

INTERNSHIP REPORT

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MBA HOM 27 (1601)

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Internship organization: Medanta, the Medicity
Gurugram

OBJECTIVES OF INTERNSHIP

- **Gaining practical experience** in a leading multi-specialty hospital and learning from experienced healthcare professionals.
- **Developing skills** in areas such as patient care, operations management, clinical operations, etc.
- **Conducting and participating in a research study** to advance medical knowledge, and improve patient outcomes, and for the fulfilment of the MBA degree.
- **Contributing to hospital's mission** of providing excellent patient-centric care through innovation and collaboration.

ORGANISATIONAL PROFILE

Medanta, the Medicity, Gurugram is founded by Dr. Naresh Trehan, a well-known cardiovascular and cardiothoracic surgeon.

MISSION

“To deliver world-class, holistic, and affordable healthcare, and to build a dynamic institution that focuses on the development of people and new information”

VISION

“The hospital aims to bring the highest medical standards to India along with education, clinical research, and training.”

The hospital is equipped to make quality healthcare a reality for countless patients with an infrastructure built according to guidelines for healthcare facilities by the American Institute of Architects. To ensure quality healthcare we have:

- 43-acre campus
- 30+ medical specialties
- 900+ doctors
- 40 operation theatres
- 1,391 operational beds
- 270+ ICU beds
- JCI and NABH accreditation
- NABL accreditation

Medanta, the Medicity is a multi-specialty tertiary care hospital that has established itself as the leading healthcare provider in the country. The hospital is part of the Global Health Limited network, which operates five hospitals, and six clinics across the country.

1. Location and campus

Situated on a sprawling 43-acre campus in Gurugram, a prominent city in the NCR of India. The campus features state-of-the-art medical facilities, well-equipped diagnostic centres, and modern amenities of patients and visitors.

2. Bed Capacity and Operation Theatres

Medanta has a total bed capacity of 1,400, making it one of the largest private hospitals in India.

The hospital boasts 40 operation theatres, equipped with advanced medical and surgical equipment and technologies.

3. Recognition and Rankings

Medanta has been consistently ranked as the best private hospital in India by Newsweek for four consecutive years, a testament to its clinical excellence and patient care. It is the only private hospital to be featured in the top 200 hospitals of the world, as per Newsweek's global rankings.

4. Digital Innovation and Technology

Medanta is at the forefront of digital innovation in the healthcare sector, with several cutting-edge initiatives. The hospital has developed a smart nursing application that enhances patient care by streamlining communication, monitoring and data management. Medanta's Tele-ICU command centre is a pioneering initiative that provides remote critical care support to underserved regions. The hospital has invested heavily in state-of-the-art medical equipment, including the Da Vinci Robot for minimally invasive surgeries, the world's fastest CT scanner for rapid diagnosis, and a Next Generation Sequencing system for advanced cancer detection and treatment planning.

5. Medical staff and expertise

Medanta boasts a team of over 1,560 doctors, each an expert in their respective fields, with many having received training from prestigious institutions in India and abroad. The hospital employs 5,440 nurses and paramedics, ensuring that patients receive round-the-clock care and support.

6. Patient-centric approach

Medanta's patient centric approach is at the heart of its mission to deliver world-class healthcare services. The hospital prioritizes patient well-being and satisfaction, ensuring that every aspect of the patient experience is tailored to their individual needs and preferences. The initiatives include personalized treatment plans, comfortable and spacious patient rooms, and a range of amenities and services to make patients feel at home.

7. Sustainability and Social Responsibility

Medanta is committed to sustainable practices and social responsibility, recognizing its role as a responsible corporate citizen.

The hospital has implemented various measures to prioritize environment conservation, such as waste management systems, energy-efficient technologies, and water conservation initiatives.

Medanta also engages in various social welfare activities, including free medical camps, health awareness programs, and support for underprivileged communities.

SERVICES PROVIDED BY THE ORGANISATION

1. Cardiology and Cardiothoracic Surgery
2. Cancer Care and Radiation Oncology
3. Neurosciences and Neurosurgery
4. Orthopedics and Joint Replacement
5. Urology and Nephrology
6. Liver and Kidney Transplantation
7. Emergency and Trauma Care
8. Diagnostic and Laboratory Services
9. Pharmacy and Medication Management
10. Patient Support and Rehabilitation
11. Air Ambulance and Medical Transportation
12. Research and Clinical Trials
13. Medical education and Training
14. Community Outreach and Health Awareness

All these services are provided by a team of highly experienced and skilled doctors, supported by state-of-the-art infrastructure and cutting-edge technology.

Key Activities/ Projects Undertaken Other than Dissertation

- **In-Patient Department**

1. Floor Manager Daily Rounds
2. Regular patient feedback and conflict resolution
3. Inter-departmental coordination for insurance related queries, documentation and approvals.
4. Medical Records Audit
5. IPSPG Audit
6. New Patient Admission Audit
7. Streamlining patient discharge process (discharge before noon)
8. Audits to check Compliance with quality standards
9. Supervision of ward secretary
10. Staff Management
11. Patient safety and Risk Management

- **Department of Interventional Radiology**

"Assessing the Effectiveness of Digital Subtraction Angiography (DSA) Lab Utilization in Interventional Radiology: A Retrospective Study"

ANALYSIS

Figure 1: Monthly utilization coefficient of the DSA lab

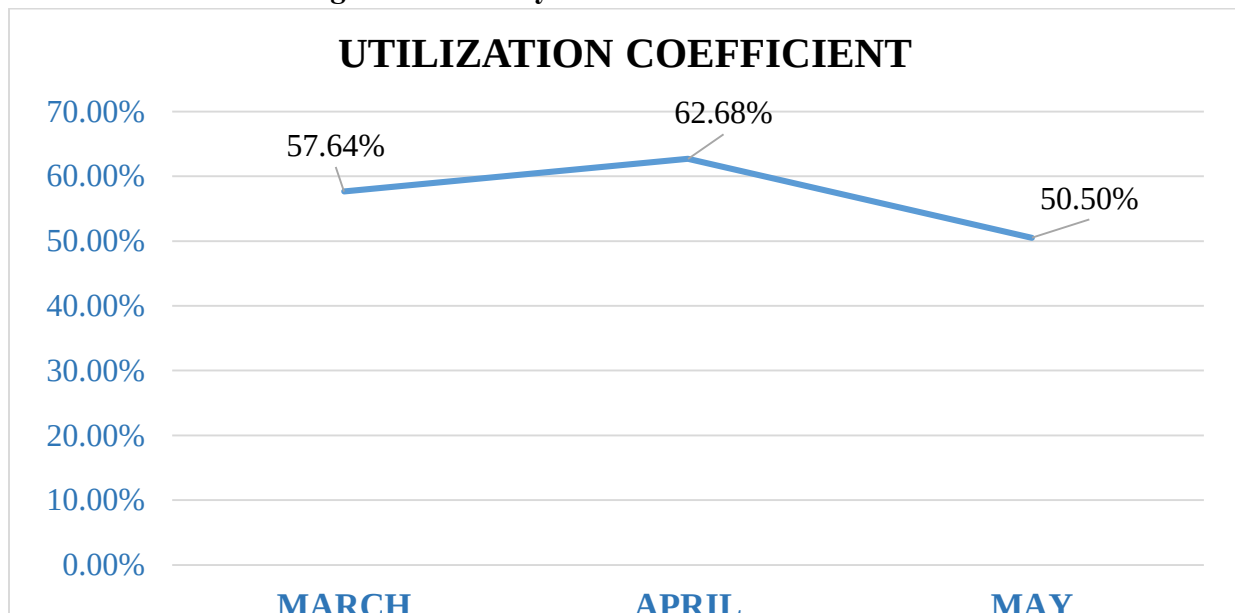
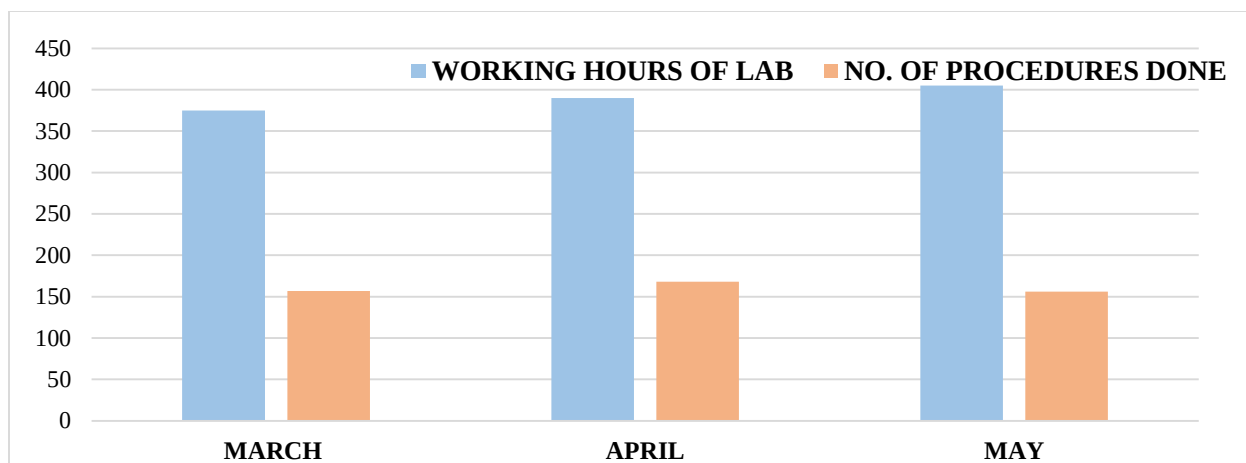


Figure 2: Proportion of procedures done to working hours of the DSA lab



MONTHS	AVERAGE TRANSITION TIME BETWEEN TWO PATIENTS (in minutes)
March	24.47
April	21.92
May	48.29

Key Learnings from Internship

- Clinical exposure
- Multidisciplinary collaboration
- Patient care and Management
- Research and Innovation
- Professional Development
- Time management and Prioritization
- Communication and Interpersonal Skills
- Adaptability and Flexibility
- Leadership and Teamwork
- Holistic approach to Healthcare