

Internship Completion Report

Introduction

CARE Hospitals is a chain of multi-specialty healthcare hospitals with 16 hospitals in 7 cities across 6 states of India. The hospital initially started as a specialty center for Heart care and subsequently expanded to include additional specialties. Their branches are accredited with NABH, affirming their commitment to maintaining high standards of quality and safety in patient care.

The internship was completed at CARE CHL Hospitals, a prominent chain of multi-specialty healthcare hospitals in Indore, India. It is 200 bedded hospital that provide comprehensive care to its patients.

I worked as a Management Trainee in the Quality Department, where my responsibilities included overseeing data collection, compilation, and documentation for NABH surveillance inspections. Additionally, I was involved in knowledge assessment trainings and mock drills.

Objectives of Internship

The primary objectives of this internship were:

1. To gain practical experience in the healthcare industry, specifically in quality management.
2. To understand the NABH accreditation process and the standards required for compliance.
3. To contribute to the hospital's quality assurance processes through data management and documentation.
4. To develop skills in conducting trainings and mock drills for hospital staff.

Organizational Profile

CARE Hospitals was founded in 1997 by Bhupathiraju Somaraju and has grown to become one of India's leading multi-specialty healthcare providers. The hospital chain operates 16 hospitals across 7 cities in 6 states, offering comprehensive care in over 30 specialties. CARE Hospitals is known for its commitment to providing cost-effective, high-quality healthcare and has achieved several milestones in medical advancements and patient care.

Our Vision, Mission and Values

Vision: To be a trusted, people-centric integrated healthcare system as a model for global healthcare.

Mission: To provide the best and cost-effective care, accessible to every patient through integrated clinical practice, education and research.

Values:

Transparency: Being transparent requires courage and we stand for transparency. Every aspect of our business is clear and comprehensive to the relevant stakeholder and we never compromise on the fundamentals at any cost.

Teamwork: A collaborative work ecosystem is where all the collective efficiencies are harnessed and propelled towards delivering the best possible care.

Empathy & Compassion: The ability to understand and respond to the feelings of both the patients and the employees, so that all the services are rendered in a supportive work environment with a humane touch.

Excellence: When every action aims at enhancing quality, the outcome is always excellence. Each member in our team strives with the same intensity in every action, be it healthcare or any other dimension of the organisational processes.

Education: Learning continuously to create an advanced and sustainable healthcare system that results in collective growth of both the employees and the organization.

Equity: Mutual trust based on fair and impartial consideration of all professional matters, so that it can foster positive contribution towards the institutional purpose.

Mutual trust & respect: We do not discriminate against anyone on any grounds. Respect is a traditional trait in us and we respect everyone, for we believe that trust grows respect, which forms the foundation of real success.

Journey of CARE Hospitals

CARE Hospitals was instituted in 1997, Started with 100 beds, 20 cardiologists the Group has now evolved as a multi-speciality health care provider with 17 healthcare facilities serving 7 cities across 6 states in India with over 3000+ beds.

Our Achievements

Developed India's first indigenous Coronary Stent.

First Hospital in AP to perform Swap kidney transplant

First Hospital in India to perform Womb transplant

First Hospital in India to perform Heart Surgery on Foetus

First Hospital in Central India to start 3D Laparoscopy Surgery

First Hospital in AP to start Endovenous surgery for Varicose Veins

First Hospital to perform Hybrid repair of Thoracoabdominal aortic aneurysm in the country

First Hospital in south India to start Hybrid Salvage of Failed AV fistula.

Cochlear Implantation using local Anaesthesia (Very few people in the world do this).

First Hospital in AP that started Image-guided skull-based surgery for Pituitary tumour

1000 plus stapedotomy surgeries using skeeter drill and self-retaining ear canal retractor for conductive deafness (2nd largest study in the world which has been accepted by Cambridge university done by a single surgeon)

Awards and Accreditation

4th Edition of The Economic Times Promising Brands 2021

5th Edition of The Economic Times Best Healthcare Brands 2022

Best Hospital Chain Award (National) 2021

4th Edition of The Economic Times Best Healthcare Brands 2021

For Excellence in Healthcare 2017

World's Greatest Brands & Leaders 2016 -17 ASIA & GCC

Services Provided by Organization

CARE Hospitals offers a wide range of services across various medical specialties, including:

- Cardiology
- Critical Care Medicine
- Emergency Medicine
- Neurology
- Oncology
- Orthopedics
- Pediatrics
- Gastroenterology
- Urology
- Nephrology
- Dermatology
- Anesthesia
- Bone Marrow Transplant
- Liver Transplantation
- Kidney Transplantation
- Physiotherapy & Rehabilitation
- ENT
- General Surgery
- Gynecology & Obstetrics
- Neonatology

In addition to these specialties, CARE Hospitals also provides advanced facilities and services such as intensive care units, cardiac catheterization labs, dialysis units, MRI and CT scan services, blood bank and component therapy, and 24-hour emergency services.

Key Activities/Projects Undertaken Other than Dissertation

During my internship, I was involved in several key activities and projects, including:

1. **Data Management for NABH Surveillance Inspection:** I managed the collection, compilation, and documentation of data required for NABH accreditation compliance.
2. **Knowledge Assessment Trainings:** I conducted training sessions (Emergency codes , IPSTG, Patients' Rights & Responsibility, Incident trainings) for hospital staff to enhance their understanding of quality standards and best practices.
3. **Mock Drills:** I organized and executed mock drills (code pink, code yellow) to prepare the hospital staff for emergency situations and ensure adherence to safety protocols.
4. **Audit:** Involved in hospital audits like MRD audit, Safety belt audit
5. Displayed the Emergency codes in hospital wide.
6. Reading of NABH standard book.
7. Visiting ER & Blood bank for assessing the TAT.
8. Involved in Safety belt audit (for wheelchair, stretcher) hospital wide.
9. Involved in reviewing & assessing of quality files.
10. Involved in making business presentation.
11. Assessment of the hospital pharmacy licenses.
12. Involved in analysis of QIP indicators & KPIs in quality.
13. Involved in doing EWA (Executive Walk Around) in hospital for assessment of any compliance/non-compliance.
14. Display of signages, codes & essentials in hospital setting.
15. Involved in taking feedback from consultants & nursing staff for the hospital radiology & laboratory services.
16. Involved in hospital CSR activities related to environment week.
17. Involved in the making excel reports & doing the analysis of the same of different hospital department.

Key Learnings from Internship

The internship at CARE Hospitals provided me with valuable insights and practical experience in the healthcare industry. Key learnings from this internship include:

1. **Understanding of Quality Standards:** Gained a deep understanding of NABH standards and the accreditation process.
2. **Data Management Skills:** Developed skills in data collection, compilation, and documentation, crucial for maintaining quality standards.
3. **Training and Development:** Learned how to effectively conduct trainings and mock drills to enhance staff preparedness and adherence to quality protocols.
4. **Problem-Solving:** Improved problem-solving skills by identifying and addressing gaps in quality management processes.
5. **Teamwork and Collaboration:** Experienced the importance of teamwork and collaboration in achieving organizational goals.
6. **Patient-Centric Care:** Understood the significance of patient feedback and its role in improving healthcare services.

Overall, the internship was a rewarding experience that enhanced my knowledge and skills in quality management within the healthcare sector. It provided me with a strong foundation for a career in healthcare management and quality assurance.

Annexure:

Attaching project related to feedback Radiology & Laboratory feedback:

1. TITLE: Evaluating the productivity and efficacy of Laboratory and Radiology services within multispecialty healthcare institutions.

2. INTRODUCTION:

Ensuring high standards of patient care is crucial & essential in the healthcare sector. This dissertation is based on evaluating the Laboratory and Radiology services within healthcare institutions is crucial for delivering high-quality patient care. With NABH standards as a benchmark, these assessments ensure adherence to stringent criteria for efficiency and safety. This evaluation focuses on performance metrics, protocol adherence, and best practice implementation to identify strengths and areas for improvement. By emphasizing infrastructure, human resources, process efficiency, and patient outcomes, the goal is to enhance service quality and patient satisfaction, aligning with NABH accreditation standards.

3. RESEARCH QUESTION:

How do the productivity and efficacy of Laboratory and Radiology services within healthcare institutions align with NABH standards, and what factors influence their compliance and performance?

4. OBJECTIVES:

The Study aims to:

- Assess the current productivity levels of Laboratory and Radiology services within multispecialty healthcare institutions in accordance with NABH standards.
- Evaluate the efficacy of Laboratory and Radiology services based on patient outcomes and satisfaction within healthcare institutions following NABH guidelines.
- Identify areas of compliance and non-compliance with NABH standards in the delivery of Laboratory and Radiology services within healthcare institutions.
- Investigate the factors influencing the productivity and efficacy of Laboratory and Radiology services, including infrastructure, human resources, and adherence to protocols.

5. HYPOTHESIS:

Alternative Hypothesis (H1):

- The productivity of Laboratory and Radiology services within multispecialty healthcare institutions is positively correlated with adherence to NABH standards.
- Higher efficacy levels of Laboratory and Radiology services, as measured by patient outcomes and satisfaction, are associated with better compliance with NABH guidelines.

6. MATERIAL AND METHODS:

- **STUDY DESIGN:** Cross- sectional study design.
- **SETTING:** The study is carried out in 200 bedded Multispecialty Hospital, Indore.

STUDY POPULATION: Hospital workforce

I. Inclusion criteria:

- Hospital staff working in departments directly involved in patient care (e.g., doctors, nurses, technicians).
- Staff members who have been employed at the hospital for a minimum duration to ensure familiarity with NABH standards and hospital protocols.

Exclusion criteria:

- Hospital staff on leave or absent during the study period.
- Staff members who are unable or unwilling to participate in the interventions or assessments due to personal reasons or conflicting schedules.

II. Study tools: Questionnaire for radiology & laboratory services

- **DURATION OF STUDY:** 60 days
- **SAMPLE SIZE:** 100-120 people
- **SAMPLING TECHNIQUE:**

Type of sampling technique study to be employed:

- **Stratified Random Sampling:** The study population will be divided into strata based on their department (e.g., Laboratory, Radiology) and role (e.g., doctors, nurses, technicians). From each stratum, participants will be randomly selected to ensure representation from all key groups within the hospital workforce. This technique ensures that each subgroup is adequately represented, enhancing the generalizability of the findings.

DATA COLLECTION PROCEDURE:

Data is being collected in various phases:

- **Preparation:**
 - Develop a comprehensive questionnaire focusing on productivity, efficacy, adherence to NABH standards, patient outcomes, and satisfaction.
 - Pre-test the questionnaire on a small sample to refine questions for clarity and relevance.
- **Participant Recruitment:**
 - Obtain consent from hospital administration to conduct the study.
 - Inform potential participants about the study's purpose, procedures, and their rights, including confidentiality and voluntary participation.
- **Questionnaire Distribution:**

- Distribute the questionnaires to selected participants in each stratum, either in paper form or electronically, depending on convenience and accessibility.
- **Data Collection:**
 - Allow participants a set period (e.g., 1-2 weeks) to complete and return the questionnaires.
 - Provide reminders and support as needed to ensure a high response rate.
- **Data Management:**
 - Collect and securely store completed questionnaires.
 - Ensure data confidentiality and anonymity throughout the data collection and analysis process.

➤ **OPERATIONAL DEFINITIONS:**

Productivity of Laboratory and Radiology Services

- **Definition:** The ratio of outputs (e.g., number of tests conducted, radiology procedures performed) to inputs (e.g., time, resources, staff) within the laboratory and radiology departments.

2. Efficacy of Laboratory and Radiology Services

- **Definition:** The ability of laboratory and radiology services to produce desired outcomes, specifically in terms of accuracy, timeliness, and impact on patient care.

3. NABH Standards

- **Definition:** The set of guidelines and criteria established by the National Accreditation Board for Hospitals & Healthcare Providers to ensure quality and safety in healthcare institutions.

4. Performance Metrics

- **Definition:** Quantifiable measures used to evaluate the efficiency, effectiveness, and quality of laboratory and radiology services.

5. Protocol Adherence

- **Definition:** The extent to which laboratory and radiology staff follow established guidelines and procedures as per NABH standards.

6. Best Practice Implementation

- **Definition:** The application of the most effective and efficient methods to achieve desired outcomes in laboratory and radiology services.

7. Infrastructure

- **Definition:** The physical and organizational structures needed for the operation of laboratory and radiology services, including equipment, facilities, and technology.

8. Human Resources

- **Definition:** The staff involved in delivering laboratory and radiology services, including their qualifications, experience, and training.

9. Process Efficiency

- **Definition:** The effectiveness with which laboratory and radiology services are delivered, minimizing waste and maximizing value.

10. Patient Outcomes

- **Definition:** The results of healthcare services on the health status of patients, including accuracy of diagnoses and effectiveness of treatments.

11. Patient Satisfaction

- **Definition:** The degree to which patients are content with the laboratory and radiology services they receive.

➤ DATA ANALYSIS PLAN:

- The data analysis plan will use a combination of descriptive and inferential statistics to evaluate the feedback questionnaire.
- MS Excel will be the primary software for statistical analysis, with a significance level set at 0.05.
- Laboratory Analysis:

✓ Clinician:

Clinical			
Count 5	242	VERY GOOD	48.11%
Count 4	148	GOOD	29.42%
Count 3	74	Average	14.71%
Count 2	23	Poor	4.57%

Count 1	16	Very Poor	3.18%
total	503		

✓ DMO:

DMO			
Count 5	16	VERY GOOD	15.9%
Count 4	46	GOOD	41.8%
Count 3	37	Average	32.3%
Count 2	7	Poor	7.0%
Count 1	2	Very Poor	3.0%
	108		

✓ Incharge Nurse:

Nurse			
Count 5	24	VERY GOOD	15.69%
Count 4	71	GOOD	46.41%
Count 3	48	Average	31.37%
Count 2	10	Poor	6.54%
Count 1	0	Very Poor	0.00%
total	153		

• Radiology:

✓ Clinician:

Clinical			
Count 5	295	VERY GOOD	45.5%
Count 4	216	GOOD	33.3%
Count 3	98	Average	15.1%
Count 2	17	Poor	2.6%

Count 1	22	Very Poor	3.4%
	648		

✓ DMO:

DMO			
Count 5	25	VERY GOOD	15.43%
Count 4	80	GOOD	49.38%
Count 3	45	Average	27.78%
Count 2	12	Poor	7.41%
Count 1	0	Very Poor	0.00%
	162		

✓ Incharge Nurse:

nurse			
Count 5	21	VERY GOOD	10.61%
Count 4	114	GOOD	57.58%
Count 3	52	Average	26.26%
Count 2	10	Poor	5.05%
Count 1	1	Very Poor	0.51%
Total	198		

7. ETHICAL CONSIDERATIONS:

- **Informed Consent:** Ensure all participants provide informed consent before participating in the study.
- **Confidentiality:** Protect the confidentiality of participant information and data collected during the study.
- **Non-Maleficence:** Ensure that the study does not harm the participants or compromise patient care.
- **Beneficence:** Ensure the study benefits outweigh any potential risks to participants.
- **Voluntary Participation:** Ensure participation is voluntary and that participants can withdraw at any time without penalty.
- **Data Integrity:** Ensure accurate and honest reporting of data and results.
- **Ethical Approval:** Obtain approval from the hospital's ethics committee or institutional review board (IRB) before commencing the study.

8. IMPLICATIONS OF RESEARCH:

- **Quality Improvement:** Findings can lead to improved quality and safety in laboratory and radiology services.
- **Policy Development:** Results may inform hospital policies and procedures to enhance compliance with NABH standards.
- **Training Programs:** Identified gaps can be addressed through targeted training and professional development programs.
- **Patient Care:** Enhanced productivity and efficacy of services can lead to better patient outcomes and satisfaction.
- **Benchmarking:** Establishing benchmarks for other multispecialty healthcare institutions to follow.
- **Resource Allocation:** Findings can guide better allocation of resources within the hospital to improve service delivery.
- **Accreditation:** Assisting hospitals in achieving and maintaining NABH accreditation through identified improvements and compliance measures.

9. References:

- ✓ National Accreditation Board for Hospitals & Healthcare Providers (NABH). ABH 5 STD April 2
- ✓ 020 [Internet].[cited 2024 May]. Available from: <https://healthcarearchitecture.in/wp-content/uploads/2022/01/NABH-5-STD-April-2020.pdf>
- ✓ National Accreditation Board for Hospitals & Healthcare Providers (NABH). Notification for NABH Accreditation Program HCO 5th Edition Guidebook [Internet] 2023. [cited 2024 May]. Available from: https://nabh.co/wp-content/uploads/2023/10/Notification-for-NABH-Accreditation-Program_HCO-5th-Edition-Guidebook.pdf
- ✓ CARE Hospitals. CARE Hospitals Indore [Internet]. [cited 2024 May]. Available from: <https://www.carehospitals.com/indore/>

Annexure 2:

Study tool for above project:

CARE CHL Hospital, INDORE

08. How would you rate the Lab service on immediately informing you of any delay or interruption in providing the lab results to you (Doctor / Nurse)?

1	2	3	4	5
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09. How would you rate the Lab service for validation of the results of the test and the Appropriateness of the investigation with the referring Clinicians?

1	2	3	4	5
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10. How would you rate the Lab Report (its completeness, Reference ranges mentioned Units, Impression, etc.), that is printed and dispatched?

1	2	3	4	5
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11. How would you rate the ability of the Laboratory department to resolve any complaint given by the Clinicians or Doctors and nurses?

1	2	3	4	5
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12. How would you rate the laboratory service on its communication to you on the Post-dispatch reporting errors that happened and amended reports?

1	2	3	4	5
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13. In general, how would you rate the Overall LAB service in terms of the Provision of urgent services in an appropriate and timely manner?

1	2	3	4	5
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14. How satisfied are you in terms of information provided by the laboratory department on the clinical correlation of Histopathology reports?

1	2	3	4	5
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15. Any other Feedback that you wish to give in order to help improve our systems in the LABORATORY Department

Name & Signature

After you have completed the questionnaire please return it to the Quality Department

Thank you very much!

Kindly give
answering
5 most



CARE CHL Hospitals, Indore.



10. How would you rate the Radiology Report (its completeness, Reference ranges mentioned Units, Impression, etc.), that is printed and dispatched?

1	2	3	4	5
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11. How would you rate the ability of the Radiology department to resolve any complaint given by the Clinicians or Doctors and nurses?

1	2	3	4	5
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12. How would you rate the Radiology service on its communication to you on the Post-dispatch reporting errors that happened and amended reports?

1	2	3	4	5
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13. In general, how would you rate the Overall RADIOLOGY service in terms of the Provision of urgent services in an appropriate and timely manner?

1	2	3	4	5
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14. How satisfied are you in terms of information provided by the Radiology department on the clinical correlation of CT / MRI / PET SCAN reports?

1	2	3	4	5
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15. Please rate based in the interest of the radiology staff in communicating to clinicians and asking the clinician about the clinical information relating to patients?

1	2	3	4	5
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16. How would you rate the usefulness of radiology reports in reaching a diagnosis?

1	2	3	4	5
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17. How would you rate your own ability to interpret the investigations that you most commonly request?

1	2	3	4	5
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18. How would you rate PACS for its (quality of image, reliability, and ease of use)?

1	2	3	4	5
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19. Any other Feedback that you wish to give in order to help improve our systems in the RADIOLOGY Department

Name & Signature

After you have completed the questionnaire please return it to the Quality Department

Thank you very much!

Some Glimpses of Intership



