

INTERNSHIP REPORT

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INTRODUCTION



S.R Kalla Gastro and General Hospital established in 2002, is a pioneering 150-bed healthcare facility in Jaipur, India. As the first super-specialty gastroenterology and general hospital in Rajasthan, it has evolved into a comprehensive multi-specialty institution. Centrally located and NABH/NABL accredited, S.R Kalla Hospital is committed to providing timely, quality healthcare at affordable costs.

While maintaining its focus on gastroenterology, the hospital has expanded to offer a wide range of medical services including cardiology, general surgery, urology, gynaecology, pediatrics, nephrology, orthopedics, and neurology.

SRKGGH boasts state-of-the-art facilities such as modular operation theaters, a cardiac catheterization lab, specialized ICUs, and advanced endoscopy systems. The hospital is particularly renowned as a Liver Transplant Super Centre and for its excellence in gastroenterology.

Employing a team of highly qualified consultants and specialists, SRKGGH ensures comprehensive medical coverage. Its extensive empanelment's with government organizations, banks, and insurance companies make its services widely accessible.

Since its inception, S.R Kalla Hospital has played a crucial role in advancing healthcare in Rajasthan, combining specialized expertise with a broad range of services to address diverse healthcare needs.

With its patient-centric approach, focus on affordability, and commitment to continuous improvement, S.R Kalla hospital stands as a significant healthcare provider in the region, striving to make quality health services accessible to everyone.

Objectives of Internship

1) Understanding Hospital Operations Management:

- To acquire comprehensive knowledge of hospital operations management, with a focus on optimizing patient flow, resource utilization, and service delivery in a multi-specialty healthcare environment.
- To study interdepartmental coordination and management strategies that ensure seamless healthcare delivery across various specialties
- To investigate best practices in healthcare-specific human resource functions, including staff scheduling optimization, performance evaluation methodologies, and professional development programs.
- To evaluate the balance between maintaining high standards of patient care and ensuring operational efficiency in a competitive healthcare market.
- To examine the operational and managerial considerations unique to specialized units such as the Liver Transplant Super Center, within the broader context of hospital administration.

2) Understanding Human Resource Management:

- To understand the role of human resource management in maintaining a skilled and motivated healthcare workforce
- To explore specialized HR practices in healthcare, including the recruitment and retention of medical professionals, and ensuring compliance with relevant healthcare regulations and standards.
- To assess the integration of technological solutions in hospital operations and HR functions, focusing on their impact on efficiency, patient care, and data management
- To analyze patient satisfaction initiatives and feedback systems, understanding their role in continuous service improvement and hospital reputation management.

Organization Profile

SR Kalla Gastro and General Hospital is a premier healthcare institution located in the heart of Jaipur, India's Pink City. Established in 2002, it holds the distinction of being the first super-specialty gastroenterology and general hospital in the state of Rajasthan. S.R Kalla Hospital is a 150-bedded, NABH and NABL accredited facility, combining cutting-edge medical technology with compassionate care.

Strategic Location and Accessibility: Situated within close proximity to the Railway Station and Central Bus Stand, and approximately 10 km from the International/Domestic Airport, SRKGGH ensures easy accessibility for patients from various parts of the city and beyond.

MISSION: We are committed to total patient satisfaction by ensuring timely Quality Health Care services at affordable cost with continual improvement in Technology & Quality of services.

VISION: To Provide quality health services within reach for everyone.

DREAM: To become a Liver transplant super centre.

S.R Kalla Hospital serves all major specialties and has ‘**State of the Art**’ infrastructure & equipment’s with support facilities. Major specialties that are available in S R Kalla Hospital:

- **GASTROENTEROLOGY**
- **CARDIOLOGY**
- **GI SURGERY/ ONCO SURGERY**
- **GENERAL / LAPAROSCOPIC SURGERY**
- **UROLOGY**
- **PATHOLOGY**
- **RADIO DIAGNOSIS/ RADIOLOGY/INTERVENTIOANL RADIOLOGY**
- **GYNAECOLOGY & OBS.**
- **PEDIATRICS**
- **NEPHROLOGY WITH DIALYSIS - CRRT (Haemo & Peritoneal)**
- **ORTHOPAEDIC / POLY - TRAUMA MANAGEMENT**
- **NEUROLOGY**
- **PSYCHIATRY**
- **EMERGENCY SERVICE**

VIVID SPECTRUM OF CUTTING-EDGE FACILITIES

SR Kalla Gastro and General Hospital offers a comprehensive array of state-of-the-art facilities to provide exceptional medical treatment from renowned senior expert doctors and consultants at an affordable cost. Our advanced infrastructure ensures the highest quality of care across various medical specialties.

1. ADVANCED MODULAR OPERATION THEATRE COMPLEX

Our cutting-edge operation theatres are equipped with:

- Laminar Air Flow System for ultra-clean environments
- Image-Intensified Television (IITV) for minimally invasive procedures, including:
 - Kidney and Gall Bladder Stone removal
 - Endoscopic surgeries
 - Transvaginal hysterectomy
- Harmonic Scalpel for precision cutting and coagulation
- C-Arm for real-time X-ray imaging during surgeries
- State-of-the-art Anesthesia Work-Stations for patient safety and comfort

2. ULTRA-MODERN CARDIAC CATHETERIZATION LABORATORY

Our 'State of the Art' Cath Lab features:

- Siemens Machine for high-quality cardiac imaging
- C-arm for fluoroscopy-guided procedures
- Vivid S5 Echocardiography System for advanced cardiac diagnostics
- Holter monitoring for continuous ECG recording
- Computerized Treadmill Test (CTMT) for stress testing
- Medtronic Pacemaker programming capabilities
- Medrad Injector pump for contrast media administration
- Oxygen Humidifier for patient comfort
- Dräger Infinity Vista XL patient monitoring system

This advanced setup is managed by a highly qualified and experienced team of cardiologists and technologists, ensuring world-class cardiac care.

3. SPECIALIZED INTENSIVE CARE UNITS

Our comprehensive ICU facilities include:

- Dedicated Liver ICU
- Cardiac ICU (ICCU)
- Medical ICU (MICU)
- Surgical ICU (SICU)

These units are equipped with:

- Advanced ventilators for respiratory support
- Haemodialysis machines for renal care

- Sophisticated life support systems including:
 - Cardiac Monitors
 - Pulse Oximeters
 - Defibrillators
- Arterial Blood Gas (ABG) Machine for rapid diagnostics
- 24-hour fully automated Pathology Lab
- General and Critical Care Ambulances for emergency transport
- On-site medical store for immediate medication access
- Spiral CT Scanner for advanced imaging
- Digital X-ray for quick diagnostics

Our ICUs are staffed round-the-clock by highly qualified and experienced teams of doctors and nursing professionals, ensuring constant vigilance and care for critically ill patients.

4 . PATIENT COMFORT AND CONVENIENCE

To enhance patient experience, we offer:

- Well-furnished AC Suite Class rooms
- Deluxe accommodations
- Twin-sharing rooms
- General Wards

All our patient areas are equipped with modern amenities to ensure comfort during the recovery process.

This comprehensive range of advanced facilities underscores S.R Kalla Hospital commitment to providing world-class healthcare services that are both cutting-edge and accessible, setting new standards in medical care in the region.

CUTTING-EDGE ADVANCED FACILITIES AT S.R Kalla Hospital

SR Kalla Gastro and General Hospital prides itself on offering a comprehensive suite of advanced medical facilities, positioning it at the forefront of healthcare technology in the region. These state-of-the-art facilities not only enhance diagnostic accuracy and treatment efficacy but also significantly improve patient experience and outcomes.

1. Advanced Endoscopy Suite

- High-Definition Video Endoscopy System for superior visualization
- Specialized Pediatric Endoscopy System tailored for younger patients
- Innovative Capsule Endoscopy System for non-invasive gastrointestinal imaging
- Cutting-edge Endoscopic Ultrasound System (EUS) for precise diagnostics
- Per-Oral Endoscopic Myotomy (POEM) capabilities for achalasia treatment
- High-Resolution Manometry (HRM) for detailed esophageal function assessment

2. Specialized Intensive Care

- Dedicated Liver ICU equipped with liver-specific monitoring and treatment technologies

3. State-of-the-Art Surgical Facilities

- Advanced Operation Theatres featuring:
 - C-Arm for real-time imaging during surgeries
 - Harmonic scalpel for precision cutting and coagulation
 - Karl Storz Laparoscopy set for minimally invasive procedures

4. Cardiac Care Excellence

- Ultra-modern Cardiac Catheterization Laboratory with Siemens Artis Zee plus flat panel system, offering superior cardiac imaging and intervention capabilities

5. Advanced Diagnostics

- 24-hour Advanced Automated & Computerized Pathology Lab
 - NABL Accredited, ensuring high-quality, reliable test results
- Round-the-clock Spiral CT Scan for detailed cross-sectional imaging
- Cutting-edge Histopathology department with advanced Picture Reporting capabilities

6. Renal Care

- Advanced Haemodialysis and Peritoneal Dialysis facilities
- Continuous Renal Replacement Therapy (CRRT) for critical care patients

7. Specialized Radiology Services

- Interventional Radiography for minimally invasive, image-guided procedures

8. Minimally Invasive Surgery Department

- Dedicated to performing complex surgeries with minimal incisions, reducing recovery time and improving outcomes

9. Emergency Services

- Fully equipped emergency department operational 24/7, capable of handling all types of medical emergencies

10. NABL Accredited Pathology Laboratory

- Ensures highest standards of quality and accuracy in all diagnostic tests

These advanced facilities are integral to S.R Kalla Hospital commitment to providing comprehensive, high-quality healthcare. They enable our medical professionals to offer precise diagnoses, perform complex procedures, and provide personalized treatment plans. The integration of these cutting-edge technologies with our team's expertise allows S.R Kalla Hospital to tackle a wide range of medical conditions, from routine cases to complex, multi-specialty requirements.

Wide Recognition and Empanelment's:

S.R Kalla Hospital quality of service is widely recognized, as evidenced by its extensive list of empanelment. These include:

- Central Government Organizations (e.g., Railways, ECHS, ESIC)
- State Government and Semi-Government Bodies
- Public Sector Undertakings
- Banks and Financial Institutions
- Insurance Companies and Third-Party Administrators (TPAs)

This wide network of empanelment makes S.R Kalla services accessible to a broad spectrum of the population, aligning with its mission of providing affordable healthcare.

Commitment to Affordable Care:

S.R Kalla Hospital has received an Income Tax Exemption Certificate for the treatment of patients with serious diseases, further emphasizing its commitment to making quality healthcare accessible and affordable.

Continuous Growth and Innovation:

Since its inception, S.R Kalla Hospital has consistently expanded its specialties, facilities, equipment, and infrastructure. This ongoing process of enhancement reflects the hospital's dedication to staying at the forefront of medical advancements and providing the best possible care to its patients.

By offering a combination of specialized expertise, comprehensive medical services, state-of-the-art technology, and a patient-centric approach, SR Kalla Gastro and General Hospital stands as a beacon of quality healthcare in Rajasthan, continually striving to meet and exceed the evolving healthcare needs of the community.

Key Activities/ Projects Undertaken Other than Dissertation

Operations Department

1. Patient Flow Management:

- Monitored and optimized the movement of patients from admission to discharge.
- Implemented strategies to reduce waiting times and improve patient satisfaction.

2. Data Analysis and Reporting:

- Collected and analyzed data related to hospital operations, patient outcomes, and resource utilization.
- Prepared detailed reports and presentations for senior management to inform decision-making.

3. Patient Satisfaction Initiatives:

- Developed and implemented initiatives to improve patient satisfaction.
- Conducted surveys and analyzed feedback to identify areas for improvement and ensure patient-centric care.

4. Resource Utilization:

- Ensured efficient use of hospital resources, including medical equipment, beds, and operating rooms.

5. Service Delivery Coordination:

- Coordinated between various departments to ensure seamless healthcare delivery.

6. Operational Efficiency:

- Analyzed operational processes and identified areas for improvement.

Human Resources Department

1. Staff Recruitment and Retention:

- Developed and executed recruitment strategies to attract qualified healthcare professionals.
- Implemented retention programs to reduce staff turnover and maintain a stable workforce.

2. Training and Development:

- Identified training needs and organized professional development programs.
- Ensured that staff were up-to-date with the latest medical practices and technologies.

3. Employee Engagement Programs:

- Developed and implemented employee engagement programs to boost morale and productivity.
- Organized events, workshops, and activities to foster a positive work environment.

4. Onboarding and Orientation:

- Managed the onboarding process for new hires, ensuring they received proper orientation and training.
- Facilitated smooth integration of new employees into the hospital's culture and workflow.

5. Compliance and Regulations:

- Ensured that all HR practices complied with healthcare regulations and standards.
- Managed employee records and ensured confidentiality and accuracy.

6. Compensation and Benefits:

- Designed competitive compensation packages to attract and retain staff.
- Managed employee benefits programs, including health insurance, retirement plans, and leave policies.

These activities collectively demonstrate my comprehensive involvement in both the operations and human resources departments at S.R Kalla Gastro and General Hospital, contributing to efficient operations, high-quality patient care, and a motivated workforce.

Key Learnings

1. In-Depth Understanding of Hospital Operations:

- Gained a comprehensive understanding of the complexities involved in managing hospital operations, including patient flow, resource utilization, and service delivery.
- Learned the importance of maintaining operational efficiency while ensuring high standards of patient care.

2. Effective Interdepartmental Coordination:

- Observed the critical role of interdepartmental coordination in ensuring seamless healthcare delivery.
- Developed skills in managing communication and collaboration between different hospital departments.

3. Human Resource Management in Healthcare:

- Acquired knowledge of specialized HR practices in the healthcare sector, including recruitment, retention, and performance evaluation of medical professionals.
- Learned how to balance compliance with healthcare regulations and maintaining a motivated workforce

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4. Patient Satisfaction and Feedback Systems:

- Learned the importance of patient satisfaction initiatives and feedback systems in improving healthcare services.
- Gained skills in analyzing patient feedback and implementing improvements based on this feedback.

5. Data Analysis and Reporting:

- Gained experience in collecting and analyzing data related to hospital operations .
- Developed skills in preparing detailed reports and presentations to inform decision-making processes.

6. Employee Engagement and Wellness:

- Understood the importance of employee engagement and wellness programs in maintaining a motivated and healthy workforce.
- Participated in the development and implementation of various programs to enhance employee satisfaction and well-being.

7. Policy Development:

- Participated in the development and implementation of HR policies to ensure legal compliance and effective workforce management.

These key learnings have provided me with a solid foundation in both hospital operations and human resource management, equipping me with the skills and knowledge necessary to contribute effectively to any healthcare organization.