

**INTERNSHIP AT SADBHAVNA MEDICAL AND HEART
INSTITUTE, PATIALA, PUNJAB**



IIHMR University, Jaipur

Academic year, 2020-22

For the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

In

Hospital and Health management

By

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Under the supervision and guidance of

Dr Deepti Sharma

INTERNSHIP REPORT

INTRODUCTION

Sadbhavna Medical and Heart Institute in Patiala is one of the most renowned Cardiac Hospitals in the area. Countless locals in have placed immense trust in the practitioner over the years.

Sadbhavna Medical and Heart Institute in Patiala has a supportive and friendly staff, and the latest medical know-how to help patients. The clinic abides by all the necessary safety protocols, including Covid-19 precautionary measures. The doctor and team offer world-class care and guidance, always putting their patients first. Services like Cardiology, Heart Conditions, Chest Pain Treatment etc. are also offered here, so all your treatment needs are taken care of in one place.

Duration of internship

It was from 21st March 2022- 18th June 2022.

My Mentor in Organization –Mrs. Palak Patel

Designation – Quality and Operations Head

Dissertation Topic –

A STUDY ON ASSESSMENT OF KNOWLEDGE AND AWARENESS OF BIOMEDICAL WASTE MANAGEMENT PROCESS AMONG HOSPITAL STAFF IN SADBHAVNA MEDICAL AND HEART INSTITUTE, PATIALA, PUNJAB

Objectives of Internship

The purpose of the internship is to

- To obtain knowledge of hospital setup and to know about different departments of the hospital.
- Become acquainted with the roles and responsibilities associated with daily work of a health care administrator.
- Becoming involved in various ventures and projects at the internship site, which aims to achieve the specified objectives.
- To gain an exposure to the work related to the field of hospital management.
- Implement, complete and report on administrative projects as specified in the organization.
- Acquiring new learning's through challenging and significant activities.

- Developing strong teamwork and mentoring relationships.

PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

“My experience includes a variety of opportunities. I was the management intern there in quality and operations department, analysing Patient’s data and drafting reports for the Operations Head and undergoing daily audits. Other than that, ...

Daily routine tasks:

- Supervise daily administrative operations in Hospital.
- Hands-on experience with Hospital database systems and analyzing it on MS Excel
- Involved in discussions, weekly meetings, and Business review meetings (BRM) for effective operational procedures and excellence.
- Performing daily floor audits of various departments of hospital.
- Took part in training of various hospital staff.
- Answered queries from compliance owners and approvers for its backlog clearance
- Involved in gap analysis for the operations Department and also suggested for solutions.
- Stayed up to date with healthcare regulations
- Familiarized with the different checklist maintained by hospital for maintaining quality.

ORGANIZATION PROFILE

SADBHAVNA MEDICAL AND HEART INSTITUTE is a MULTI-SPECIALTY AND CRITICAL CARE HOSPITAL USHERING IN THE E-CONCEPT IN MEDICAL PRACTICE

The medical world has witnessed remarkable progress driven by quality, excellence, technology, and research. However, the escalating cost of modern health care delivery has alienated a vast majority of ailing humanity from the medical aid centres. Sadbhavna Medical and Heart Institute propose to build a new path breaking medical concept by balancing people’s need with quality care. They humbly submit unique **E-concept** as the guiding principle of modern medical practice to meet aspirations of ailing humanity. It includes

Excellence & Efficiency of Medical Services
Environment of Ambience
Equality in Medicare for All
Economical & Truly Patient Friendly
Education of Medical Fraternity & General Public



SERVICES OFFERED BY THE

HOSPITAL SPECIALITIES

- Dentistry
- Ear, Nose and Throat
- General Surgery
- Gynecology and Obstetrics
- Internal Medicine
- Orthopedics & Joint Replacement
- Pediatrics

DIAGNOSTIC AND IMAGING SERVICES

Computerized Lab

Computerised lab using semi auto analysers is available for round the clock biochemistry assistance in the hospital.

Radiology

Digital X- Ray, Routine X-Ray with on Bed facility.

Ultrasound

Ultrasound whole body and gynaecological ultrasound facility with TV ultrasound.

Advanced Diagnostics

Advanced diagnostics including Gastroenterology, CT scan, Pathology, Haematology etc. are collaborative.

24 X 7 SERVICES

- Ambulance
- Emergency

SUPPORT SERVICES

- Laundry

THE HOSPITAL DESIGN AND FACILITIES

- SMHI has been meticulously designed to optimize patient care operational 'no delay' easy approachability and ambience.
- It has the final capacity of 45 beds.
- Presently this hospital has 3 Operation Theaters, ICU, CCU+ Neuro ICU.
- It has private rooms, general ward and advanced pediatric care unit.
- It also has well equipped labor room and neonatal unit.
- The diagnostic facilities include computerized lab, noninvasive and invasive heart labs and radiology and ultrasound and color Doppler. The interventional cardiology is evolving gradually and steadily.
- ICU, CCU and NEURO ICU
- There is a 12-bed intensive care coronary care unit & neuro ICU for meeting the comprehensive critical care of cardiac and multi-specialty patients.
- All beds have requisite multiple parameter monitoring, central oxygen access and necessary sophisticated gadgetry including ventilators and intra-aortic ballooning for life saving purposes. The manpower supervising critical services is well trained and optimal for prompt and efficient emergency care.
- **PRIVATE ROOMS AND GENERAL WARDS**

Private rooms (A/C and non A/c) and general wards (air cooled) are provided to meet demands of all sections of society. The emphasis is on proper ventilation, temperature, and hygiene.

- **ADVANCED PAEDIATRIC CARE UNIT**
- A 4-bed unit has been designed in hospital to meet super specialty pediatric and neonatal care.
- **OPERATION THEATER AND LABOUR ROOM COMPLEX**

CLINICAL SERVICES

Those services are which are directly related to medical practice. These include

1. Outpatient department
2. Inpatient department
3. Accident and emergency department
4. Laboratory
5. OT
6. Dialysis unit

NON- CLINICAL SERVICES

Those services are which are related to administrative and non-medical side of the hospital. These include

1. Admission and Billing
2. Medical record department
3. Pharmacy
4. Housekeeping
5. Finance
6. Purchase department
7. Security
8. Laundry
9. Maintenance Department

CLINICAL SERVICES

Outpatient Department

Patient who in the considered view of a competent professional do not immediately require hospital admission and who can satisfactorily have treated on a domiciliary basis are classified as ambulatory patients and commonly called as out patients. Hence the department of ambulatory care is also known as outpatient department.

Inpatient Department: -

Inpatient department deals with inpatient care of patients whose condition requires admission to a hospital. Progress in modern medicine and the advent of comprehensive outpatient clinics ensure that patients are only admitted to a hospital when they are extremely ill or have severe physical trauma.

Operation theatre

General surgeries, ENT surgeries, Orthopedic surgeries, eye surgeries, Caesarean section, and sterilization surgeries are done here.

Dialysis unit

It deals with the artificial replacement of the lost kidney function in patient with renal

failure to remove excess water and waste products from the blood

NON-CLINICAL SERVICES

Admission and Billing: -

This is the department involved in admission and billing of the patient as per government policies.

Medical record department

MRD is the custodian of all the discharged/expired health records documents. The MRD staff ensures the confidentiality, preservation, storage and retention of the documents. The department deals with record collection, codification, storage, analytical evaluation and retrieval of record if needed.

Pharmacy

The goal of the pharmacy is to procure and provide medicines and surgical items to the patients. The pharmacy serves various areas of the hospital like customs, special wards. The Department services include procurement and providing medicines to the patients. The department also provides medicines to the wards after procurement.

Housekeeping

The aim of the department is to achieve defect free room with 100% hygiene and cleanliness to maximize patient's satisfaction along with minimum cost. The department performs activities like cleaning providing room amenities, pest controlling and waste disposal.

Finance

The department provides accurate relevant and timely financial information necessary in making the right business plan and decisions. The finance department looks into the business building insight, areas for lowering cost and improving profitability, updating of bills on daily basis for IPD patients. The billing staff has overall responsibility for coordination of various functions and daily basis report for the admission and provide the necessary solution to daily problems as deemed proper and reasonable.

Laundry

The department delivers spotlessly clean and hygiene linen and uniforms to the users of different departments. The department maintains records for issued linen, received linen, new linen and alteration if needed. The department treats infected/contaminated linen, treats heat labile linen.

*Thank
you*

