



The IIHMR University, Jaipur

For the partial fulfillment for the award of the degree of
Master of Business Administration (MBA)

in

Hospital and Health

Management/Pharmaceutical

Management/Rural Management

By

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Internship Report

Introduction

Internship training is an integral part of the second-year program, where we have to observe and learn the work culture of organization. Also, it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on March 24th 2022 BLK Max Hospital, DELHI.

First day was induction program, wherein we were supposed to verify our certificates and submit the photocopy of Documents.

We were introduced to the Vision, Mission. Values and best practices of hospital and organization briefing was given. I was sensitized with the Medical Record Audit of the patient's files in IPD Department. Later from the 1st week onwards I was given the various tasks to perform. Then the project was assigned to me "To Capture Predictable versus Actual Mortality for Intensive Care Unit".

Simultaneously I started working on my project collecting data from ICU'S and reporting mentor on daily basis.

Objectives of Internship

1. To identify a specific problem area/area of interest for the dissertation.
2. To understand the proper overall procedure and principle of functioning of the quality department.
3. To have a clear concept of how Quality Department work in the hospital and knowing their respective functions.
4. To put the theoretical Knowledge into practical experiences.
5. To have a clear concept of NABH guidelines.
6. To identify if there any drawbacks or problems occurring in the quality department.
7. To have clarity of how file audit is done on daily basis.
8. To be able to provide proper suggestions for the betterment or improvement of the respective problems.

Organizational Profile



BLK-Max Super Specialty Hospital is part of the largest healthcare networks in India, offering a wide range of services, making it a force to reckon with in the field of Super Specialty Tertiary Healthcare. The Hospital has a capacity of 650 beds with dedicated 125 critical care beds, 17 modular operation theatres and specialty-specific dedicated OPD blocks.

BLK-Max has consistently ranked amongst the Top 10 Multi Super Specialty Hospitals in Delhi NCR.

The facility is equipped with the most modern medical diagnostic & therapeutic equipment, to name a few, Tomo Therapy (Next Generation Image-guided Intensity-modulated Radiation Therapy for Cancer Treatment); Robotic Surgical System; India's first Computer Navigation for Joint Replacement; South Asia's First Signa Artist MRI; Revolution Frontier CT; Flat Panel Combo Cath Lab with 3D reconstruction, Ultrasound with 3D and 4D imaging; Dual Head Spect CT with variable angle Gamma Camera and the latest generation of PET-CT. BLK-Max's Advanced Centers of Excellence, state-of-the-art facilities and patient-centric services provide the necessary backbone for holistic, comprehensive and contemporary treatment plan.

A passion for healing...

At BLK-Max, we are passionate about delivering the highest standard of healthcare. Be it the finest Doctors, cutting-edge medicine, state-of-the-art infrastructure or nursing with a smile. When you are passionate about healing the lives that have been entrusted to us, nothing is too big or small to ignore.

LEGACY:



Dr. BLK Kapoor, an eminent Obstetrician and Gynecologist, set up a Charitable Hospital in 1930 at Lahore. In 1947, he moved to post-partition India and set up a Maternity Hospital at Ludhiana. In 1956 on the invitation of the then Prime Minister, Dr. B L Kapoor initiated the project for setting up a 200-bed hospital in Delhi. The hospital was inaugurated by the Prime Minister, Pt. Jawahar Lal Nehru on 2nd January, 1959.

By 1984, when the hospital celebrated its Silver Jubilee, it was an expanding hospital well on its way to becoming Delhi's premier multispecialty institute. Services offered included General Surgery, Ophthalmology, ENT, Dentistry, Pulmonology, Intensive Care and Orthopedics, apart from mother & child care.

A factor of much importance to the hospital was the health of the community. Enthusiastic doctors held camps and public health talks to improve the status of community health in the area. Dr. B L Kapoor's passion and dedication for achieving his dream was such that he would often add his own income to the Hospital's coffers, sacrificing even his basic needs.

Lahore Hospital Society was registered in 1942. The very first members of the Lahore Hospital Society were some of the most eminent doctors and philanthropists of the time, who contributed vastly to the building and running of the Hospital.

BLK-Max Super Specialty Hospital was redeveloped and re-launched as a Multi Super Specialty facility with 650 bed capacity including 125 beds dedicated to critical care and 17 modular

operation theatres, offering seamlessly integrated healthcare service to patients and became the youngest in India to achieve the prestigious NABH and NABL accreditations.

VISION

- To create a patient-centric, tertiary healthcare organization focused on non-intrusive quality care utilizing leading edge technology with a human touch.

MISSION

- Achieve Professional Excellence in delivering Quality care.
- Ensure care with Integrity and Ethics.
- Push frontiers of care through Research and Education.
- Adhere to National and Global Standards in Healthcare.
- Provide Quality healthcare to all Sections of Society.

QUALITY & ACCREDITATION



Joint Commission International



NABH



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BLK-Max has been accredited by Joint Commission International (JCI) & National Accreditation Board for Hospitals & Healthcare Providers (NABH), National Accreditation Board for Testing and Calibration Laboratories (NABL).

FLOORWISE DISTRIBUTION OF DEPARTMENT

FLOORS	DEPARTMENTS
BASEMENT	• Physiotherapy (neuro rehabilitation ,sports medicine) • Radiation oncology • In patient billing • Medical Record Department • LT room • Parking
GROUND FLOOR	• Reception • Admission & discharge • OPD Pharmacy • Emergency • Transfusion medicine • Pre Anesthesia Chekup clinic • Interventional Radiology • Waiting lounge • OPD 1: ENT & Cochlear implant, internal medicine, pediatric & pediatric surgery,general & minimal acess surgery, orthopadics,rheumatology, Podiatry, psychiatry & psychology, dermatology • OPD 2: gynaecology & obstetrics • Diagnostic: Mamography , Radiology, Nuclear medicine, sample collection • Financial councling • Cafeteria
1st Floor	• International patient lounge • Laboratory services • Dental science • OPD 3: cardiology & cardiac surgery, vascular surgery, non-invasive cardiology , nephrology & kidney transplant, urology, endocrinology, diabetes & thyroid, Respiratory Medicine, executive health check up, ophthalmology, Ayurvedic medicine, • OPD 5: Gastroenterology, hepatology, GI surgery, HPV surgery & liver transplant • OPD 6: dialysis • OPD 7: medical & surgical Oncology, BMT & HEMATO ONCOLOGY, radiation oncology • OPD 8 : neurology & neuro surgery, neuro electrophysiology
	• OT

SERVICES PROVIDED BY ORGANIZATION

SPECIALITIES

- ✓ Anesthesiology
- ✓ Arthroscopy & Sports Medicine Centre
- ✓ Surgical Gastroenterology, Advance Laparoscopic & Bariatric Surgery
- ✓ Dental & Maxillofacial Surgery
- ✓ Dermatology
- ✓ Emergency & Acute Care Medicine
- ✓ Centre For Diabetes, Thyroid, Obesity & Endocrinology
- ✓ ENT & Cochlear Implant
- ✓ General & Minimal Access Surgery
- ✓ Centre for Women Health
- ✓ Hepato Pancreato Biliary Surgery
- ✓ Internal Medicine
- ✓ Interventional Radiology
- ✓ IVF & Infertility Treatment
- ✓ Liver Transplantation
- ✓ Nuclear Medicine
- ✓ Nutrition & Health
- ✓ Ophthalmology
- ✓ Pain Management
- ✓ Laboratory Services
- ✓ Physiotherapy & Rehabilitation
- ✓ Psychiatry
- ✓ Radiology & Imaging
- ✓ Rheumatology
- ✓ Podiatry (Foot Care) & Wound Care

CENTRES OF EXCELLENCE

- ✓ Cancer Centre
- ✓ Centre For Bone Marrow Transplant
- ✓ Heart Centre
- ✓ Centre For Neurosciences
- ✓ Institute For Digestive & Liver Diseases
- ✓ Centre For Renal Sciences & Kidney Transplant

- ✓ Institute For Bone, Joint Replacement, Orthopedics Spine & Sports Medicine
- ✓ Centre For Chest & Respiratory Diseases
- ✓ Centre For Plastic & Cosmetic Surgery
- ✓ Centre For Child Health
- ✓ Centre for Critical Care

STATE OF ART EQUIPMENTS

- ✓ TomoTherapy System
- ✓ Robotic Surgery System
- ✓ Computer Navigation System
- ✓ Endoscopy Suites
- ✓ MRI
- ✓ CT Scan
- ✓ Nuclear Medicine

Key Activities Undertaken Other than Dissertation

- 1.** Consent audit in all the departments.
- 2. Medical Record Audit** of all the patients in IPD department as per NABH on daily basis according to the focused audit checklist which consist of the audit of the following:
 - i. Patient details
 - ii. Initial Assessment
 - iii. Patient & Family Education
 - iv. Patient & Family Communication
 - v. Progress Notes
 - vi. Non-Drug
 - vii. Consent
 - viii. Anesthesia Records
 - ix. Operation Notes
- 3. Audit of International Patient Safety Goals (IPSG)** according to JCI and analysis of compliance and non-compliance of all the goals. As the purpose of International Patient Safety Goals is to promote specific improvements in Patient Safety. IPSG has 6 Goals:
 - i. Identify Patients Correctly
 - ii. Improve Effective Communication
 - iii. Improve the safety of high
 - iv. Ensure Patient Safe Surgery
 - v. Reduce the risk of Health Care-Associated Infection
 - vi. Reduce the Risk of Patient Harm Resulting from falls
- 4. Audit of Critical Values** from all labs of the hospital on daily basis. Finding the compliance rate of critical values and action taken by the doctors against critical values of

the patients.

5. Audit of mortality death score in all the ICUS of the hospital on daily basis. Different scoring for mortality tracking followed in different ICUS as follows:
 - i. MICU- APACHE II
 - ii. SICU-POSSUM
 - iii. NSICU-APACHE II
 - iv. CCU-SOFA
 - v. CTVS-EUROSCORE II
 - vi. NICU-SNAPPE II
 - vii. PICU-PIMS III

Key Activities:

Medical Audits:

Medical audit is a planned programme which objectively monitors and evaluates the clinical performance of all practitioners, which identifies opportunities for improvement and provides mechanism through which action is taken to make and sustain those improvements.

Need For Medical Audit

1. Professional Motives-Health care providers can identify their lacunae and deficiencies and make necessary corrections.
2. Social Motives-To ensure safety of public and protect them from care that is inappropriate, suboptimal and harmful.
3. Pragmatic motives- To reduce patient suffering