

Internship
at
Jaypee Hospital, Noida



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MBA Hospital and Health Management

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by
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INTERNSHIP REPORT

INTRODUCTION

Jaypee Hospital is committed to provide professional patient care at affordable cost to reach patients globally with holistic approach and continually improve the effectiveness of quality management system.

Jaypee Hospital will strive to improve the healthcare status of the community and to deliver healthcare to individuals in a way that provides local and regional access to quality care and advocates respect for the individual, appropriate use of resources and cost-effective services.

The quality policy is communicated through newsletters, staff meetings, training opportunities and other appropriate forums. All employees are encouraged and required to embrace this policy.

The Quality team has the responsibility to ensure that Jaypee Hospital quality policy:

- Highlights the firm's commitment to achieving applicable rules and standards
- Is regularly assessed in light of the nature of the services provided by the organisation as well as the needs and expectations of its customers
- Is shared, acknowledged, and put into practise throughout the organisation

Mission of Quality Department

- To adopt the best method of managing knowledge inside the organization
- To deliver the best Quality & System to the organization to satisfy its requirements by enhancing the efficiency and effectiveness of the processes
- To train personnel in the organization on how to utilize Q&S effectively
- To train employees in the department in the documentation and application of Q&S
- Implementation of Clinical pathways

Scope of the Department

- External Audits Coordination

- Internal Audits Coordination
- Quality Indicators Analysis
- Quality Improvement Projects
- Implementation of Clinical Pathways & Protocols
- Manual Revision
- FMEA Implementation
- Risk Assessment
- Presenting Report in front of Management

OBJECTIVES OF INTERNSHIP

- To become acquainted with hospital workflows and individual duties of different department in the hospital
- To gain knowledge of the fundamentals of quality and patient safety in healthcare and to acquire the required knowledge to develop a quality management programme in hospitals and healthcare facilities
- To become acquainted with and comprehend the principles of quality assurance and management and their significance in the context of healthcare
- To understand the principles of patient safety and its significance
- To understand the significance of standards and indicators in quality
- To understand the fundamentals of quality assessment, and the understanding and development of skills necessary to apply tools for quality improvement
- To acquire skills in monitoring and overseeing quality of services
- Establish and maintain controls and recordkeeping procedures
- To familiarize with the National Accreditation Program and Process (NABH)

ORGANIZATIONAL PROFILE

The Jaypee Hospital was created with the intention of spreading world-class healthcare among the general public by offering dependable, high-quality healthcare at an accessible price. The Jaypee Group's main hospital, the Noida-based Jaypee Hospital, represents the organization's laudable goal to enter the healthcare industry. With 525 beds operational in the first phase, the hospital has been planned and constructed as a 1200 bed tertiary care multi-

specialty center. The Jaypee Hospital is situated in Sector 128 of Noida, on a vast campus of 25 acres, and is conveniently close to Delhi, Noida, and the Yamuna Expressway.

Vision:

"Promoting healthcare to the common people with the expanding requirements of society by offering excellent and economical healthcare with devotion" is the vision statement of Jaypee Hospital.

Mission:

Through its multi-super specialty institution, the Jaypee Hospital, the Jaypee Group is dedicated to helping the cause of the millions of people looking for dedicated quality and reasonable healthcare. The Jaypee Hospital aims to be the best option for medical care with cutting-edge healthcare facilities, advanced diagnostic services, and latest technology centered on medical specialties.

Core values:

- Quality of Care: Patient centric high level of quality care
- Innovation: Continually driving Innovation and continuous improvement
- Teamwork: Deliver through optimum teamwork.
- Service: Exceed expectations through service
- Integrity: Serve with utmost integrity
- Compassion: Treat everyone with true compassion

Principles:

- Primary Value
By providing quality, safety, and affordability, consistently add value for our patients.
- Ethical Standards
Our team of caring experts shall uphold high standards of ethics in the provision of healthcare services while concentrating on the requirements of patients from our local communities, regional areas, the country, and the world.
- Evidence Based Medicine
As an integrated unit of multi-disciplinary doctors, surgeons, scientists, and allied health professionals, adopt and deliver best practices using evidence-based medicine.

- **Mutual Respect**
Show respect and dignity to our patients, visitors, staff, and other customers.
- **Continuous Quality Improvement**
Continually enhance all protocols, methods, and practices related to patient care, instruction, and research.
- **Uncompromised patient safety**
Patient needs and safety are our top priority, and we won't compromise on either.
- **Healthy work environment**
Encourage cooperation, collaborative practices, personal transparency and accountability, honesty, innovation, trust, and communication among all of our employees to foster a healthy work environment.
- **Social Responsibility**
Ensure that the community's healthcare requirements are met, offer accessible care, and take part in government assistance programs.
- **Transparency**
Communicate with all stakeholders in an open and transparent manner. All of Jaypee Hospital's core principles support a culture of quality and safety.

Purpose:

To establish a connection between Jaypee Hospital's mission, vision, and operational objectives and goals in order to guarantee that patients receive high-quality care in a setting with few complications. In order to consistently enhance the efficiency of Jaypee Hospital's performance, Jaypee Hospital will be in charge of overseeing every area of patient care, from the moment the patient visits the hospital through assessment, treatment, recovery, and discharge.

Infrastructure Highlights

- 525 beds in phase one
- 150 Critical Care beds
- 24 advanced Neonatal intensive care beds
- 20 beds for Dialysis
- 325 beds with Suite, Deluxe, Twin Sharing and Economy options in wards
- 18 Modular Operation Theatres

- 4 Cardiac Cath Lab with Hybrid Operating Room
- 2 Linear Accelerator (IMRT, IGRT and VMAT), 1 Brachytherapy Suite, Wide Bore CT Simulator
- 2 MRI (3.0 Tesla) with High Intensity Focused Ultrasound
- 256 Slice CT scan, CT Simulation
- 64 Slice PET CT, Dual Head 6 Slice SPECT CT, Gamma Camera
- Da Vinci Robotic Surgery for complete robotic surgical solution

Floor-wise Plan

5 th , 6 th , 7 th Floor	• Inpatient Wards
4 th Floor	• OT Complex • Pre & Post Operative Unit • ICCU • SICU-II & III • Cath Labs • Hybrid Operative Room
3 rd Floor	• IVF • Birthing Center • NICU • PICU • MICU • SICU-I • Neuro ICU
1 st & 2 nd Floor	• OPDs
Ground Floor	• Emergency & Trauma • Emergency ICU • Radiology • Dialysis Centre • Executive Health Check-up • OP Pharmacy • Registration & Billing
Upper Basement	• Administrative Office

	• Blood Bank • Lab Medicine • Marketing Office • Security Office
Lower Basement	• Radiation Oncology • Supply Chain Department • Laundry & CSSD • MRD • IP Pharmacy • Housekeeping Department • Mortuary

SERVICES PROVIDED BY ORGANIZATION

Anesthesiology	Scope
Anesthesiology	• Care of Surgical patient • Pre operative, intra operative and post anesthesia care • Pain Management-Acute/Chronic • Anesthesia outside operating room • Obstetric anesthesia • Critical Care
Dermatology & Venereology	• Care of all skin diseases- Infectious & Non infectious • Care of sexually transmitted diseases
Emergency Medicine	• Urgent medical and surgical care at any time of the day
General Medicine	• Care of general medical diseases in adults like Infectious, Respiratory, Gastrointestinal, Renal.
General Surgery (Including MAS)	• All Minimal Access Surgeries • All kinds for trauma

Obstetrics & Gynecology (Including Gynae-Oncology)	• Gynecological disease • Normal obstetrics • Complicated and bad obstetrics • IVF • High risk obstetrics cases • All Gynae-oncology Surgeries
Ophthalmology	• All ophthalmic surgeries • Retina Surgery • Squint Eye Surgery • Lasik Surgery
Orthopedic Surgery	• Care of fractures and dislocations • Joint replacements • Trauma & Poly trauma
Otorhinolaryngology	• Care of diseases related to ear, nose, throat • Head & neck malignancy
Pediatrics	• Neonatal Intensive Care Unit • Pediatric Intensive Care Unit • Care of congenital heart defects and surgical anomaly • Pediatric Ophthalmology • Speech Therapy • Pediatric Dentistry • Development Assessment
Respiratory Medicine & Critical Care	• Care of all critically ill patients including hemodynamic monitoring and ventilator management - Interventional Pulmonology • Pulmonary Function Test • Sleep Studies
Day Care Services	• Chemotherapy • Dialysis • Eye Surgeries • Dental Procedures

Orthopedic Surgery	• Joint Replacement – THR, TKR • Ortho Spine • Trauma • Arthroscopy • Deformity Correction • All orthopedic surgeries
Cardiac Anesthesia	• Hemodynamic Monitoring • Trans oesophageal echocardiography • Preoperative management of Pump-on-pump CABG • Valve repair and replacement • Post op critical management of neonatal and pediatric patients
Cardiology	• Electro cardio physiology & Radio Frequency Studies • Interventional Cardiology • Non-Invasive Cardiology
Cardiothoracic Surgery	• Adult Cardiac Surgery • Valve Surgery • Pediatric Cardiac Surgery
Medical Gastroenterology	• Endoscopy • Colonoscopy • ERCP • Management of Hepatobiliary Diseases • Endoscopic Ultrasound with FNAC • Stone removal from CBD
Neonatology	• Management of preterm and low birth weight babies • Management of babies with sepsis and HIE • Ventilator Support • CPAP • Phototherapy
Nephrology	• Diagnosis and treatment of Acute kidney Injury

	• Management of patient with any urinary problem • Diagnosis and treatment of CKD • Hemodialysis • Peri natal dialysis • Renal Transplant
Neurology	• Diagnosis and treatment of Stroke, Seizures disorders • Diagnosis and treatment of movement disorders and headache • Diagnosis and treatment of Nerve and muscle disorders • Diagnosis and treatment of Botox Therapy
Neurosurgery	• All Kind of emergency Surgery of Bleeding and Hematoma • Treating all sorts of brain & Spine trauma. • Performing all sorts of Minimally Invasive spine surgery
Nuclear Medicine	• PET CT, SPECT-CT, • High/Low dose radio iodine Therapy • MIBG Therapy • Samarium Therapy
Pediatric Cardiology	• Invasive Cardiology • Non-Invasive Cardiology
Plastic & Reconstructive Surgery	• Onco Reconstruction Surgery • Hair Transplant • Cosmetic Surgery • Trauma Reconstruction Surgery

Surgical Gastroenterology (including Hepato-Pancreato-Biliary Surgery)	• All GI Surgeries • Bariatric Surgery
Urology	• Endo urology • Uro-oncology • Reconstructive urology • Pediatric Urology • Renal Transplant • Infertility and Sexual dis-functioning in men
Medical Oncology	• Chemotherapy – Adult, Pediatric and Geriatric patients • Bone Marrow Transplant • Targeted Therapy • Immunotherapy • All Hematological and solid organ malignancies
Radiation Oncology	• External Beam Radiotherapy • IMRT, IGRT, 3D – CRT • SRS, SRT, SBRT • 2D – Palliative Radiotherapy • Total Body irradiation, Electron Therapy • Brachytherapy – ICRT, Interstitial Implant
Surgical Oncology	• All Onco Surgeries • Endoscopic Onco Surgery • Laser Onco Surgeries • Laparoscopic Onco Surgery

Diagnostic Services in the Hospital

Diagnostic Imaging	Laboratory Services
Bone Densitometry	Clinical Bio-Chemistry
CT Scan	Clinical Microbiology and Serology
MRI	Clinical Pathology

DSA Lab	Cytopathology
Mammography	Hematology
Ultrasound	Histopathology
X Ray	
PET	
Gamma Camera	

Other Diagnostic Services	Support Services
2D Echo	Ambulance
Audiometry	Blood Bank
EEG	Dietetics
EMG/EP	Physiotherapy
Holter Monitoring	Speech and Language Therapy
Spirometry	
Tread Mill Testing	
Urodynamics	

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

1. Assisted the Quality department with the closure of gaps in NABH audit and implementation of the standards
2. Assisted in analysing and presenting data related to hospital indicators
3. Coordinated with various departments to maintain & update documentation in light of the most recent revision
4. Participated in various audits like patient safety audits, safety and diagnostics adherence audit, department specific audits and prepared reports
5. Attended various meetings like Committee meeting, meeting with consultants, Quality Champions meeting and minutes of meeting
6. To ensure proper adherence to documentation, took part in open and closed file audits

7. Aided in designing forms and recording Patient Related Outcome Measures related to Angina and Orthopaedics
8. Participated in the whole process of implementation of clinical pathways, starting from meeting with consultants to execution
9. Prepared a report on Failure Mode and Effect Analysis of medication errors for the closure of the gap that the healthcare facility does not use quality improvement tools
10. Participated in emergency code mock drills and prepared reports of the same

KEY LEARNINGS FROM INTERNSHIP

Being placed in the department during the NABH reaccreditation process was a great opportunity because that is when you can learn the most about how the Quality department operates.

NABH accreditation is a cumbersome process with 10 chapters, 100 standards and 651 objective elements. There is a lot of documentation in a multispecialty hospital, making it challenging to get hold of each and every procedure and become compliant with each standard to achieve excellence.

- Documentation in hospital provides critical information to hospital staff to maintain patient safety and decrease medical errors, and plays a crucial medico-legal role in risk management.
- Conducting patient safety audits in different departments enables us to spot hazards and take action before a problem gets worse.
- Recording Patient Related Outcome Measures helps the providers in understanding the effectiveness of the treatment given or surgery done, pre and post treatment
- Analyzing hospital indicator data on a monthly basis helps in understanding the trends and patterns emerging from the data, evaluate the performance comparing it to the benchmark and take action beforehand.
- Implementing clinical pathway management provides benefits including improved continuity of medical care and carefully monitored care procedures, which jointly increase the standard of medical care.
- By undertaking mock drills at regular intervals, employees can maintain their preparedness to respond to any emergency event, any deficiency found can be tackled beforehand and problems at the time of real emergency can be averted.

- Coordinated with various departments to maintain & update documentation is crucial to provide safer and more effective care.
- Hospital committee meetings aid in developing policies, coordinating, and monitoring hospital-wide operations that are thought to be essential to the provision of high-quality healthcare.