

**Internship
at
J.B.M.M Civil Hospital, Amritsar, Punjab**

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ACKNOWLEDGEMENT

It is indeed a privilege to have got the opportunity to work in a prestigious organization such as Civil Hospital, Amritsar (Punjab). My three months on the job training has been nothing short of extensive learning. The exposure I have got on the functioning of various clinical and non clinical departments has been tremendous and has left me with an urge to learn more.

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PART 1: INTERNSHIP REPORT

1.1: HOSPITAL PROFILE



Name of the Hospital: Jallian Wala Bagh Martyr's Memorial (JBMM) Civil Hospital, Amritsar **JBMM** Hospital was started in 1992. With 50 bedded and shift to the new building (in Rambagh area) in 2001 with 150 beds (Sanctioned). Presently 105 beds are functional. Civil Hospital having the facilities of Medicine, ENT, Surgery, Eye, Dental, Gynaecology, Skin, ICTC centre, Leprosy centre, T.B unit, JSY, RSBY, Telemedicine, Blood Bank and Nephrology.

Vision: Hospital shall strive to be the leader in the area of quality healthcare.

Mission: Hospital shall continuously engage itself in upgrading its comprehensive multispeciality healthcare delivery system through quality intervention, involvement of all functionaries and excellent leadership.

Bed Strength: 150 Beds (sanctioned)

105 Working Beds

Address: JBMM Civil Hospital, Ram Bagh, Amritsar

Phone: 0183-2552464

Emergency Contact No.: 0183-2552465

Email ID: nrhmchasr@yahoo.com

Civil Hospital is situated in Ram Bagh area near Bus Stand. Civil hospital has 4 entry gates. Civil hospital has adequate parking area for both staff and patients. Civil hospital has three story building and good architecture. Civil Hospital is surrounded by two roads side by side (L Shape).



1.2: SERVICES AVAILABLE AT HOSPITAL

Services

- Medicine
- ICU
- General Surgery and minimal access surgery
- ENT
- Pediatrics
- Obstetrics & Gynecology
- Dermatology
- General orthopedics and hand surgery
- Dentistry
- Ophthalmology
- Dialysis
- ICTC
- Chest & TB

24 hr Services

- 24 hrs Emergency
- Blood Bank
- Laboratory
- Radiology
- Pharmacy
- Ambulance

Service Not Available in the Hospital

- Heart Transplant
- Stem Cell
- Liver transplant

1.3: FACILITY LAYOUT

FLOOR	SERVICES / DERPARTMENTS
Ground floor	Registration
	OPD Chambers
	X-ray & Ultrasound, ECG
	Dispensary
	Laboratory
	User's Charges
	Dialysis
	Emergency & Trauma
	Medical Store
	Jan Aushadi
First floor	Administrative Block
	Dental Wing
	Blood Bank
	OPD Chambers
	NSV
	ICTC
	Chest & TB Clinic
	STI & RTI Clinic
Second floor	Gynaecology OT
	General Ward Male & Female
	Gynaecology & Paediatric Ward
Third floor	Main OT
	Private Wards

Table 1

1.4: DEPARTMENTS, OBSERVATIONS AND ISSUES

OUT PATIENT DEPARTMENT

Location: It is located at ground floor of the main building of hospital. There are **11 numbers of OPD** chamber. Every OPD has adequate number of Patients examination table , Stool, Doctors chairs, and hand washing facilities. There is non availability of equipments like BP meter, weighing machine, in every OPD chamber. Only few of OPD chamber have these instruments like medicine OPD, Gynaecology OPD.

X-Ray and USG, ECG, Lab department is present at same floor nears OPD. There is drinking water and toilets facilities are also present in the OPD. **Dialysis unit** is on the same floor.

Room Number and Type of OPD

Room Number	Type Of OPD
Room Num. 14,15 & 16	OBS & Gynaecology OPD
Room Num. 17 & 18	Eye OPD
Room Num. 19	Ortho OPD
Room Num. 20	ENT OPD
Room Num. 21 & 22	ENT OPD & Paediatric OPD
Room Num. 23	Surgical OPD
Room Num. 24	Medicine OPD
Room Num. 26 & 31 (1 st Floor)	Skin & STD OPD

Table 2

Adjacent Department: X-Ray, Laboratory, USG, ECG

Workload:

Average OPD Patients = 500-550 Patients/Day

Average Indoor Patients = 15-20 Patients/Day

Government employees = 25-30 Patients/Day

OPD Charges: 5 Rs (It is valid for one week)

50 Rs (for Indoor Patients)

OPD Timing: 9am to 3pm (Mon-Sat) in Winters.

8am to 2pm(Mon-Sat) in Summers.

Register Maintain in OPD: OPD Register

Indoor Register

Government Employee Register

ISSUES

1. Adequate no. of wheel chairs and trolley are not available in the OPD area.
2. The fire exit plan is not displayed.
3. Doctor's schedule is not displayed in the OPD area.
4. There is no one to guide the patient to go to the particular OPD.

AMBULANCE SERVICES

Location: There is no specific area for ambulances. It parks near the emergency department. Conditions of the ambulance is good and well maintained

There are **3 ambulances (B.L.S)** in the civil hospital. Only two ambulances are in use. One is given by the BSNL. (Maruti Van)

Adjacent Department: Emergency Department

Workload: 7 to 8 Calls in 24 Hours

Staffing (In Shifts): Total 3 Drivers (1 Driver in One Shift)

Registers: Ambulance Log Book

ISSUES

1. Condemned ambulances are also present in hospital premises.
2. No ambulance control room.
3. No emergency crash cart is present in the ambulance.
4. No wheelchair present in the ambulance.
5. Staffs are not trained in BLS and ALS.
6. Response time of ambulance is not monitored.

EMERGENCY DEPARTMENT

Location: Next to OPD building.

The emergency department has two **trauma wards (6 + 8 Bedded)** and one **emergency ward (8 Bedded Facility)**. Emergency department has reception (not using), lab (not using), Examination room, Casualty medical officer room, nurse room, one store room and one OT.

ICU is present in front of Emergency OT in emergency department. There is a minor OT is being constructed near emergency ward. There is **22 bed** strength of the emergency department.

Emergency medicine is kept in the almirah which is present in the Doctor room.

Adjacent Department: Out Patient Department

Workload: 40-50 Patients/day

Staffing (In Shifts):

1 Doctor	} in One Shift * (Three Shifts)
1 Pharmacist	
1 Staff Nurse + (2 Nurses in Morning)	
1 Class IV	

Register Maintain in Emergency: Daily Emergency Register, Daily Report Register for Staff.

ISSUES

1. There is no fire exits plan displayed. Fire fighting equipments were improper.
2. There is no toilet facility for patient's attendant.
3. In trauma ward bricks are being used to raise height of the bed. It can cause sentinel event.
4. Soiled and infected linen are not segregated, all type of used linen is collected and send to the laundry.
5. Staffs are not trained for ALS/BLS.

LABORATORY

Location: At ground floor

There is another Malaria laboratory is also present near main laboratory. Microbiology and Histopathology services are not available in the laboratory. There is charge list of each lab test present in the laboratory. And also displayed in the OPD area. Laboratory having adequate space for working

Adjacent Department: Dispensary, SMO office and Malaria Lab.

Work Load: 100-120 Investigations/day.

Staffing (In Shifts): In Malaria Lab – 3 Lab Technicians and 1 Senior Lab Technician.

In Main Lab – 4 Lab Technicians, 1 Senior Lab Tech And 1 Pathologist.

Registers: Malaria film register & Receiving and examination register in Malaria Lab.

Daily entry register, Hb and blood group register, Urine microscopic register, TLC, DLC and ESR register, Biochemistry and Serology register, FNAC register, Daily register (Total test), Haemogram register, MLC register in Main Lab.

ISSUES

1. Loose electrical wiring was also found in the lab. Due to this any accident can occur it should be cover.
2. Equipments were not calibrated.
3. No fire fighting equipment was installed.

IMAGING DEPARTMENT

Location: At ground floor.

There are 3 X-Ray machines. Portable X-Ray machine is not in use. CT scan is not done in the civil hospital. X-Ray department having three room as processing room, registration room, dark room.

ECG room is adjacent to the registration room of X-Ray. ECG technician comes only for three days in a week.

There is one room is for **USG** near the X-Ray processing room. and having the one USG machine. The patient privacy is maintained. USG department have the **PNDT certificate but not displayed**. There is one Doctor and one Attendant and timing is 9 to 3 pm.

Adjacent Department: USG and ECG

Workload:

70-80 X-Ray/Day. Charges: 100 Rs. (For X-Ray)

50-60 Ultrasound/Day. Charges: 150 Rs. (For USG)

Staffing (In Shifts): 4 Radiographer (2 in morning +1 evening + 1 in night),

1 Radiologist

Registers: Daily OPD X-Ray register, Register (about types of X-Ray done in a day), AMC Register, MLC Register.

ISSUES

1. Layout plan of the imaging department is not approved from AERB.
2. Glass and door of the X-Ray process area was not lead coated for the safety from the harmful X-Rays.
3. Turnaround time for investigations not measured.

OPERATION THEATRE

Location:

2nd Floor (Gynaecology OT) having 2 OT Table

3rd Floor (Main OT) having 2 OT Table

Ground Floor (Emergency OT) having 1 OT Table

There are three OT Complex in the Civil Hospital one is the main OT, second one is the Gynaecology OT and third is Emergency OT. In main OT the Ortho, Eye, Surgeries, ENT surgeries is done.

OT complex having the enough space and good layout for smooth functioning. There are total 5 OT table in all OT complex. The OT works 24*7.

Adjacent Department: Swine Flu ward, Gynaecology & Pediatric ward

Workload:

In Gynaecology OT 7 – 8

Pt/Day.

In Main OT 3 – 4 Pt/Day.

Staffing:

In Gynaecology OT + Gynaecology Ward = 6 in Morning, 3 in evening, 3 in night

In Main OT = 4 Staff Nurse (in 24 Hrs), 2 Anesthetist.

ISSUES

1. There is no zoning concept inside the OT.
2. There is same direction for the patients and biomedical waste transportation.
3. No ultrasonic washer present in the department for effective sterilization.
4. OT utilization rates not monitored.

IN PATIENT WARD

Location:

2nd Floor and 3rd Floor.

There are two types of wards present in Civil Hospital (Male and female wards). Nursing station present in the wards but not in use due to the lack of manpower and equipments. The nurses look after the patients from Nurses room. Gynaecology ward is present in front of Gynaecology OT. There are 8 private and 4 deluxe wards present on the 3rd floor. Each ward has four cubicles and every cubicle has around 6-8 beds.

Gynaecology Ward: 18 Beds & 9 Beds for Pediatrics = **27 beds**

General Ward: **24 Beds** (Male ward) & **24 Beds** (Female ward)

Private and Deluxe Ward: 8 + 4 Beds = **12 beds**

Staffing:

Gynaecology Ward: - 5 Nurses (Total), 3 Class IV, 3 Gynecologist & 1 Pediatrician

General Ward: - 7 Nurses (Total)

ISSUES

1. Inadequate number of bed sheets per bed (nearly 2 per bed).
2. Inadequate number of nurses in the wards.
3. No fire fighting equipments were present.
4. Housekeeping checklist, cleaning schedule not evident.

BLOOD BANK

Location: 1st Floor

The blood bank started in July 2010 at Civil Hospital. Blood bank has the aphaeresis facility. Blood bank maintain all type of register like Patients registration register, Donor register, Cross match register, Deferred register, Test register etc.

Workload: 200 Units/Month.

This unit work 24*7.

Staffing: 4-Lab Technician, 1 Medical Officer, 1 Class IV

TELEMEDICINE

There is a telemedicine centre in the Civil hospital. It is located in OPD area. From telemedicine centre the daily reporting of Medical Officer go to the PHSC regarding OPD,IPD & Surgeries. And daily equipment monitoring reports also send to the PHSC. In telemedicine centre the Medical Officer send their queries regarding treatment/cases to the higher medical institute.

The Sanjivni software use in this process.Video conferencing is also available but not in use.

MEDICAL STORE

Location: Ground Floor

There are two medical stores, one is hospital pharmacy (free of cost) and second one is Jan Aushadi (Under Central Government) which is not free of cost.

Hospital pharmacy works 9AM – 3PM(Winters) & 8AM – 2PM(Summers) and Jan Aushadi is 24*7.

Adjacent Department: Dialysis Unit.

Workload: 500-550 prescriptions/day.

Staffing: 4 Pharmacist.

1.5: MANAGERIAL TASKS UNDERTAKEN

I. Housekeeping and Sanitation

- Bio-hazard sign on BMW collection bins.
- Use of Personal protective equipments by housekeeping staff made mandatory.
- Regular training of housekeeping staff on bio medical waste management.
- Male housekeeping staff was seen without uniform, HK contractor was strictly advised to provide them uniform.
- Implementation of HK checklist to ensure regular supervision.
- Overall status of cleanliness improved.

II. Documentation

- Contributed in making of manuals and policies for various departments.
- Implementation of swab culture and fumigation record register for all 3 OTs and it is regularly monitored.
- Documentation and regular monitoring for sterilization in Emergency Department.
- Regular training of para-medical and housekeeping staff and separate register maintained.
- Two copies of Discharge Summary.

III. Employee ID Cards

- Facilitated the process of making of colour coded employee ID cards for all staff.

Green – Doctors / All class – 1 officers.

Orange – Nursing Cadre.

Blue – Pharmacist / all technical / non medical.

Red – All class-IV / Safai karamchari.



IV. Formation of committees

6 committees were formulated and committee meetings were organized.

- Infection Control Committee.
- Medical Record and Audit Committee.
- Condemnation Committee.
- Hospital Safety committee.
- OT Committee.
- Core Committee NABH.

V. Conducted Employee Job Satisfaction Survey and collected data was analysed.