SUMMER INTERNSHIP AT MAX SUPER SPECIALITY HOSPITAL

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HISTORY

Max Healthcare opened its first medical center in South Delhi's Panchsheel Park in 2000. The company opened two other secondary care centers in Pitampura in Northwest Delhi and eastern Delhi suburb of Noida in 2002. In 2004, the company commissioned the East Block of its flagship tertiary care Hospitals called Max Hospital, Saket in South Delhi. Max Healthcare ventured into Gurgaon, the South Western suburb of Delhi with a secondary care hospital in 2007. In 2007, Max Healthcare entered into a public-private partnership (PPP) agreement with government of Punjab, India and set up two hospitals in Mohali near Chandigarh and in Bathinda. In the same year, Max Healthcare commissioned its tertiary care hospital in Shalimar Bagh, Northwest Delhi.

MISSION AND VISION

VISION :
To be the most well regarded healthcare provider in India committed the highest standards of clinical excellence & patient care, supported by latest technology and cutting edge research.

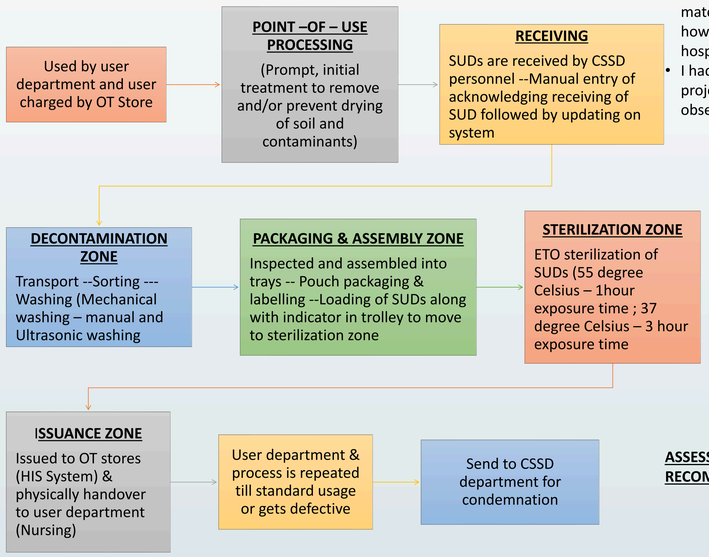
MISSION :
- To achieve professional excellance in delivering quality care
- To ensure care with integrity and ethics
- To push frontiers of care through research and education.
- To adhere to National and global standards in healthcare.
- To provide healthcare to all sections of society.

LEARNINGS AND VALUE ADDITIONS

1.As an operations intern in material management store, it gave me an insight how medical & non medical consumables are procured and distributed to other departments in hospital.
2.Learnt how inventory control technique i.e. ABC analysis is implemented through HIS system and stock is managed in store.
3.During my internship apart from my project I was also assigned other department duties which gave me an opportunity to learn how to manage my time effectively to work on both these duties and on my project.
4.Got an opportunity to have hands on experience to do material receiving ,material issuance of inventories, stock audit and crash cart.
5.Have been a part of the project –
"Reprocessing of Single Use Devices(SUDs) for re- use in Max Hospital"
i. Learnt SUDs' indent and issuance process from material store to OT store & then to User department.
ii. Learnt about the reprocessing process and sterilization techniques used in hospital.
iii. the project provided me good clarity and understanding about associated departments of hospital and how it works. It was a good opportunity to understand how one can approach a problem in a structured way.
6. During my project -
➢ I assessed the current process of movement of SUDs from user department (nursing) to CSSD (Central Sterile Supply Department) and vice versa and its reprocessing.
➢ Identified the problem areas of the current process being followed in hospital.
➢ Collected details department wise – usage, user charging amount and MRP of SUDs.
➢ Assessed the number of SUDs being underused and overused than standard usage (decided by doctors) by the user department
➢ Proposed the solution to counter problem

OBJECTIVE

- To understand the physical flow of SUDs from material store to user department, its reprocessing in CSSD followed by its condemnation after standard usage set by hospital.
- To identify problems in current process and come out with the possible solutions & recommendations.



CURRENT PROCESS OF REPROCESSING OF SINGLE USE DEVICES (SUDs) IN HOSPITAL

METHODOLOGY

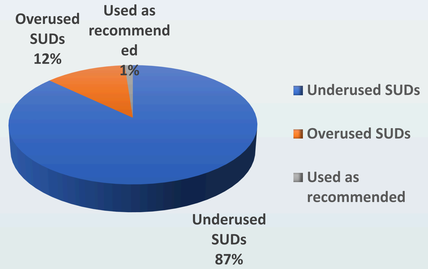
➢ **Study Design** – Observational study
➢ **Area of Study** – Departments concerned with the process
➢ **Period of Study** – 2 months (April-May 2022)
➢ **Data Collection** – Data was collected by observation, through interactive sessions with the staff of concerned departments and hospital information system.

FINDINGS

❑ Hospital is unable to track actual usage of SUDs after its reprocessing from CSSD, thus resulting in being underused and overused than the standard usage set by hospital.
❑ Manual marking on SUDs by nursing staff to count actual usage is not efficient.
❑ User is charged as per "User charging formula of SUDs" so even if SUD is condemned before set standard usage, user is being charged according to the policy and hospital is facing financial loss.[Under used SUDs]
user charging formula -> user charged = MRP / standard usage of SUD
❑ SUDs are being overused neglecting the "set standard usage" of SUDs and risking patient safety.

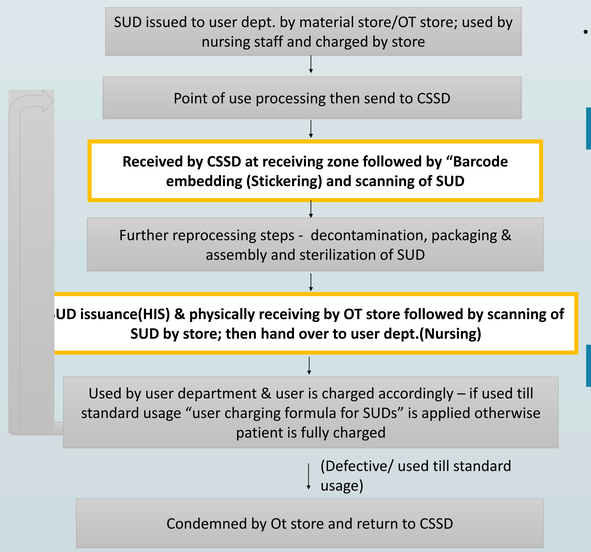
DIFFERECE BETWEEN THEORY & PRACTICAL

- Concept of importance of Communication & building relationships in an organization was known. During my internship, I understood why and learned how to communicate and build relationships with people I worked with. This process overall helped me develop my professional network and emphasized the importance of creating those connections.
- Theoretically had brief idea about procurement and distribution of materials in hospital by material management store. Practically, observed how HIS tool is being used to procure, manage and distribute supplies in hospital. Also having hands on experience made my concepts more clear.
- I had brief knowledge regarding CSSD department & its workflow. For my project, I visited CSSD department and got the opportunity to practically observe the workflow of CSSD, & sterilization techniques being used



ASSESSED NUMBER OF SUDs BEING UNDERUSED AND OVERUSED THAN RECOMMENDED USAGE IN CURRENT SITUATION

PROPOSED SOLUTION



SWOT ANALYSIS

STRENGTH
1. Highly qualified & skilled staff – regular training to doctors & other staff
2. NABH & JCI accreditation (Quality accreditation)
3. Brand name
4.Good infrastructure & provide world class services to patients
5. Equipped with well maintained pharmacy

WEAKNESS
1. Understaffed department and high workload on hospital staffs.
2. High level of stress among employees due to under staffing

SWOT ANALYSIS

OPPORTUNITY
1. Booming medical tourism
2.Growing health awareness among people (increasing demand)

THREAT
1. Stiff competition by other leaders in the industry mainly Apollo, Fortis, Manipal, Medanta
2. Increasing cost of materials

CHALLENGES FACED DURING INTERNSHIP

- As I was new to the industry & the department, understanding about material management in initial weeks seemed a challenge but with the help of the staff over there I overcame it.
- While working on my project, I had to meet many stakeholders like store personnel, cssd personnel , nurses & doctors so getting their time in order to get required information for my project was quite difficult.

USEFULNESS OF INTERNSHIP

- Got the opportunity to gain basic knowledge of different departments of hospital
- Developed multitasking and team working skills.
- Learnt to deal with deadlines as they are different when you are working for someone else, not like we do in college
- Learnt how to approach a problem in a structured way and find solution
- Great way to network with people in industry
- Developed time management skills

SUGGESTIONS

➢ Barcode scanning solution can be implemented in order to track the actual usage of SUDs either at user level or CSSD level which will not only reduce risk to patients but will also be a cost saving strategy for hospital
➢ Proper manpower management should be done in Material store/ OT stores and also in CSSD department.
➢ Receiving area and decontamination area in CSSD should be separated so that the working of department can be more efficient.