

Summer Internship Project: CM Gora Hospital

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BRIEF HISTORY

CM Gora Hospital is Jaipur based hospital, founded in 2020, by Dr. NAND KISHOR GORA. CM Gora Hospital is one of the State-of-the-art infrastructure Neuro-Specialty hospital with 50 Bed capacity situated on Ajmer Road near 200ft Bypass .

Which provide the highest quality of Neuro care at the most affordable cost. hospital represent a collaborative approach toward patient treatment, dedicated to "Treat like a family member".

Hospital doctor combines compassion with the latest research and technology in neurological medicine in providing the most effective, state-of-the-art treatment available. Patient-centered care is the unique approach endeavored for each individual patient and family.

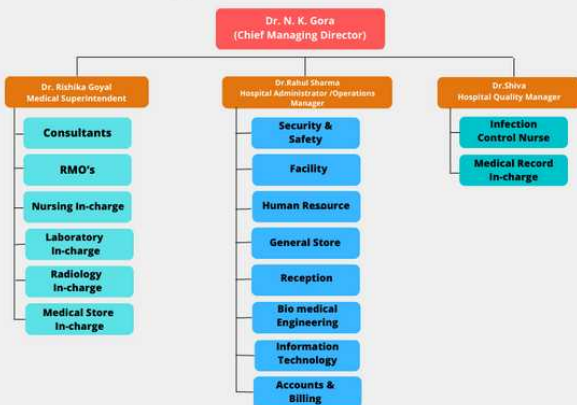
VISION

Providing each patient comprehensive care with clinical excellence.

MISSION

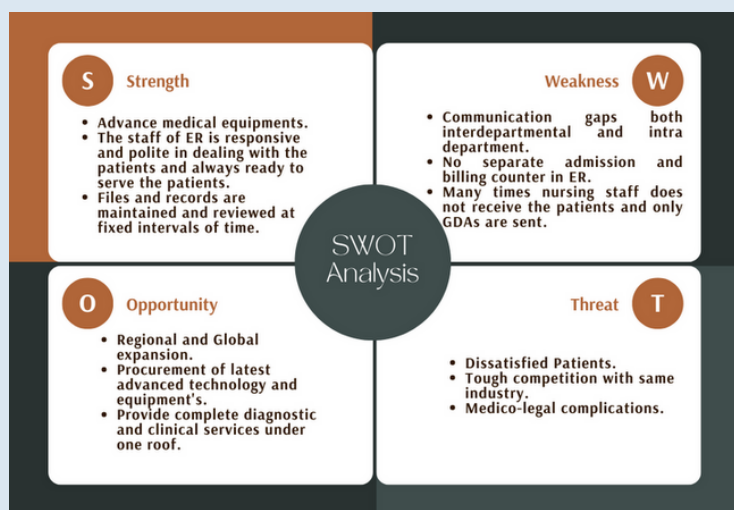
The Hospital transmutates on policy of providing quality health care services at a affordable cost with care, compassion and commitment.

Organization Structure



KEY LEARNINGS

- Got to know the triaging system, forms & formats, equipment, registers of the ER departments.
- Learnt about the quality indicators and process flow of the ER department.
- Managing analyzing the day to day activities of hospital operations.
- Working within a team to identify the issue and implement the intermission that can result in true improvements in qualities.
- Importance of communication & Coordination in team.



CHALLENGES FACED

- Restricted access of documents & software.
- Adequate data and information was difficult to obtain from staff of organization.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK.

- Triaging of beds is not followed by the organization.
- For an example: Theoretically in hospital planning we read emergency on front access but in organization it was present inside the hospital.

TRAINING IN EMERGENCY DEPARTMENT

The Department of Emergency at CM Gora Hospital provides round the clock emergency services to patients arriving at the facility without prior appointment; either by their own means or by an ambulance.

The department is easily accessible to patients owing to its strategic location on the ground floor closer to the main entry of the hospital.

The Emergency department or the ER here has a total of 4 beds color coded according to the severity of the patient's condition.

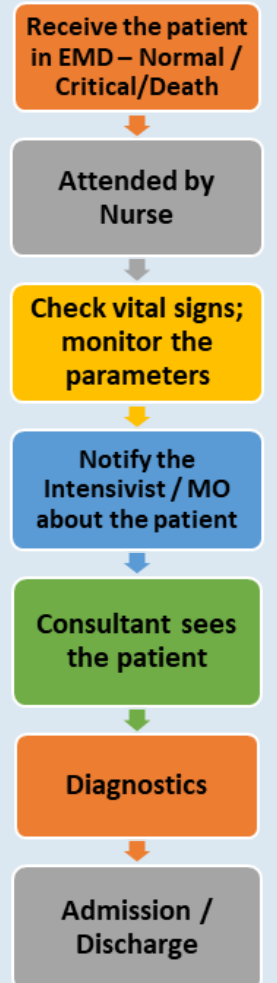
- One bed- Yellow
- One bed- Red
- Two beds- Green

A part of the emergency department is dedicated for day care patients who come for minor procedures like catheter removal and dressings. It has a two beds besides the four beds for emergency patients. When the flow of patients increases, the day care area is converted to ER to provide emergency aid.

Manpower:

- 3 doctors
- 4 nursing staff- Morning: 2
Evening: 1
Night: 1
- General duty assistants (outsourced)- Morning: 2
Evening: 1
Night: 1
- One ER coordinator
- One ER in-charge

ER PROCESS FLOW



EMERGENCY INITIAL ASSESSMENT

Patient's Name: _____ IPD No. _____
Age/Sex: _____ UHID No. _____
Consultant: _____

TIME IN: _____ TIME SEEN: _____ Date: _____ Admitted/Refused/OPD: _____

Accident: Yes ☐ No ☐ MLC: Yes ☐ No ☐ If Yes, Hostly Police: _____

Chief Complaints/History: _____

Provisional Diagnosis: _____

Treatment Advised: _____

Examination: _____

Investigation: _____

Chief Medical Officer Name: _____ Signature: _____

INTER HOSPITAL PATIENT TRANSFER FORM

From: CM GORA HOSPITAL To: _____

Patient's Name: _____ Age: _____ Sex: _____
UHID No: _____ Date of Birth: _____
Address: _____

Reason for Transfer: _____

Physician/Referring Doctor: _____ Contact No: _____

Clinical Summary: _____

Investigation Results: _____

Signature of Referring Doctor: _____ Date & Time: _____

MLC / ACCIDENT REGISTER FORM

Patient's Name: _____ Age: _____ Sex: _____
UHID No: _____ Date of Birth: _____
Address: _____

Brought in by: _____ Police Information PC No: _____
History and alleged cause of injury: _____

Investigation Results: _____

Signature of Medical Officer: _____ Date & Time: _____

USEFULNESS

- Gained valuable hands-on work experience of working in hospital.
- Refined communication skills, helped in interacting with patients and attendants.
- Built network and contacts with industry experts.
- Gained knowledge about Quality and NABH.
- Explored a career path which I would like to continue in future.

SUGGESTIONS

- Regular training and assessment program should be conducted for doctors, nurses and other staff members.
- Provide effective & timely communication to patient about their illness.
- A smooth process should be maintained from receiving the patient to transferring him/her out of ER is crucial to instill a sense of trust in the patient regarding the quality of services provided by the hospital.
- Nurses should spend less time on administrative activities and more on patient care.

