

SUMMER TRAINING REPORT

ASTER PRIME HOSPITAL

By

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MBA (HOSPITAL AND HEALTH MANAGEMENT)

2020 - 22



Date: 05th Jul, 2021.

TO WHOM SOEVER IT MAY CONCERN

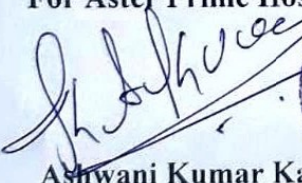
INTERNSHIP CERTIFICATE

This is to certify that **Ms. Soundarya Tejomurthula** student of MBA (Hospital & Healthcare Management) of the IIHMR University, Jaipur, has successfully completed her 8 weeks summer Internship under the guidance of Mr Nidhin Antony Head of Operations Management at Aster Prime Hospital, Hyderabad.

During the period of training from 10th May 2021 to 02nd July 2021 her conduct was found to be sincere, dedicated and committed.

We wish her all the best in her future endeavors.

For Aster Prime Hospital



Ashwani Kumar Kaza
Head- HR

ACKNOWLEDGMENT

I wish to express my sincere gratitude to my institute, Institute of health management and research, for giving this opportunity to learn and develop my knowledge and skills in hospital and healthcare management. I express my deepest gratitude to Dr. Nidhin Antony (Head of Operations) and his entire team at Aster Prime Hospital for their advice, support, and guidance.

My sincere thanks of gratitude to my mentor Dr Piyusha Majumdar, Assistant Professor for her support throughout the project. This project would not have completed without her enormous help and worthy experience.

Although, this report has been prepared with utmost care and deep routed interest. Even then I accept respondent and imperfection.

Sincerely,

Soundarya Tejomurthula.

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1. A. INTRODUCTION:

Aster group is renowned for their medical infrastructure and expertise as we have some of the finest doctors in the country, supported by ultra-modern technologies, research-based care in a warm and comforting environment. Aster group of hospitals are present all across Karnataka, Kerala, Maharashtra, Telangana and Andhra Pradesh.

Aster Prime Multispeciality Hospital Hyderabad A top private hospital which is formed by two prime hospitals in Hyderabad. This hospital is located in Ameerpet, which is 204 bed multi-speciality hospital.

Aster Prime Hospital provides best in class technology and facilities to ensure the best in healthcare services. It promotes highly equipped, well experienced and complete technology based to treat in an advancement to improve patient needs and satisfy patient needs.

Aster prime's world class, centre of excellence (COE) are an amalgamation of experienced doctors, state of the art technology, and the highest level of patient care treatment. Our COEs ensure that every aspect of your care is seamless and the team of experts work together to provide the care you need.

Centre of excellence = best clinical experts + latest technology + exceptional patient experience.

1.1 MODE OF DATA COLLECTION:

I have collected the information from the organisation by visiting each department and took an overview from respective department heads and staff and learned the working that how the different departments are run by the organisation.

Posted in various departments and data was collected based on the observation for 1 week to 10 days. A sample is small for some departments and large for others. All this includes the quantitative analysis.

1.2 SPECIALITIES:

1. Accidents and Emergency
2. Anaesthesiology
3. Bariatric surgery
4. Dentistry
5. Dermatology
6. Endocrinology
7. Gastroenterology
8. General medicine
9. Intensive care medicine
10. Laboratory medicine
11. Nephrology
12. Neurology
13. Neurosurgery and Spine Centre
14. Obstetrics and Gynaecology
15. Orthopaedics
16. Otorhinolaryngology
17. Paediatrics and neonatology
18. Pain and palliate medicine
19. Paediatric surgery
20. Physiotherapy
21. Plastic surgery
22. Podiatry
23. Psychology and wellness
24. Pulmonology
25. Radiology and imaging
26. Rheumatology
27. Urology

1.3 DEPARTMENTS:

1. Outpatient department
2. Inpatient department
3. Emergency department
4. CSSD
5. CRM
6. Billing department
7. Operation theatre
8. Dialysis
9. Radiology department
10. Pharmacy
11. Housekeeping
12. Maintenance and engineering
13. Intensive care unit
14. HDU
15. CICU
16. MICU
17. NICU
18. Laboratory department
19. Blood bank
20. CT ICU
21. Cath lab
22. Casualty
23. Dietary services
24. Physiotherapy
25. Security
26. Anaesthetics
27. Specialised departments (egg- cardiology, urology, ENT, etc.)
28. Medical record department
29. Information technology
30. Human resources
31. BME (Biomedical engineering)
32. Procurement stores.

1.4 FACILITIES

1. Emergency and trauma services
2. ICU and NICU
3. Diagnostic services
4. Hospital rooms
5. Pharmacy services
6. Ambulance services
7. Cath lab
8. Neurophysiology
9. MRI services
10. Housekeeping

1.5 OBJECTIVES:

As the leading healthcare organisation, it ensures to provide best treatment with well experienced doctors and well-trained nurses and medical staff which promotes the faster recovery of patient.

2. KEY ACTIVITIES/ PROJECTS UNDERTAKEN:

1. Volunteered in the vaccination drive ongoing in the hospital.
2. HIMMS Software.
3. Posted in OPD front office.
4. Posted in diagnosis and radiology department.
5. Posted in inpatient, went on rounds and collected the feedback from the admitted patient who are in a condition to communicate the problems being faced relevant to the services.
6. Collected feedbacks from the patients.
7. Listened to the patients/ customers peacefully and solved the services related problems.
8. Trained the staff for some implementations of new ideas.
9. How to handle the pressure. Working under pressure
10. Making decisions to satisfy the patients need and keeping the process efficient.

3. OTHER SERVICES:

1. Cafeteria
2. Home lab sample collection
3. Home care
4. Home delivery medicines
5. International insurance
6. International patient care
7. Parking
8. Preventive health check-up

4. ROLE OF HOSPITAL ADMINISTRATOR:

1. Role towards patients
2. Role towards organisation
3. Role towards personal management
4. Role towards hospital information system

ROLE TOWARDS PATIENTS:

It includes clinical needs, physical needs, staff attitude, safety needs, emotional needs, educational needs and patient satisfaction.

ROLE TOWARDS ORGANISATION:

It includes patient care services, public relations, marketing management, hospital information system, maintenance services, supply management, hospital safety and planning and decision making.

ROLE TOWARDS PERSONAL MANAGEMENT:

It includes manpower planning, rewards and promotion, wages and salary, disciplinary procedure, training, staff selection, performance appraisal and grievance.

ROLE TOWARDS HOSPITAL INFORMATION SYSTEM:

It includes medical records, control functions, inventory management, billing and payment, operational planning and budgeting, patient feedback system and also 2- way communication.

5. OPD (OUT PATIENT DEPARTMENT)

1. If the patient is coming for the first time is registered in the new registrations.
 - One form is right beside the reception desk which patient has to fill the details.
 - Once the form is filled the patient details were entered on the system by the front office executive.
 - Once this is done, the new UMR number is registered.
2. If the patient is coming after the first time, then the existing UMR is entered and all the details of the UMR was displayed and the patient history.
3. If the patient is suggested for the tests by the doctor, then has to go to diagnosis area.

5.1 GENERAL OBSERVATIONS:

1. Learned how to book an appointment for the patient.
2. Learned how to do the registrations for the patient coming for the first time for consult a doctor.
3. Learned how to collect the chargers.
4. Learned the procedure for the payment and collection.
5. Learning the closing.
6. Learned how to manage crowd.
7. Learned how to billing and verifications.
8. Learned how to interact with patients and guided them
9. Learned to coordinate with people.
10. It has helped me to communicate with the citizens and how to handle the situation.

5.2 SUGGESTIONS:

1. Some of the patients were not aware of the doctor's timings.
2. Asking them to call the customer care number which was displayed in the patient's report card before coming for the time saving.
3. Scheduling is done properly by the CRM people then the crowd could be avoided.
4. If the patient condition is very serious should give them the preference.
5. If the patient is a senior citizen and is not aware of calling and all then the screen should be displayed in the waiting area for more information.
6. An app should be there to avoid the misunderstandings of the timing and proper scheduling of the doctors with other information should be provided.so that the crowd can be managed.

6. IPD (IN PATIENT DEPARTMENT)

A unit of a hospital where patients are admitted for medical conditions, that requires utmost care and high treatment to a patient.

It's a place where maximum vigilance is required to prevent litigation and to get satisfaction. Patients stays in the hospital depending on the conditions. It requires a high level of care and treatment such as surgery, special observation, surgical or infection management, therapy or ample testing.

6.1 GENERAL OBSERVATIONS:

1. Got a chance to go for a round on various floors to check with the covid patients.
2. Collected feedbacks from the covid patients regarding the maintenance and IP services (food, housekeeping, regular check-ups, and maintenance)
3. Made documentation regarding the requirements and feedbacks.
4. Learnt about the discharge process of the hospital depending on the insurance or cash or any other government schemes.
5. A bit regarding the insurance and credit process during the discharge.

6.2 SUGGESTIONS:

1. General wards should be clean and hygiene where people can be safely live.
2. Ward boys are required more for emergency.
3. A bit faster process is required for billing section, so that the process can be move faster and turn over time of patient will be minimised.
4. Staff can be increased in wards and rooms so in any emergency.
5. Covid patients should be provided with dietary food according to their health conditions.

6.3 DIFFERENT ZONES OF IP

1. SUITE ROOM/ BLOCK ROOM
2. SHARING A/C
3. MICU 2
4. CT ICCU
5. CUBICALS
6. CICU/ ICCU

7. DIAGNOSTIC/ RADIOLOGY DEPARTMENT

Diagnostic services in the Aster Prime hospital facilities are high effective with reasonable cost and high-quality equipment.

It includes all the laboratory and pathological services.

7.1 TESTS INVOLVED IN DIAGNOSTICS/RADIOLOGY:

1. CT
2. X-RAY
3. ULTRASOUND
4. MRI
5. DOUBLE-DIMER
6. COMPLETE BLOOD PICTURE
7. COMPLETE BLOOD COUNT
8. RENAL FUNCTION TEST
9. LIVER FUNCTION TEST
10. HBS AG
11. ECLIA
12. HIV RAPID
13. HEMOGLOBIN
14. BLOOD GROUPING
15. BLOOD UREA
16. CREATININE SERUM
17. CUE
18. ESR
19. COVID TEST

7.2 GENERAL OBSERVATION AND LEARNINGS:

1. Learned billing and report printing.
2. Learnt about the bill number and bill date with patient name is required for billing and reporting.
3. Coordinated with patients regarding their requirements and needs.
4. Helped patients and guided them regarding their needs.
5. Collected google reviews from the patients in the diagnostic regarding the front office.
6. Learnt regarding the different schemes and packages for tests.

7.3 SUGGESTIONS:

1. Trained staff can be replaced in front office so that patients need not to wait for long.
2. Proper scheduling and prices can be displayed in waiting area to avoid the confusion.
3. Report dispatch time can be minimised.
4. Waiting area can be expand for more patients can be there at a time.
5. Bill papers can be maintained on day-to-day base to avoid maximum time.

B. PROJECT:

7. VACCINATION:

7.1 COVID VACCINATION:

As the hospital is much involved in vaccination drive, involved as volunteer in vaccination only involved a major strength to this project.

7.2 VACCINE

A biological preparation that gives active immunity to fight against to the infectious diseases. It often made from micro-organisms or killed forms of microbes, which the agent stimulates the body immune system. The agent has a energy to kill or to destroy it in future.

7.3 TYPES OF VACCINES AVAILBALE AT ASTER PRIME HOSPITAL:

COVAXIN:

India's indigenous COVID-19 vaccine by Bharat Biotech is developed in collaborating with the Indian council of medical research (ICMR)- National Institute of Virology (NIV).

COVAXIN is developed by using whole inactivated virus. Inactivates vaccines donor-replicate and then revert and cause pathological effects.

They contain dead virus which is incapable to infect people but still able to instruct the immune system to reaction against an infection.

COVISHIELD:

The oxford AstraZeneca covid 19 vaccines sold as a covishield which is given by intra muscular injection, using a vector the modified chimpanzee adenovirus.

7.4 COVID-19 Vaccination drive: Managing patient flow

In order to successfully incorporate COVID-19 vaccinations into our practice, we developed a strategy that would allow us to not only provide this service to our patients, but also allow us to carry out with regular appointments.



FIG.1 ARRANGEMENTS FOR VACCINATION

7.5 STEP BY STEP PROCESS FOR VACCINATION DRIVE:

LOCATION OF THE VACCINATION:

Vaccination centre is located in the 2nd floor of the hospital in conference hall and general ward respectively for both the vaccination centre.

Covishield vaccine zone is conducted at Conference Hall 2nd floor where as covaxin vaccine conducted in general ward.

The location of vaccination zone where completely arranged with seats maintaining social distancing, and also by following all the protocols.

Proper maintenance was there regarding the sanitation and also with the proper discard of needles and syringes.

DEVELOPING PLAN:

We held a practice meeting to reach agreement with all our staff and GPs to action a clinic. All agreed with both the principle and the functional plan. It was agreed that separation of the COVID 19 vaccination clinic from normal daily activity would be essential.

STORAGE CAPACITY:

We next turned our thoughts to freeing up space in our vaccine refrigerators. All Indian vaccines being developed against the coronavirus will have to be stored at 2-8 degree Celsius.

BOOKING:

We are also anticipating increased calls from patients who are looking for more information about covid0020 vaccinations and booking. To deal with this government of India has launched COWIN (Cowin.gov.in) or Arogya setu app on which a patient can book their respective slot and get notification via SMS.

STAFFING:

To run the clinic, as efficiently as possible, we determined we will require a receptionist, practice nurse, DMO, Security.

RESTORING:

Based on staffing requirements outlined above, we developed a schedule for availability of medical and non-medical staff.

BOOKING:

Once it received the vaccines are ready to go, then we will need to go, then we will need to go through our patient base and identify those who are eligible patients in phase 1,2 and 3 of the covid 19. vaccines rollout strategy and create a listing for calls for attendance.



FIG. 2 BILLING AND VERIFICATION

7.6 REGISTER OF COVID VACCINATION IN COWIN

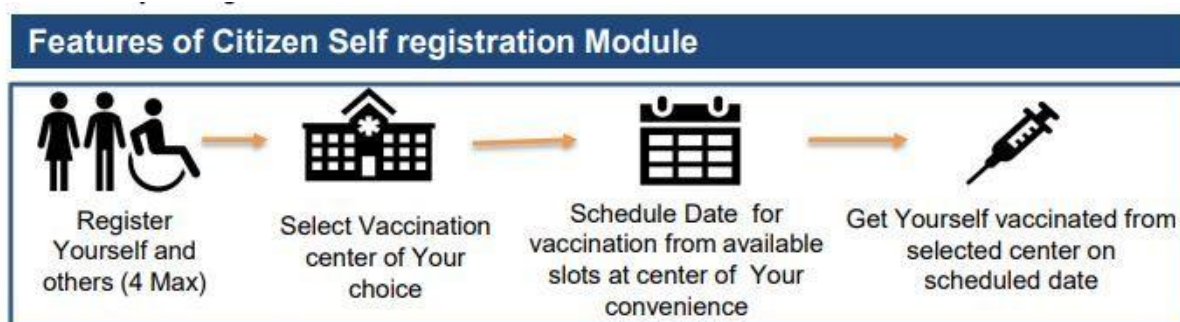
Everyone who qualifies for the vaccination drive can register themselves using Co-WIN portal,

Step1: visit the Co-WIN platform and register using mobile number.

Step 2: you will receive an OTP, which you can use to verify you phone number and proceed.

Step 3: you will be directed to the registration page where you will have to share a valid photo proof and fill the details, such as age, gender, and so on.

Step 4: then all that left is to schedule an appointment at a vaccination centre close to your location and booking during available slot.



The following features will be available for the Citizen in Self Registration module

- Register for a vaccination session (with a choice of registering additional 3 members)
- Selection of Vaccination center of convenience
- Schedule vaccination Date as per slot availability at a Center
- Reschedule Vaccination date

FIG. 3 COWIN APPLICATION

7.7 LIST OF DOCUMENTS NEEDED FOR CO-WIN REGISTRATION:

- Aadhaar card
- Voter ID
- Passport
- Pension document
- PAN card
- Driving license
- Electric photo identity card

7.8 ONSITE REGISTRATION:

The arrival point is the area whose bottlenecks are likely to happen. A few minutes spent for each person to check in can accumulate and potentially create delays or crowding in your registration area.

Giving patient the option to self-register can speed up the process significantly, and reduce the burden on staff.

7.9 FLOW CHART OF PATIENT FLOW:

As the hospital received confirmed SMS, each patient proceeded to the waiting area, which has outside the vaccination centre. At this location, tokens would be provided to patient by checking the scheduled appointment.

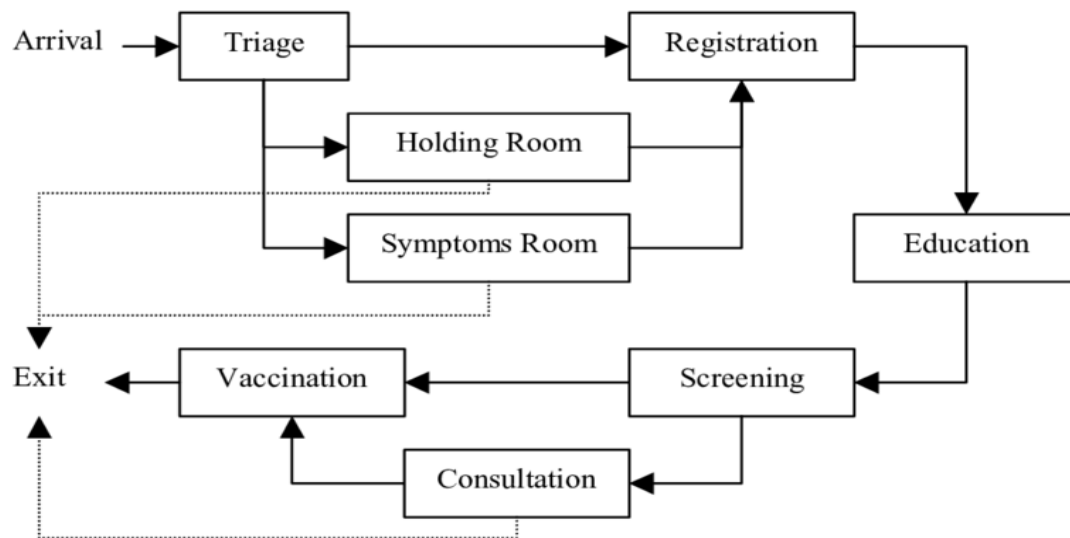


FIG. 4 FLOW CHART FOR PATIENT FLOW

After the token comes, the patient is allowed to go for billing where they can pay the amount and get the slips. Two slips are provided, main bill and service bill. Service bill along with proof is taken care by the staff and patient has to wait until the turn comes.

At vaccination, patients are requested to sit and put their arm in free position. Dose of 0.5 ml is injected directly into the intramuscular arm and basic information has been given to the patient regarding the precautions that should be taken after the vaccination.

After the vaccination, the patient and another staff member reviewed the information sheet about what to do after the vaccination and then the patient has to be in hospital for 30 minutes for observation.

TURNOVER TIME OF PATIENT FOR VACCINATION

PROCESS	TOTAL TIME TAKEN
REGISTRATION	5 MINUTES
SCREENING	5 MINUTES
BILLING	10 MINUTES
CONSULTATION	5 MINUTES
VACCINATION	5 MINUTES
POST VACCINATION WAITING TIME	10 MINUTES
OTHER WAITING TIME	10 MINUTES
OVERALL TIME	1 HOUR

This is the total turnover time period of the patient for vaccination right from the entrance of hospital till the returning of the patient.

The whole process will take various steps which involves registration process, screening process, billing process, consultation process, vaccination process, post vaccination waiting time and other waiting time. From all these times taken, the process involves 1 hour of time for vaccination process.

Meanwhile, patient also can be in observation so that they can move back home in a good condition.

C. REFERENCE:

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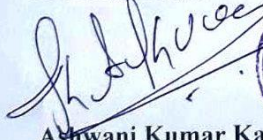
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