

INTERNSHIP REPORT

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Enrolment no.: 1519

Introduction:

Flores Hospital in Ghaziabad stands as a beacon of healthcare excellence in the heart of the city. Established with a commitment to provide compassionate care and advanced medical treatments, Flores Hospital has earned a reputation for its state-of-the-art facilities and dedicated medical professionals. Situated conveniently to serve the community, the hospital caters to a wide spectrum of healthcare needs, ranging from routine medical care to complex surgical procedures.

At Flores Hospital, patient-centric care is paramount, ensuring that each individual receives personalized attention and treatment. The hospital boasts modern infrastructure equipped with the latest medical technology, enhancing diagnostic accuracy and treatment outcomes. The team of experienced doctors, nurses, and support staff are driven by a shared vision of delivering quality healthcare with integrity and empathy.

Beyond its clinical excellence, Flores Hospital is committed to upholding the highest standards of ethical practice and patient safety. Whether it's emergency medical services, specialized treatments, or preventive care, Flores Hospital strives to be the trusted healthcare partner for the community of Ghaziabad and beyond.

With a steadfast commitment to excellence in healthcare, Flores Hospital continues to evolve, embracing innovation and best practices to ensure the well-being and satisfaction of every patient it serves.

Organisation vision- Our vision is to continuously upgrade our health facilities so as to provide medical care always to me and all and make state of the art medical treatment affordable by all including the weaker section of the society.

Organisation mission- our Responsibilities is to fulfill our obligation towards society, the hospital, under the aegis of SDS Memorial medical research and development society, organizes free health checkup camps in places where medical facilities are not easily accessible.

Objectives of the internship:

1. Understanding overall operation:

Trying to gain insight and an overall understanding of how various departments operate within a hospital to provide services related to patient care.

2. Knowing about all the services provided:

Learning about all the various services provided by the hospital and various medical needs and preferences of the patient.

3. Layout of the hospital:

Learning about the overall layout of the hospital and knowing which department lies where which can also help in guiding patients based on where they need to go.

4. Communication skills:

Developing good communication skills to be able to work effectively with the team and also to be able to guide the patient with any of their queries and also educate them effectively regarding their rights and responsibilities.

5. Identifying gaps:

Learning to identify gaps if any in the overall process of a department that might hinder the department's overall efficiency.

6. Data analysis:

Learning how to analyse data that has been collected regarding the efficiency of the department's process and look for any gaps.

7. Recommendations:

Based on the data analysed and then learning to understand the real analysis of the gaps observed and coming up with recommendations to counter that gap or issue hindering the overall efficiency of the process.

8. Ethics:

Understanding the ethical implications of the steps that are undertaken in any procedure in an particular department in the hospital.

9. Professional development:

Enhancing professional skills such as critical thinking, problem solving and attention to detail through practical experience in a real-world setting.

ORGANIZATIONAL PROFILE

FLORES Hospital, a 100 bed super specialty tertiary care hospital is truly futuristic in its services & technology and brings together some of the most talented medical professionals in India. The hospital is equipped with state-of-the-art technology for better quality services. The hospital provides preventive, diagnostic, therapeutic, rehabilitative, and palliative and support services all under one roof and is designed to meet patient care and research requirements of the new millennium. FLORES Hospital provides comprehensive multi-specialty tertiary care facilities through its center of excellence

CORE VALUES OF FLORES:

- Patient centricity:
 - Commit to patient outcomes and experience for our patients.
 - Treat patients and their caregivers with compassion, care.
 - Our patient needs will come first.
- Integrity:

- Be principled, open and honest.
- Model and live our ‘values.’
- Demonstrate moral courage to speak up and do the right things.
- Teamwork
 - Proactively support each other and operate as one team.
 - Respect and value people at all levels with different opinions, experiences and backgrounds.
 - Demonstrate moral courage to speak up and do the right things.
- Ownership
 - Be responsible and take pride in our actions.
 - Take initiative and go beyond the call of duty.
 - Deliver commitment and agreement made.
- Innovation
 - Continuously improve and innovate to exceed expectations.
 - Adopt a ‘can-do’ attitude.
 - Challenge ourselves to do things differently.

SERVICES BEING PROVIDED:

Flores hospital has a range of different medical specialties that focus on providing patients with various needs with a wide variety of medical services.

- Cardiac sciences
- Mental health and behavioral sciences
- Dental science
- Endocrine surgery
- General surgery
- Internal medicine
- Neurosurgery
- Liver transplant and hepatobiliary science
- Oncology
- Dermatology
- ENT
- Obstetrics and gynecology
- Hematology
- Orthopedics
- Pulmonology

- Geriatric medicine
- Pain and palliative medicine
- Diabetology/Endocrinology
- Fetal medicine
- Nephrology
- Ophthalmology
- Paediatrics
- Radiology
- Neurology
- Emergency and trauma
- Gastroenterology and hepatobiliary sciences
- Infertility medicine
- Neurointerventional radiology
- Organ transplant
- Physiotherapy and rehabilitation
- Rheumatology

Key Activities/ Projects Undertaken Other than Dissertation:

1. Number of falls:

Auditing the number of patient falls that happened in a month, finding out the reasons behind them and looking for measures to prevent or reduce them.

2. Nursing file audit:

Auditing the accuracy and completeness of patient files being filled by the nurses and to look for any errors in the documentation.

3. Doctor file audit:

Auditing the accuracy and completeness of patient files being filled by the doctors and to look for any errors in them.

4. Discharge summary audit:

Auditing the discharge summaries of patients who have been discharged from the hospital in the medical records department to make sure that all the details have been filled completely with little to no error and to find reasons for any error being found.

5. Eye wash system audit:

To go to every department that has to deal with any hazardous chemical or fluid or acid and to check whether they have an eye wash machine and whether all of them are working properly with the required amount of water pressure or not.

6. Adherence to safety precautions in radiology department:

To go to the radiology department and find out the total number of staff working there and gathering data on how many of them were following safety precautions like for example wearing a lead apron or a TLD badge while working in the department. If not then analysing the reasons for it and looking for actions to rectify that problem.

KEY LEARNINGS FROM THE INTERNSHIP

1. Admission process:

Learnt about all the steps and formalities of the pre admission process that needs to be completed and also about all the documents needed and the consent forms to be filled before a patient can be admitted to their designated room or ward.

2. TPA process:

Learnt about how TPA documentation works for patients with insurance policies who want to apply for their pre-approval. The documents that need to be taken and the forms that need to be fulfilled.

3. Communication skills:

Learnt about how staff communicates with the patient when it comes to counselling them about any procedure or process or formalities that a patient needs to know about to reduce any kind of confusion or delays.

4. Turnaround time standards:

Learnt about the standards that the admissions department has with respect to the turnaround time to be followed for the admission process of any patient to be completed.

5. Quality indicators:

Learnt about the various quality indicators that the quality department of the hospital needs to make sure are being followed to maintain high levels of patient care and also patient and staff safety during work and also to maintain NABH and JCI accreditations.

6. Auditing and data collection:

Learnt how to collect data and audit them with respect to the quality indicators and other standards that need to be followed.

7. Data and gap analysis:

Learning how to analyse the data collected by comparing them to set standards and then looking for any process gaps that might hinder the overall efficiency of patient care and safety.

8. Giving recommendations:

Learning to collect data and doing audits also helped me learn how to give apt recommendations with respect to the gaps or room for improvement that were being observed to maintain or improve the overall process efficiency which in turn will improve patient care services and overall process efficiency.

9. Importance of patient satisfaction:

Also, learnt about the significance and importance of patient satisfaction and its importance with respect to not just patient care and health but also with regards to developing a loyal patient base that trusts the hospital which also proves helpful for the long term financial health of the hospital.