

INTERNSHIP REPORT

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By

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INTRODUCTION

As a part of my Dissertation, I did my internship in the Administration Department, Rajiv Gandhi Cancer Institute and Research Centre, Rohini, Delhi from March 18th, 2024 to June 17th, 2024, under the guidance of Dr. Pinky Yadav (Director of Operations and Medical Superintendent). During this period, I worked on project “Assessment of Attitude and Knowledge of Telemedicine in IPD Cancer Patients”.

OBJECTIVES OF INTERNSHIP

- To understand Hospital Operations.
- To aid myself in the Interdepartmental Collaboration.
- To develop leadership and professional development which are needed for my future growth in the organization.
- To involve myself in enhancing patient experience and satisfaction.
- To learn about the Healthcare Policy.
- To gain exposure in Strategic Planning.
- To improve the quality of healthcare delivery.
- To optimize the resource allocation to support cancer treatment services.
- To enhance the business acumen.
- To develop critical thinking and problem solving.
- For practical application of theories.
- During this period, I expect to learn teamwork, administrative support, organizational culture and analytic skills.

ORGANIZATIONAL PROFILE

Rajiv Gandhi Cancer Institute and Research Centre is a visionary project of Indraprastha Cancer Society aimed at providing the best Oncological care to those who need it. The Institute is governed by the not-for-profit society, and came into being as a legal, independent entity under The Societies Registration Act 1860, with 10 people as the founder members of its Governing Council.

The Institute started functioning on 1st July 1996 with 152 beds. Presently it is a 498 bedded hospital.

Rajiv Gandhi Cancer Institute & Research Centre is today counted amongst Asia's premier exclusive cancer centers that offer the unique advantage of cutting-edge technology, put to use by renowned super specialists. This potent combination of man and machine ensures world-class cancer care to not only patients from India, but also from the neighboring SAARC countries and others. We are fortunate to have taken care of over 2.5 Lacs patients since its inception in 1996. The Institute is accredited by NABH and NABL for its quality of services.

The Institute offers super specialized tertiary care services in Medical, Surgical and Radiation Oncology, streamlined into dedicated Site-Specific teams. Super Specialists at RGCIRC practice organ specific multi-disciplinary approach to cancer diagnosis and treatment, with the Tumor Board acting as a second opinion clinic for critical cases.

Spread over nearly 2 lakh square feet area, with a current capacity of 498 beds, RGCIRC is one of the largest tertiary cancer care centers in Northern India. The Institute's outpatient services are spread on multiple floors with more than 50 consultation rooms, and well-designed Radiation Therapy areas. RGCIRC has 14 state-of-the-art well equipped modular Operation Theatres with three stage air filtration and gas scavenging systems, and 3 Minor Operation Theatres for Day Care Surgeries/Endoscopies. The Institute has a 49 bedded Surgical ICU and a 21 bedded Medical ICU. All critical care beds are in the close vicinity of the Operation Theatre complex for easy accessibility and continuity of care. Each bed is equipped with high end patient monitoring devices. RGCIRC has a dedicated Leukemia ward, and a separate Thyroid Ward, to ensure focused efficient care. The Institute also boasts of an independent Bone Marrow Transplant unit that is credited with successfully performing unrelated donor transplants, MUD transplants, and stem cell transplants.

Supportive facilities such as Renal Replacement therapies, various endoscopies (including BUS and Endoscopic Ultrasound) are also available. A dedicated CATH lab has also been started in the institute to provide better services to patients.

RGCIRC is committed to bringing the benefits of cutting-edge technology to its patients. The Institute offers best in class services such as Robotic surgery, True Beam (the high end Image Guided Radiation Therapy), PET - MRI fusion, High Frequency Ultrasound, Tomosynthesis (first-of-its-kind 3D mammography machine), Nucleic Acid Testing (for safest possible blood), and advanced diagnostic & imaging techniques, including 128 slice CT Scan, 1.5 Tesla MRI and PETCT.

The Molecular Laboratory also established in the Institute to provide facilities like Circulating Tumor Cell testing, and Next Generation Gene Sequencing. The Institute has established Biorepository (Tissue Bank) for clinical and research purposes. RGCIRC has executed strategic alliances with internationally renowned institutes such as Thomas Jefferson University. This has catapulted RGCIRC into a global league of select hospitals that are pioneers in innovative approaches to treating cancer.

RGCIRC is unique in Northern India with the following features: -

- It is a comprehensive cancer care set-up with all facilities for diagnosis and treatment of all type of Cancers.
- Its highly qualified and experienced oncology team is the hallmark of the organization.
- Well-developed subspecialties like Head & Neck; Breast & Thoracic; GI; Gynae & Urology; Ortho and Neuro surgical oncology within each specialty of Surgical, Medical and Radiation Oncology.
- Integrated Cancer Research Program and Laboratory Services. Its research program drives continuous improvement in all aspects of treatment and clinical care.
- It has modern state-of-the-art diagnostic and therapeutic equipment's.
- NABH & NABL accredited Hospital.
- NABH accredited Blood Bank.
- Clinical Care is based on evidence-based medicine with emphasis on multi modal treatment.
- Institutionalized Tumor Board and Multi-specialty clinics with emphasis on ethics and patient participation.

VISION

To provide affordable oncological care of international standard and help eliminate cancer from India through research, & 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

SERVICES PROVIDED BY THE ORGANIZATION

MEDICAL ONCOLOGY • Medical Oncology (All solid tumors) • Pediatric Hematology Oncology • Hemato Oncology • Bone Marrow Transplant Unit	SURGICAL ONCOLOGY • Head and Neck Onco Surgery • Breast Onco Surgery • GI Onco Surgery • Thoracic Onco Surgery • Uro/Gynae Onco Surgery • Robotic Onco Surgery • Orthopedic Onco Surgery • Reconstructive Surgery • Pediatric Onco Surgery	RADIATION ONCOLOGY • Image Guided Radiation (Therapy IGRT) • Intensity Modulated Radiation Therapy (IMRT) • Brachytherapy
DIAGNOSTIC SERVICES • Digital X-ray • Ultrasound and Doppler • CT-Scan • Digital Mammography with Tomosynthesis • MRI • Bone Scan • ECG/ECHO/PFT • CT Guided Biopsies	LABORATORY SERVICES • Clinical Pathology • Clinical Biochemistry • Hematology • Clinical Microbiology & Serology • Cytopathology • Histopathology & Immunohistochemistry • Molecular Diagnostics • Stem Cell Preservation • Biorepository • Circulating Tumor Cell Enumeration	SUPPORT SERVICES • Emergency and Ambulance services • Operation Theatres • ICU (Medical and Surgical) • High Dependency Unit (HDU) • Pain Clinic • Day Care • Blood Bank Services • NAT Lab • Physiotherapy • Dietetics • Pharmacy • Cytotoxic Admixture Unit
INTERVENTIONAL ONCOLOGY • RF Ablation of Tumors • Trans Arterial Chemo Embolization (TACE) • Trans Arterial Radio Embolization (TARE) • Hepato Biliary Interventions • Vascular Embolization • Vertebroplasty • Bone Biopsy	NUCLEAR MEDICINE • PET-CT scan • SPECT-CT • Radionuclide Therapy - Thyroid Cancer - Prostrate Cancer - Neuro Endocrine Tumor	INVESTIGATIVE SERVICES • Bronchoscopy • Upper GI Endoscopy • Colonoscopy • EBUS/EUS • Biopsies OTHER SERVICES • Preventive Oncology • Counselling Services • Palliative Care • Non-Invasive Cardiology • Dental services

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Apart from the dissertation, I worked on several other projects like-

1. Research and Analysis on FACT- H&N (Functional Assessment of Cancer Therapy- Head & Neck).
2. Research and Analysis on FACT- Lungs (Functional Assessment of Cancer Therapy- Lungs).
3. Research on FACT- Cervix (Functional Assessment of Cancer Therapy- Cervix).
4. Conducted the Patient experience feedback survey and collected data and aided myself in solving gaps.
5. Assisted in TPA and Discharge TAT process, interacted with doctors and staffs for fixing and solving the gaps.
6. Worked on the Day Care Bed Utilization process and interacted with HODs to solve the gaps and increase the patient flow.
7. Observed the IP Billing process.
8. Observed the Functioning of Economic Weaker Section Department (Both OPD and IPD).
9. Observed the functioning of Pneumatic Shoot System of different departments like Sample Collection Unit, Laboratory, Pharmacy, Inpatient wards etc. and interacted with the Head of Departments for solving the gaps.
10. Participated in Quiz Competition on World- No Tobacco day.
11. Prepared questionnaire on Assessment on Attitude and Knowledge of Healthcare Professionals on Sustainability.

KEY LEARNINGS FROM INTERNSHIP

1. Facilities provided by the organization and how the organization works.
2. Clinical operations including patient intake, treatment protocols and follow-up care.
3. Interdepartmental collaboration with various departments and stake holders such as oncology, radiology, pharmacy, doctors, nurses etc. to understand their role in cancer care.
4. Patient-Centered care approaches such as empathy, communication, and shared decision-making.
5. Compliance and Regulatory Knowledge about health care organizations ensuring adherence to legal and ethical standards in health care delivery.
6. Leadership and Management skills through exposure to strategic planning, team coordination and decision making processes.
7. Professional growth opportunities including networking with healthcare professionals, mentorship experiences and insights into career paths in healthcare administration.
8. Patient Advocacy for patients' rights, access to care and supportive services to address their physical, emotional and psychosocial needs during cancer treatment.
9. Healthcare Technology such as Telemedicine, Electronic Health Records and medical imaging systems in improving efficiency and quality of cancer care delivery.
10. Quality improvement initiatives such as evidence-based practices, conducting performance metrics analysis, conducting surveys and patient experience feedback, addressing patient safety concerns to enhance quality of cancer care services.
11. Cytotoxic Admixture Department, its SOPs, workflow and challenges faced by the unit in day-to-day operations.
12. Study of the cytotoxic drugs.
13. Study of Telemedicine, its use, work flow, functions, SOPs, and challenges faced.

14. Economic Weaker Section Department, its workflow and challenges.
15. FACT- H & N and its uses in Cancer Therapy.
16. FACT- LUNGS and its uses in Cancer Therapy.
17. FACT- Cervix and its uses in Cancer Therapy.
18. Knowledge of Sustainability in Hospitals and its application by Healthcare professionals.

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