according to a pre-scheduled plan from 8:00 am to 8:00 pm from three different locations in Bangalore.(after 8:00 pm only emergency medical services are provided, ,homecare services only deals with the pre scheduled plans between 8:00am to 8 :00 pm

4 Floor Wise Distribution of Departments at MHB

FLOOR	DEPARTMENTS
Lower Basement	Dietary, Housekeeping, linen, Radiotherapy, Radiology,(CT, MRI)
Upper Basement	Fetal Medicine, Sports and Exercise Medicine, Maternity, OB-GYN Pharmacy stores, Laboratory, Health check, Surgical Gastroenterology, Physical Medicine and Rehabilitation, Orthopedics.
Ground Floor	Radiology(X Rays),Blood Bank, Diabetes & Endocrinology, Pharmacy, Casualty Pediatric, Emergency, Cardiology, Pediatrics General surgery, Rheumatology, Dental medicines. Registration, Enquiry, Corporate, Spine Care department, Relations, Public relations office, Billing & Admission, cash counter, Medical record, Oncology, Casualty, pediatric emergency, Medical social worker, Administration, International patient care center, Customer care, Neuro Development therapy, laboratory Collection, Minimal Access surgery, TMT, ECHO, ECG, Blood Bank, Nuclear Medicine, Travel Desk, Reception, Counseling room, Home Care, Pharmacy
1 st Floor	Plastic Surgery, ENT, ITU, Internal medicine, Neurology/ Neurology Surgery, PICU, Respiratory medicine, Pulmonology Psychiatry, Urology, Nephrology, Ophthalmology, Dermatology, & Pediatric Surgery
2 nd Floor	MICU, Fetal Medicine & OBG, Anesthesiology, Maternity, ICU Pharmacy, GOT, Neuro OT, Ortho OT, NICU, NSICU & Ophthalmology OT
3 rd Floor	Clinical Research, Waiting lounge
4 th Floor	CCU, Cath Lab
5 th Floor	Wards{Special, Semi Special, Executive(Semi Sep ,Special) General}, Information center, Day Care
6 th Floor	IT & Corporate
7 th Floor	Wards -Cardiac General, Nephro, Day Care, Ophthalmology General, (Special, Semi Special, & Executive)
8 th Floor	Dialysis & Wards (Ultra Special)
9 th Floor	Wards (Special, Semi Special), Medicals Genetics, MARS & IT
10 th Floor	Pharmacy, Wards(Semi Special, Special, General, Rehabilitation, Speech Therapy)
11 th Floor	Wards-Ultra Deluxe, Ultra Special, cardio & ortho (Special). Semi Special, General

5 Organization Hierarchy



6 Tasks Performed during internship

- A. Study of the various processes in Admission and Billing departments, by:
 - i. Taking informal interviews of the concerned people in the various concern departments of Admission and Billing.
 - ii. Self-Monitoring the process activities through work- time study.
 - iii. Analysing the data obtained from Admission and Billing department for last one month.
 - iv. Taking experts opinion.
- B. Regular interaction with Supervisors, Patient Care Coordinators (PCC's) nursing, Billing, Admission and Discharge staff for issues related to different processes causing for delays at various stages.
- C. Summarizing and analyzing the data on a regular basis and finding out the various areas of improvement.
- D. Preparation of shift schedule.
- E. Preparation of duty rosters for Admission and Billing department staff.

6.1 Study of processes

To improve the customer satisfaction by reducing their waiting time during Admission and Discharge, I was assigned the task to study the these processes in the hospital and then carry out an analysis, theoretical versus actual man power requirement, to carry out smooth function at Admission and Billing departments. I was also assigned to prepare duty roster for staff according to frequency of Admissions and Discharges at various time slots.

Following are the brief Admission and Discharge process steps which are being followed in the hospital

7 Out Patient Department

7.1 Process flow for OPD patients

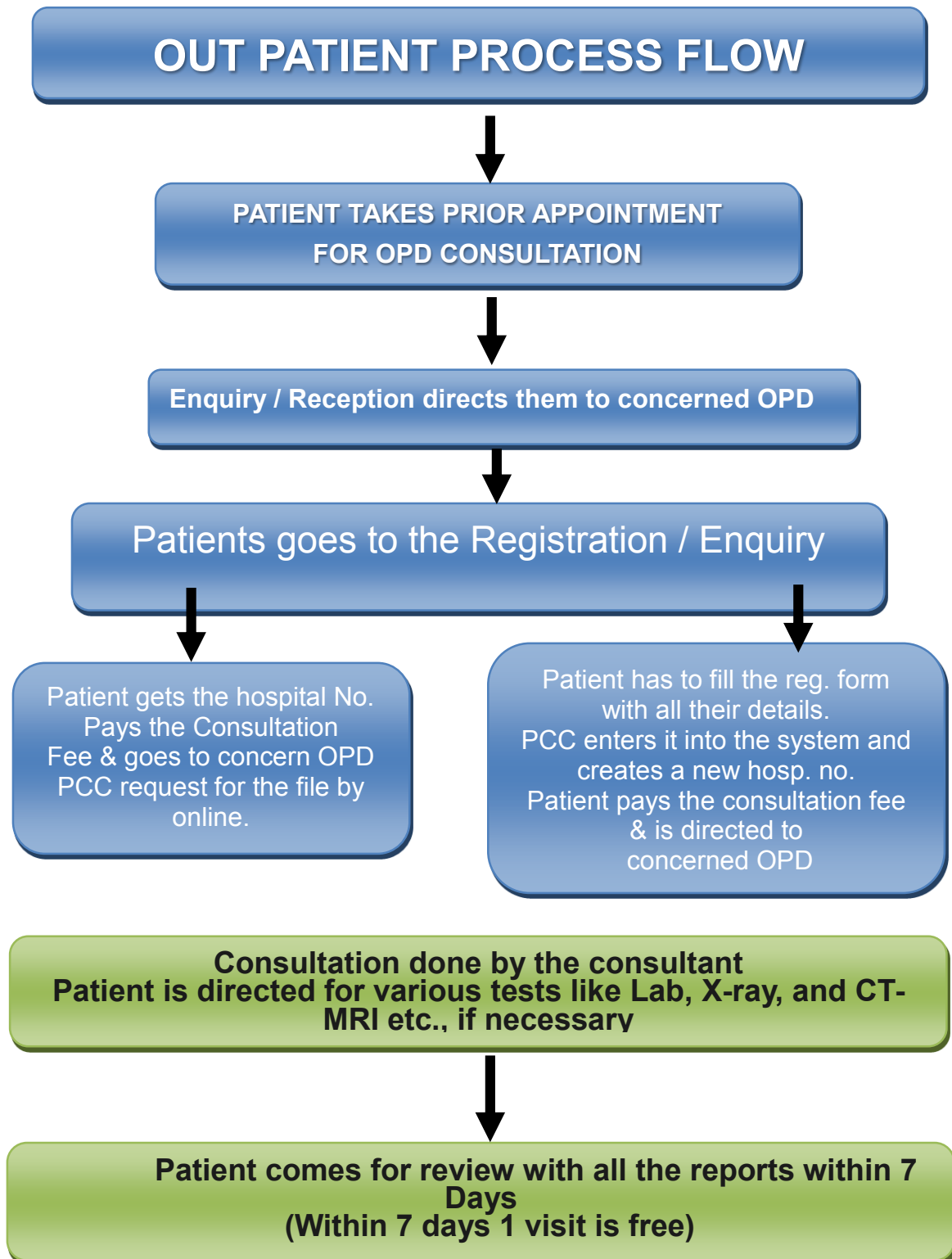


Figure 7-1 OPD process flow diagram

7.2 PCC'S DAILY ROUTINE WORK IN OPD

- ✓ Check if all appointment files are received.
- ✓ Ensure that all appointment files are kept in the consultant room.
- ✓ When the patient arrives at the OPD, ask the patient whether he/she has taken an appointment or is this the first visit.
- ✓ Look for the payment receipt and enter it in the register.
- ✓ Inform the patient about his/her waiting time.
- ✓ Ensure Feedback forms are given and collected.
- ✓ Direct them to the consultation room when it is his / her turn.
- ✓ Non appointment-ensure to inform the patient of the waiting time or ask them if they would like to meet any other consultant of their choice.
- ✓ Ensure that a senior citizen or a very sick patient be given the first priority to see the doctor.
- ✓ After consultation is done ask whether he /she needs an appointment for the next visit.
- ✓ If there is any reference shift the patient with the porter to the other department.
- ✓ Direct the patient to the concerned dept. for any investigation.
- ✓ In case of admission for cash patient see that admission form is duly filled by the consultant & then direct them to the admission counter.
- ✓ If he/she is a credit patient see that insurance form are duly filled by the doctor & direct them to corporate office.
- ✓ Ensure that subsequent days appointment list be requested online.
- ✓ Ensure that all the files are sent back online to MRD.

7.3 OPD Admission Process:-

Admissions are of the following types:

- Cash OPD admissions.
- Insurance/TPA/Company OPD patients.

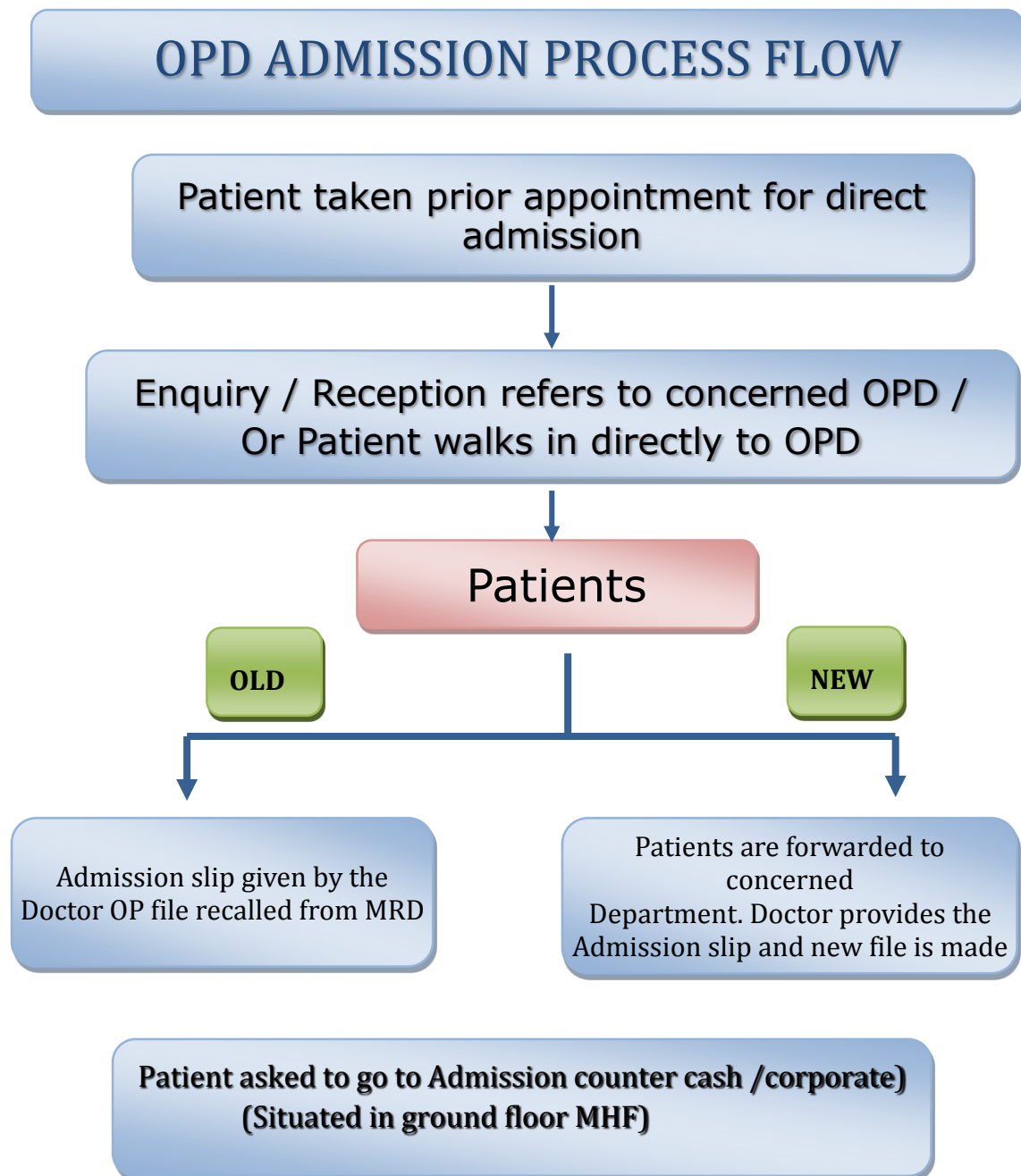


Figure 7-2 OPD Admission flow diagram

A.2 Appointment system and registration formalities:

- Patients are categorized as :
 1. Appointment patients
 2. Walk in patients

- In condition of Triage /emergency, billing and registration are followed by immediate treatment,
 - I.e. requiring patients are directly sent to I.C.U ward, formalities of billing are done later.
- Regarding laboratory tests, patient are referred for test can get the test done and billing done before.
- It is mandatory to fill *hospital requisition form* in case of patient going for radiology tests,
- Patients are only required to bring their hospital number if they are revisiting hospital, new patients are not required to get anything with them, unless they are NRI's and foreign origin (are required to submit deer copy of passport and also show the original one).
- Walk -ins are of 2 types---
 - Those coming to hospital for treatments without a prior appointment
 - Those that had appointments but missed them for some reason and then kept in waiting for the same day.
- Road map given at the time of registration is given.
- Patient first directed to enquiry office and then later to registration desk. At inquiry desk the time of patient arrival and patient's number (from the start of the day) is written by person at reception, patients are then directed to the registration counter.
- Amount estimated is asked for in advance for O.P.D. Patients.
- Consulting doctors writes the admission form if admission is required, also a rough estimate of total charge is also given by the consultant and estimated length of stay also given by doctor
- For appointment patients the ***available slot*** is given on call or in person and consultant is marked as blocked for the particular timing
- In O.P.D. certain departments junior resident are present to perform the initial assessment and tests so as to decrease the patient waiting time and save consultants time ,for eg, X rays can be taken by them in orthopedics department, urology department, obs gynaecology,,while the initial assessment of vital signs are recorded by the sisters

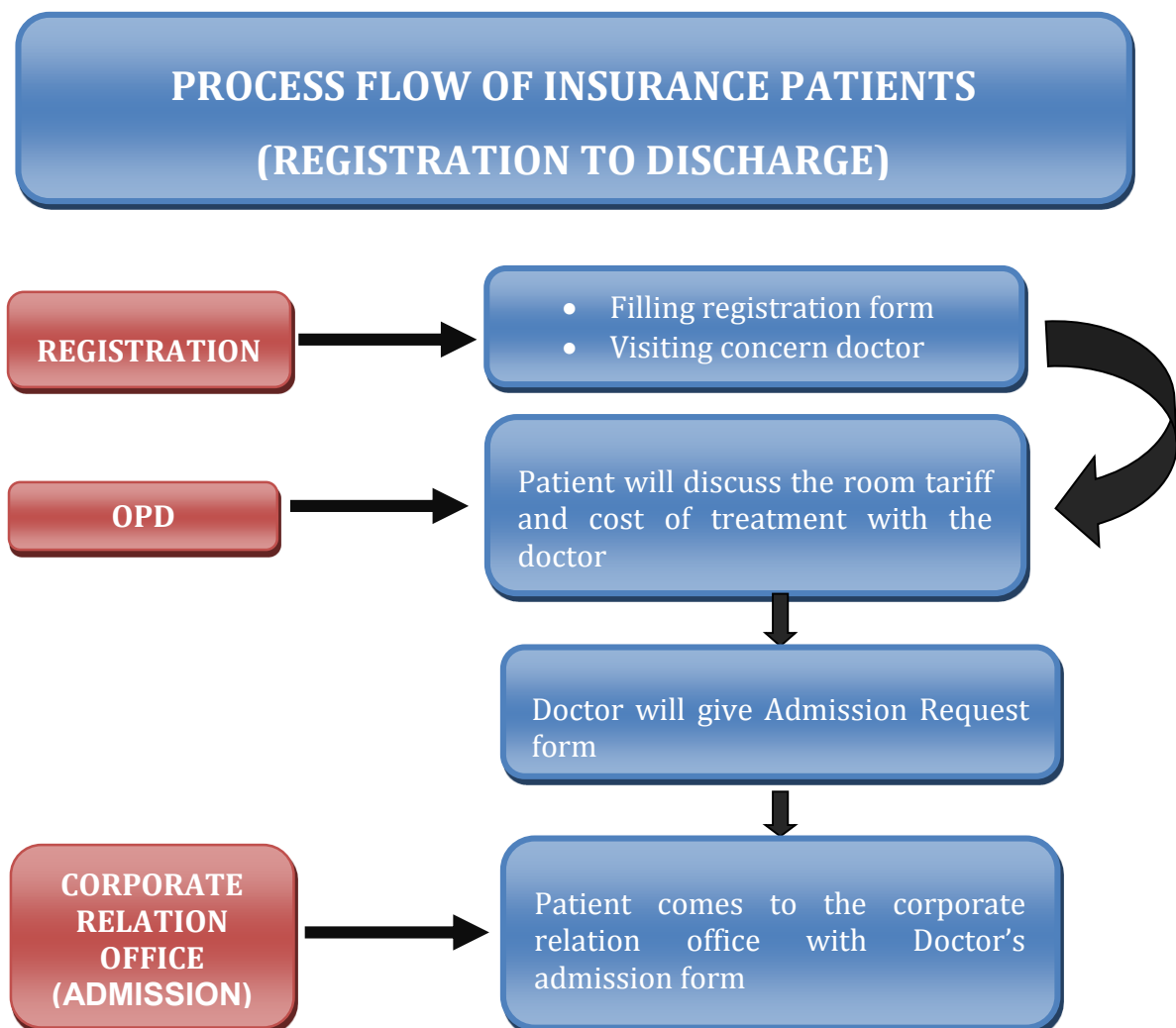
- In heavy loaded departments like orthopedics O.P.D and obs gynecology it is preferable to have ratio of nurse to consultant should be 1 :1 „but in departments like endocrinology ,etc it can be less,
- In pediatric department nurses can perform /measure the height and weight while patient's medical history is recorded by resident doctor.

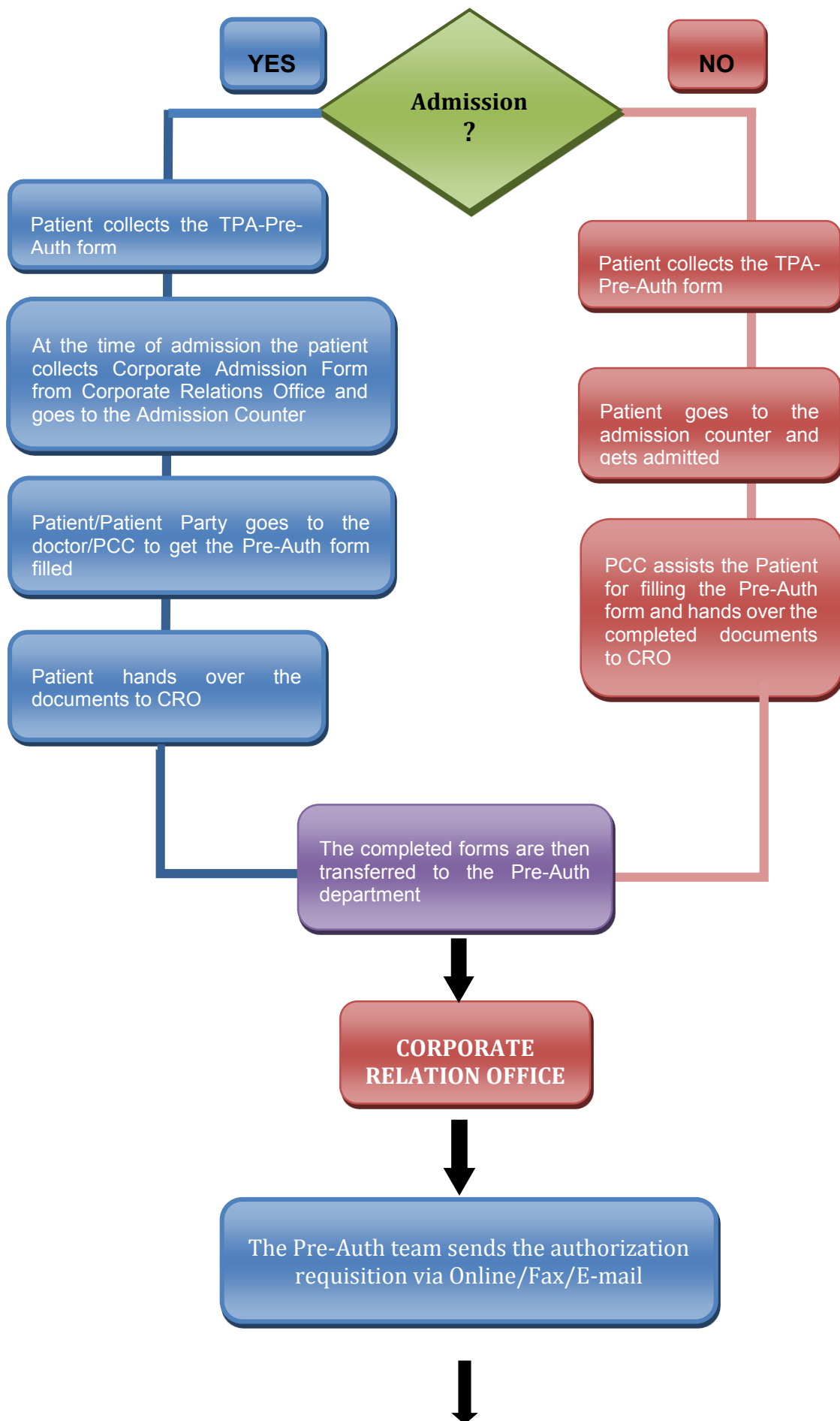
8 IP Department

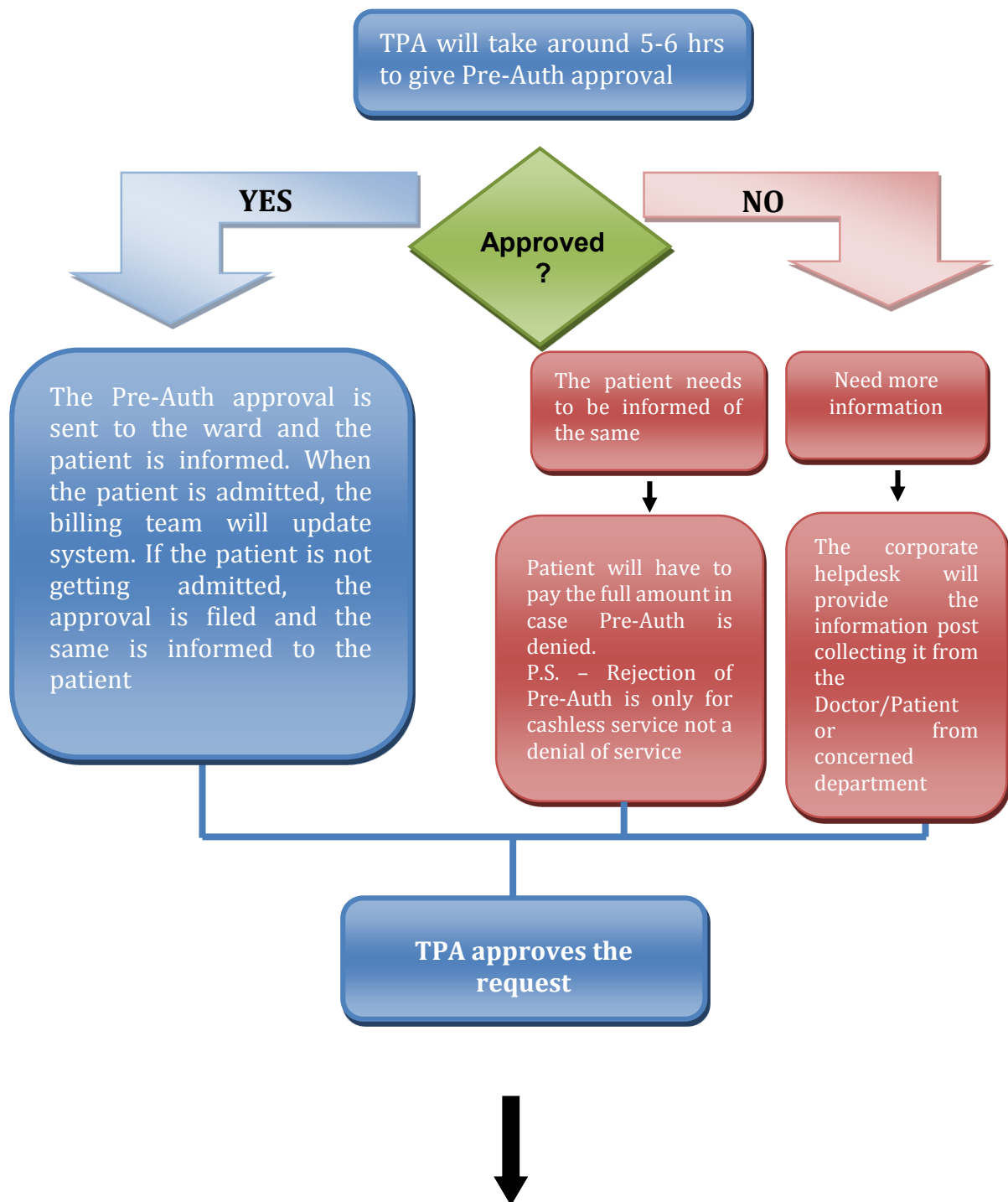
8.1 IP Admissions Flow

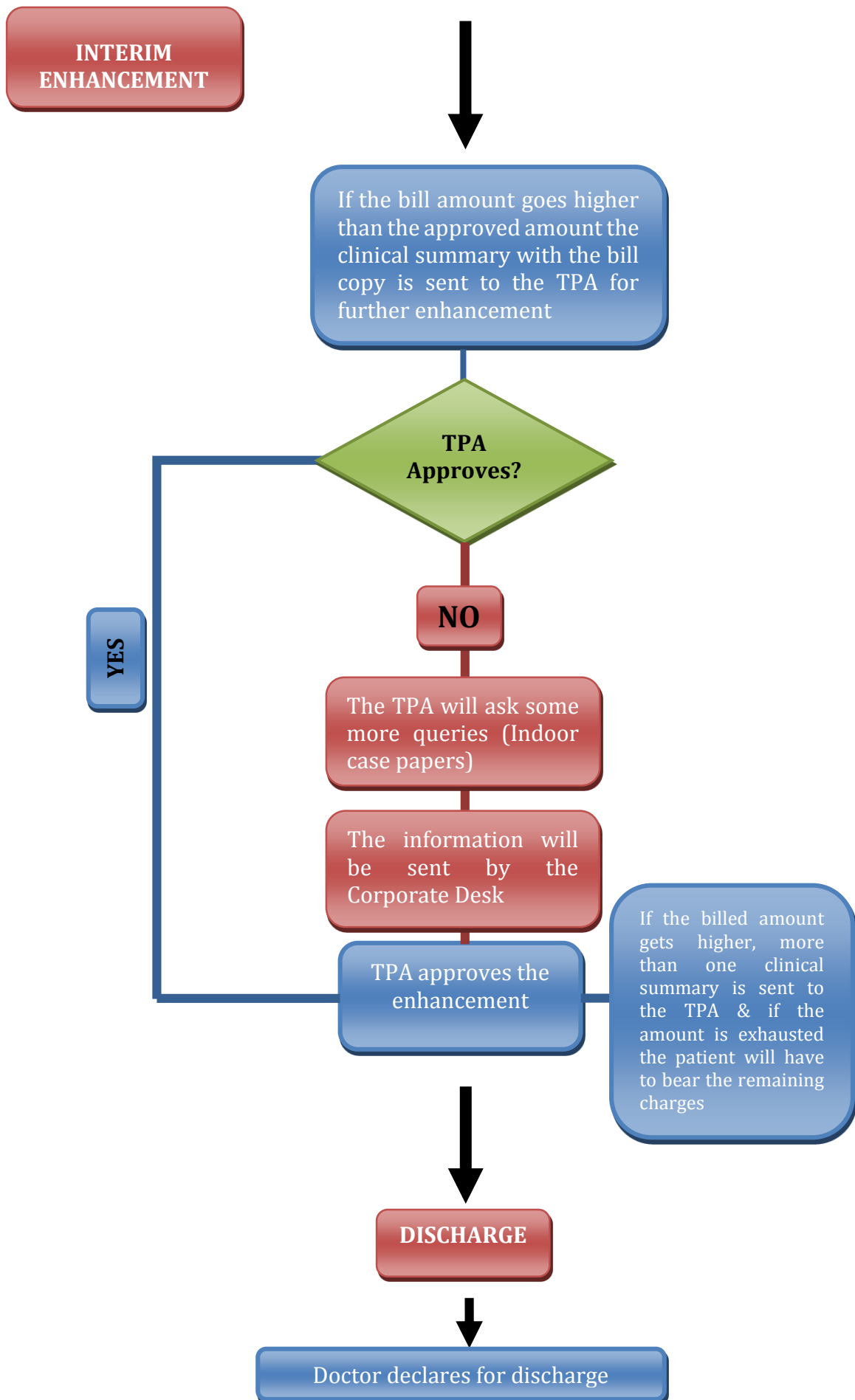
IP admissions can be classified in three following categories:

- Cash IP admissions
- Insurance/TPA IP admissions









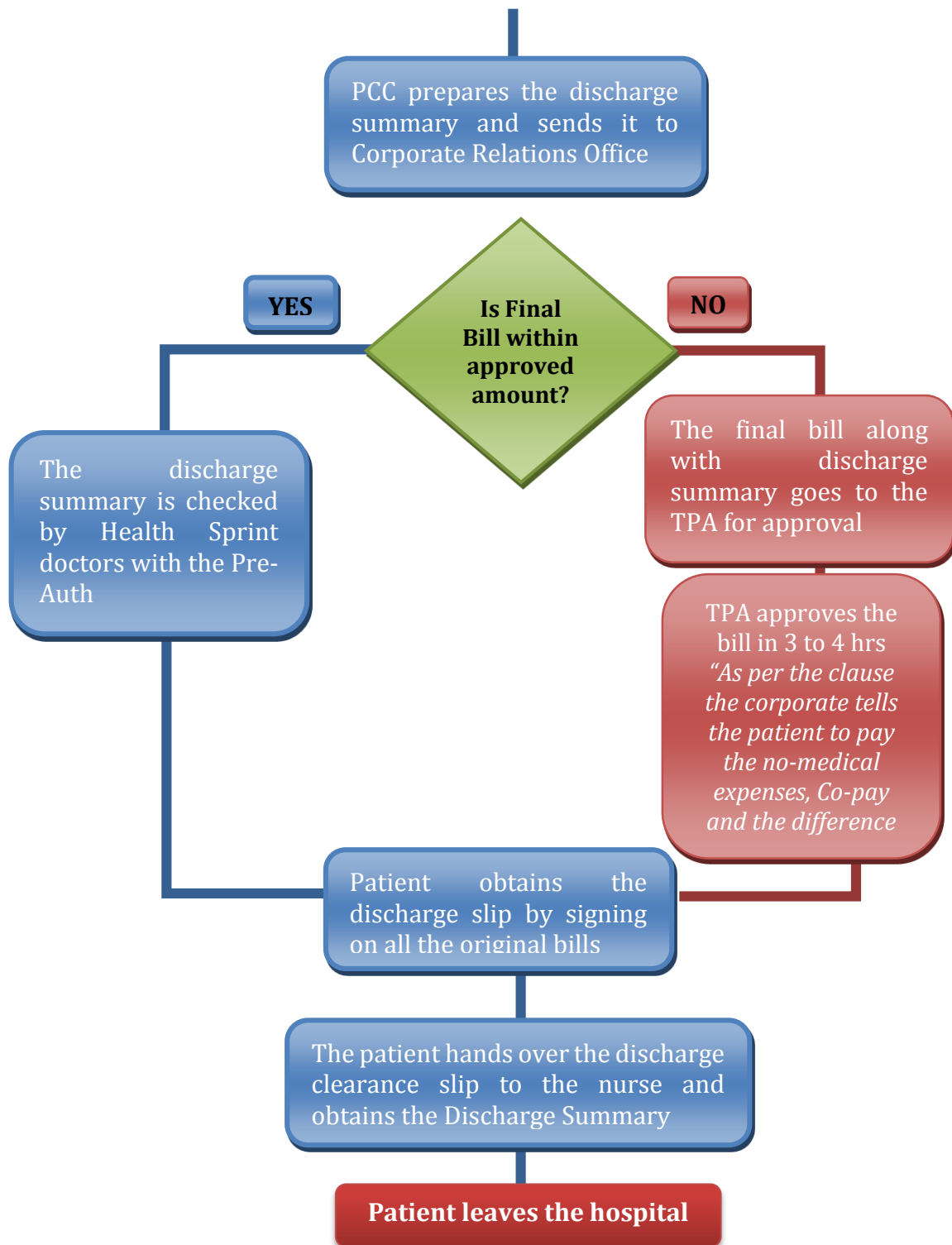
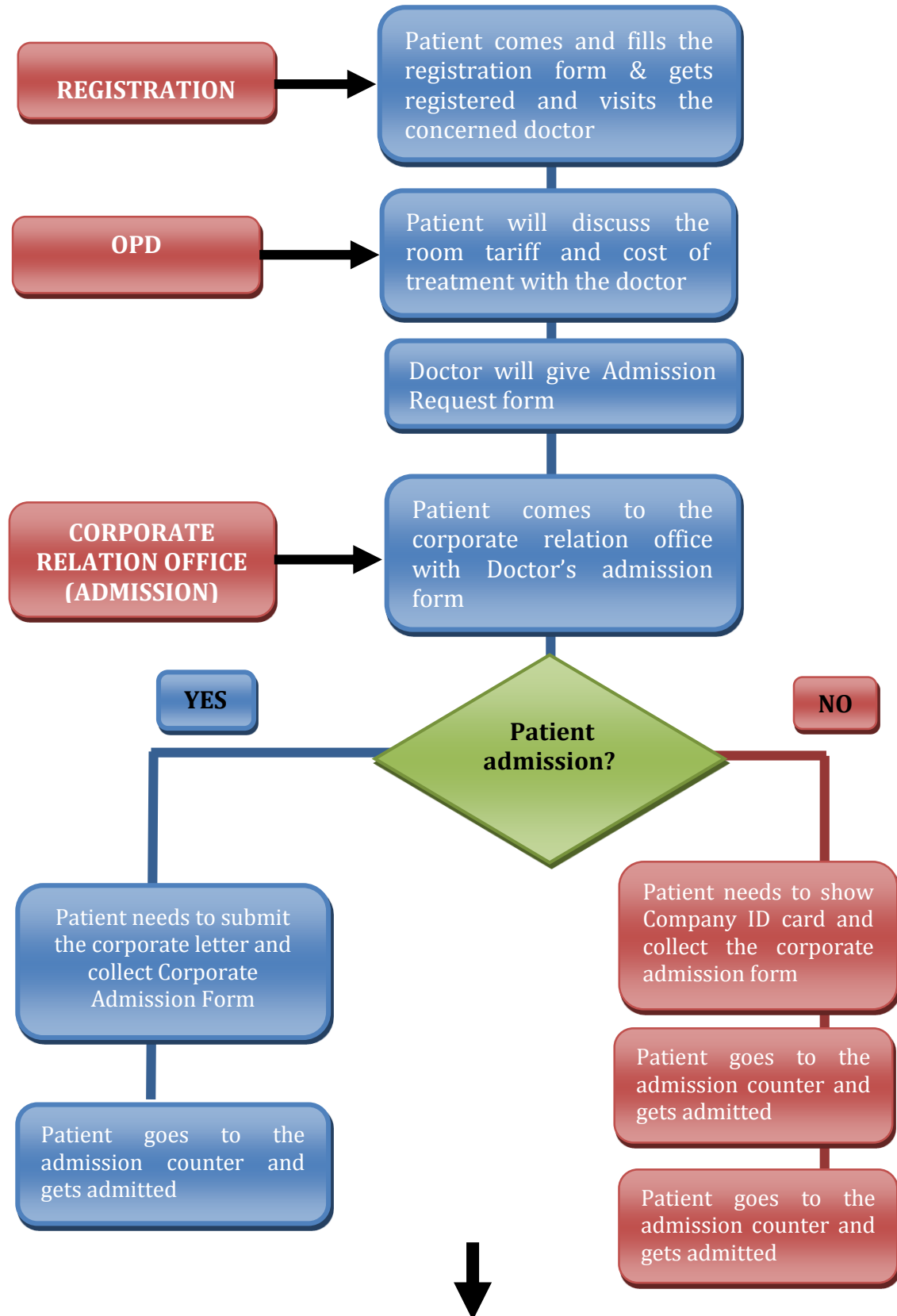


Figure 8-1 Process flow diagram for Insurance patients from Registration to Discharge

PROCESS FLOW OF COMPANY PATIENTS (REGISTRATION TO DISCHARGE)



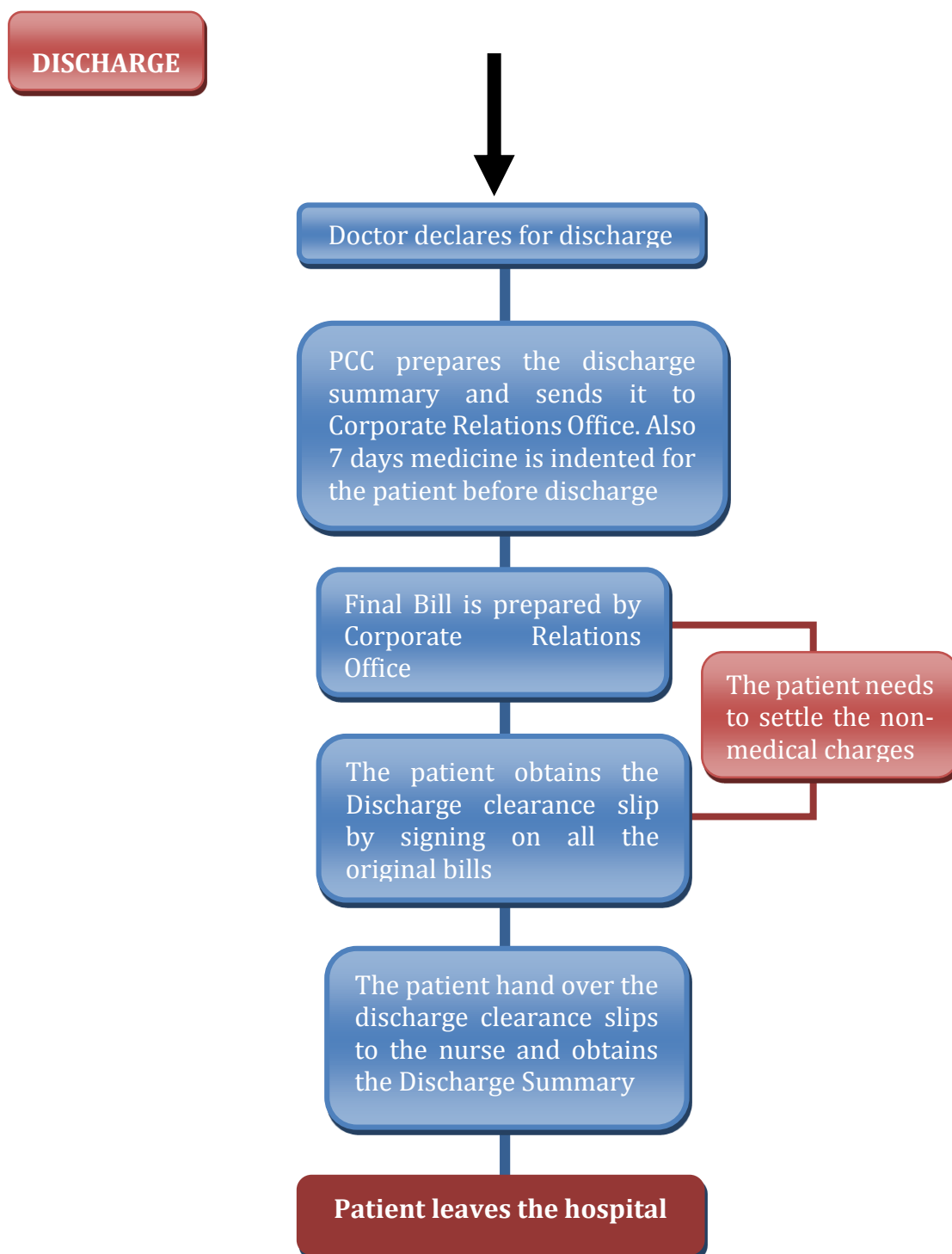


Figure 8-2 Process flow diagram for company patients from Registration to Discharge

9 Project Undertaken other than Dissertation

“A study on cashless hospitalization process and challenges being faced by policy holders in a selected multispecialty hospital at Bangalore”.