

INTERNSHIP REPORT

Organisation: Medanta, The Medicity, Gurugram (Haryana)

Duration of Internship: 18th March 2024 to 24th June 2024

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Enrolment No: 1525

Introduction

I am pleased to submit my internship report, detailing my three-month internship experience from 16.03.2024 to 24.06.2024, as a Management Trainee for the position of Assistant Manager in Medical Admin and Clinical Operations at Medanta, The Medicity, Gurugram, a 1300-bedded multispecialty hospital. During my internship tenure, I had the opportunity to work in four diverse departments: Intensive Care Unit (ICU), Quality, Clinical Pharmacy, and Emergency and Trauma. Under the guidance of experienced mentors, including managers and heads of departments, I gained a comprehensive understanding of the standard operating protocols, operational workings, and duties and responsibilities of an Assistant Manager in each of these departments.

Throughout my internship, I was actively involved in coordinating with various teams within each department, conducting projects, and delivering presentations and recommendations. This experience has not only enhanced my knowledge and skills but also provided me with a deeper understanding of the healthcare industry and its operations. The following report outlines my key experiences, learnings, and achievements during my internship, highlighting the various projects and activities undertaken in each department.

Assisted in day-to-day operations of the organization. Which helped me gain practical knowledge and skills to handle managerial issues in the organization. During this period, the I was given certain specific responsibilities and tasks according to specific timeline under the supervision of Preceptor.

Objectives of Internship

The primary objectives of this internship were to:

1. Gain practical knowledge and skills in managing day-to-day operations of a multispecialty hospital.
2. Develop an understanding of the standard operating protocols and operational workings of various departments.
3. Enhance my skills in project management, coordination, and communication.
4. Gain a deeper understanding of the healthcare industry and its operations.

Organizational Profile

Medanta is one of the best and India's largest multi super speciality hospitals located in different cities of India. Medanta Gurugram has a team of more than 800 experienced doctors with a capacity of 1250 beds. It has 29 super speciality departments with a renowned NABH and JCI approved hospital with great facilities for advanced robotic surgeries.

Medanta Gurugram is a leading healthcare institution with a strong presence in India. It has a team of over 800 experienced doctors and a capacity of 1250 beds. The hospital is known for its advanced facilities, including 29 super speciality departments, which are recognized by international standards such as NABH and JCI. Medanta Gurugram is particularly renowned for its advanced robotic surgery facilities, which are equipped with High Dependency Units and Post-Operative Recovery rooms that follow stringent infection control and isolation protocols.

Services Provided by Organization

1. Heart Institute
2. Institute of Neurosciences
3. Institute of Digestive and Hepatobiliary Sciences
4. Institute of Liver Transplantation and Regenerative Medicine
5. Cancer Institute
6. Kidney and Urology Institute
7. Institute of Critical Care and Anaesthesiology
8. Institute Of Musculoskeletal Disorders and Orthopaedics
9. Institute of Chest Surgery- Chest Onco Surgery and Lung Transplantation

Quality accreditation

1. Medanta is accredited by JCI(Joint commission International) , the highest accreditation for quality healthcare.
2. The hospital is also accredited by NABH
3. All labs at Medanta are accredited by NABL.

Key Activities/Projects Undertaken (Other than Dissertation):

During my internship, I was actively involved in the following projects and activities:

1. ICU Department:

1.1 Key Takeaways

1. Patient File Management: Regularly reviewed patient files to stay updated on patient conditions and shifting.
2. Doctor Rounds and Feedback: Attended doctor rounds to understand patient conditions and took feedback from patients on hospital services.
3. MRD and IPSP Audits: Conducted daily audits to ensure compliance and patient safety by reviewing all file documents.
4. Patient Coordination: Coordinated patient shifting and interacted with ward secretary, nurses, and doctors to ensure smooth transitions.
5. Mortality File Audits: Conducted audits on mortality files to ensure compliance and identify areas for improvement.
6. Longer Length of Stay Protocols: Learned protocols for patients with longer stays, including KPA of ICU and required documents for panel patients.

1.1 Conducted projects on improving patient satisfaction in the ICU by focusing on IPSP Goal II: Presented the project findings and recommendations to the ICU team.

- Project 1. Title: Enhancing patient safety in the Intensive Care Unit: A Comprehensive Study on improving critical alert documentation by physicians
- Project 2. Title: Improving compliance of documentation of cross consultation form by physicians in ICU

Problem Statement: Non-compliance of documentation protocols to be followed for critical alerts and cross consultation by the physicians in ICU

Recommendations:

1. Pop- up for critical alerts on EMR

2. Critical alert protocols training for doctors and nurses
3. Training on team co-ordination for patient safety IPSPG 2: Effective Communication
4. Critical alert column can be put in the progress note or ICU sheet for doctors to write the critical alerts received for that particular patient.
5. The physician should receive a notification on their login screen of the HIS to enter details of the critical alert, including details of any actions that were taken. This ensured that critical alerts were generated, collected and acknowledgement in an appropriate and timely manner.

2. Quality Department:

1. Key Performance Indicators (KPIs) for Various Departments: Learned how to establish KPIs. Understand their importance in measuring departmental performance, and conduct analysis.
2. Development of Clinical Pathways: Gained insights into creating standardized clinical pathways. Ensured pathways are evidence-based and aligned with best practices.
3. Hospital Feedback Management System: Familiarized with the system used for collecting and managing patient feedback. Recognized the role of feedback in improving hospital services and patient care.
4. Data Analysis Across Multiple Departments: Conducted data analysis on information received from various departments. Utilized data to inform decision-making and enhance operational efficiency.
5. Incident Reporting Process: Understood the procedures for incident reporting within the hospital. Learned about the significance of timely and accurate incident reports. Root Cause Analysis (RCA) and Incident Closure
6. RCA: Participated in conducting RCAs for various incidents. Gained knowledge on identifying root causes and implementing corrective actions. Contributed to the closure of incidents by ensuring all corrective measures were taken.
7. Reporting and Documentation: Prepared detailed reports on RCAs and incident outcomes. Emphasized the importance of clear and comprehensive documentation in quality management.

3. Clinical Pharmacy Department:

3.1 Key Takeaways

1. Developed a comprehensive understanding of the clinical pharmacy department's role in ensuring safe and effective medication management
2. Recognized the importance of interdisciplinary collaboration and communication in delivering quality patient care
3. Gained practical insights into the implementation of various medication management protocols and programs
4. Understanding Standard Operating Protocols (SOPs) in Clinical Pharmacy (Gained insights into the various SOPs related to medication management, including: Pill counts Surgical prophylaxis audits)
5. Medication Management Process: Observed the day-to-day activities and workflows of the clinical pharmacists, Understood the entire process of medication management, including: Medication ordering and dispensing, Medication reconciliation, Medication monitoring and review
6. Medication Error Identification and Management: Understood the processes involved in identifying, reporting, and managing medication errors

3.1 Conducted projects:

Title: Knowledge, Attitude & Practice of healthcare providers on Medication SOP's in Medanta, The Medicity (Gurugram)

Objectives: To understand the SOP of medication management. To assess the level of knowledge, attitude, and practice among healthcare providers regarding medication SOPs. To analyze the result obtained, and provide with recommendations.

About the project: Prepared a questionnaire with 17 questions which I had three sections of Knowledge (7) questions, Attitude (5), Practice (5). Distributed the questionnaire to healthcare providers such as doctors, nurses, clinical pharmacist, collected a data of 89 participants with consent. Further analysis with recommendations is in progress.

4. Emergency and Trauma Department:

4.1 Key takeaways: During my 25-day tenure as a management trainee in the medical administration department, I gained valuable insights into the operations of the emergency room (ER). I closely observed the patient flow, identifying various challenges faced by the ER staff, including high patient turnover and resource constraints. This experience deepened my understanding of the critical role of an Emergency Manager, who ensures efficient triage, timely patient care, and smooth coordination among the medical team. I also learned about the key performance indicators (KPIs) for the ER, which include metrics such as patient wait times, treatment times, and overall patient satisfaction. Additionally, I observed the process of bed shifting from the ER to the ICU or wards, which is crucial for maintaining optimal patient flow and ensuring that critically ill patients receive appropriate care in a timely manner. This hands-on experience highlighted the importance of effective management and coordination in delivering high-quality emergency care.

4.2 Conducted a project: Improving transfer of critical patients from Emergency Department to ICU

Objectives: To understand the patient flow in ER. To observe the process ICU shifting TAT. To understand the cause of delays in ICU shifting TAT. To provide with recommendations to increase the efficiency

Recommendations given to Organisation:-

Prepare a list of senior consultants from various specialties who can be readily available to review patients in the ER for ICU shift. This will ensure that decisions are made quickly and efficiently, reducing delays caused by junior doctors who may need to consult with seniors.

Develop a protocol that requires senior consultants to visit patients in the ER and ICU to make informed decisions quickly. This will help reduce the need for multiple reviews and delays.

After the primary admitting team makes a decision, they should immediately discuss it with the Critical Care team or contact them simultaneously to avoid the need for another review, optimizing time.

Key Learnings from Internship:

The internship at Medanta, The Medicity, Gurugram, provided me with valuable insights and skills, including:

1. Operational Knowledge: I gained practical knowledge of the day-to-day operations of a multispecialty hospital.
2. Project Management: I developed skills in project management, coordination, and communication.
3. Teamwork: I learned the importance of collaboration and effective communication in a team environment.
4. Professional Development: I gained a deeper understanding of the healthcare industry and its operations.

Overall, the internship at Medanta, The Medicity, Gurugram, was a valuable learning experience that helped me develop practical skills and gain a deeper understanding of the healthcare industry and its operations. Key Activities/ Projects Undertaken Other than Dissertation.