



SUMMER INTERNSHIP TRAINING AT MEDANTA- THE MEDICITY

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History

Medanta - The Medicity hospital was founded in 2009 by 2 visionaries Dr Naresh Trehan and Mr Sunil Sachdeva with a common goal to provide the best possible treatment to the country. It is India's one of the largest healthcare project in multi-speciality tertiary care treatment and redefines standard of excellence, with best infrastructure, technology, training and education

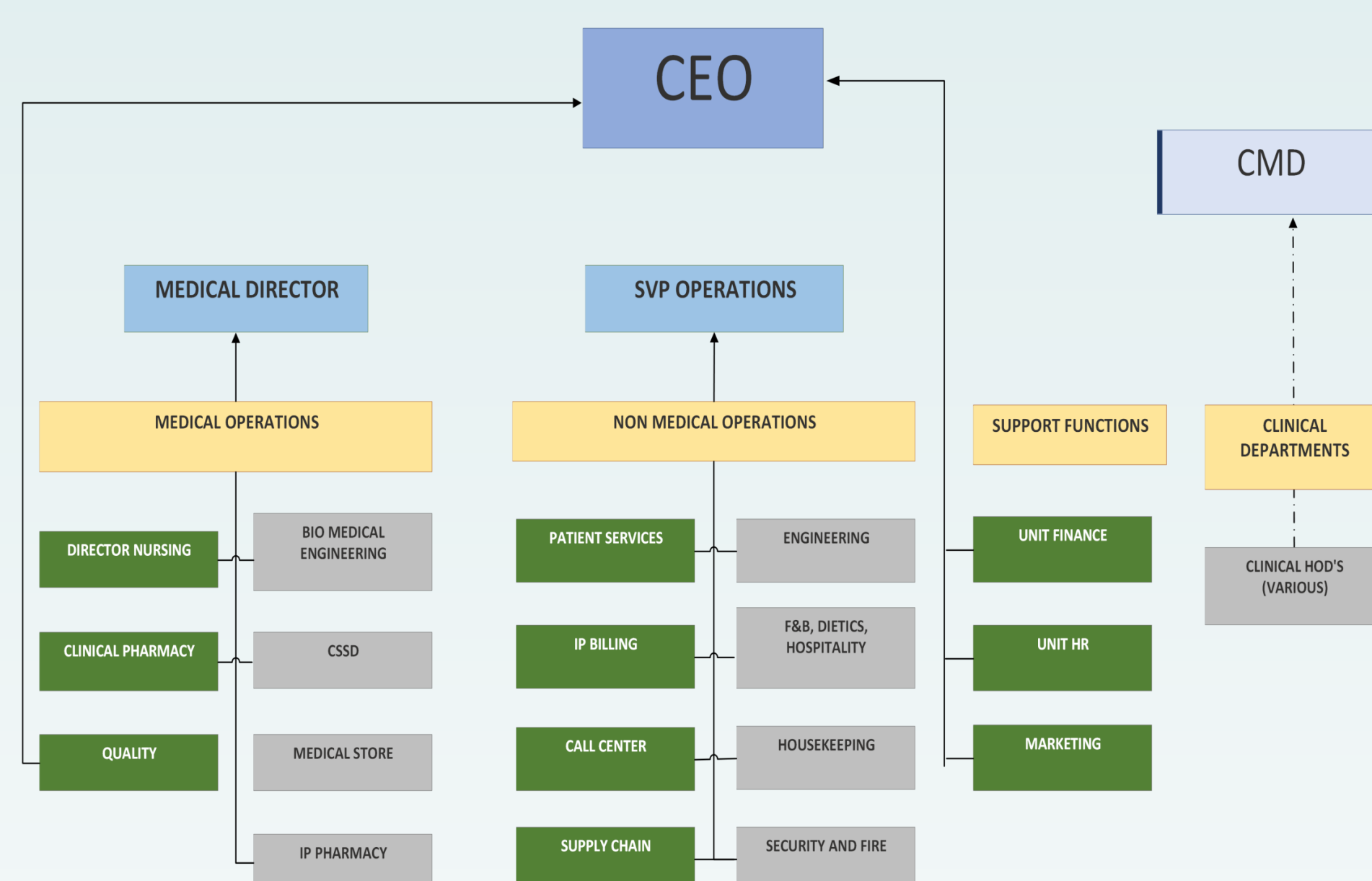
Vision, Mission, Values

❖ **Mission-** To provide Hope, Care and Cure. To provide compassionate, accessible, high quality, cost effective healthcare to one all. To serve with a patient's first motto and to work towards a patient- centred care.

❖ **Vision-** The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment.

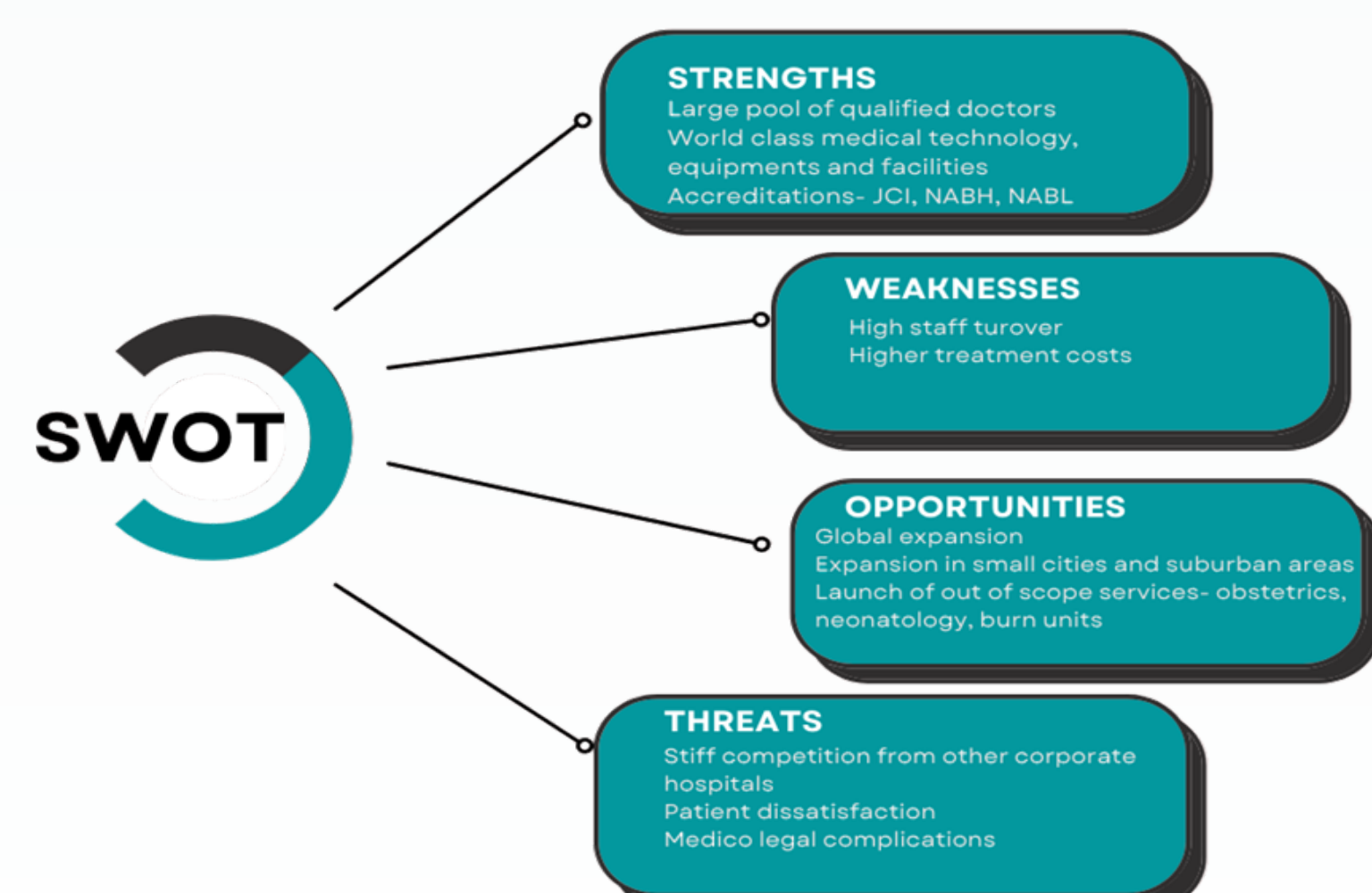
❖ **Values-** Leadership & excellence
Integrity & courage
Compassion & service
Collaboration, learning & innovation

Organization Structure



Description About Hospital

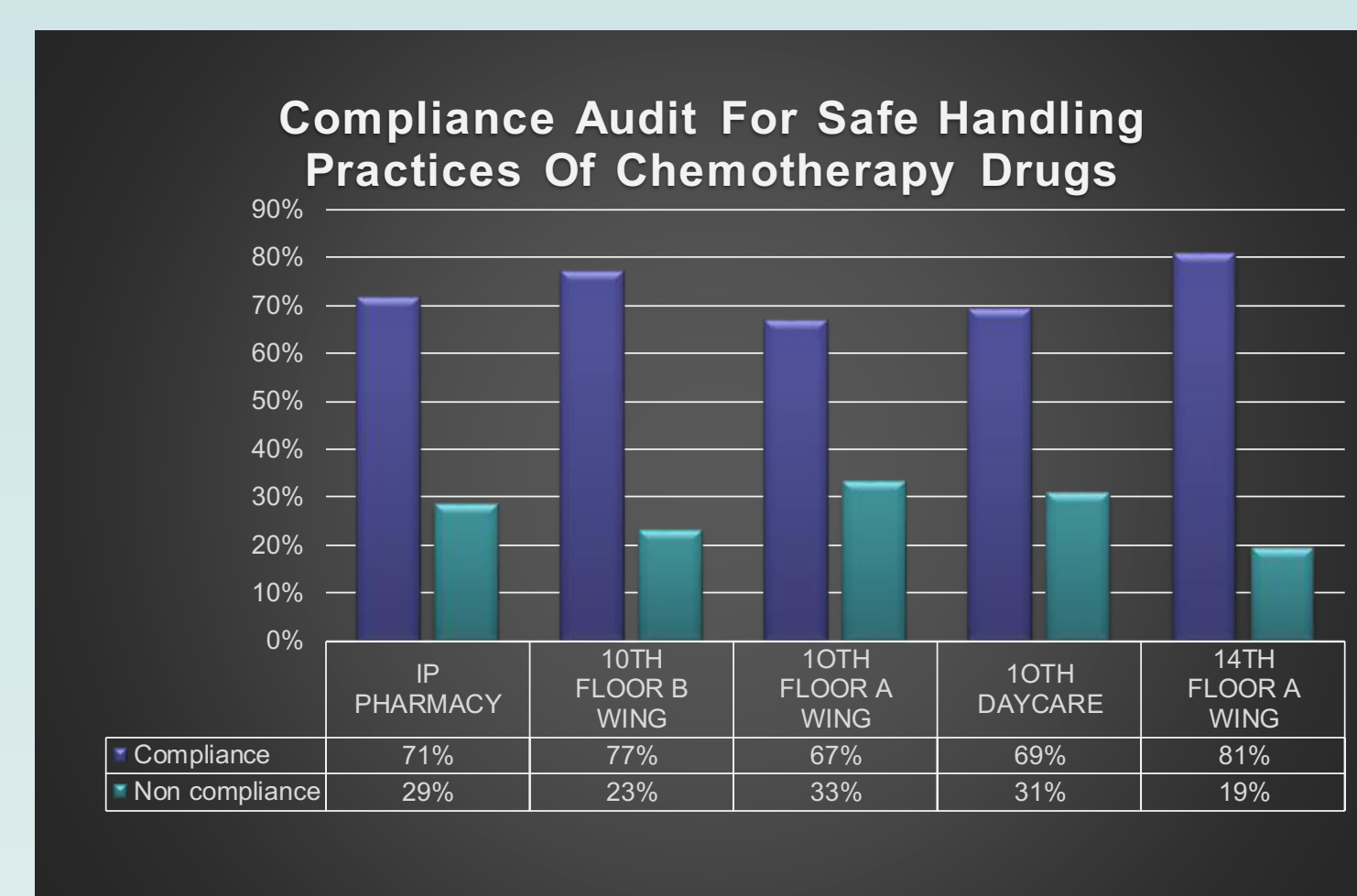
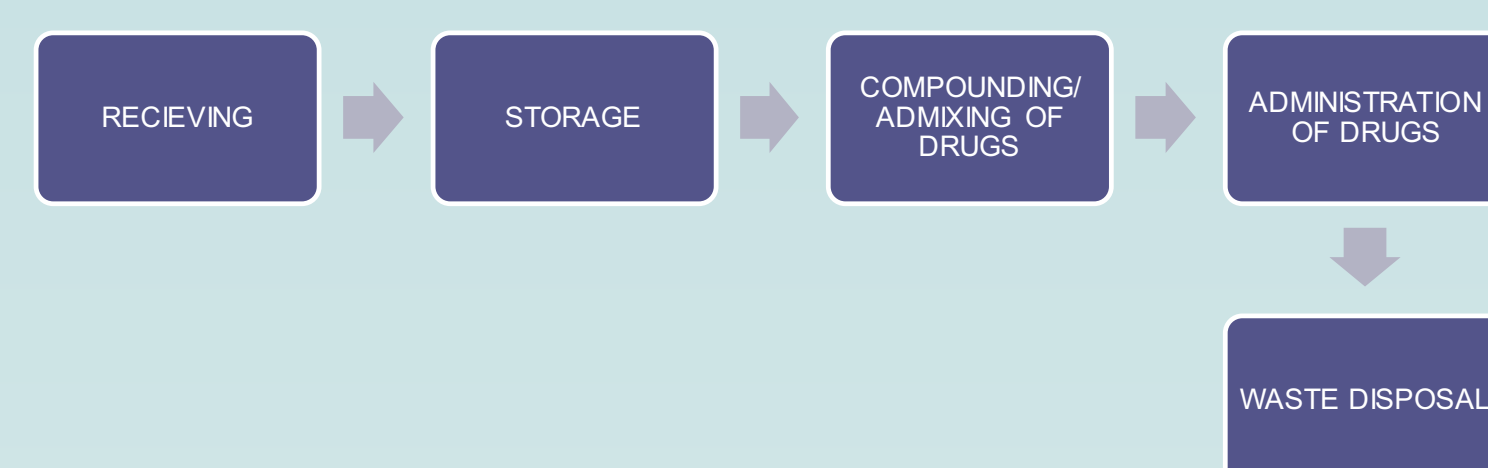
The hospital industry in India accounts for almost 80% of the healthcare sector. Building institutes like Medanta can help in development of the hospital industry in terms of infrastructure, patient care services etc. Medanta is spread across 43 acres of land, provides facility for around 29 super specialities, houses 10 institutes, 6 centres of excellence with 1600+ beds, thus covering every aspect of human health and acting as an premiere destination for healthcare services.



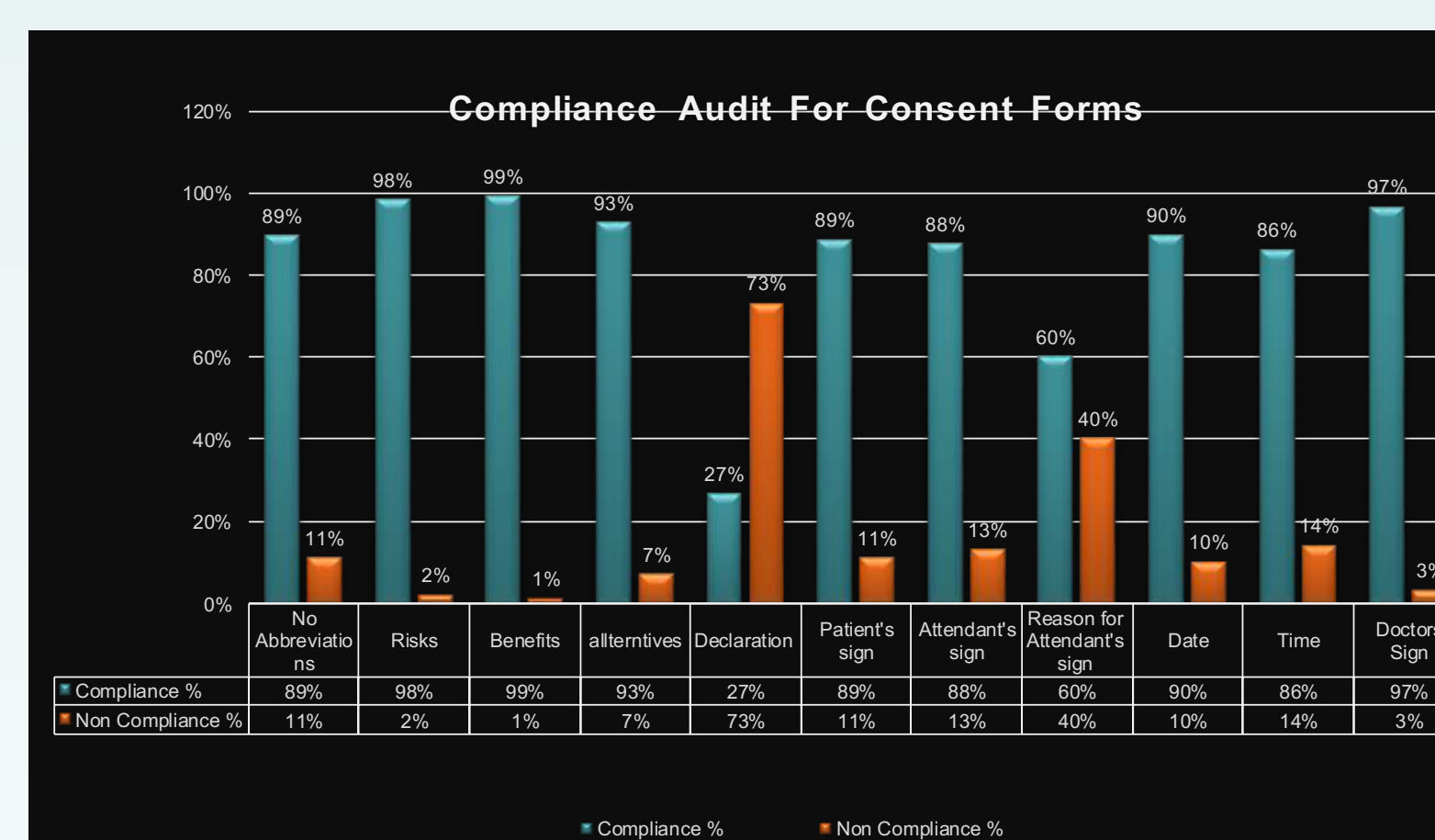
Learnings And Value Additions

- ❑ Monitoring compliance in practices of safe handling of chemotherapy drugs and understanding the process and protocols associated with the safe handling of drugs
 - **METHODOLOGY**
It included preparation of a checklist for the various departments involved in handling of chemotherapy drugs- The IP pharmacy, Transportation, Chemo Ward and Chemo day care

Flow Of Chemotherapy Drugs In Hospital

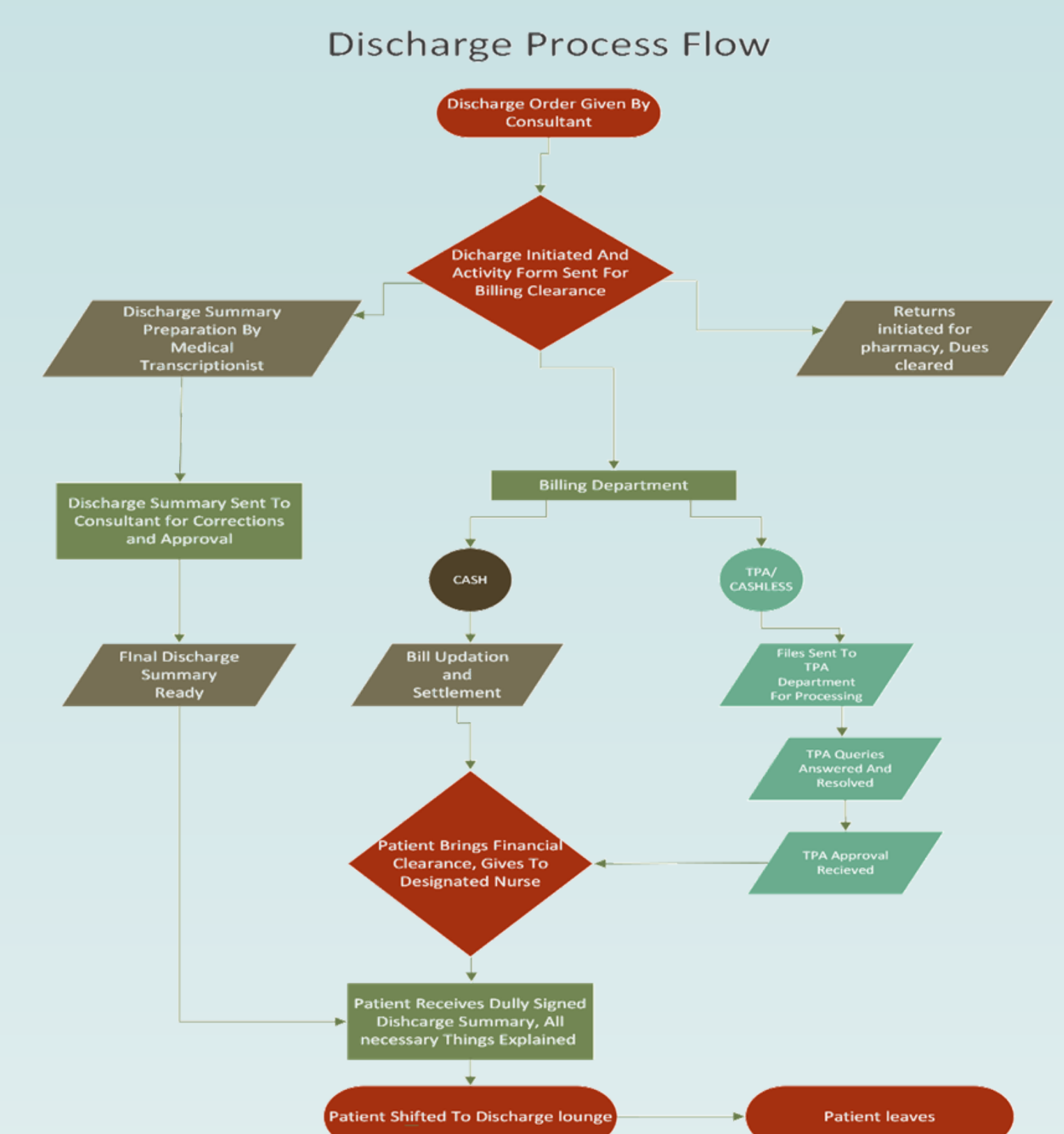


- ❑ Evaluating Various consent forms- Informed consent for medical management, consent for administration of anaesthesia, blood transfusion , consent for surgical procedures etc for IPD patients and checking the compliance , assessing the errors based on parameters according to the JCI guidelines.

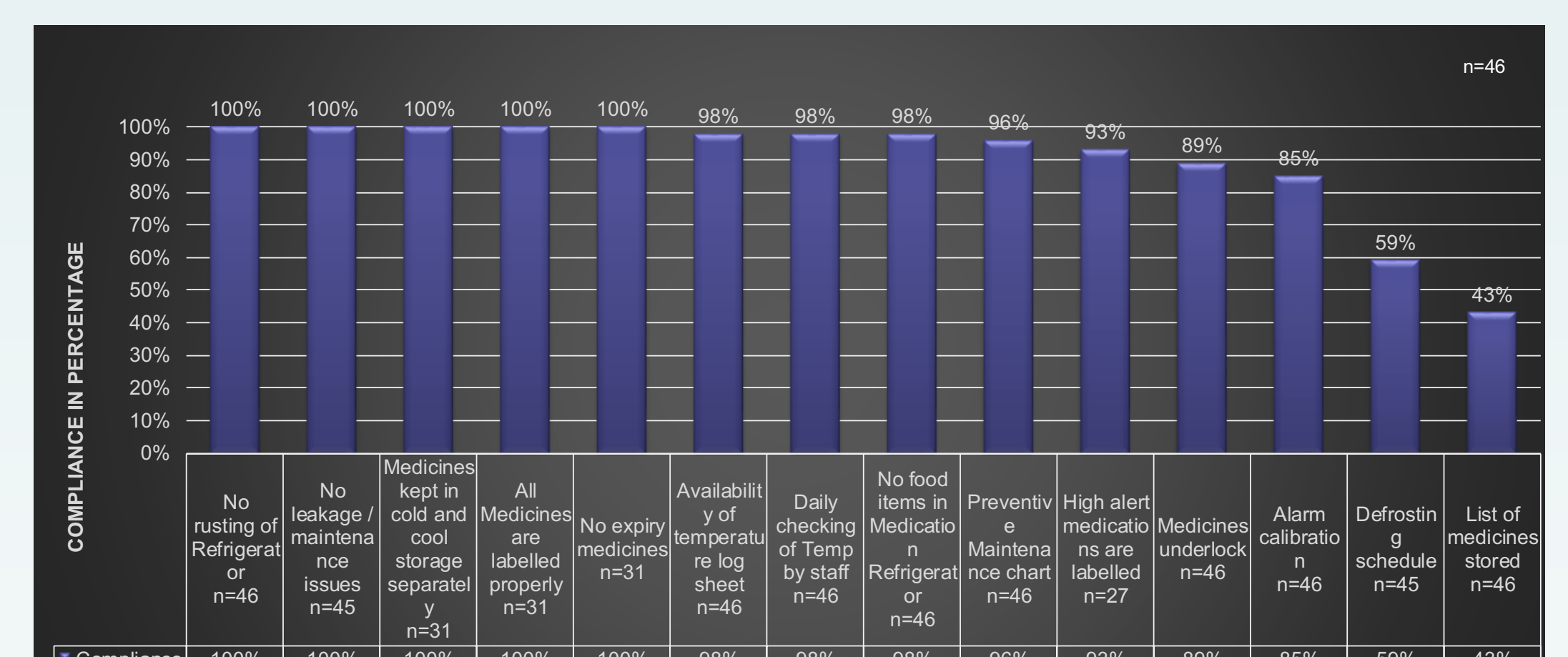


- ❑ Observation of the activities and procedures conducted in the CTVS post op ward, understanding the duties performed by floor managers.
- ❑ Assisting the floor managers and consultants during daily patient rounds and interacting with the patients regarding the health updates, financial issues, educating them about fall prevention etc.

- ❑ Monitoring the Discharge Process of the CTVS patients to identify the reasons for delay in discharging the patient.



- ❑ Active Medical Record Audit for the IPD patients by the use of checklist.
- ❑ Cold Chain Audit for the hospital and presentation of compliance report



Suggestions For Organization

- ❖ Trainings and workshops should be organized for the nurses and other newly recruited staff in the oncology department for the safe handling of chemotherapy drugs.
- ❖ The staff should be sensitized on the importance of complying with the institutional guidelines.
- ❖ Additional PPE and spill kits should be provided for the safety of workers.
- ❖ Continuous awareness for doctors and nurses for dealing with the noncompliance in filling of the consent forms
- ❖ Discharges could be pre planned and instructions related to discharge could be given earlier to reduce TAT.
- ❖ Billing clerks could be posted on floors to resolve the related queries and thus reduce the TAT.
- ❖ Interim bills could be intimated to the patient on frequent intervals using technology , so that the bills could be settled in lesser time.

Usefulness Of Internship

- ❖ Building base of knowledge about structuring and functioning of hospital
- ❖ Refined communication skills- helped in interacting with patients, attendants and solving their queries.
- ❖ Helped in building contacts with doctors from various specialities and management personals
- ❖ Understanding and gaining knowledge about the NABH and JCI accreditations and How hospitals follow these guidelines
- ❖ Gained knowledge about the work profile of floor managers and issues faced as a floor manager

Challenges Faced

- Restricted access to the department heads due to their busy schedules and heavy patient load on the organization.
- Limited access to the classified information and the electronic medical records, as well as the designated apps for the hospital
- Limited interaction with the staff(nursing, pharmacy etc) due to frequent changes in the shifts.