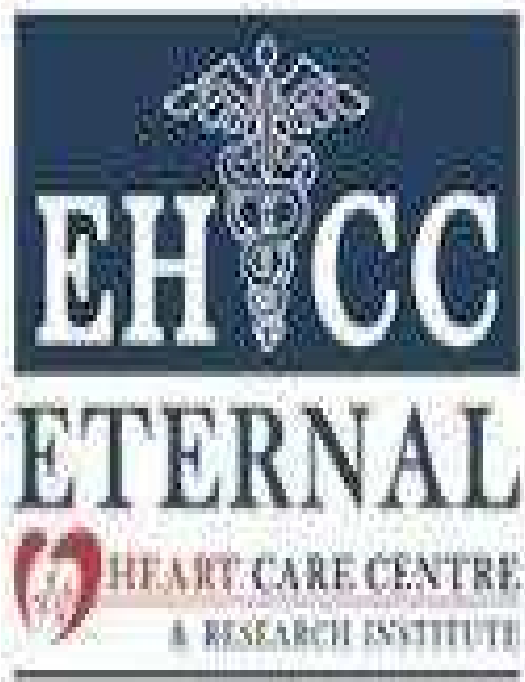


SUMMER INTERNSHIP PROGRAM (SIP)

EHCC HOSPITAL

Operations Management



PRESENTED BY - SHUBHANGI GOLECHA
ROLL NO - 1407
MBA-HM



MENTORS- MS. SURBHI VAISHNAV
(MANAGER-Operations)
DR. SUSMIT JAIN

(Associate Professor at IIHMR UNIVERSITY , Jaipur)

INDUSTRY SECTOR PROFILE

ETERNAL HEART CARE CENTRE BRIEF HISTORY-

•Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) established In 2013 -this landmark Healthcare Institute is the result of the vision of Dr. Samin K. Sharma, world-renowned Interventional Cardiologist based at Mount Sinai Hospital, New York, USA.

•Eternal hospital is the only hospital of the state with JCI (Joint Commission International)- USA Based organization accreditation. Apart from this hospital is accredited by NABH, NABL and awarded for Nursing Excellence by NABH.

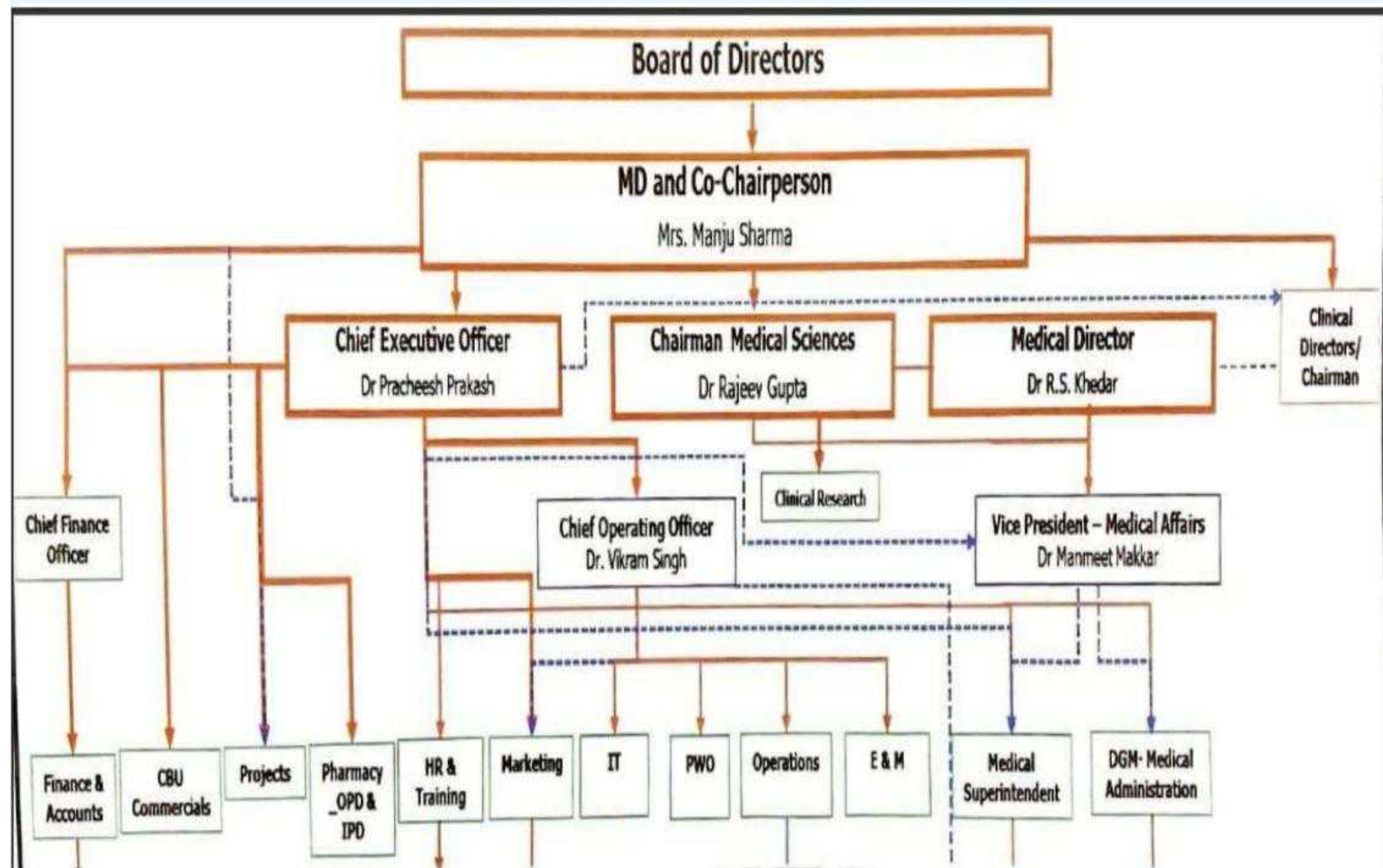
ORGANISATION'S VISION AND MISSION

VISION- A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

MISSION- To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.



ORGANISATION STRUCTURE



SOURCE- EHCC RECORDS

BRIEF DESCRIPTION ABOUT HOSPITAL INDUSTRY-

•Definition of hospital as per **World Health Organisation (WHO)** is quite exhaustive and exclusive, in which a hospital is defined as 'an integral part of the medical and social organization which is to provide for the population complete health care, both curative and preventive; and whose out-patient services reach out into the family in its home environment.

• EHCC is a **multispecialty** hospital with a capacity of 250 beds.

• **Centre of excellence-** Institute of critical care & anesthesiology, gastro sciences, heart care, neurosciences, orthopedics & musculoskeletal disorder & renal sciences.



LEARNING AND VALUE ADDITIONS-

•Exposure to real world hospital settings.

• Developing self confidence and exposure to real world hospital settings.

• Developing self confidence for public speaking.

• Opportunity to interact with different types of people and understand their perspective towards management.

• This internship helped me to learn more about Patient Care Services (Patient centric approach).
•ence for public speaking.

• Opportunity to interact with different types of people and understand their perspective towards management.

• This internship helped me to learn more about Patient Care Services (Patient centric approach).



WHAT IS PREVENTIVE HEALTH CHECK-UP?

• PHC is the part of the PCS department which focuses on the Health Check-ups of the patients.

• PCS i.e. Patient Care Services focuses on providing effective care to the patients within the hospital.

• Front desk is the face of the hospital.

• It works for the satisfaction of the patients.

• Proper and continuous movement of the patients is maintained.

• Patients visit PHC for health checkups.

• **Basic health packages are-**

WELLNESS PACKAGE

CARDIAC PACKAGE

PREMIUM CARDIAC PACKAGE

DIABETIC PACKAGE

PREMIUM DIABETIC PACKAGE

WHOLE BODY PACKAGE (MALE+FEMALE)

PREMIUM WHOLE BODY PACKAGE (MALE+FEMALE)

INTERNATIONAL PACKAGE

PATIENT FLOW OF PREVENTIVE HEALTH CHECK-UP

REGISTRATION

WELLNESS LOUNGE

URINE SAMPLE

BLOOD SAMPLE

RADIOLOGY
(XRAY/USG)

BREAKFAST

ECHO/TMT/ECG

MAMMOGRAPHY/PAPSMEAR

PULMONARY FUNCTION TEST

CONSULTATIONS

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORITICAL WORK-

• Theoretically, I studied a lot about hospital system, which when comes to practical implementation becomes a little difficult and more resource consumption as compared to written things.

• Practical knowledge can often lead to a deeper understanding of a concept through the act of personal experience.

• Practical knowledge is exposure to real world (real-life endeavors and tasks), but theoretical knowledge teaches the reasoning, techniques and theory of knowledge.

STRENGTHS

• Strong brand equity and awareness.

• Has a highly qualified staff recruited by a system of human resources team.

• The facilities and system match industry benchmarks and so achieved certifications such as NABH, NABL, ACC, JCI and affiliated with Mount Sinai.

WEAKNESSES

• Lack of oncology department, psychiatric IPD, burn areas more than 40%.

• No government schemes applicable except RGHS that too in some IPD procedures. No OPD is covered.

• Expensive services.

SWOT ANALYSIS

OPPORTUNITY

• The internet has made people more anxious about their growing health concerns. So this is an opportunity for the hospital and its team of specialists.

• India is recognized globally for providing quality services by trained professionals at cheaper rates. Thus, making an opportunity.

THREATS

• New hospitals coming up such as CK Birla and Fortis thus Increase in competition.

• It is getting hard for people to afford quality healthcare and difficult for healthcare service providers to reduce costs in fear of losses.

CHALLENGES FACED DURING INTERNSHIP-

•First ever exposure to health care sector so, it was difficult to manage myself according to the norms of the organization.

• Adapting to the software's used for throughout functioning.

• Supervisors forget that you're new to the field.



USEFULNESS OF INTERNSHIP-

• Great learnings of discipline, communication skills, leadership skills and the working in organization with the senior staff and able to find out my weaknesses.

• Able to have good connections with the staff from lower to higher position.

• Able to gain confidence by applying both practical and theoretical concepts in field.

• By the end of the internship, it was a sense of professionalism that was their within.

SUGGESTIONS:-

A general consultant doctor should be there for oncology.

On sight radiologist should be available 24*7.

Proper use of Discharge Lounge should be made.

