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BLK-Max Super Specialty Hospital is part of the largest healthcare networks in India, offering a wide range of services, making it a force to reckon with in the field of Super Specialty Tertiary Healthcare. The Hospital has a capacity of 650 beds with dedicated 125 critical care beds, 17 modular operation theatres and specialty-specific dedicated OPD blocks.

Brief history :
Dr. BL KAPUR, an eminent Obstetrician and Gynecologist, set up a Charitable Hospital in **1930** at Lahore. In 1947, he moved to post-partition India and set up a Maternity Hospital at Ludhiana. In 1956 on the invitation of the then Prime Minister, Dr. B L kapur initiated the project for setting up a 200 bed hospital in Delhi. The hospital was inaugurated by the Prime Minister, Pt. Jawahar Lal Nehru on 2nd January, 1959.

BLK-Max Super Specialty Hospital was redeveloped and re-launched as a Multi Super Specialty facility with 650 bed capacity including 125 beds dedicated to critical care and 17 modular operation theatres, offering seamlessly integrated healthcare service to patients and became the youngest in India to achieve the prestigious NABH and NABL accreditations.

SWOT ANALYSIS

STRENGTH

- Due to more number of nursing staff and doctors it is easy to maintain IPSTG at the hospital
- Trained doctors are available who have knowledge about the IPSTG
- family communication leads to satisfaction of patient and family

WEAKNESS

- Communication gap is seen between nurses and doctors for IPSTG implementation
- Takes time for implementation because of lack of knowledge of IPSTG in nursing staff
- Time consuming in ICU's

OPPORTUNITY

- Providing IPSTG training to the new nurses and staff
- Monthly internal IPSTG audits in all departments
- Speed up the level of IPSTG implementation

THREATS

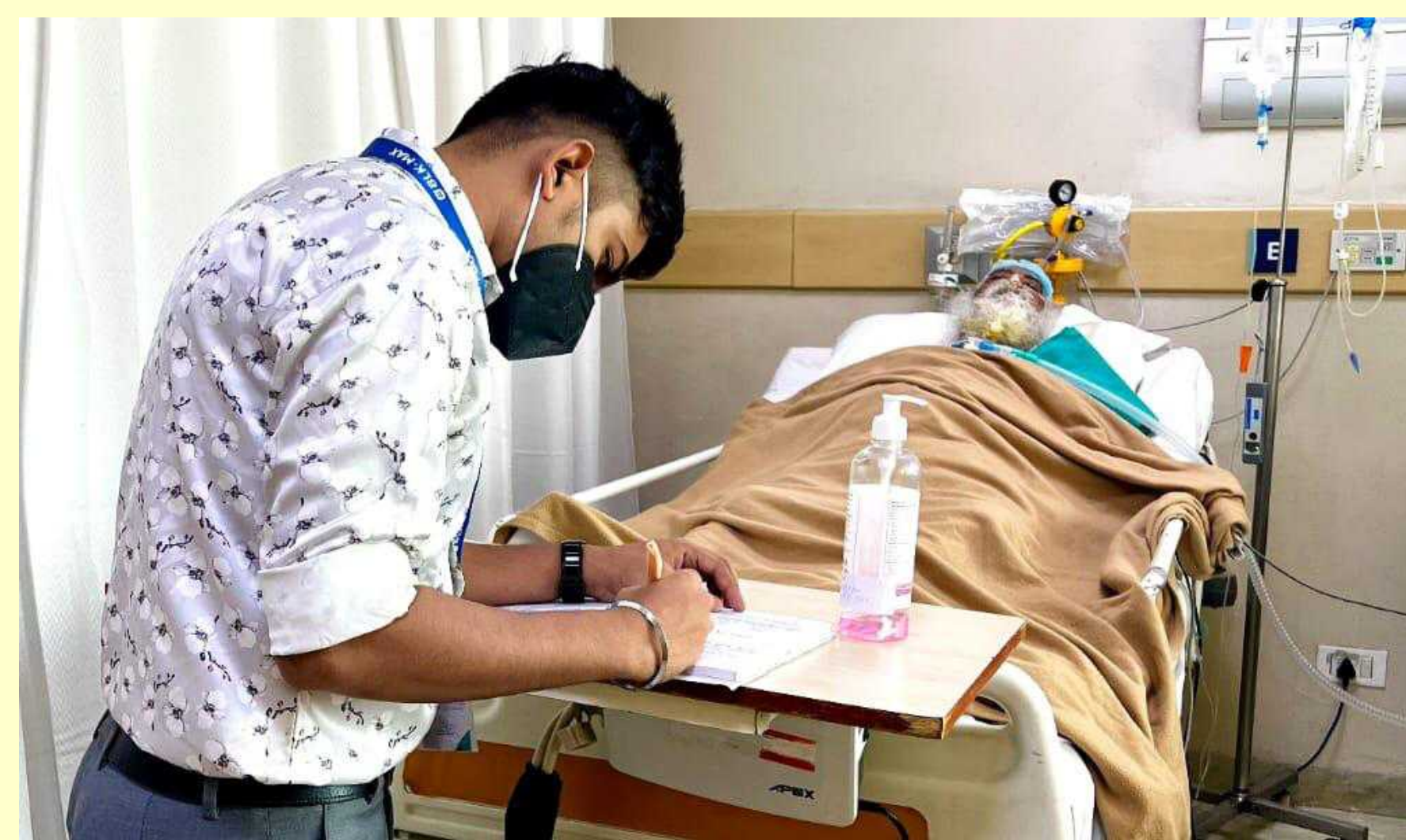
- High alert medications not kept in respective places can lead in giving wrong medication to the patient
- Critical value alert not written in doctors note can mis-lead in treatment.

Difference between theoretical and practical work

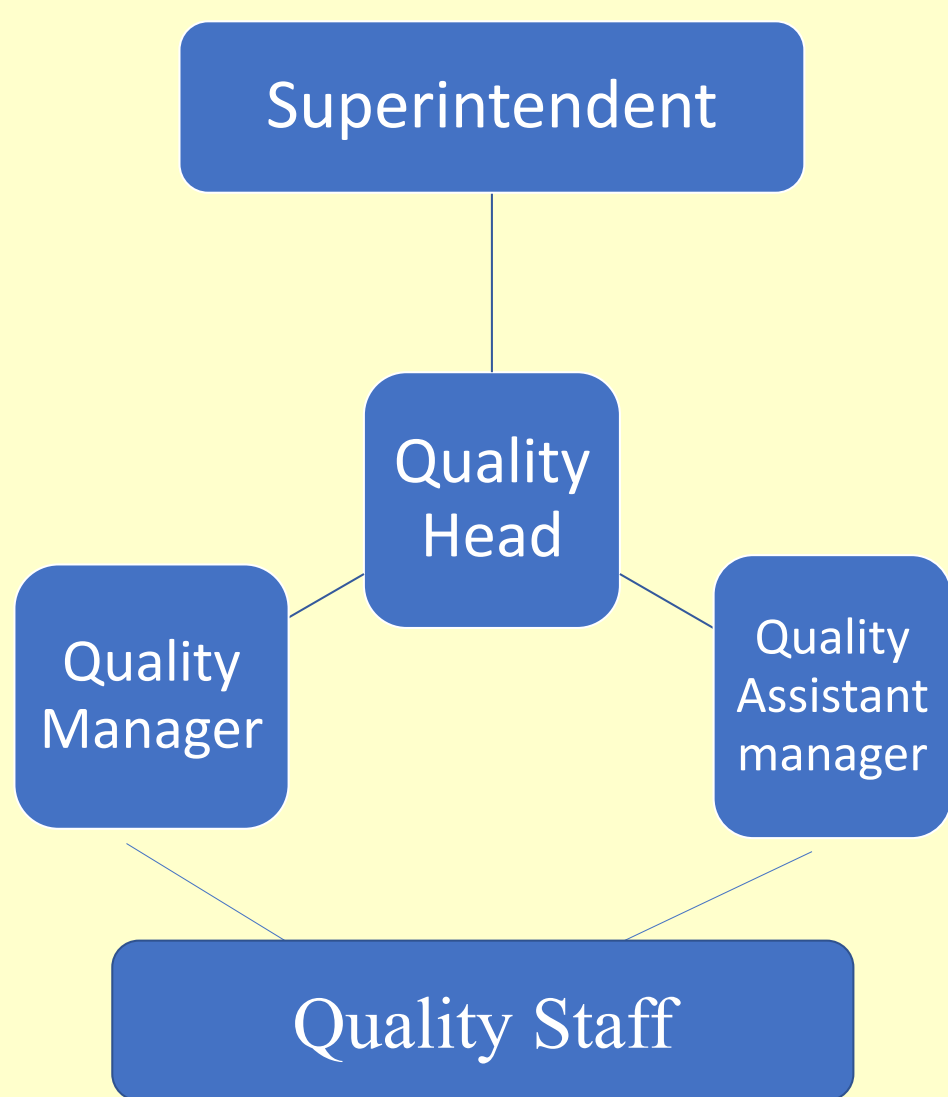
- Theoretically learnt things such as medical audits, IPSTG audits was an incomplete knowledge without practically performing it in the hospital
- Standard time given in theory for the process of discharge was different while actually discharging the patients.
- I Observed the difference in standard procedure and timings given and work performed timing while working on discharge of a patient, and audits like patient and family communication with doctors critical value analysis at blk max hospital

Learning and value addition

- Experienced how quality department works on various aspects to maintain and provide the quality to the patients
- Observing various departments of the hospital helped in improving my communication skills
- Working on IPSTG taught the punctuality and consistency of work needed to improve the quality of hospital



Quality department Structure



Challenges Faced during internship

- It was hard to Understand the work culture in initial days
- It was difficult to convince senior doctors for the IPSTG implementation at the hospital
- Due to work load on nurses it was hard to communicate with them for the patient file audits

VISION : To create a patient-centric, tertiary healthcare organization focused on non-intrusive quality care utilizing leading edge technology with a human touch.

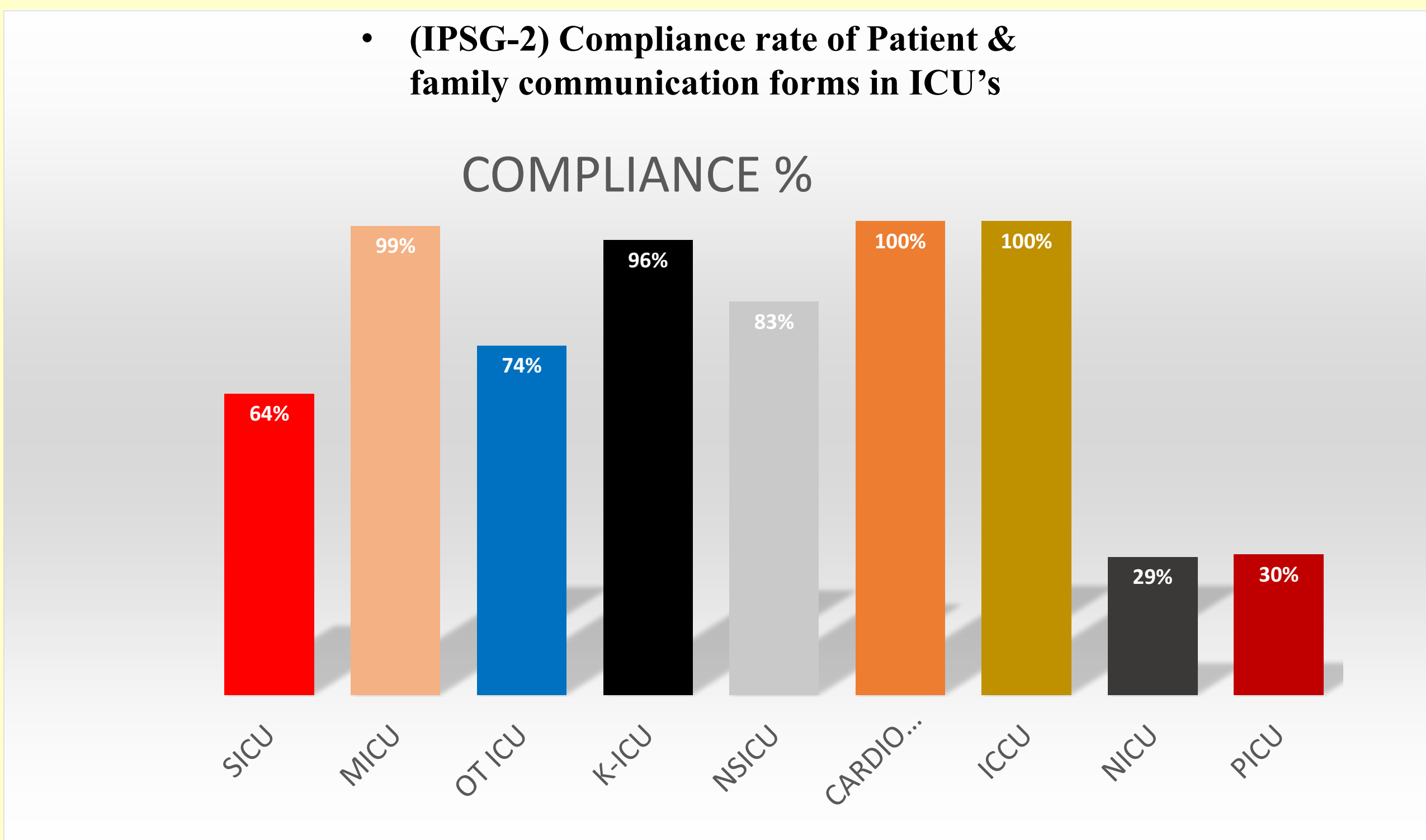
MISSION :

- Achieve Professional Excellence in delivering Quality care.
- Ensure care with Integrity and Ethics.
- Push frontiers of care through Research and Education.
- Adhere to National and Global Standards in Healthcare.
- Provide Quality healthcare to all Sections of Society.

IPSTG Audit at Blk max Hospital

- According to the recommendation of the hospital we observed 1432 patients in a month for 3 IPSTG's
- There are 6 IPSTG's but I have worked specifically on 3 IPSTG's
- we observed the patients on daily basis for a month.
- Analysis of monthly collected data was done by us to check the compliance rate of the 3 IPSTG's followed at BLK-MAX hospital, Delhi

IPSTG'S	Performed IPSTG'S	Compliance %
IPSTG-1	Patient identification before medication/diagnostics/etc	86%
	Doctors Handover Compliance	80%
	Nursing Handover Compliance Transfer Out	89%
IPSTG-2	Admission/Discharge Criteria Filled	93%
	POCT	100%
	Critical value Alert Compliance	63%
	High Alert Medication Storage Compliance	98%
	TOTAL	87%



Usefulness of internship

- I Got to learn about the organization and its work culture
- I got working access in all the ICU's and departments such as pediatrics, orthopedics, oncology, gynecology
- Confidence built up while communicating with doctors and other staff
- Learnt to put my knowledge and skill into practice

Suggestions

- Regular training and update sessions needed be conducted for every intern/employee for their regular upgradation about quality parameters
- Regular audits of documentations is required be done and the respected team need be trained accordingly
- Establish timely discharge in the morning hours