

INTERNSHIP REPORT

INTRODUCTION

Aditya Birla Memorial Hospital is a multi-specialty tertiary hospital located at Pimpri Chinchwad, Pune in the western Indian state of Maharashtra. It is Maharashtra's First Joint Commission International (JCI) and National Accreditations Board for Hospital (NABH) accredited hospital, and India's First HACCP and ISO: 22000:2005 certified hospital.

Spread across 16 acres, Aditya Birla Memorial Hospital has 500 Beds, 152 ICU beds, 13 Operation Theatres, and a flat panel Cath Lab. The hospital employs the finest talent in the medical industry as full-time consultants using ultramodern medical technology to provide high quality cost-effective medical services. It lays special emphasis on preventive care which hosts a complete Wellness Assessment Center under one roof. Operating in a paperless and filmless environment, the hospital is committed to maintaining the highest standards of healthcare at an affordable cost.

The hospital's sophisticated Medical Emergency Center is equipped with 10 beds - 4 red zones, 6 yellow - fortified with the most advanced life-saving facilities such as cardiac, trauma, paediatric bays, a special room for infectious diseases, and mini operation theatres within the department to manage all major life-saving procedures.

The Mother& Child unit has modern neonatal intensive care and pediatric surgical care facilities. It is equipped with four independent and fully furnished labor suites connected to a dedicated Gynaec operation theatre where patients receive individual pre and post-pregnancy care. Its experienced gynaecologists are trained to detect cancer in the OPD itself, offering Gynaecology and Urogynaecology services for highly specialized care to patients with cancer and urinary problems. The Mother& Child unit also provides Assisted Reproductive Technologies (ART) services, offering In Vitro Fertilization (IVF), Intracytoplasmic Sperm Injection (ICSI), and Intrauterine Insemination (IUI) in a separate test tube baby clinic.

OBJECTIVES OF INTERNSHIP:

- Understanding of operations of different departments that are in Hospitals as well as their roles and responsibilities.
- Learning of day-to-day functioning of departments that are working in coordination

for patient satisfaction and their treatment.

- 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 provided by the organization.

ORGANIZATIONAL PROFILE:

- **MISSION:**

Aditya Birla Memorial Hospital is dedicated in providing the greatest level of treatment and compassionately responding to the needs of the community. To deliver state-of-the-art, high-quality, and cost-effective healthcare services and the most up-to-date information in order to promote and sustain community health. To seek the development of value for our customers, shareholders, workers, and society at large unwaveringly. To cultivate a therapeutic relationship based on felt compassion, demonstrable quality, and a reasonable cost. To work with people from all walks of life to promote health.

- **VISION:**

“Excellence First and always.”

- **AWARDS & ACCREDITATIONS:**

The Aditya Birla Memorial Hospital was the first hospital in India to receive ISO 22000:2005, JCI, and HACCP accreditation. The hospital has been approved and honored by numerous industrial groups for its commitment to compassionate, high-quality healthcare at an affordable price.

JCI (Joint Commission International)

JCI continues to engage with these high-achieving organizations to assist them to maintain their certification, staying connected with new requirements, and providing

direction on the JCI accreditation's constant expectation of performance improvement. The JCI officially accredits the Aditya Birla Memorial Hospital in Pune.

College of American Pathologists (CAP) the leading organization of board-certified pathologists

CAP is the world's largest association of board-certified pathologists, dedicated to promoting and advocating excellence in pathology and laboratory medicine for patients, pathologists, and the public. The Aditya Birla Memorial Hospital is the only CAP-certified hospital in Pune.

ISO 22000 & 2005: HACCP (Hazard Analysis and Critical Control Point) by BSI

Aditya Birla Memorial Hospital is the first hospital in India to get ISO 22000 & 2005: HACCP certified. ISO 22000:2005 outlines the standards for a food safety management system in which a food chain organization must demonstrate its competence to regulate food safety threats to guarantee that food is safe for human consumption. The ISO 22000: 2005 Food Safety Management system is a systematic, preventative approach to food safety that maximizes efforts to supply safe food to consumers.

HACCP stands for Hazard Analysis and Critical Control Points, and it is a method for detecting, analyzing, and controlling food safety risks. Food safety risks are biological, chemical, or physical substances that, in the absence of control, are reasonably expected to cause disease or injury. A HACCP system is a proactive rather than reactive hazard control approach. HACCP systems are intended to prevent possible food safety issues from occurring. This is accomplished by recognizing the inherent dangers associated with a product or process, establishing the procedures necessary to control the identified hazards, and applying active management control methods to guarantee that the hazards are removed or minimized.

The World Health Organization's Codex Alimentarius created the HACCP principles. British Standards International (BSI,) Assurance UK Limited performed audits as part

of the certification process. The certification assures that the food safety process is followed to provide safe food.

National Accreditations Board for Testing and Calibration Laboratories (NABL)

The National Accreditations Board for Testing and Calibration Laboratories (NABL) is an autonomous organization that is registered under the Societies Act 1860 and operates under the Department of Science and Technology of the Government of India. NABL was founded to provide a system for third-party assessment of the quality and technical competence of testing and calibration laboratories to the government, industry associations, and industry in general. NABL has been designated by the Indian government as the accrediting agency for Testing and Calibration Laboratories.

ISO 9001:2008 Certification for Hospital Quality Management Systems, by DNV (Norway)

ISO 9001:2008 sets out the criteria for a quality management system and is the only standard in the family that can be certified (although this is not a requirement). The standard is based on several quality management principles including a strong customer focus, the motivation and implication of top management, the process approach, and continual improvement.

Awards – A tribute to work and commitment

1. Performance Excellence Award – IMC Ramkrishna Bajaj National Award
2. Global Award – Quality excellence for consumer protection (Patient Safety)
3. National Quality Excellence Award – Quality excellence for consumer protection (Patient Safety)
4. Garden & Plantation Award – Best Garden and Plantation in the PCMC area
5. 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
- Social Services
- Procurement
- Operations
- Materials & Management
- Finance & Accounts
- Patient Services
- Biomedical Waste Management
- Human Resources & Training
- Information Technology
- Medical Records Department
- Pharmacy
- Central Pharmacy
- Inpatient Pharmacy
- Outpatient Pharmacy
- Operation Theatre & Cath Lab Pharmacy

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- 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, food & beverages (F & B), Quality, and Marketing.
- Observational activity was allotted which included observing and gathering information and giving recommendations for improvement for three different OPDs - Cardiology, Gynecology & Urology. The reports included the following information:
 - Area of department,
 - Facilities,
 - Equipment,
 - Waiting area,
 - Staffing,
 - Flow of activities
 - Adjacency & Connectivity of departments,
 - Biomedical waste management system in the departments,
 - Signage
 - Patient-friendly information
 - Good practices
 - Shortcomings
 - Recommendations
- A survey on the 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 them.
 - 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 & beverages (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% of employees of ABMH while it was found to be average for the remaining 20%.

- After seeing the results and observation of the survey, department-wise training on occupational hazards was organized for the employees by the training division of human resources.
- Assisted in a descriptive cross-sectional survey on “Assessing the awareness regarding policies & quality standards among the employees of ABMH”.
 - It was a structured interview-based survey wherein certain questions were asked to employees regarding policies of ABMH, quality standards, Basic life support (BLS), Facility management system (FMS), and Hospital infection control (HIC).
 - The survey was conducted on 305 employees of ABMH. Both Payroll staff and Outsourced staff were included in the study. Payroll staff included Patient service staff, Nurses, Doctors, Technicians, Office staff, and Pharmacists. Outsourced staff included Housekeeping, Security, F & B, Linen & laundry, and transport staff.
 - Results showed that the awareness level of 61% of the study population was good, 33% of them were average and 6% were poor.
 - Based on the results of the study recommendations were given for improving the effectiveness of training by incorporating audio-visual mode in the training of the employees. So, I did an activity of making videos related to this. In this activity, the housekeeping and security staff were involved to make enacted videos in local languages explaining the various committees in Hospital. This activity further helped to be aware of ‘C’ graded employees.
- Based on the results of the study (Dissertation), an observational study on Root Cause Analysis of nursing staff for working longer hours than is best for patient care was done for 15 days. So, certain recommendations to improve staffing were given.

KEY LEARNINGS FROM INTERNSHIP

- 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.