

Nursing Excellence Accreditation of NABH

Brief History

Narayana Health (formerly known as Narayana Hrudyalaya) is an Indian chain of multi-speciality hospitals, heart centres and primary care facilities with its headquarters in Bengaluru, India. It was founded by Dr. Devi Shetty in the year 2000 with a 280-bed heart hospital in Bangalore. Currently, Narayana Health has 24 hospitals, 7 heart centres across major Indian cities with an international subsidiary in the Cayman Islands.

Vision

The vision of Narayana hospital is to provide high quality healthcare using best practices at a reasonable cost at an outsized scale.

Mission

Providing care that is respectful and responsive to individual patient, thereby achieving Patient Centred care by reaching to masses worldwide.

Brief Description

Narayana Multi Speciality Hospital , Jaipur is a 330 bedded tertiary care hospital of the Narayana Health Group. The hospital is accredited by the Joint Commission (JCI) and is the first hospital in Rajasthan to obtain this accreditation. It was commissioned in 2011 in Sanganer.

Usefulness of Internship

Internship helped me introduce myself to the hospital working environment where I wish to work in the future. It offered me a chance to put my knowledge and skills into action and realise my own potential. It also trained me on several aspects from seeking organisation behaviour to working in team and understanding management on different levels .

Submitted to Organisation Mentor-
Ashwathy Krishnan Mam
Nursing Superintend Narayana , Jaipur

Learning and Value Addition done during Internship

- In the summer internship duration, I worked closely with the nursing admin team on the project to get Nursing Excellence Accreditation from NABH for the hospital.
- I got to learn the process of getting nursing excellence accreditation by understanding the guidelines and standards required for it .
- My major task and responsibilities included Medication audit (Management of medication for compliance with the NABH standards) and Inpatient care services of the Semi-private ward of the hospital where I understood the medical documentation of the patients.
- Overall learning about the operations and In –Patient services carried out in Hospital in terms of quality management.



Strengths

- 1) The nursing admin team comprises of highly experienced and skilled people.
- 2) The management framework for quality control and patient safety.

Weakness

- 1) Nursing staff feels work overload .
- 2) Retention of female nursing staff which disturbs the male-female ratio.
- 3) Bottom level nurses are mostly freshers.

SWOT Analysis

Opportunity

- 1)Great working culture and employee friendly environment .
- 2)Good staff training framework and future career growth.

Threat

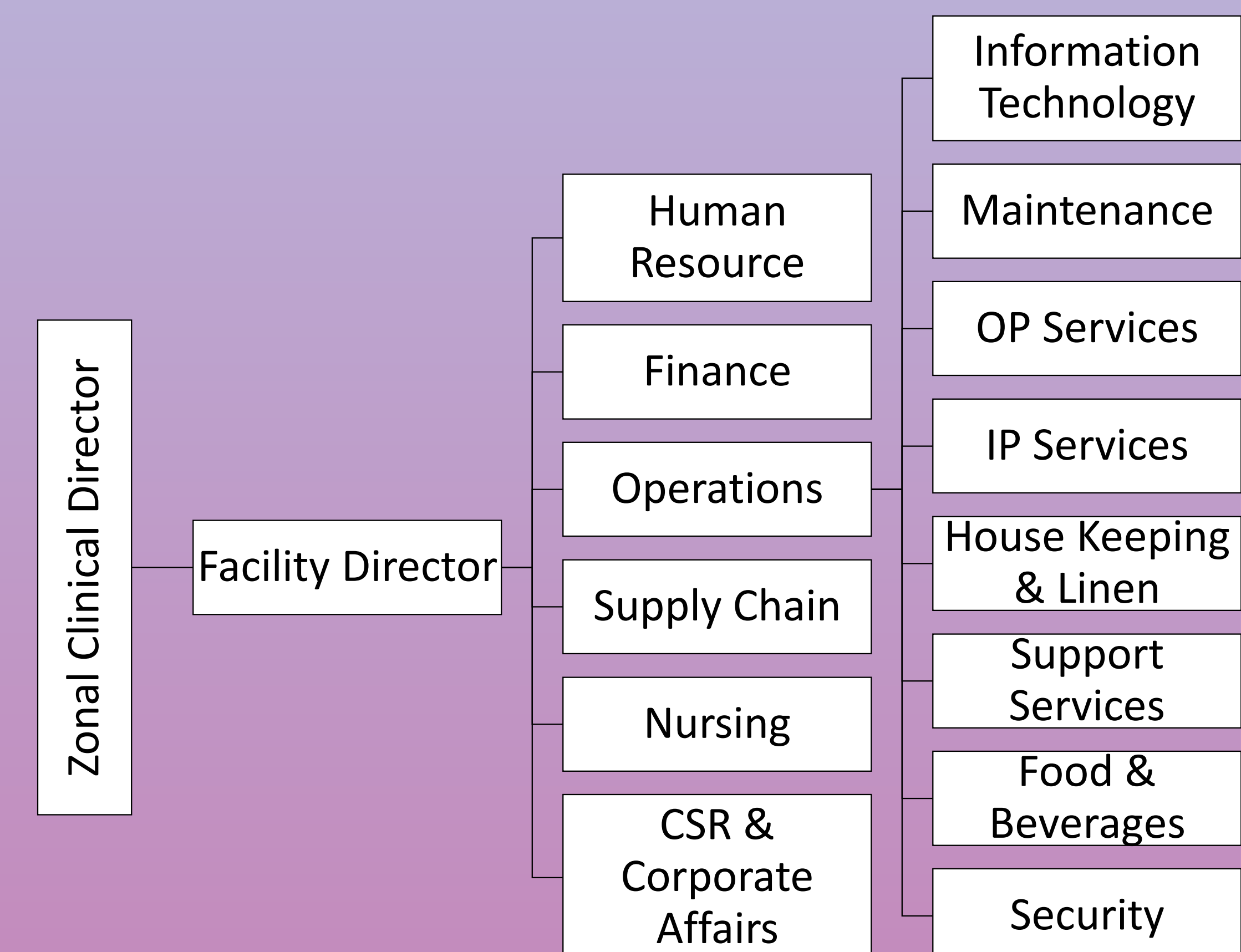
- 1) Due to shortage of nurses across all hospitals , trained nurses are captured by other hospitals.
- 2) Increase in number of private hospitals .

Suggestions

1. The management of medical files and medicines in drawers can be improved in the non-critical wards by conducting regular audits and introducing lockers to control undercharge and overcharge of medicines .
2. The staff retention policy can be improved .

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Organisation Structure



Difference Between Practical exposure and Theoretical work

Theoretical knowledge helps to build basic concept & helps to set strategy for dealing with the practical application of the same .
Practical exposure on the other hand leads to a much deeper understanding and gives a personal experience . We are able to use our knowledge and skills gained in the college to the day to day activities of the organisation and observe the practical application of them.

Challenges faced during Internship

Even though I had a great learning experience at Narayana, with always welcoming and helpful working team of people, I faced some challenges in the beginning phase of the internship while introducing myself to the new working culture and my responsibilities as an intern. Understanding the medical documents and coordinating with staff were some of the challenges I faced initially during my internship.

Submitted to University Mentor-
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