

SUMMER INTERNSHIP TRAINING AT VENKATESHWAR HOSPITAL, DWARKA, DELHI



HISTORY- Located in Dwarka Sector 18A, New Delhi 110075, Venkateshwar Hospital was established by Venkateshwara Group in 2016. It has collaboration with top medical insurance providers and has made provision to provide cashless treatment for insurance patients.

ORGANIZATION VISION-

To position ourselves in the lead role on the global health care map.

ORGANIZATION MISSION-

To achieve global excellence in healthcare with evidence based ethical clinical practices by a team of highly skilled professionals by using cutting edge technology.

ORGANIZATIONAL STRUCTURE-

Key Management

- Chairman- Mr.Rajpal
- Chairman Advisory Council- Dr.Y.P.Bhatia
- Vice Chairman-Mr.Sumit Surjewala
- CEO- Mr.Kamal Solanki
- COO- Ms.Gunjan Sinha

INFRASTRUCTURE

Venkateshwar hospital is equipped with the best infrastructure and cutting-edge technology. It has 325 beds, 100 ICU beds and 10 Modular Operation Theatre. State of the art technology and dedicated medical practitioners have been brought together under one roof for giving ethical medical care. Equipped with the most modern equipments and Information Technology, practitioners work together as a team to provide the best possible treatment to the patients. It has PET CT scan machines with a light burst PET detector technology and excellent imaging quality. The hospital also uses Gamma Camera with advanced elite NXT detectors; 256 slice CT and more new technologies such as Linear Accelerator (LINAC), 3T MRI, Brachytherapy.

USEFULNESS OF INTERNSHIP

- To learn about the importance of Bio Medical Engineering (BME) department in relation to the hospital.
- To understand the objectives of BME department.
- To learn how the medical equipments are procured, inventory management, installed, maintained, repaired and condemned.
- For providing insight into teamwork, communication skills and discipline.

CHALLENGES FACED DURING INTERNSHIP

- Language barrier.
- Difficulty and confusion in learning about the department in the early internship days.
- External challenges – Travelling distance from home to hospital takes almost one and half hours .

SUGGESTIONS

- Hiring of Biomedical engineers to reduce the work load.
- Systematic distribution of work so as to avoid work overload and miscommunication.
- Provision of a wider space in order to avoid over crowding.
- Provision of a bigger storage facility .
- Transfer of responsibilities in cases of maintenance of trolleys, IV stand, beds to the maintenance department to reduce the work load

LEARNING AND VALUE ADDITIONS BIOMEDICAL ENGINEERING DEPARTMENT

LEARNING AND VALUE ADDITIONS DONE DURING INTERNSHIP

- The value and the importance of Bio Medical Engineering Department and the role it plays in being an important part of this hospital.
- Learn in depth the functions of Biomedical Engineering Department.
 1. Procurement, inventorisation and instalment of medical equipments.
 2. Systematic scheduling of equipments to be given for servicing for better performance.
 3. Preventive maintenance/Inspection of Biomedical equipments on a daily basis.
 4. Complaint management/Breakdown management according to the hospital's SOPs.
 5. Calibration maintenance.
 6. Trainings on Equipment management to both technical and clinical staff.
- Learnt how to calculate the utilization rate on a monthly basis to assess whether the medical equipments are utilized efficiently , under utilized or over utilized.

SWOT Analysis

STRENGTHS

- Supportive leadership.
- Strict adherence to the guidelines /SOPs.
- Disciplined and dedicated.
- Quick response time
- Approachable and accessible
- Experienced and competent.

WEAKNESSES

- Shortage of staff in the department.
- Overcrowding
- Work overload
- Small storage facility

OPPORTUNITIES

- Technical training on how to operate the equipments to the clinical staff

THREATS

- Increasing competition among the employees.
- Keeping pace with advance technologies in Bio medical equipments.

DIFFERENCES BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK

STANDARD HOSPITAL SOPs	OBSERVATIONAL AND PRACTICAL INFERENCE
• Internal break down time should be attended within • 10 mins for Critical equipments • 15 min for non critical equipments during the day shift(8AM – 8PM). • External break down time – 8-24hrs. • Spare parts not available locally – 48-72hrs. • Spare part acquired globally- 1 week.	Although the BME department is able to successfully adhere to the SOPs without fail but there are times when it is not possible due to circumstances such as • Company Field service engineers are not available sometimes. • Shortage of staff • Sometimes spare parts are not easily available especially those purchased outside the country which takes up to 6-8 weeks • In cases such as in OTs, maintenance becomes complicated as it depends on the availability and most of the time the OT is never free.

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Hospital and Health Management 2021-2023

Name of faculty mentor : Dr. Vinod Kumar SV

Name of industry mentor : Mr. Ramesh Kumar

Summer internship at Venkateshwar Hospital, Dwarka

Summer internship duration : 11th April 2022 – 3rd June 2022