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**Organization Name - Kokilaben Dhirubhai Ambani Hospital,
Mumbai, Maharashtra**

INTERNSHIP REPORT

Introduction

- The hospital, located in Mumbai, Maharashtra , is well-known for its outstanding medical facilities.
- Being part of the Reliance Group of companies, the healthcare facility places significant emphasis on incorporating the latest technologies to provide advanced healthcare.
- It maintains an outstanding track record for the quality as a result to its highly proficient healthcare providers and diverse variety of healthcare areas of expertise.
- Patients receive benefits from personalized medical attention that addresses both their mental and physical well-being, ensuring a comprehensive approach to rehabilitation.
- The healthcare facility is dedicated in fostering a friendly environment in which patients and their loved ones are acknowledged and valued during the course of their healthcare.
- Besides medical aids, Kokilaben Dhirubhai Ambani Hospital is deeply involved in medical educational and research activities.

- By being on the cutting edge of medical innovations, the health care facility continually enhances its medical care processes and standards of healthcare.
- This Hospital has been honored for its dedication to community health services and social responsibilities measures.
- It participates in several kinds of grassroots initiatives striving at raising awareness about health and delivering health assistance to marginalized communities.
- Their desire to have societal change demonstrates the hospital's hardwork and commitment to promoting good health across its local population.
- This hospital showcases a dedication to excellence in providing healthcare through the integration of revolutionary technology with caring and compassionate service.
- It continues to be a reputable provider of healthcare not just in Mumbai as well as throughout India, embarking high standards for patient-centered care and exceptional healthcare.

Objectives Of Internships

- Gain practical experience in hospital operations and administration.
- Apply theoretical knowledge in real-world healthcare scenarios.
- Assess and improve hospital procedures for greater efficiency.
- Contribute actively to ongoing hospital projects and initiatives.
- Learn firsthand about the dynamics and challenges of healthcare management.
- Develop skills in teamwork, problem-solving, and decision-making within a healthcare setting.

Organization Profile

- Located in Mumbai, Maharashtra, Kokilaben Dhirubhai Ambani Hospital is renowned for its advanced medical facilities.
- Part of the Reliance Group, the hospital integrates cutting-edge technologies to deliver high-quality healthcare.

Medical Excellence

- Known for its proficient healthcare providers across various specialties, ensuring comprehensive patient care.

- Emphasizes personalized medical attention addressing both physical and mental well-being.

Patient-Centric Approach

- Fosters a friendly environment valuing patients and their families throughout their healthcare journey.
- Commitment to compassionate service alongside medical treatment.

Education and Research

- Actively involved in medical education and research, contributing to advancements in healthcare practices.
- Continually enhances medical care standards through innovative technologies.

Community and Social Responsibility

- Recognized for community health initiatives and social responsibility efforts.
- Engages in grassroots programs to promote health awareness and provide healthcare access to marginalized communities.

Vision

- Aims to be a highly valued healthcare organization recognized for outstanding healthcare and compassionate patient care.
- Sets benchmarks in the healthcare sector through continuous development and innovation.

Mission

- Dedicated to providing high-quality healthcare tailored to individual needs.
- Utilizes advanced technology and a skilled workforce to offer affordable medical services without compromising quality.
- Focuses on promoting overall wellness and healthy living through comprehensive healthcare services.

Services Provided by Organization

- Emergency Medicine and Trauma Care

- Radiology and Imaging
- Hematology and Bone Marrow Transplant
- Anesthesiology and Pain Management
- Dental and Maxillofacial Surgery
- Cardiac Surgery
- Obstetrics and Gynaecology
- Critical Care
- General and Laparoscopic Surgery
- Renal Science, Urology, and Kidney Transplant
- Interventional Cardiology
- Infectious Diseases
- Psychiatry and Mental Health
- Neurology, Spine, and Neurosurgery
- Gastroenterology and Hepatology
- Endocrinology and Diabetology
- Cancer Care Centre
- Pulmonology and Respiratory Medicine
- Orthopedic and Joint Replacement
- Ophthalmology
- ENT (Ear, Nose, and Throat)
- Pediatrics and Neonatal Care
- Rheumatology
- Dermatology and Cosmetology
- Plastic and Reconstructive Surgery

KEY ACTIVITIES/PROJECTS UNDERTAKEN

Learning from Nurses

- I followed nurses around during their shifts to see what they do and learn about their daily challenges.
- I noticed that they often have a lot of patients to care for and not enough time or help.

Helping Patients with Care:

- I assisted nurses with tasks like checking patients vital signs and giving them their medications.
- I also helped patients understand what was happening during their treatment.

Working with Healthcare Assistants (HCA):

- I teamed up with HCAs to help patients move around, take care of their personal hygiene, and make sure they were comfortable.
- I saw that HCAs sometimes struggle with heavy workloads and not having enough support.

Supporting Housekeeping:

- I worked alongside the housekeeping staff to keep patient rooms and other areas clean.
- I learned that they have to work quickly and sometimes don't have all the tools they need.

Talking to Patients and Finding Issues:

- I talked to patients to understand their experiences with hospital staff.
- Some patients mentioned problems like not getting quick responses from staff or feeling confused about their care.

Writing Reports

- I wrote down everything I noticed about how the hospital runs and what could be better.
- My reports suggested ways to improve how nurses and other staff work together and how patients are treated.

Joining Training Sessions:

- I went to training sessions where we learned new ways to take care of patients and work better as a team.
- I shared ideas on how we could communicate better with patients and fix common problems we face.

Improving Hospital Practices:

- I took part in projects to make sure patients are safer and get better care.

- We worked on things like making sure patients don't get infections and making it easier for them to leave the hospital when they're done with treatment.

Giving Feedback and Learning:

- I told the hospital staffs what I thought could be better based on what I saw and did.
- I also thought about what I learned and how I can be even better at helping patients in the future.

DICHARGE PROCESS ACTIVITIES

Calculating Turnaround Time (TAT):

- I measured how long it took for patients to leave the hospital after they were ready to go, focusing on different types like insurance cases and cashless treatments.

Analyzing TAT Data:

- I looked at the data to find trends and areas where the discharge process could be faster.
- This involved checking for delays in paperwork, dealing with insurance, and making sure patients were ready to leave.

Understanding Patient Issues:

- I talked to patients to hear about their experiences when they left the hospital.
- Some had trouble getting paperwork, understanding insurance, and waiting for their final bill.

Helping with Discharge:

- I worked with hospital staff to help patients leave smoothly.
- This meant making sure all papers were done, medicines were ready, and they had a way to get home.

PNEUMATIC SHOOT PROCESS

- Assisted in optimizing the routing of items through the pneumatic tube system to reduce delivery times.
- Implemented tracking mechanisms to monitor the movement of sensitive materials through the system.
- Conducted risk assessments to ensure compliance with safety standards and regulations.
- Worked on improving the user interface and experience for hospital staff interacting with the system.
- Evaluated the cost-effectiveness of pneumatic tube system upgrades and proposed budget-friendly solutions.
- Researched new technologies and innovations in pneumatic tube systems to propose future improvements.
- Collaborated with hospital administration to integrate the pneumatic tube system with other hospital technologies.
- Developed troubleshooting guides and FAQs for hospital staff to resolve common pneumatic tube system issues independently.
- Conducted periodic reviews and audits to maintain system reliability and operational efficiency.
- Facilitated communication between different hospital departments to streamline pneumatic tube operations.

PROBLEMS FACED DURING PNEUMATIC TUBE PROCESS

- Jams occur frequently, causing delays in delivering items.
- Items sometimes get misrouted to incorrect destinations within the hospital.
- Periodic system downtimes disrupt the smooth operation of the pneumatic tube system.
- Delicate or sensitive items may get damaged during transit through the tubes.
- There are concerns regarding the security and safety of items being transferred.
- Users occasionally make errors in using the system, leading to operational issues.
- Integrating the pneumatic tube system with other hospital technologies poses challenges.
- Maintenance of the system is crucial but can be challenging to keep up with regularly.
- Staff often require more comprehensive training on how to use and troubleshoot the system effectively.

DRUG RECONSILIATION IN HOSPITAL

- Checked medication orders daily to make sure they were correct.
- Helped find mistakes between medication orders and patient records.
- Talked with doctors and nurses to fix mistakes and make sure records were right.
- Checked if patients had allergies or took any medicines before to prevent bad reactions.
- Updated computer records with new medicine information.
- Joined meetings with different hospital teams to talk about how patients take their medicines.
- Taught patients and their families about taking medicines safely.
- Watched how medicines were stored and handled to keep everyone safe.
- Helped make medicine checks better based on what we learned.
- Worked with the pharmacy to make sure medicines got to patients on time.

TOTAL KNEE REPLACEMENT (TKR) CASES STUDY

- Reviewed past patient records to understand how treatments were done before.
- Watched real-time Total Knee Replacement (TKR) surgeries to make sure they followed the latest guidelines.
- Used case studies to find ways to improve how well patients are cared for and how satisfied they are.
- Worked with healthcare teams to make changes in how care is given based on what we found.
- Took part in meetings to talk about how to make patients happier and improve how the hospital works.
- Helped gather and look at data to see how well treatments are working and where we can do better.
- Learned new things to stay up to date on how best to care for patients.
- Helped with research to make surgeries and patient recovery better.

Key Learnings From Internship

- Learned about the daily challenges faced by nurses, healthcare assistants (HCAs), and housekeeping staff in a hospital setting.
- Experienced firsthand the busy schedules and time pressures healthcare providers deal with while caring for patients.
- Assisted nurses and HCAs in tasks like checking patients' vital signs and ensuring they were comfortable during their hospital stay.
- Helped patients understand their treatment plans and addressed any questions or worries they had.
- Took part in projects aimed at improving how patients are discharged from the hospital, including measuring how long different types of cases take.
- Identified problems in hospital processes and suggested ways to make things run more smoothly.
- Worked on improving the pneumatic tube system used to deliver medical items quickly and safely throughout the hospital.
- Helped with medication management by checking orders, looking for mistakes, and updating patient records.
- Joined discussions on how to keep patients safe when taking medicines and taught patients and families about medication safety.
- Reviewed past cases and observed surgeries like Total Knee Replacements (TKR) to make sure everything followed the latest rules.
- Took part in meetings where different hospital teams talked about patient care, problems they faced, and ways to make things better.
- Attended training sessions to learn new ways of doing things in healthcare and how to communicate better with patients and their families.
- Got better at understanding data, writing reports, and explaining what I found to help make decisions based on facts.
- Learned how important teamwork is in healthcare and how to always think about what's best for the patient.
- Realized how new technology and better ways of working can make patients healthier and hospitals run more efficiently.