

INTERNSHIP REPORT

Varsha Sharma -1440

INTRODUCTION:

Being the face of a hospital, the emergency department should ensure that the entire process of patient care is smooth without any reasons for delay. The Emergency Department in a Hospital is the first point of Contact for a Patient seeking acute care at a hospital. Emergency Department plays a crucial role in ensuring People's Health and saving lives in disasters and accidents. Considering the importance of Emergency Departments in Healthcare System and the high mortality rate of patients referred to these departments, it is crucial to provide Quality Services in Emergency Departments, with the aim to encourage healthcare Organization to join quality Journey.

A two-month long study of the emergency department (ER) of NIVIK HOSPITAL Jaipur uncovered many problems in the process which led to unnecessary delay in transfer of patients to In-Patient Department (IPD) or Discharge. A time study was conducted to determine the time it took to complete every step of the patient care process, from his/her arrival to his/her departure from ER. At the end of the study, it was concluded that, unavailability of beds due to high occupancy rate in the hospital was the major reason behind the increased length of stay of patients in ER. Smoothening of the discharge process in order to maintain the TAT of 4 hours for cash patients and 6 hours for TPA patients was suggested to ensure that beds are available when needed. The study was a cross sectional one which included patients for immediate care, nursing staff, ER doctors and consultants. A number of other problems were identified and suitable suggestions have been made to enhance patient experience in ER

OBJECTIVES OF THE STUDY:

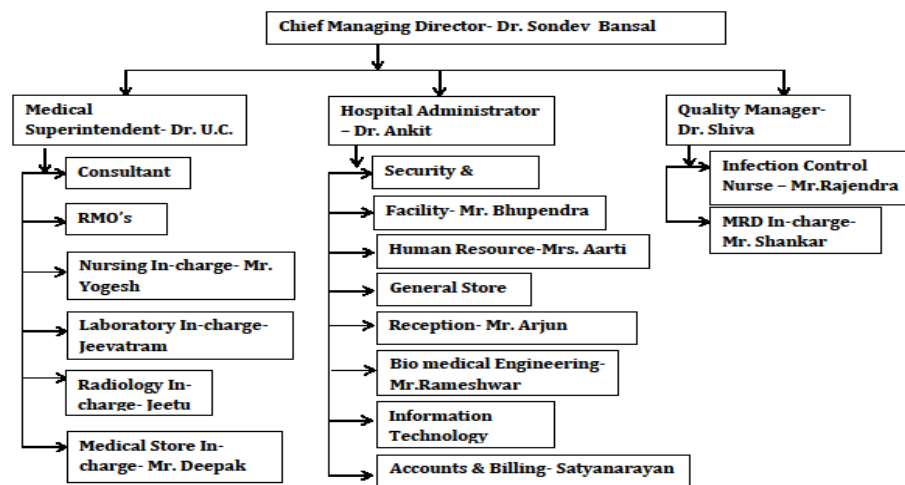
1. To understand the process flow of the Emergency department
2. To calculate the Length of Stay (LOS) and the initial assessment time of patients in ER.
3. To calculate the time in which consultant responds to calls from ER.
4. To identify the reasons for delay in shifting the patient.
5. To suggest the measures to improve the process cycle of ER.

ORGANIZATION PROFILE:

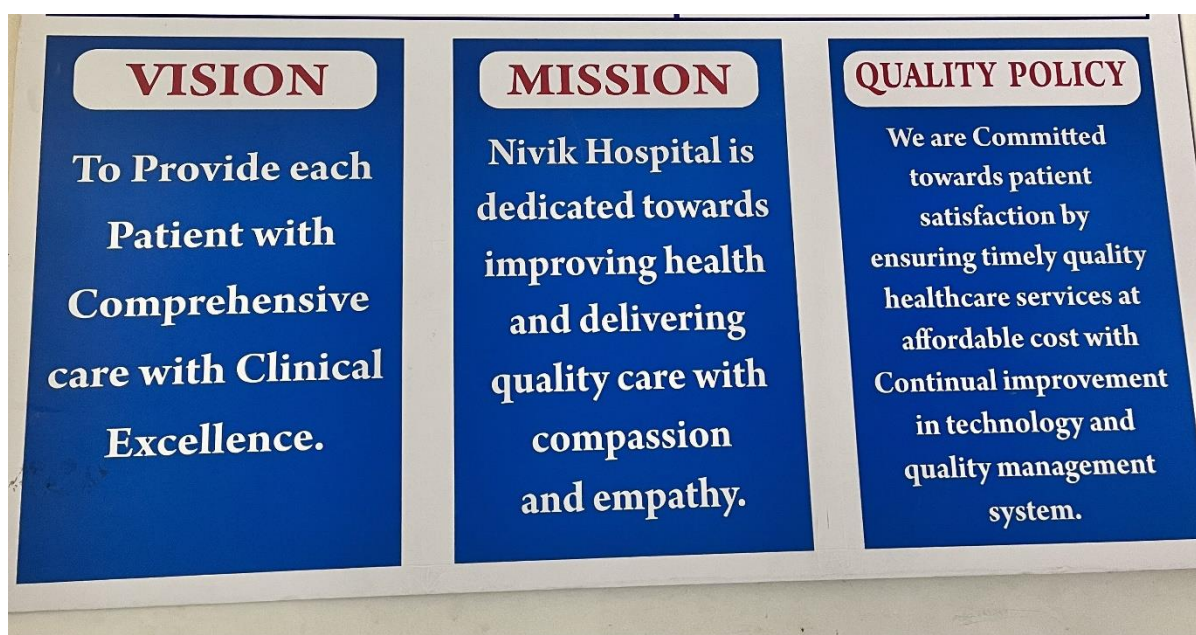
Nivik Neuro Trauma and Multispecialty Hospital is a 100 needed hospital dedicated centre of excellence for state of art Neuro trauma, critical care, several key special specialities and the chief managing director or owner **Dr. Sondev Bansal** is a neurosurgeon and he is specialized in brain and spine surgery. He has developed excellent surgical skills and had perform more than 6000+ surgeries in last 15 years. He has many national indexed publications. His area of interest includes brain and spine surgery. He has extensive experience in the field of Brain Tumour Surgery, Spine Surgery, Back Pain, and Head Injury. He has gained great fame name and reputation in Brain and spine treatment and had also taken part in conferences as per specialities. he had worked in NIMS, Brain Tower Hospital, Manipal, Metro Mas Hospital

Jaipur. Also he had worked in RML Hospital, New Delhi, Fortis Hospital, Noida, and Guru Teg Bahadur Hospital Noida.

Organogramme:



MISSION, VISION AND QUALITY POLICY OF THE ORGANISATION:



SERVICES PROVIDED BY THE ORGANISATION ARE-

- ANESTHESIOLOGY
- GENERAL MEDICINE
- GENERAL SURGERY & LAPAROSCOPIC SURGERY
- CARDIOLOGY (NON-INTERVENTIONAL & INTERVENTIONAL)
- DENTAL
- ORTHOPEDIC SURGERY INCLUDING JOINT REPLACEMENT SURGERY
- OBSTETRICS & GYNAECOLOGY
- OTORHINOLARYNGOLOGY
- GYNAECOLOGY ONCOLOGY
- MEDICAL GASTROENTEROLOGY
- SURGICAL GASTROENTEROLOGY
- MEDICAL ONCOLOGY
- SURGICAL ONCOLOGY
- NEUROLOGY
- NEUROSURGERY
- NEONATOLOGY
- NEPHROLOGY (WITH DIALYSIS)
- PEDIATRICS
- PEDIATRIC SURGERY
- RESPIRATORY MEDICINE
- PULMONARY MEDICINE
- UROLOGY
- PEDIATRIC UROLOGY
- VASCULAR SURGERY
- RADIOLOGY
- PATHOLOGY

SUPPORT SERVICES:

- Laboratory
- CT scan
- MRI
- EEG
- USG
- 2D ECHO
- PHARMACY
- AMBULANCE (ACLS)
- DIETETICS
- PHYSIOTHERAPY

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- Participated in NABH 5th edition preparations.
- An all-round visit to all the departments in hospital
- Induction and observation of all departments process in hospital.

1. KEY LEARNINGS FROM INTERNSHIP:

- Learnt about an overall view of the working of the various departments in NIVIK Hospital.
- Learnt about the process flow of the **Emergency department**.
- Learnt about **NABH PROCESS** of the Hospital.

References:

<https://nivikhospital.com/about>