

**Internship
at
Government Hospital, Narmada, Gujarat**

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



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

Acknowledgement

I believe, nothing really can be accomplished alone. It's the direction, guidance, involvement, Support and prayers of more than one people around you those results into realization.

My Institute - **Institute of Health Management Research (IIHMR), Jaipur** deserves the foremost appreciation for providing me the opportunities to understand my capabilities. I would like to thank one and all in the IIHMR team for providing me a platform for my professional career as well as for helping me boosting up all my capabilities and making me confident enough to work for health care organisations. I would like to thank **Dr.S.D. Gupta** (Director IIHMR, Jaipur) and **Dr.Ashok kaushik** (Dean IIHMR, Jaipur) for their continuous support.

I acknowledge the tremendous contribution of my guide **Prof. Vijay Paratap Raghuvanshi** in completion of the project right from the word go.

I would like to render my sincere thanks to Govt. General Hospital, Narmada for providing me the opportunity to complete my dissertation.

I convey my deep and sincere thanks to **Dr. Sangita N Parikh** Chief District Medical Officer Cum Civil Surgeon, Narmada for giving me the opportunity to work under her guidance.

I extend my words of thanks to all the staff of General Hospital for always being so cooperative and facilitating me.

Dr. Sourabh Jain

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Part 1: Internship

1.1: Introduction of the Internship

I did my internship from Government General Hospital, Narmada for the period of three months from Feb 8 to May 8 2014.

The objective of the internship at General Hospital was to gather an exhaustive knowledge about the dimensions of a public healthcare delivery facility and apply the insights so gained to succeed in the same industry. The Dimensions of a public healthcare facility are to provide best possible cashless or most economic treatment to the patients with the help of limited resources (both human & non-human), strengthening the public healthcare delivery system by implementing various health programmes and schemes.

Public health system works on four basic pillars, Government programmes, information sharing, continuous training and innovations for improvement.

As an Assistant Hospital Administrator my roles and responsibilities included understanding the current ongoing Programmes in hospital and their monitoring and information sharing to higher authorities, GHMIS (Gujarat Health Management Information System), and other online portals e.g. e-Mamata, DLIMS, etc . The Clinical and Non Clinical Performance Indicators of the Health Facility.

Implementation of 5S programme for continuous quality improvement of each and every department of the hospital.

When we talk about maintenance of quality work in hospital, role of hospital administrators is very crucial because they can act as an individual who can work parallel to the system to monitor it and employ required changes whenever needed time to time.

1.2: Overview of Hospital:



Biggest district hospital at the border area of MP, Gujarat & Maharashtra. It is established on Feb 21st 1919 by his highness Maharaja Shri Vijay Singh now it is part of Ministry Of Health and Family Welfare, Govt. of Gujarat. It is a referral centre for 4 CHCs, 21 PHCs and 135 sub centres of Rajpipla.

Mission:

“To enhance the patients” quality of life by providing specialized medical treatment and preventative healthcare at free/ affordable cost”.

Vision:

“To be the network of finest public healthcare institutions in Gujarat as well as in India, providing quality medical care services with the state of art technology with easy accessibility, affordability & equity to the people of Gujarat and beyond”

1.3: Services Available at Hospital:

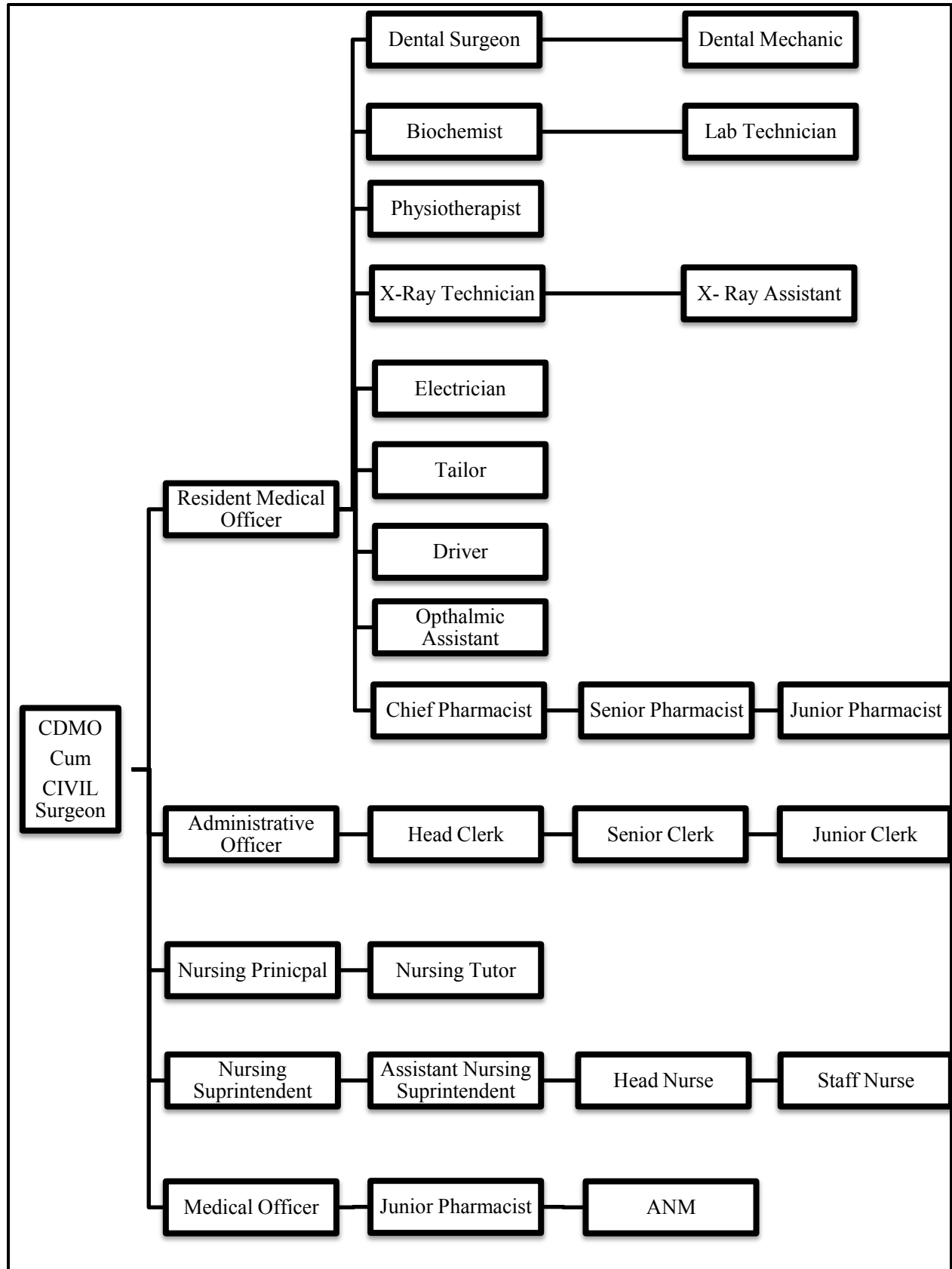
- **24 Hours Emergency Department**
- **Blood Storage**
- **Laboratory**
- **Fully Equipped Operation Theatre**
- **PP Unit**
- **NRC Centre**
- **24 Hours X-Ray Facility**
- **24 Hours Ambulance Facility**
- **General Medicine Department**
- **General Surgery Department**
- **ENT Department**
- **Ophthalmic Department**
- **Dental Department**
- **Psychology and Counselling**
- **Obstetrics and Gynaecology**

1.4: Facility Layout:

- **Ground Floor:**
 - **Main Building**
 - **Emergency Department**
 - **Radiology (X-Ray)**
 - **OPD**
 - **Registration**
 - **Laboratory**
 - **Pharmacy**
 - **Counselling Centre**
 - **Building 2**
 - **Blood Storage**
 - **Administration Department**
 - **Server Room**
 - **PP Unit**
- **First Floor**
 - **Surgical Ward (Male, Female)**
 - **Minor OT**
 - **OT Complex**
 - **Labour Room**
 - **Gynaec Ward**
- **Second Floor**
 - **Medical Ward (Male, Female)**
 - **Paediatrics Ward**
- **Third Floor**
 - **Medical Store**

- **Meeting Hall**
 - **NRC Centre**
 - **Medical Record Room**
- **Isolation Ward**
- **Physiotherapy Department**
- **Cold Storage**
- **PM Room**
- **BMW Collection Room**

1.5: Organizational Structure



1.6: Key Learning

1. Understanding of functioning of various departments of a government facility, management of staff, maintenance etc.

2. HMIS and E- Portals

- **GHMIS: Gujarat Health Management Information System:**

GHMIS is centralized Health management Information system which is practiced in each and every government health facility of Gujarat from small unit (PHC) to big unit (General Hospital, Medical Colleges). Practice of GHMIS is now an essential part to be always updated regarding any information about any health facility of Gujarat.

It became operational from 2008

- **DLIMS: Drug Logistics Information Management Software:**

It is developed for Gujarat Medical Services Corporation Limited, Gujarat by NIC and it is operational since April 2008. DLIMS is not just another Inventory Software, but a Enterprise Resource Planning (ERP) system. Apart from leading the department into a „Just-in-time Inventory“, the MIS and compiled reports, it also organizes incoming transactions.

The program was introduced to achieve accurate, precise, timely and transparent information about drugs and logistics. This program was also introduced at each and every government health facility of Gujarat

- **e-Mamta: Mother and child tracking system:**

Most maternal deaths could be prevented if women had access to appropriate health care during pregnancy, childbirth, and immediately afterwards.

Reduction of Infant Mortality Rate (IMR) and Maternal Mortality Ratio (MMR) are the important public health challenges for India. As a major initiative in this regard, the Health and Family Welfare Department of the Government of Gujarat, has introduced a „Mother & Child“ name based tracing Information management system called “e-Mamta” in collaboration with National Rural Health Mission (NRHM) and National Informatics Centre

(NIC). The system aims at registering individual pregnant women, individual children in the age group 0 to 6 and adolescents along with their full details to ensure complete service delivery of Ante Natal Care (ANC), Child birth, Post Natal Care (PNC), Immunization, nutrition and adolescent services and to track the left outs of these services. The bilingual website with English and Gujarati interface is quick, easy to navigate and well presented. Health details of about 85 lakh families in the entire state comprising about 4.30 crore individuals covering more than 80 percent of the population have thus been entered so far in the software's database and system generated unique Health IDs have been provided to all.

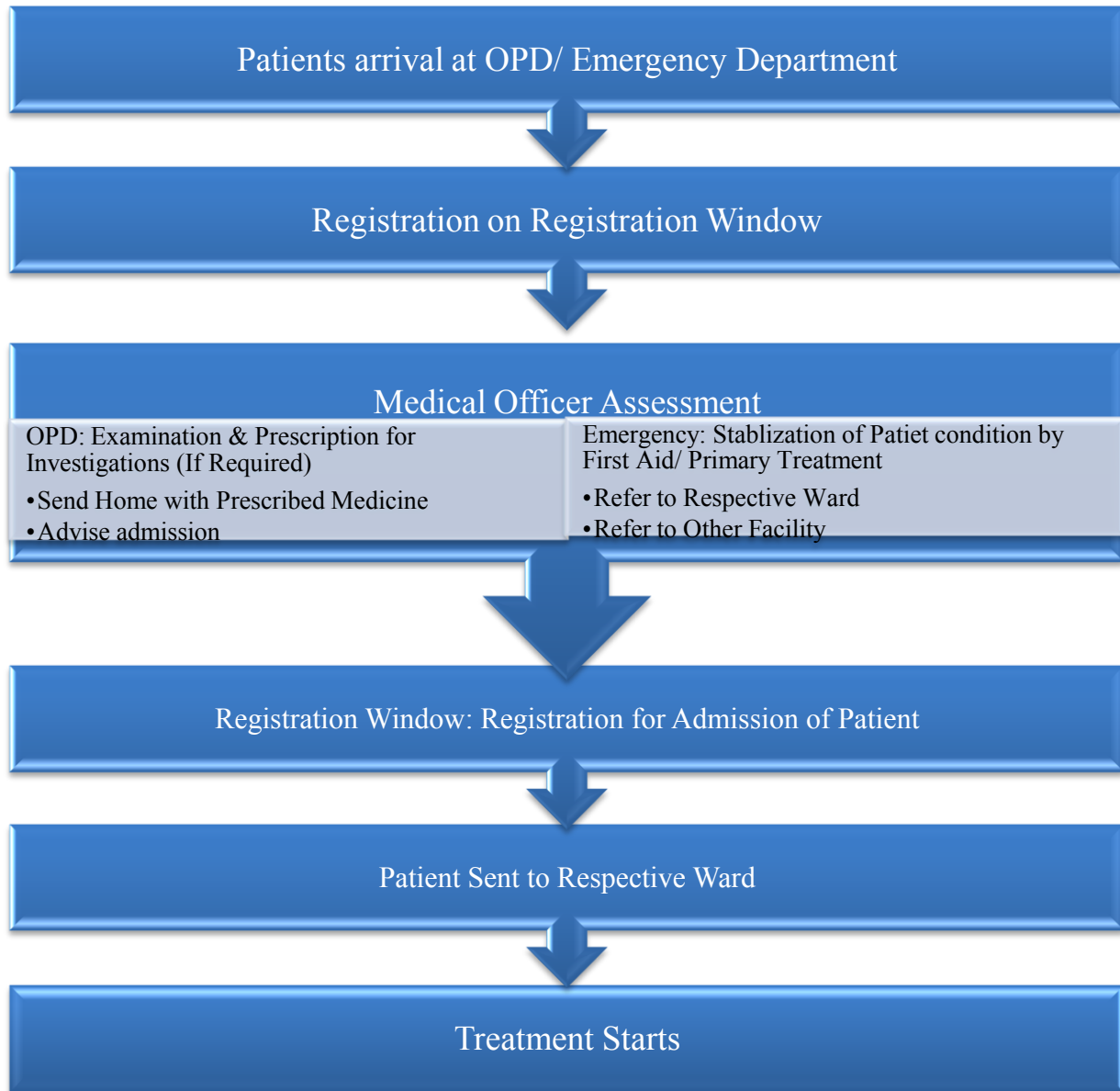
3. **Implementation of 5S in every department:** 5S is a tool for continuous quality improvement in each and every department to reduce waste and wasteful activities or process and to attain maximum output and outcome from them. This includes on the spot training and continuous training of all staff involved from higher level to lowest level on hierarchy.

Brief description of 5S elements:

- **Seiri (sort)**
 - Remove unnecessary items and dispose of them properly
 - Make work easy by eliminating obstacles
 - Provide no chance of being disturbed with unnecessary items
 - Prevent accumulation of unnecessary items
 - Evaluate the unnecessary items with regard to dept./cost/other factors.
- **Seiton (straighten or streamline)**
 - Arrange necessary items in order so they can be easily picked for use
 - Prevent loss and waste of time
 - Make it easy to find and pick up necessary items
 - Ensure first-come-first-serve basis
 - Make work flow smooth and easy
 - Can also be translated as "set in order"
- **Seiso (shine)**
 - Clean your workplace completely
 - Use cleaning as inspection
 - Prevent machinery and equipment deterioration

- Keep workplace safe and easy to work
 - Can also be translated as "sweep"
- **Seiketsu (standardize)**
 - Maintain high standards of housekeeping and workplace organization at all times
 - Maintain cleanliness and orderliness
 - Maintain everything in order and according to its standard.
- **Shitsuke (sustain)**
 - To keep in working order
 - Also translates to "Self-Discipline" meaning to do without being told

Admission Process:



Discharge Process:

