

Introduction

The Aditya Birla Memorial Hospital is a tribute to late Shri Aditya Vikram Birla. In India, he envisioned a world-class hospital. His ambition has materialised in the form of a medical facility that spans over 16 acres of land. This medical centre is a super specialised healthcare facility that serves the needs of people from all walks of life to promote health. The goal is to build a centre of life where natural elements enhance the healing environment and holistic healthcare is provided under one roof. The hospital is dedicated to providing the greatest level of care and compassionately responding to the needs of the community. Delivering state-of-the-art, high-quality, and cost-effective healthcare services and the most up-to-date information in order to improve and sustain community health is what this hospital thrives for. To pursue the development of value for their customers, shareholders, employees, and society at large in an unwavering manner is their motto. They work on cultivating a therapeutic relationship based on felt compassion, demonstrable quality, and a reasonable cost.

Objectives of Internship

- Understanding of operations of different departments of the hospital as well as their roles and responsibilities.
- Learning of day-to-day functioning of departments that are working collectively to deliver quality patient care.
- Learning process flows of various departments like OPD, IPD, OT, ICU, Wards, Accident & Emergency, CSSD, MRD, TPA, Radiology, Quality, Stores and Marketing.
- Conducting an in-depth study on the dissertation topic allotted by the organization.

Organizational Profile

Aditya Birla Memorial Hospital is a tertiary care multi-specialty hospital in Pimpri-Chinchwad, Pune, Maharashtra, India. It is India's First HACCP and ISO: 22000:2005 certified hospital. Aditya Birla Memorial Hospital is a facility with 500 beds, 152 intensive care units, 13 operating rooms, and a flat-panel catheterization lab. The hospital hires the best medical minds as full-time consultants who use cutting-edge medical technology to deliver high-quality, cost-effective medical care. It has a strong emphasis on prevention, and it houses a comprehensive Wellness Assessment Center under one roof. The

hospital is devoted to maintaining the highest levels of healthcare at an economical cost by operating in a paperless and filmless environment. The hospital's sophisticated Medical Emergency Center is equipped with 10 beds – four in the red zone and six in the yellow zone – and is fortified with the most advanced life-saving facilities such as cardiac, trauma, and paediatric bays, as well as a dedicated area for infectious diseases and micro-operation theatres to manage all major life-saving treatments. The Mother & Child unit is equipped with cutting-edge neonatal critical care and paediatric surgical care. It has four fully furnished labour suites that are attached to a dedicated Gynae operation theatre where patients receive personalised pre-natal and post-natal care. Its expert gynaecologists are trained to diagnose cancer in the OPD, and it provides Gynec-Oncology and Urogynaecology services to patients with cancer and urinary disorders. In a separate test tube baby clinic, the Mother & Child unit also offers Assisted Reproductive Technologies (ART) procedures, including In Vitro Fertilization (IVF), Intracytoplasmic Sperm Injection (ICSI), and Intrauterine Insemination (IUI). ABMH is a corporation dedicated to helping the people by providing healthcare in accordance with their mission statement: compassionate, high-quality care. Their strategic Corporate Social Responsibility (CSR) initiatives are based on social and environmental consequences while also considering the interests of the company's stakeholders, which include shareholders, customers, employees, suppliers, business partners, local communities, and other organisations. Because they are built as a Social Enterprise rather than a traditional corporation, CSR is inherent in their DNA. ABSHL's CSR policy is a set of fundamental principles and standards that directs and impacts their actions and decision-making in order to provide vital care and help to the less fortunate.

Aditya Birla Memorial Hospital has implemented a management style that encourages continuous quality improvement. This is accomplished by establishing uniform quality measures, conducting daily quality rounds, implementing a quality assurance programme that includes internal audits, personnel training, setting annual quality improvement goals, and identifying and implementing clinical "best practises" in order to achieve the desired results. In order to maintain international standards, the team collaborates by focusing on constant monitoring of the organization's structure, method, and output.

Accreditations

The healthcare organisation has been certified by several industrial bodies like-

- Joint Commission International (JCI)

- National Accreditations Board of Hospitals (NABH)
- College of American Pathologists (CAP)
- National Accreditations Board for Testing & Calibration Laboratories (NABL)
- ISO 22000 & 2005: HACCP (Hazard Analysis and Critical Control Point) by BSI
- ISO 9001:2008 Certification for Hospital Quality Management System, by DNV (Norway)

Awards

- Performance Excellence Award – IMC Ramakrishna Bajaj National Award
- Global Award – Quality excellence for consumer protection (Patient Safety)
- National Quality Excellence Award – Quality excellence for consumer protection (Patient Safety)
- Garden & Plantation Award – Best Garden and Plantation in PCMC area
- Quality Management System – Det Norske Veritas Management System Certificate

Services Provided by the Organization:

- **Broad Specialities**
 - General Medicine
 - General Surgery
 - Obstetrics & Gynaecology
 - Ophthalmology
 - Dentistry
 - Paediatrics
 - Respiratory Medicine
 - Psychiatry
 - Dermatology
 - Anaesthesiology
 - Orthopaedic surgery & Joint Replacement
 - Otorhinolaryngology
- **Laboratory Services**
 - Clinical Biochemistry
 - Clinical Microbiology
 - Clinical Pathology & Cytopathology
 - Haematology
 - Histopathology
- **Super-Specialities**
 - Neurology/ Neurosurgery
 - Oncology (Medical, Surgical, Radiation)
 - Plastic & Reconstructive Surgery
 - Neuroradiology

- Rheumatology & Immunology
- Urology
- Paediatric Gastroenterology
- Paediatric Neurology
- Paediatric Cardiology
- Paediatrics/ Paediatric Surgery
- Paediatric Nephrology
- Surgical Gastroenterology
- In-Vitro Fertilization
- Obesity & Bariatric Surgery
- Sexual Medicine
- **Diagnostic Services**
 - Radiology / Diagnostic Imaging
 - Bone Densitometry
 - Mammography
 - X-Ray & Fluoroscopy
 - Transfusion Medicine
 - Nuclear Medicine
 - CT Scan
 - MRI Scan
 - PET- CT Scan
 - Gamma Camera
 - Ultrasound
- **Other Diagnostic Services**
 - ECG
 - EEG
 - 2D Echocardiography
 - EMG/EP
 - Holter
 - Audiometry
 - Spirometry
 - Treadmill Test (TMT)
 - Doppler
 - Sleep Study
 - Urodynamic Studies
 - Bronchoscopy
 - Endoscopy
- **Other Services**
 - Accident & Emergency
 - Clinical Care Services
 - Cardiac Rehabilitation
 - Operation Theatre
 - Cath Lab
 - Day Care
 - Dialysis
 - Rehabilitation
 - Occupational Therapy
 - Physiotherapy
 - Speech & Language Therapy
- **Support Services**
 - Dietetics
 - General Administration
 - Housekeeping
 - Laundry
 - Mortuary Services
 - Security

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| ○ Social Services | ○ Information Technology |
| ○ Procurement | ○ Medical Records |
| ○ Operations | Department |
| ○ Materials & Management | ○ Pharmacy |
| ○ Finance & Accounts | ○ Central Pharmacy |
| ○ Patient Services | ○ Inpatient Pharmacy |
| ○ Biomedical Waste | ○ Outpatient Pharmacy |
| Management | ○ Operation Theatre & Cath |
| ○ Human Resources & | Lab Pharmacy |
| Training | |

Key Activities/ Projects Undertaken

- Induction and introduction to various policies, do's, and don'ts of the organization.
- Orientation of all the departments and wings of the hospital.
- Observation of process flows of various departments like OPDs, wards, ICUs, operation theatres, TPA, radiology, accident & emergency, wellness centre, CSSD, linen & laundry, food & beverage (F&B), quality etc.
- Observational activity was allotted which included observing and gathering information and giving recommendations for improvement for three different OPDs - Cardiology, Gynaecology & Urology. The report included the following information:

○ Area of department	○ Biomedical waste
○ Facilities	management system
○ Equipment	○ Signage
○ Waiting area	○ Patient friendly information
○ Staffing	○ Good practices
○ Flow of activities	○ Shortcomings
○ Adjacency & Connectivity	○ Recommendations
of departments	
- A survey on awareness of employees about occupational hazards was undertaken.
 - It was an interview-based survey wherein the awareness of the employees regarding some common and certain hazards specific to their job role was evaluated.

- Apart from the interview we also observed how the employees carry on their day-to-day activities and if they do it as per the guidelines to prevent the hazards.
- This survey was conducted on 289 employees of ABMH.
- Employees of various departments like- Accident & Emergency, Laboratory, Pharmacy, Technical Services, Housekeeping, Security, Linen & Laundry, CSSD, Food & Beverage (F&B), Stores & Warehouse, Office staff, Patient Service Staff, Technicians, Nursing Staff were included in the study
- The results showed that the overall awareness of occupational hazards was below average for 80% employees of ABMH while it was found to be average for the remaining 20%.
- After seeing the results and observations of the survey, department wise trainings on occupational hazards were organised for the employees by the trainings division of human resources.
- Assisted in a descriptive cross-sectional study on “assessment of patient safety culture at ABMH”
 - The aim of this study was to evaluate the patient safety culture among the employees of ABMH.
 - Study population of this study included the doctors, nurses, technicians, dieticians, pharmacists, and patient safety staff of the hospital. The study was conducted on total 300 employees of ABMH. A standard questionnaire developed by AHRQ was used for conducting the study.
 - The results of the study showed that the least scoring dimensions were staffing and response to error. While the highest scoring dimensions was teamwork.
 - The department wise comparison showed that ICUs were facing staffing issues more when compared to other departments of the hospital.
- Conducted a root cause analysis for finding the reason for increased length of duty hours of nursing staff (as found in the results of patient safety study).
- Based on the recommendation given (after seeing the results of dissertation project) for incorporating audio visual mode in the trainings of the employees, an activity for making videos related to this was performed. In this activity the housekeeping and security staff were involved to make videos in local languages explaining about the

different committees in the hospital. These videos would later be used during inductions & trainings.

Learnings

- Learnt and observed the operations of different departments of the hospital as well as their roles and responsibilities.
- Learnt about the day-to-day functioning of departments and how they work collectively to deliver quality patient care.
- Learnt process flows of various departments like OPD, IPD, OT, ICU, Wards, Accident & Emergency, CSSD, MRD, TPA, Radiology, Quality, Stores and Marketing.
- Learnt how a training need assessment is carried out and what are its implications.
- Learnt about various job role specific occupational hazards in a hospital setting.