

SUMMER TRAINING AT
SANTOKBA DURLABHJI
HOSPITAL, JAIPUR
INTERNSHIP REPORT

BY

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ABOUT THE HOSPITAL-

The Santokba Durlabh Ji Trust was founded in 1958 with a vision to provide quality care to the common man – without favour or discrimination.

Since then, Durlabhji has continued to provide affordable health care through the several philanthropic initiatives it has undertaken e.g. The Avedna Ashram, the Rehabilitation and Limb Fitting Centre, the Outreach Program, Project Prayatna (eradication of thalassemia) and several other projects that serve to alleviate human suffering.

The Santokba Durlabh Ji Memorial Hospital was established in 1971. Inaugurated by the then Prime Minister, Smt. Indira Gandhi, the hospital was dedicated to the Armed Forces as the nation was then in the throes of a war with Pakistan

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The hospital is a private, trust-managed, autonomous, fee-for-services and not-for-profit hospital. It is a multidisciplinary, 525-bed, tertiary care hospital. It houses several wards, operation theatres, ICUs, laboratories, utility services, specialties and super specialties, including one of the best blood banks in the country, catering to the entire state of Rajasthan and to neighbouring states as well.

Our firm endeavour, and our sincere belief, is that philanthropic healthcare is not only possible; it is also desirable. It is NOT an oxymoron. It must be implemented whenever we take care of other people's health. That is our goal, and will always remain our destiny. In doing this, we achieve a cleansing of the soul. We strive also to reach a higher level of divinity which, is not only therapeutic but also transformational.

VISION -

SDMH shall be an integrated quaternary healthcare hub for delivery of affordable quality medical care in an economically viable, regionally, nationally and internationally positioned institutional environment.

VALUES

Efficiency

Empathy

Integrity

Progressiveness

Trust

MISSION-

SDMH is committed to provide quality health care at the most affordable rates to all sections of society, irrespective of caste, creed or color. Towards making this possible, we pledge to dedicate all our efforts and all our energies.

CENTRE OF EXCELLENCE-

Anaesthesia

Dentistry

Dermatology

Dietetics and Nutrition

Cardiology

Cardiothoracic Surgery

Critical Care medicine

Gastroenterology

Gastro Intestinal Surgery

General Medicine

General Surgery

Geriatric Medicine

ENT

Executive health check - up

Obstetrics and Gynaecology

Ophthalmology

Orthopaedics

Nephrology

Neurology

Neuro Surgery

Paediatrics and Neonatology

Paediatric surgery

Paediatric Neurology

Paediatric Cardiology

Physiotherapy

Plastic surgery

Psychiatry

Pulmonary Medicine (Chest & T.B)

Rehabilitation

Speech Therapy & Audiology

Urology

Vitreo– Retinal

Services that are available 24 x 7 in the hospital include:

Emergency Services

Ambulance Services

Pharmacy Services

Laboratory Services and Imaging Services for IPD

Blood Bank

The hospital also provides various diagnostic services and, utility services, and ICUs.

OUTPATIENT DEPARTMENT AT SANTOKBA DURLABH JI-

The OPD is located on the first, second, third, fourth floor.

The patient flow in OPD is as follows-

Patient comes at enquiry for consultation.



The registration form is filled by the patient



Patient directed to reception for registration.



Patient demographic details entered.



Patient deposits consultation fees as per hospital policy



Unique Identification Card is generated



Patient is briefed about the consultant and respective floor.



Nursing staff calls the patient and patient file is kept on the table.



After consultation patients goes for diagnostic tests.



Report collection



Consultation room after the results received



OPD pharmacy



Patients exits from the hospital

The Outpatient Department (OPD) at Santokba Durlabhji Memorial Hospital (SDMH) in Jaipur is designed to provide a wide range of medical services to patients who do not require hospital admission. Here's a brief overview of the key features and functions of the OPD at SDMH Jaipur:

1. Services Offered

- **General Consultations:** Primary care and general medical consultations for various health concerns.
- **Specialty Clinics:** Specialized clinics for different medical disciplines such as cardiology, orthopaedics, neurology, dermatology, gynaecology, paediatrics, and more.
- **Diagnostic Services:** Access to diagnostic services including blood tests, imaging (X-ray, MRI, CT scan), and other laboratory tests.
- **Preventive Health Check-ups:** Routine health check-ups and preventive screenings.

2. Facilities and Infrastructure

- **Consultation Rooms:** Well-equipped consultation rooms for doctors to meet with patients.
- **Waiting Areas:** Comfortable waiting areas for patients and their families.
- **Pharmacy:** On-site pharmacy for convenient access to prescribed medications.
- **Electronic Medical Records (EMR):** Use of EMR systems for efficient management of patient information and medical history.

3. Appointment System

- **Online Booking:** Facility for online appointment booking through the hospital's website or mobile app.
- **Walk-ins:** Provision for walk-in patients, though appointments are recommended to reduce waiting times.

- **Telemedicine:** Teleconsultation services for patients who prefer remote consultations.

4. Operating Hours

- **Regular Hours:** OPD services are usually available during regular hospital working hours on weekdays and limited hours on weekends.
- **Emergency Services:** Availability of emergency services for urgent medical needs.

5. Patient Care and Support

- **Patient Registration:** Smooth and efficient patient registration process.
- **Nursing and Support Staff:** Trained nursing and support staff to assist patients during their visit.
- **Patient Education:** Provision of health education and counseling to patients regarding their conditions and treatment plans.

6. Quality and Safety

- **Hygiene and Cleanliness:** Strict adherence to hygiene and cleanliness protocols.
- **Safety Protocols:** Implementation of safety protocols to prevent the spread of infections, especially in the wake of the COVID-19 pandemic.

7. Follow-up Care

- **Continuous Care:** System for follow-up consultations and continuity of care for chronic conditions or post-surgical recovery.
- **Referral Services:** Coordination with other departments or specialists if further treatment or hospital admission is required.

8. Community Outreach

- **Health Camps:** Organization of health camps and community outreach programs to provide medical services to underserved populations.
- **Health Awareness Programs:** Conducting health awareness and education programs for the community.

The OPD at SDMH Jaipur aims to provide comprehensive, accessible, and high-quality outpatient medical care to the community, ensuring patient convenience and satisfaction.

LAUNDRY

In a hospital setting, the management of laundry is critical for maintaining hygiene and preventing the spread of infections.

1. Collection and Segregation

- **Dirty Linen Collection:** Used linens, such as bed sheets, gowns, and towels, are collected from various hospital departments.

- **Segregation:** Linens are sorted into different categories, such as general laundry, contaminated laundry (from isolation wards), and specialized items (operating room textiles).

2. Transportation

- **Safe Handling:** Linens are transported in covered, leak-proof containers to prevent contamination.
- **Route Planning:** Establishing dedicated routes for transporting soiled and clean linens to avoid cross-contamination.

3. Washing and Disinfection

- **Pre-treatment:** Stains and heavily soiled linens may undergo pre-treatment.
- **Washing:** High-temperature washing cycles with appropriate detergents and disinfectants are used to ensure thorough cleaning.
- **Disinfection:** Specific chemical disinfectants or thermal disinfection processes are employed to eliminate pathogens.

4. Drying and Ironing

- **Drying:** Linens are dried in commercial dryers at high temperatures.
- **Ironing:** Ironing is often used to remove wrinkles and ensure further disinfection.

5. Inspection and Folding

- **Quality Control:** Clean linens are inspected for any remaining stains or damage.
- **Folding:** Linens are neatly folded and packaged for redistribution.

6. Storage and Distribution

- **Storage:** Clean linens are stored in a clean, dry, and secure environment.
- **Distribution:** Linens are distributed back to various departments as needed, following a first-in, first-out (FIFO) method to ensure proper rotation.

7. Safety and Compliance

- **Personal Protective Equipment (PPE):** Staff handling laundry must wear appropriate PPE to protect themselves from contamination.
- **Infection Control Policies:** Strict adherence to infection control policies and procedures.
- **Regulations:** Compliance with local and national health regulations and standards.

8. Environmental Considerations

- **Water and Energy Efficiency:** Using energy-efficient machines and practices to reduce water and energy consumption.
- **Waste Management:** Proper disposal of laundry waste, including any hazardous materials.

BIOMEDICAL ENGINEERING DEPARTMENT

Implementing a comprehensive and well-managed laundry process in a hospital is essential for maintaining hygiene, ensuring patient safety, and supporting overall healthcare operations.

In a hospital, the Biomedical Engineering (BME) department plays a crucial role in ensuring that medical equipment and technologies are safe, effective, and reliable.

1. Equipment Management

- **Inventory Control:** Maintaining an accurate inventory of all medical devices and equipment within the hospital.
- **Procurement:** Assisting in the selection, evaluation, and acquisition of new medical equipment based on the hospital's needs and budget.

2. Maintenance and Repair

- **Preventive Maintenance:** Conducting regular preventive maintenance to ensure equipment operates safely and efficiently, reducing the risk of failures.
- **Corrective Maintenance:** Performing repairs on malfunctioning or broken equipment to minimize downtime and ensure continuity of care.
- **Calibration:** Ensuring that all equipment is accurately calibrated and functioning within specified parameters.

3. Safety and Compliance

- **Regulatory Compliance:** Ensuring that all equipment meets relevant regulatory and safety standards, including those set by agencies such as the FDA, ISO, and local health authorities.
- **Safety Checks:** Conducting routine safety checks and risk assessments to identify and mitigate potential hazards associated with medical equipment.

4. Technical Support and Training

- **User Training:** Providing training and support to healthcare staff on the proper use and maintenance of medical equipment.
- **Technical Assistance:** Offering technical support and troubleshooting assistance to resolve equipment issues promptly.

5. Technology Assessment and Innovation

- **Evaluation of New Technologies:** Assessing emerging medical technologies and innovations to determine their suitability for the hospital.
- **Implementation of Upgrades:** Overseeing the integration of new technologies and upgrades into the existing healthcare infrastructure.

6. Cost Management

- **Budgeting:** Developing and managing the budget for equipment acquisition, maintenance, and repairs.
- **Cost-Effectiveness:** Implementing strategies to optimize the cost-effectiveness of equipment management, including evaluating the total cost of ownership.

7. Documentation and Record Keeping

- **Maintenance Records:** Keeping detailed records of all maintenance, calibration, and repair activities for each piece of equipment.
- **Compliance Documentation:** Ensuring all documentation meets regulatory requirements for audits and inspections.

8. Collaboration and Coordination

- **Interdepartmental Coordination:** Working closely with other hospital departments, such as nursing, radiology, and surgery, to address their equipment needs and issues.
- **Vendor Liaison:** Coordinating with equipment manufacturers and vendors for service contracts, warranties, and technical support.

9. Emergency Preparedness

- **Contingency Planning:** Developing and implementing contingency plans for equipment failures and emergencies to ensure continuity of patient care.
- **Backup Systems:** Ensuring that critical equipment has backup systems in place.

10. Sustainability

- **Energy Efficiency:** Promoting the use of energy-efficient and environmentally friendly equipment.
- **Disposal and Recycling:** Managing the proper disposal and recycling of outdated or non-functional equipment in an environmentally responsible manner.

The Biomedical Engineering department is vital in supporting clinical operations, enhancing patient care, and ensuring the hospital's technology infrastructure is robust and reliable.

BIOMEDICAL WASTE MANAGEMENT.

The management of Biomedical Waste (BMW) is critical for ensuring environmental safety and preventing the spread of infections.

1. Classification of Biomedical Waste

- **Infectious Waste:** Items contaminated with blood and bodily fluids (e.g., bandages, gloves, syringes).
- **Pathological Waste:** Human tissues, organs, and body parts.
- **Sharps:** Needles, scalpels, and other sharp instruments.
- **Pharmaceutical Waste:** Expired or unused medications.
- **Chemical Waste:** Disinfectants, solvents, and other chemicals.

- **Radioactive Waste:** Materials contaminated with radioactive substances.

2. Segregation and Collection

- **Color-Coded Bins:** Use of different colored bins for different types of waste to facilitate proper segregation (e.g., yellow for infectious waste, red for sharps, blue/white for general waste).
- **Point of Generation:** Segregation of waste at the point of generation to ensure minimal handling and reduce the risk of contamination.

3. Storage and Transportation

- **Safe Storage:** Temporary storage in designated areas before transportation to the treatment facility.
- **Leak-Proof Containers:** Use of leak-proof, puncture-resistant containers for sharps and other hazardous wastes.
- **Transportation:** Safe and secure transportation of waste within the hospital and to external treatment facilities, following regulatory guidelines.

4. Treatment and Disposal

- **Autoclaving:** High-pressure steam treatment for sterilizing infectious waste.
- **Incineration:** Burning of waste materials at high temperatures to reduce volume and destroy pathogens.
- **Chemical Disinfection:** Use of chemicals to disinfect waste before disposal.
- **Microwave Treatment:** Use of microwave radiation to sterilize waste.
- **Landfill:** Disposal of treated waste in designated landfill sites.

5. Regulatory Compliance

- **Local and National Regulations:** Adherence to guidelines and regulations set by local health authorities and national bodies (e.g., Biomedical Waste Management Rules in India).
- **Documentation:** Maintaining detailed records of waste generation, treatment, and disposal activities for regulatory compliance and audits.

6. Safety and Training

- **Staff Training:** Regular training for healthcare workers on safe handling, segregation, and disposal of biomedical waste.
- **Personal Protective Equipment (PPE):** Use of appropriate PPE (gloves, gowns, masks) by staff handling biomedical waste.
- **Safety Protocols:** Implementation of standard operating procedures to minimize risks associated with biomedical waste management.

7. Monitoring and Auditing

- **Regular Inspections:** Routine inspections and audits to ensure compliance with waste management protocols and identify areas for improvement.

- **Waste Audits:** Conducting waste audits to track the quantity and type of waste generated and improve waste management practices.

8. Environmental Considerations

- **Minimization:** Efforts to minimize the generation of biomedical waste through efficient use of resources and waste reduction strategies.
- **Sustainability:** Adoption of sustainable practices, such as recycling and reusing materials wherever possible.

9. Emergency Preparedness

- **Contingency Plans:** Development of contingency plans for managing biomedical waste during emergencies, such as disease outbreaks or natural disasters.

10. Community Awareness

- **Public Education:** Programs to educate the community about the importance of proper biomedical waste management and its impact on public health and the environment.

Effective biomedical waste management is essential for maintaining hospital hygiene, protecting public health, and preserving the environment.

IN-PATIENT DEPARTMENT

In Door Patient Department caters the services for patients who require continues observation and supervision of experts, acute & intensive medical care and emergencies. In SDMH there is separate IPD Building which has four floors and a basement. Floor wise distribution is as follows:

Table 1 : Floor wise distribution of IPD

Basement	Administrative Block/Offices
	Laboratory services
	Library
	Radiology services
Ground floor	Enquiry
	Admission Counter
	Ambulance Enquiry
	Pharmacy Shop
	Emergency
	Security desk
	Billing counter
	Computer/IT lab
	Male private Ward
	Nurses sick Room
	Staff Sick Room
	General Deluxe Ward-3
	General Deluxe Ward-5
	Medical Intensive Care Unit

	Step Down ICU-1
First Floor	Female Private Ward
	Old Operation Theatre (Cardio. + Neuro.)
	Cath. Lab
	New Operation Theatre
	Surgical Critical Care Unit
	Medical Critical Care Unit-1
	Medical Critical Care Unit-2
	General Deluxe Ward-4
	New Private Room
	Maternity Ward
Second Floor	Labour Room
	Paediatric Intensive Care Unit
	Pre-mature Care Unit (PCU)/Neonatal ICU
	Labour Delivery Rooms
	Chairman Room
	Paediatric Ward
	Surgical ICU
	Transit Ward
	Urology Ward
	Super Deluxe Rooms
	Semi Deluxe Rooms
	Dialysis Unit
	Nephrology Ward
Third Floor	Orthopaedic Ward (KMO)-1
	Orthopaedic Ward (KMO)-2
	Terrance Operation Theatre
	Neuro-Science ICU

Fourth Floor	Central Sterilization Room (CSR)
	Neuro Science ward
	General Deluxe Ward-1
	General Deluxe Ward-2
	New Deluxe Rooms
	Colour Master Ward
	Convalescent Ward-Medicine
	Convalescent Ward-Gastro.
	Convalescent Ward-Surgery
	New Medicine Ward

Library-The library is situated in the basement of the IPD building. It is fully Air conditioning. Timing of this is from 9.00Am to 7.00Pm .There is attached computer room for students and faculty that have internet facilities. There are various types of the medical books, international& national journals are there.

Radiology Services - Radiology services like Digital X-ray and Ultra-Sonography Rooms are available in the campus for IPD patients. The charges for these services are not collected cash here but it will be noted down on patient Charge Sheet which is with the patient's file and collected accordingly at Bank or Admission counter. There are three X-ray rooms and two Sonography rooms for IPD patients.

Laboratory Services:-The laboratory services like Pathology, Biochemistry, Histopathology and Haematology are available here for both in and out patients. For in patients, samples which are collected in wards sent to lab with housekeeping staff and Bar codes are generated by LIS (Lab Information System). For outpatients, samples which are collected in OPD also taken for further process.

EMERGENCY DEPARTMENT

The Emergency Department (ED) at Santokba Durlabhji Memorial Hospital (SDMH) in Jaipur is a critical part of the hospital's infrastructure, providing immediate medical care to patients who require urgent attention.

Emergency Medicine: Specialized doctors and nurses trained in emergency medicine are available 24/7 to assess and treat patients with acute illnesses and injuries.

1. **Trauma Care:** The ED is equipped to handle various types of trauma cases, including accidents, falls, and other emergencies requiring immediate surgical or medical intervention.
2. **Critical Care:** Facilities for stabilizing and managing critically ill patients before they are transferred to specialized intensive care units (ICUs) within the hospital.

☐ **Emergency Procedures:** Capabilities for performing emergency procedures such as resuscitation, intubation, and emergency surgeries if necessary.

☐ **Triage System:** A triage system is in place to prioritize patients based on the severity of their condition, ensuring those in critical condition receive immediate attention.

□ **Multi-disciplinary Team:** Collaboration with specialists from other departments as needed to provide comprehensive care, including surgery, cardiology, neurology, etc.

□ **Ambulance Services:** Coordination with ambulance services to facilitate the rapid transport of patients to the hospital if needed.

Triage coding refers to the systematic categorization of patients based on the urgency of their medical condition when they arrive at a healthcare facility, such as an Emergency Department (ED).

Patients are typically categorized into several levels or colors (often denoted by codes or tags), indicating the severity of their condition and the urgency of medical attention they require.

Commonly used categories include:

- **Immediate (Red):** Patients with life-threatening conditions who require immediate medical attention to prevent death or serious deterioration.
- **Emergent/Urgent (Orange or Yellow):** Patients who need prompt medical attention but are stable and not immediately life-threatening.
- **Non-Urgent (Green):** Patients with minor illnesses or injuries who can safely wait longer for medical care.
- **Expectant/Deceased (Black):** Patients whose injuries or conditions are so severe that they are not expected to survive despite medical intervention, or those who have already died.

It is located at ground floor of IPD building. It caters 24*7 services. Patient coming at emergency required to deposit Rs.200 as file charge or registration charge at admission counter. From there patient get their unique identity no.

There are three duty rosters in each shift with one doctor and three staff nurse. In emergency doctors are ACLS/BLS certified. Training for this conducted by hospital time to time.

There are four beds in emergency normally 30-35 patients visit per day in this department. Frequently coming emergencies are fall injuries, Cardiac emergencies and poisonous intake etc.

There is minor OT in emergency department for suturing and other minor procedures. In minor OT there is an OT table, High Mask Light and Emergency Medicines are there.

List of Equipment in Emergency Department

- Crash cart
- Defibrillator
- ECG Machine
- Pulse Oxymeter
- Suction

Ambulance Services

There are total 8 ambulances in SDMH. Two of them are critical care ambulances amongst which one is fully equipped with life -saving equipments like ventilator, defibrillator, O₂ cylinder, and emergency medicine...etc one of them are donated by State Bank of Bikaner & Jaipur.

HOSPITAL MANAGEMENT INFORMATION SYSTEM.

The hospital has its own management information system. It covers the following arena.

- Blood Bank management Information System
- IPD Management Information System
- Medical Record Management Information System
- OPD management Information System
- Operation Theatre Utilization Information System
- Pay Roll information System
- Pharmacy Retail Chain Management Information System
- Ward Management Information System
- Lab information System

Central Sterilization Room

- It caters the services for Wards and ICU etc.
- Separate autoclave is present in OT's.
- Autoclave machine and ETO is present for sterilization.
- There is separate entry and exit door in CSR.
- Replacement system is been followed.
- Bow dick's test is done to check the sterilization.
- Human resources: total no of staff is four in which two are trained in sterilization procedures.
- The items are packed before coming to CSR to prevent mixing of items.
- Sterilized items were issued for ward at particular time in morning between 7.30Am to 7.45Am and inEvening between 2.30Pm to 3.00Pm.
- The process of discharge can be initiated only after the patient's consultant deems him/her fit for the discharge.
- Discharges are done before 12:00 p.m.
- If a patient does not want to continue his/her stay at the hospital and wishes to leave, he can, in consultation with his doctor, ask for the Leave Against Medical Advice (LAMA)/ DAMA
- Before leaving the hospital, the patient's attendant needs to check his/her room carefully for any personal belongings; hospital is not liable for their belongings.

- To avail an ambulance/transport facility from the hospital, the patient's attendant can draft a request at the nursing counter or the reception counter.
- When the patient is being discharged from the hospital, the concerned doctor and nurse, dietician, pharmacist will explain the treatment plan which should be followed.
- For nutritional queries dietician can be consulted.

DIETARY SERVICES-

Diet plays a very crucial and inevitable role in health promotion and well being. A good and quality diet not only helps in proper body functioning but also copes deficiencies, if any and helps gain strength. An improper diet may lead to morbidity and illness. Hospital diets are an indispensable part of modern therapy in all medical departments. The dietary department of Santoka Durlabhji Memorial Hospital provides food and nutritional services that consistently promote adequate nutritional intake, improve health and enhance life's quality.

The dietary service is one of the chief assisting services of the hospitals unlike any other support services. The key objective of the dietary service is to make provisions of a clean, hygienic and nutritious diet for indoor patients in the hospital as per their requirements.

- Dietary services of hospital are on contract basis which is renewed every year. For IPD patients' contractor has payee by hospital on per plate basis.
- A dietician is appointed by hospital to prepare the diet schedule of every patient according to their requirement. Dietician takes round on every morning and take note on the patient required diet.
- Diet charges are included in Bed/Room/Ward charges. Normally 5 meals are given to the patients in wards while in private rooms 7 meals are given to the patient.
- There are different diets for patients with Diabetes Mellitus, Hypertension, Renal disease or cardiac disease.
- Food trolleys temperature is kept at 50 degree Celsius.
- Weekly scheduling of diet is done by hospital appointed dietician as well as canteen own employed dietician. In absence of hospital dietician canteen employed dietician has to work.
- There is a separate arrangement of food preparation for patient which require more hygiene and for attendants.

SPECIFIC OBJECTIVES:

- To identify risks in dietary department and assess its hazard potential using score method.
- To provide preventive measures of the risks identified.
- Compliance of the dietary department checklis

