

Internship at
**Rajiv Gandhi Cancer Institute &
Research Centre**

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Internship Report By

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MBA

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1.Introduction:

Internship was completed in the Rajiv Gandhi Cancer Institute & Research Centre in Rohini, New Delhi. The internship lasted from April 11th, 2022, through July 10th, 2022. I learned about the Institute's Vision, Mission, Values, and Brand Promise throughout this time. As a Human Resource Intern at the Human Resource Department, I worked in three primary departments: OPD, IPD, and Admission. All these departments were rotated to learn the process flow, staffing, layout, and managerial roles. During this time, I was taught how to grasp the entire admissions process, including OPD and IPD admissions, patient financial counselling, and hospital bed management.

2.Objective:

- 1.To Become familiar with all the hospital's departments.
2. To observe and grasp various protocols and norms within businesses.
3. To comprehend the hospital's operation through comprehending the department-by-department process flow.
4. To observe the hospital's good and bad practices.
5. To identify issue areas, collect data, analyze it, and recommend acceptable solutions to the problems that have been identified.
6. Establish a rapport with the team and have a thorough understanding of their primary tasks and duties.
7. Assisting selected department supervisors in their daily tasks
8. To assist them in completing any little project(s) that are practicable in the time allotted.

3. Organizational Profile

Rajiv Gandhi Cancer Institute & Research Centre



Figure 1: Infrastructure of RGC I & RC

- ❖ Indraprastha Cancer Society and Research Centre is a "not-for-profit organization" established under the Societies Registration Act 1860, which opened Rajiv Gandhi Cancer Institute and Research Centre in Delhi in 1996. RGC I & RC is “Not for Profit” organization. The society's founders are a group of socially responsible self-less philanthropists who had no financial means but were able to generate money for the hospital's operation through their hard work and sheer resolve. The key motivating factors for the establishment of the Hospital were quality, cost, and convenient access for cancer patients.
- ❖ Through dedicated Site-Specific teams, the Institute provides highly specialized tertiary care services in Medical, Surgical, and Radiation Oncology. The Super Specialists at RGC I&RC take a comprehensive, organ-specific approach to cancer diagnosis and treatment. For more serious cases, Tumor Board acts as a second opinion clinic.
- ❖ RGC I is dedicated to offering cutting-edge technology to its patients. Whole-body robotic surgery, intra-operative brachytherapy, True Beam (next-generation Image Guided Radiation Therapy), PET-MRI fusion, High Frequency Ultrasound, and other advanced methods are available at the Institute. Modern diagnostic and imaging techniques such as PET CT, Circulating Tumor Cell testing, and Next Generation Sequencing are all available, as well as Tomosynthesis (the first 3D mammography machine of its kind), Nucleic Acid Testing (for the safest blood possible), and modern diagnostic and imaging techniques such as PET CT, Circulating Tumor Cell testing, and Next Generation Sequencing.
- ❖ RGC I&RC has consistently been recognized one of India's Best Oncology Hospitals (Week – Nielsen Survey 2014, 2015, 2016) and has garnered numerous awards for its work,

including Best Oncology Hospital in India (2014), Healthcare Leader Award (2014), and India's Most Trusted Cancer Hospital (2016). (2014). (2016).

3.1 VISION MISSION AND VALUES

Vision, Mission, and values of RGCI & RC are as follows:

VISION

To Provide Affordable Oncological Care of International Standard and Help to Eliminate Cancer from India Through Research, Education, Prevention & Patient Care.

MISSION

To be the premier cancer care provider in India and be the preferred choice of Patients, Care Givers, Faculty and Students

By offering comprehensive services at an affordable price

And excellence of our personnel leveraging best technology

VALUES

We hold our patients in high esteem and work with ethics and compassion

We care and function with mutual respect, trust, and transparency

We deliver accurate diagnosis, correct advice, and effective treatment.

3.2 ORGANOGRAM

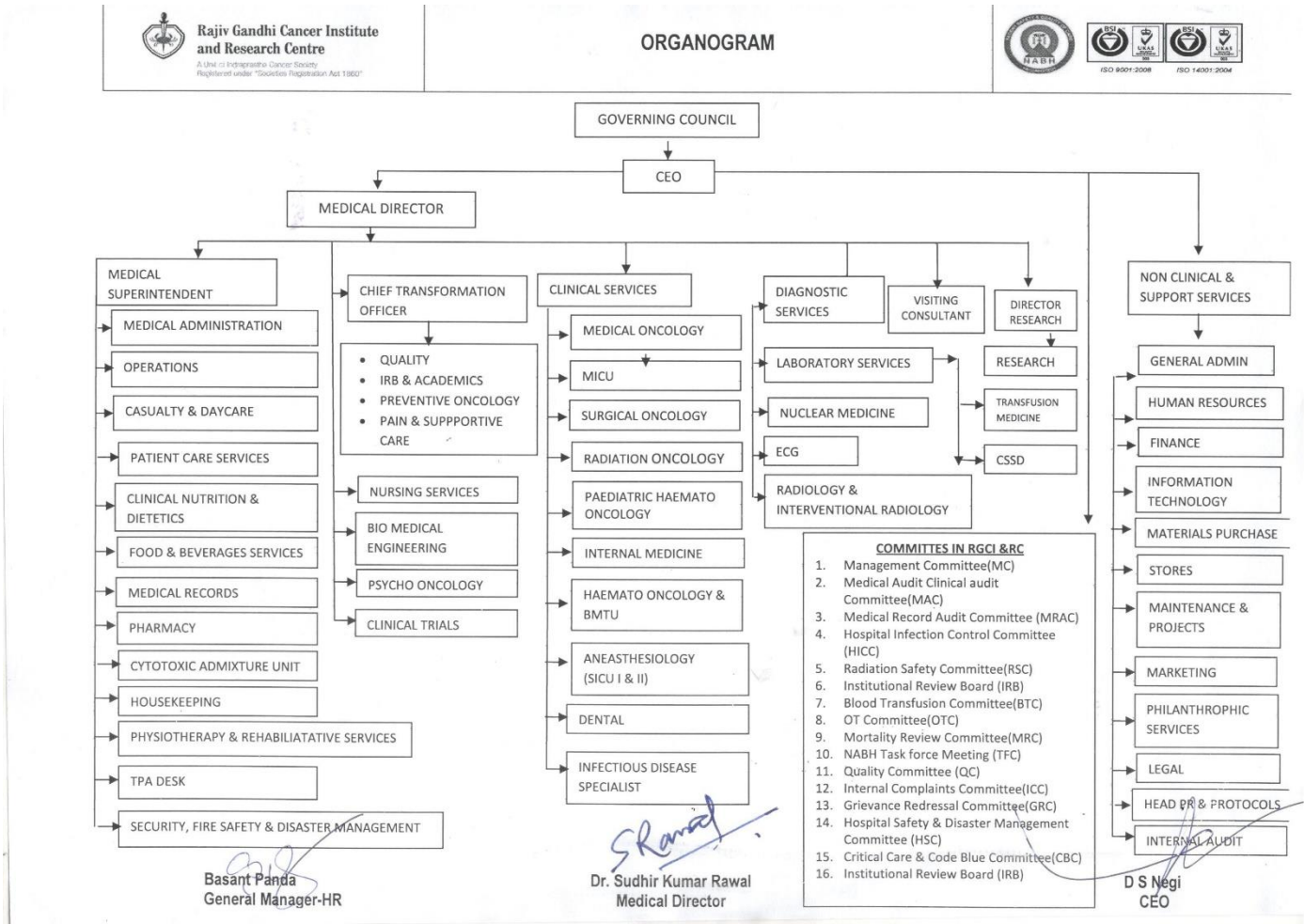


Figure 2: Organogram of RGCI & RC

3.3 SCOPE OF SERVICES

- 1) Medical Oncology
 - Medical Oncology (All solid Tumors)
 - Paediatric Hematology Oncology
 - Hemato Oncology
 - Bone Marrow Transplant Unit
- 2) Surgical Oncology:
 - Head and Neck Onco Surgery
 - Breast Onco Surgery
 - GI Onco Surgery
 - Thoracic Onco Surgery
 - Uro/Gynae Onco Surgery
 - Robotic Onco Surgery
 - Orthopaedic Onco Surgery
 - Reconstructive Surgery
- 3) Radiation Oncology
 - Image guided Radiation (Therapy IGRT)
 - Intensity-Modulated Radiation Therapy
 - Brachytherapy
- 4) Diagnostic Services
 - Digital X-Ray
 - Ultrasound and Doppler
 - CT-Scan
 - Digital Mammography with Tomosynthesis
 - MRI
 - Bone scan
 - ECG/ECHO/PFT
 - CT Guided Biopsies
- 5) Nuclear Medicine:
 - PET-CT scan
 - SPECT-CT
 - Radionuclide Therapy (Thyroid Cancer/Prostate Cancer/ Neuro Endocrine Tumour)
- 6) Interventional Oncology:

- RF ablation of Tumors
- Trans Arterial Chemo Embolization (TACE)
- Trans Arterial Radio Embolization (TARE)
- Hepato Biliary Interventions
- Vascular Embolization
- Vertebroplasty
- Bone Biopsy

7) Laboratory Services:

- Clinical Pathology
- Clinical Biochemistry
- Hematology
- Clinical Microbiology & Serology
- Cytopathology
- Histopathology & Immunohistochemistry
- Molecular Diagnostics
- Stem Cell Preservation
- Biorepository
- Circulating Tumour Cell Enumeration

8) Support Services

- Emergency & Ambulance Services
- Operation Theatres
- ICU (Medical & surgical)
- High Dependency Unit (HDU)
- Pain Clinic
- Day Care
- Blood Bank
- NAT Lab
- Physiotherapy
- Dietetics
- Pharmacy
- Cytotoxic Admixture Unit

9) Investigate Procedures

- Bronchoscopy

- Upper GI Endoscopy
- Colonoscopy
- EBUS/EUS
- Biopsies

10) Other Services

- Preventive Oncology
- Counseling Services
- Pallative care
- Non-Invasive Cardiology
- Dental Services

4.Key Activities:

1. To calculate Turnaround time of the respective departments.
2. To find the gaps in the existing processes to improve the quality of services and patient satisfaction.
3. To analyze the data and suggest the acceptable measures based on the data to fill the existing gaps.

5.Key Learnings:

1. Learned the process flow of OPD department.
2. Learned how to eliminate bottlenecks from the existing process and improve the TAT of OPD.
3. Learned about Data Analysis and Data Management.
4. Learned how to interact with patient for feedback and their experience in hospital.
5. Enhanced my communication skills by interacting with top management of different verticals including finance, nursing, and operations.
6. Learned team management.



Figure 3: CEO of RGC I & RC