

**Internship
At
Mission Hospital, Durgapur**

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***Dissertation submitted in partial fulfillment of the requirements of the degree MBA Health
and Hospital Management***

Academic year 2020 - 2022



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1.Introduction

Our Mission is to become a centre of excellence in healthcare by bringing tertiary level healthcare to the people of eastern India. The focus of all of our activities are based on “Patients first” policy. Our responsibility is to provide the best possible care and outcome for every patient. We strive to exceed our patients' expectations for comfort and convenience.

Our vision is to provide affordable quality healthcare to patients by incorporating improvement in its day-day schedule..We believe in the immortal saying of **Swami Vivekananda- Service to man is service to God**. We believe that each patient has the right to get best treatment and best attention from each member of The Mission Hospital family each time, every time.

Our passion for perfection has inspired us to document the usual hospital routine services and standard procedures for understanding of all patients, their family members, casual visitors and even each hospital staff for seamless functioning of each department, leading to world-class service to each patient as end product.

The Mission Hospital started its operation on 2 April 2008. This is the first specialty corporate hospital in Eastern India outside Kolkata.

2.Objectives of internship

- Investigate the learning possibilities.
- Be familiar with the hospital's operations and process flow.
- Develop patient care abilities through direct patient management and engagement as well as observation.
- Learn about the new patient rights and education policies in the NABH 5th Edition.
- Looking at ways to improve attitudes, values, and interpersonal abilities in order to forge a fruitful work path.
- Ensure high standards and safety of treatment during the patient's stay

3.Organization Profile

The Mission Hospital, (A Unit of Durgapur Medical Centre Pvt. Ltd.) is a 350-bed super-specialty hospital located in Durgapur, West Bengal, India. FACILITIES it provide is

out reach clinics,cleft care program (smile train),spars foundation kolkata,spars foundation usa,telemedicine ,opds at outreach clinics, senior citizen scheme

OUT REACH CLINICS

- City centre, Durgapur
- Asansol
- Burdwan
- Bankura
- Siliguri

- Dhanbad
- Krishnanagar
- Behrampur:
- Bokaro
- Bolpur
- Raniganj

CLEFT CARE PROGRAM (SMILE TRAIN)

Every year about 35000 children are born in India with Cleft of Lip / Palate .These children are with normal intelligence, but faces problem like poor speech, hearing impairment, and social stigma. _The Mission Hospital, Durgapur is a proud partner of the Smile Train, a New York based non - profit organization that aims at improving the lives of children born with cleft lip and /or palate. The Smile Train has helped us in improving the quality of treatment by funding for free treatment of these patients.

Partnership with The Smile Train signifies that we provide -

- * Quality corrective surgery and multidisciplinary team approach.
- *State of art operation theatre and post operative care.
- *Proper counselling
- . *Proper rehabilitation

SPARS FOUNDATION KOLKATA

The management of The Mission Hospital was clear from the outset that the hospital would not only have to set the highest standards for quality healthcare but also that of good corporate citizenship. While the long term vision envisages setting up of full scale training facilities, the initial focus expectedly has been on getting the hospital up & running. In order to be able to adequately address its responsibilities of corporate citizenship even during these initial years and keeping in focus the training of skilled personnel for healthcare industry, in 2008 the hospital signed a long-term agreement with [Sparsh Foundation](#) – the pioneers of industry tagged vocational training in this country.

[Sparsh Foundation](#), a small, autonomous, Indian, not-for-profit Society, headquartered in Kolkata, are specialists in planning, designing & executing training modules for the youth – specially from financially disadvantaged families who have been compelled to discontinue studies in formal academics at various levels in school, more often than not due to poverty related issues. The goal is to develop easily replicable prototypes of short-duration, vocational training courses for the millions of unskilled dropouts in India in various trades that offer huge employment potential in a new world economic system.

SPARSH FOUNDATION USA-

[Sparsh Foundation USA](#), helps 'The Mission Hospital' to arrange best surgery for children with different congenital heart diseases. So far, a total of over three hundred such operations have been successfully done at "The Mission Hospital".

SPARSH is an Ann Arbor, Michigan, USA based non-profit organization, which aims to touch the lives of the disadvantaged in India by providing them access to the critical health care and well being that they need and deserve. SPARSH believes that caring people can come together to make a difference in the lives of these children and women, and hence, engagement of the local community is an important part of the organization's mandate. The word SPARSH means touch in many Indian languages. Sreyashi Dey's transformative experience in India led to the founding of SPARSH. She learned through conversations with Dr. Srirup Chatterjee, that he was deeply committed to finding ways to operate on children whose parents could not afford to pay for surgery. She began to discuss with him the possibility of forming a non-profit organization that would raise funds for the critical surgeries for children. This was the seed that grew into SPARSH. Sreyashi, an active professional Odissi dancer, realized that she could use her art to help disadvantaged children who need surgeries. Deeply touched by the encouragement of members in the community, including artists, physicians, academics, and journalists, she got a group of individuals to form the executive board. Though from diverse professional backgrounds, they bring together their experience, talent and passion to the common goal of removing barriers for disadvantaged women and children. And thus touch a life.

4.Services provided by organization

Accident & Emergency Medicine, Anaesthesiology, Cardiology, Paediatric Cardiology, Cardio Thoracic & Vascular Surgery, Critical Care, Dentistry, Dermatology, Endocrinology, ENT, Gastroenterology & Gastrointestinal Surgery, General & Laparoscopic Surgery, General Medicine, Institute Of Laboratory Medicine & Research, Nephrology, Neurology & Neuro Surgery, Obstetrics & Gynaecology, Ophthalmology, Orthopaedics & Spine Surgery, Paediatrics & Neonatology, Plastic & Reconstructive Surgery, Psychiatry, Pulmonology/Respiratory Medicine, Radio-Diagnosis & Imaging Sciences, Transfusion Medicine, Urology & The Department of Physical Therapy and Rehabilitation

5.Key Activities/project undertaken other than Dissertation.

- 1.Checking consent form
- 2.Made presentation regarding Patient rights and education

3. Gave presentation regarding patients right and education in front of NABH Assesor.

6. Key learnings

It has aided me in developing my decision-making and problem-solving abilities as well as trained me in carrying out a variety of administrative jobs.

It has given me exposure to a variety of association management concerns and given me a chance for one-on-one engagement with senior-level executives, both of which have increased my self-confidence.

It gave me the ability to take on duties independently and complete them, which helped me develop my leadership skills. It also helped me get better at communicating.

Additionally, it has aided in time management and task completion within deadlines.