

SUMMER INTERNSHIP PROGRAM

SHALBY HOSPITAL, INDORE

GENERAL AND DEPARTMENTAL INTERNSHIP

INTRODUCTION TO HEALTHCARE INDUSTRY

- The healthcare industry, or medical industry, is a sector that provides goods and services to treat patients with curative, preventive, rehabilitative, or palliative care.
- The modern healthcare industry includes three essential branches which are services, products, and finance and may be divided into many sectors and categories to meet health needs of individual(s).
- Employment in healthcare occupations is projected to grow 16 percent from 2020 to 2030.
- Major players of healthcare industry in India are Apollo Hospitals, Fortis Healthcare Institute, Cipla Ltd. etc.

BRIEF HISTORY OF SHALBY HOSPITALS

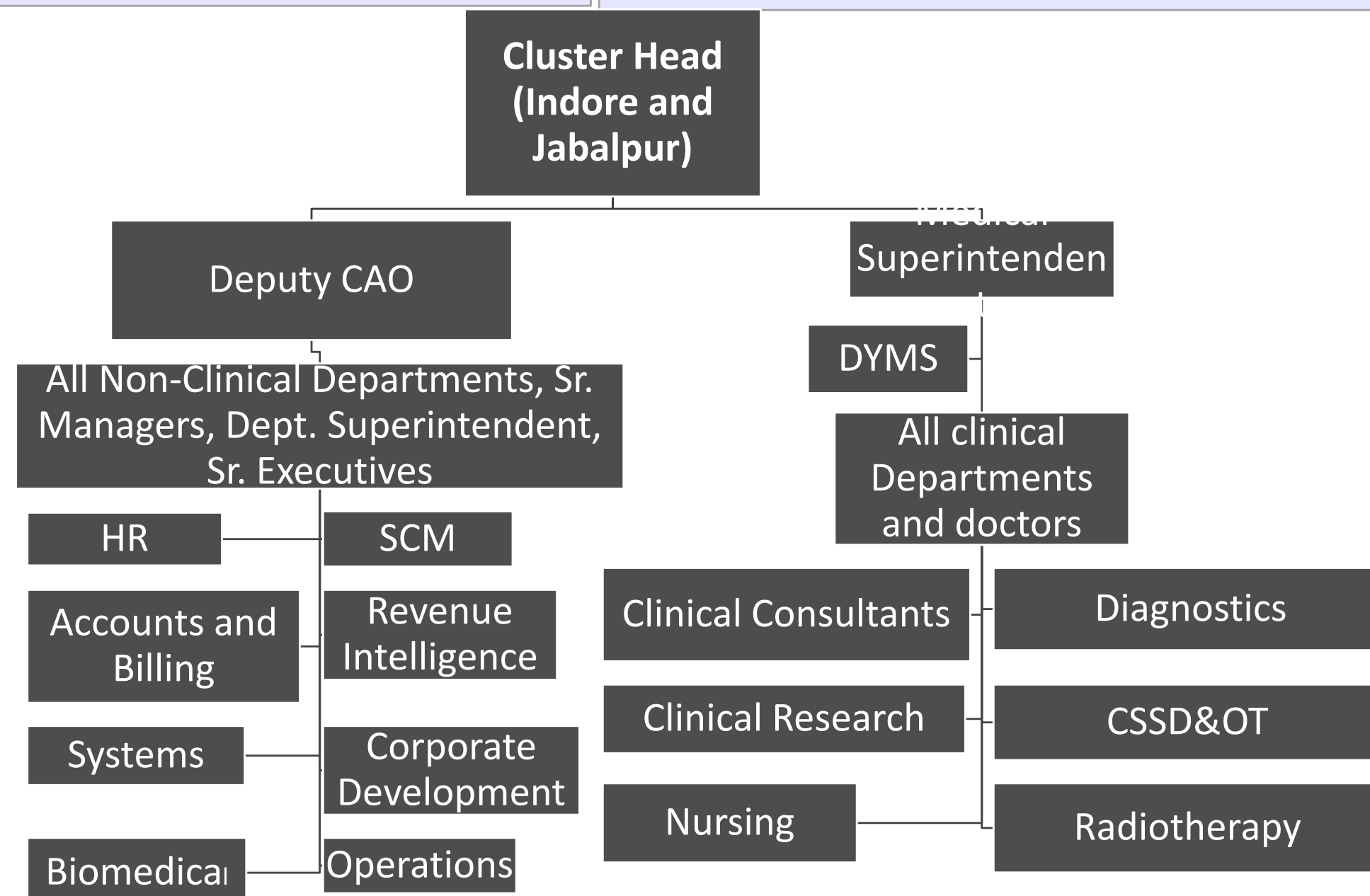
- Shalby Hospitals (Shalby Limited), established by Dr. Vikram I. Shah in 1994 in Ahmedabad, Gujarat.
- Modest Beginning & Thundering Success - The transformation of Shalby into a chain of multispecialty hospitals in about 26 years speaks volumes for its credibility and passion for Healthcare Excellence.
- A True Multispecialty Hospital Chain
- Journey onwards - Through the best practices and following the highest ethical values, Shalby continues its journey to the healthy future of the world.

VISION, MISSION AND CORE VALUES

Vision
"Exceeding expectation from health."
Mission
"Leveraging global leadership in Joint replacement to establish multi-specialty care across geographies."
CORE VALUES
E = Excellence
L = Learning
I = Integrity
T = Teamwork
E = Empathy



ORGANIZATION STRUCTURE



WEEK 1 – QUALITY DEPARTMENT

- Quality is about delivering a desired level of excellence and meeting expectation of patients, legal bodies, internal customers, owners, others and third parties (NABH). Patient safety is a key component of quality improvement.
- Quality management involves 4 components - quality planning, quality assurance, quality control and quality improvement.
- Accreditation is needed to ensure at least a basic level of quality. It improves patient outcome, it helps in identifying strengths and gaps processes etc.
- Shalby Hospital, Indore is itself NABH and NABL accredited.

WEEK 5 – CASUALTY DEPARTMENT

It is a medical treatment facility working round the clock and specializing in the emergency medicine, the acute care of patients who present without prior appointment.
Due to unplanned nature of patients, the department must provide initial treatment for a broad spectrum of illness and injuries, some of which may even be life threatening
Emergency medical care can cut down fatality rate, improve treatment outcomes, reduce rehabilitation time and optimize treatment costs for many patients
OBSERVATION - CMO Assessment, Patient Managed and Shifting

WEEK 2 - HRM

- In any healthcare background, the HR Department functions to handle all aspects of operations that are personnel-related.
- Specific HRM functions include hiring, personnel management, counselling, training, performance monitoring, development program for professionals, labour mediation, administration-employee meetings, staff morale management.
- HR Managers work directly with healthcare professionals to devise programs and key solutions that cater to the requirements of both employees and patients.

WEEK 6 – CSSD&OT

CSSD (Central Sterile Services Department)

- It performs sterilization on medical devices, equipment and consumables for subsequent use by health workers..
- Zones – Receiving, Washing, Packing and Sterilization
- Methods of sterilization used in Shalby Hospital, Indore are steam sterilization and ETO gas sterilization.

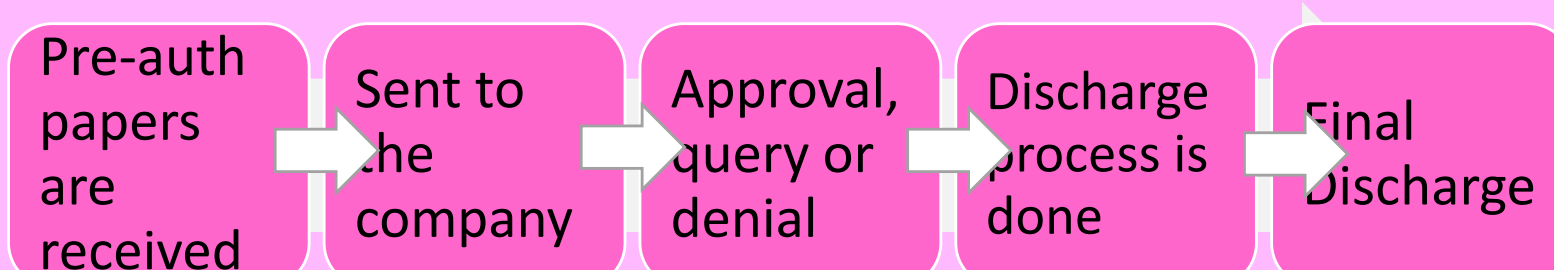
OT (Operation Theatre)

- A good OT manager pays emphasis on budgeting, quality control & performance improvement and ensuring OT protocol.
- OT management

WEEK 3 – MEDICLAIM AND DISCHARGE

Mediclaim is a form of health insurance through which you can either be reimbursed for your hospital expenses or you can choose cashless process to cover these expenses

STEPS OF MEDICLAIM PROCESS



WEEK 4 - MRD

- MRD is an integral part of any hospital that primarily stores records of patients treated in OPD, IPD or Casualty unit.
- Other functions include retrieval, disease and procedure wise coding and indexing of OP and IP records.
- Some examples of these medical records are different assessments and reassessments by MO and nursing, investigation and medication sheets, different consents, discharge summary etc.
- MRD stores a 5 year record of the patients in Shalby Hospital, Indore and uses a tracer card for help in retrieval.

WEEK 7 – FLOOR MANAGEMENT

Floor Management is application of knowledge and skills of management to the hospital floors and the issues arising therein.

Tasks performed in floor management:

Most specifically they manage any issues occurring in the wards or the entire floor. Apart from this other tasks are updating admission and discharge register, keeping a count of number of patients, resolving overnight problems, ensuring smooth supply of medicines etc

Q) Checklist and it's importance?

WEEK 8 – BMW MANAGEMENT

- BMW means 'any waste which is generated during the diagnosis, treatment or immunization of humans or animals in research or treatment and it is managed because of it's infectivity and toxicity.
- BMW waste management process includes 5 steps: waste collection, segregation, storage, treatment and disposal.
- Treatment and disposal technologies include incineration, chemical disinfection, thermal treatment, land disposal and inertization.
- There are different coloured BMW bags for disposal of different types of BMW like black, red, blue, green, yellow and white bag.
- Spill Team.



- Shalby Hospital, Indore incorporates the latest healthcare services covering all leading specialties.
- This Hospital is located at the heart of the city.
- Commencement – 2015, Bed capacity – 213
- The facility at Indore is installed with a high-end LINAC Accelerator (ELEKTRA SYNERGY) for the treatment of cancer.
- Shalby Hospital, Indore boast of 8 modular Operation Theatres including a minor OT facility.

DIFFERENCES IN PRACTICAL EXPOSURE AND THEORETICAL WORK

- It was observed that practical approach is also about improvisation at certain conditions which do not necessarily follow the theoretical norms.
- A personal experience made my leaning deeper and lasting
- Ideal scenario is very seldom seen in practical world.
- I got an idea about the type of issues which are frequently arising and how are they dealt.
- Improved confidence
- Overall personality development.
- Achieving a better sense of professionalism and there's improvement in values such as empathy, patience, teamwork etc

CHALLENGES FACED DURING INTERNSHIP

- Timely availability of mentors
- Getting accustomed.
- Hesitancy in asking being a newbie between skilled staff.
- Facing and handling complaints directly from the patients or from their attendants.
- Repeating of work.
- Adapting to the software used in the organization



SWOT ANALYSIS

- S** Strong brand recognition, Wide presence, Central location, Best centre for orthopaedics and cardiology, Patient trust and satisfaction
- W** Shortage of staff, No blood bank, Lagging operations management, Insufficient parking space
- O** Changing customer preferences, Lower inflation rate, Local collaborations, Growth of city population, Development in other departments, Provision of more services like blood bank service etc.
- T** Upcoming big hospitals, Advancement of technology in other hospitals, Stagnation in rural market, Economic slowdown due to COVID pandemic, Lack of staff satisfaction

USEFULNESS OF INTERNSHIP

- Learning of practical work approach.
- Creating contacts and meeting new people.
- Idea about future scope and decision making.
- Sense of belief and belongingness in the field.
- It boosts motivation, morale and confidence of an intern.
- Addressing weak points.
- New life style
- Strong say during recruitments.

SUGGESTIONS

- Challenge of workforce shortage.
- Timely training and orientation of the untrained and new staff
- Swift resolving of complaints
- Provision of more information banners in certain areas
- Emphasis on the feedback from the patients.

SOME VALUE ADDITIONS AND TAKEAWAYS

- Positive body language and mindset.
- A good greeting environment maintained throughout the organization
- Importance of having and displaying empathy in hospitals which are a negative environment in themselves.
- Sense of workplace communication with peers and senior officials.
- Importance management values like leadership, decision making, teamwork, responsibility and discipline.

