

INTERNSHIP REPORT

Shweta Prabhakar Kale-1618

INTRODUCTION

The internship at Mumbai's Kokilaben Dhirubhai Ambani Hospital and Medical Research Institute in Andheri gave me significant insight into the manner in which a prestigious multispecialty hospital runs. The hospital, which has 750 beds and modern technology, is committed to providing excellent medical treatment across a range of specializations. The hospital was founded in January 2009 with the goal of improving Indian healthcare through highly skilled employees and innovative studies.

During my internship, I participated in quality improvement initiatives and conducted analyses of clinical and administrative procedures throughout my internship, among other varied duties. Validating clinical pathways for acute stroke patients, Study on Frontline worker and evaluating the pneumatic tube system's turnaround time were important initiatives. These initiatives improved my analytical abilities and gave me useful advice on how to run hospitals more efficiently and treat patients better.

Overall, the internship underlined the hospital's dedication to honest, patient-centered care that values dignity, privacy, and safety first. It provided a thorough understanding of hospital operations and emphasized the significance of innovation and ongoing progress in the medical field.

OBJECTIVE OF INTERNSHIP

- To have hands-on experience in hospital operations and administration.
- To understand how theoretical information is applied in a practical healthcare context.
- To evaluate and enhance the effectiveness of hospital procedures.
- To contribute to current projects and initiatives at the hospital.

ORGANIZATIONAL PROFILE

Vision

To become a global healthcare organization that combines the best possible medical services with a caring and compassionate culture and firm ethical standards. By- Late Shri. Dhirubhai Ambani.

Mission

As an institution, we strive to provide transparent, patient-centered care that prioritizes safety, privacy, and dignity while providing comprehensive, high-quality healthcare services all under one roof. An institution that truly values every life.

Services and Specialities

The Kokilaben Dhirubhai Ambani Hospital provides a wide range of medical services in several disciplines, such as:

Cardiology and Cardiothoracic Surgery- With state-of-the-art tools for both diagnosis and surgery, provide complete heart care.

Oncology- Cutting-edge cancer treatment centres include radiation, chemotherapy, and surgery services.

Neurology- Specialized treatment for neurological diseases such as brain tumours, epilepsy, and stroke are provided by neurology and neurosurgery.

Joint replacement and orthopaedics- comprehensive care for musculoskeletal problems, such as arthritis and sports injuries.

Paediatric Surgery and Neonatology- Specialized services for children's healthcare, with an emphasis on newborn critical care, comprise paediatric surgery and neonatology.

Robotic Surgery- The use of sophisticated robotic devices to perform minimally invasive surgery.

Transplant Services- Bone marrow, kidney, liver, and heart transplant programs.

The hospital also offers extensive rehabilitation services and has state-of-the-art diagnostic equipment, such as MRI machines, CT scanners, and nuclear medicine.

Accreditation and Recognition

Kokilaben Dhirubhai Ambani Hospital and Medical Research Institute has been accredited by The Joint Commission International (JCI) and the National Accreditation Board for Hospitals & Healthcare Providers (NABH), indicating its dedication to the highest standards of patient care and safety. The hospital's exceptional patient care, state-of-the-art techniques, and creative procedures have earned it several accolades and honours.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Validation of the Acute Stroke Patient's Clinical Pathway

Objective- To assess the efficacy and efficiency of the clinical route for 50 acute stroke patients in the Accident and Emergency (A&E) department.

Methodology- Data was collected retrospectively from patient files.

Data Collection- gender, age, time of onset, pre-hospital care, mode of transportation, arrival time, door-to-doctor, CT door-to-shifting, door-to-neurology consult, consent time, IV thrombolysis time, door-to-needle, final diagnosis, and name and signature of the A&E

physician.

Analysis- Excel was used to analyse the data, and charts and graphs were used to show the results. The findings were shared at a presentation.

Analysis and Optimization of Hospital Bell Call Response Times: A Study Across Multiple Floors in the hospital

Objective- Evaluate how quickly different healthcare personnel respond to call bell requests.

Data Collected- Data gathered included patient waiting times for elevators, planned and unplanned discharge, bed making time after patient is discharged, and floor-by-floor response times for nurses, Housekeeping, healthcare assistants (HCA), and porters.

Analysis- Excel was used to compile the data, and graphs were made to show the results. A report including the findings and suggestions for enhancement was written.

KEY LEARNING FROM INTERNSHIP

Practical Application of Theoretical Knowledge- The internship gave me the opportunity to apply what I had learned in the classroom to use in real-world situations, which improved my comprehension of hospital administration and operations.

Data Gathering and Analysis- Acquired practical expertise in gathering, evaluating, and interpreting data to enhance medical procedures.

Teamwork and Communication- Collaborating closely with healthcare experts allowed me to improve my communication and teamwork abilities.

Patient-Centered Care- Gained an improved understanding of the significance of patient-centered care and the necessity of giving patients' privacy, safety, and dignity top priority.

Process Improvement- Acquired the ability to spot inefficiencies in hospital procedures and recommend practical solutions that improve overall effectiveness and enhance patient care.