

Introduction



Mahavir Jaipuria Rajasthan Hospital (Jaipur) is a leading healthcare institution committed to providing comprehensive and advanced medical care to patients. With state-of-the-art infrastructure and a team of highly skilled healthcare professionals. Mahavir Jaipuria Rajasthan Hospital offers a range of specialized services across various medical specialties.

At Mahavir Jaipuria Rajasthan Hospital, patients have access to *cutting-edge medical technology, advanced diagnostic facilities, and a multidisciplinary team of doctors, surgeons, nurses, and support staff*. The hospital boasts a significant number of beds (350+), providing ample capacity to cater to the healthcare needs of the community and beyond.

The hospital is known for its expertise in a wide range of specialties, including cardiology, oncology, neurology, orthopaedics, gastroenterology, nephrology,

pulmonology, urology, and many more. Each specialty department is staffed by experienced and skilled specialists who are dedicated to delivering personalized care and ensuring positive patient outcomes.

With a patient-centric approach, Mahavir Jaipuria Rajasthan Hospital focuses on the well-being and comfort of its patients, ensuring that they receive compassionate and individualized care throughout their medical journey. The hospital is equipped with modern amenities, comfortable patient rooms, and advanced intensive care units to meet the diverse needs of patients.

Mahavir Jaipuria Rajasthan Hospital Jaipur also emphasizes research and innovation, actively contributing to advancements in medical knowledge and treatment methodologies. The hospital collaborates with leading medical institutions and participates in clinical trials and research studies to continuously improve patient care.

Committed to delivering excellence in healthcare, Mahavir Jaipuria Rajasthan Hospital (Jaipur) is dedicated to upholding the highest standards of quality, safety, and patient satisfaction. The hospital's mission is to provide comprehensive medical services, promote preventive healthcare, and enhance the well-being of the community it serves.

Objective of Internship

To gain practical experience and enhance my skills as a quality manager in a renowned healthcare institution like Mahavir Jaipuria Rajasthan Hospital (Jaipur). During this internship, my primary objectives are:

1. **Gain In-depth Understanding:** To develop a comprehensive understanding of quality management practices in a hospital setting, with a specific focus on Mahavir Jaipuria Rajasthan Hospital, Jaipur's protocols and procedures.
2. **Application of Quality Management Principles:** Apply the principles and methodologies of quality management to identify areas of improvement and optimize processes to enhance patient safety and overall healthcare quality.
3. **Collaborative Work:** Collaborate with the quality management team and various departments within the hospital to implement and monitor quality improvement initiatives, ensuring adherence to regulatory requirements and accreditation standards.
4. **Data Analysis and Reporting:** Acquire proficiency in analysing quality metrics, conducting root cause analysis, and generating reports to identify trends, patterns, and opportunities for performance enhancement, thereby contributing to data-driven decision-making processes.
5. **Interdepartmental Coordination:** Foster effective communication and coordination with different departments to facilitate the integration of quality management initiatives, promoting a culture of continuous improvement and patient-centric care.

6. **Professional Development:** Gain exposure to professional development opportunities, such as attending committee meetings to broaden my knowledge base in quality management and healthcare administration.
7. **Learn from Experts:** Work closely with experienced quality management professionals and healthcare leaders, seeking guidance and mentorship to acquire practical skills and insights that contribute to my long-term professional growth in the healthcare industry.

By achieving these objectives during my internship at Mahavir Jaipuria Rajasthan Hospital (Jaipur) , **I aim to contribute to the institution's commitment to delivering exceptional healthcare services and improving patient outcomes through effective quality management practices.**

Organization Profile

Vision

- Healing for All

Mission

- Providing Quality Healthcare at affordable Prices

Floor wise facility distribution

BLOCK	LEVEL	ACTIVITY
A Block	Basement	CSSD, IT, Store, Laundry, Accounts
	Mezzanine	MRD, HR office
	Ground	Emergency, Daycare, Radiology, Sample collection
	First	ICU complex(MICU 1, MICU 2, CCU)
	Second	OT complex, Cath lab
AB Block	First	HDU, Labour room
B Block	Ground	OPD, Procedure room
	First	OPD, Specialty

		procedure room
	Second	Private deluxe rooms
	Third	MDU A, B, C wards
	Fourth	NICU, PICU, PDU
	Fifth	Private super deluxe rooms
BC Block	Basement	Renova Cancer centre, Canteen, Dialysis, Physiotherapy
	First	Lab, Bronchoscopy
C block	Ground	Cardiac OPD
	Second	Ultradeluxe private rooms
	Fourth	De-addiction room
	Fifth	Training rooms, Library

Services Provided by Mahavir Jaipuria Rajasthan(Jaipur)

- Mahavir Jaipuria Rajasthan Hospital Jaipur offers a wide range of comprehensive healthcare services, ensuring high-quality medical care to patients.
- Some of the key services provided by Mahavir Jaipuria Rajasthan Hospital Jaipur include:

1. Specialty Medical Care:

- Mahavir Jaipuria Rajasthan Hospital Jaipur houses several specialized departments and clinics, offering advanced medical care across various specialties, including cardiology, oncology, neurology, orthopaedics, gastroenterology, nephrology, pulmonology, urology, and more. Each specialty is staffed with experienced doctors and supported by state-of-the-art diagnostic and treatment facilities.

2. Surgical Services:

- The hospital provides advanced surgical interventions across multiple specialties, including cardiac surgery, neurosurgery, orthopaedic surgery, gastrointestinal surgery, urological surgery, plastic surgery, and general surgery. The surgical teams consist of highly skilled surgeons, anaesthesiologists, and nurses, ensuring safe and effective procedures.

3. Emergency and Trauma Care:

- Mahavir Jaipuria Rajasthan Hospital Jaipur has a well-equipped emergency department that operates 24/7, providing immediate medical attention and critical care for various emergencies and traumatic injuries. The department is staffed with a dedicated team of emergency medicine specialists and is supported by advanced life-saving technologies.

4. Diagnostic and Imaging Services:

- The hospital offers a comprehensive range of diagnostic services, including laboratory tests, radiology, and imaging modalities such as X-ray, ultrasound, CT scan, MRI, and mammography. These services aid in accurate diagnosis and facilitate effective treatment planning.

5. Intensive Care Units (ICUs):

- Mahavir Jaipuria Rajasthan Hospital Jaipur has specialized ICUs equipped with the latest monitoring and life support systems. These include cardiac ICU, medical ICU, surgical ICU, neonatal ICU,. The ICUs are staffed by a team of intensivists and critical care nurses to ensure round-the-clock monitoring and critical care for patients in need.

6. Rehabilitation Services:

- The hospital offers rehabilitation services, including physiotherapy and occupational therapy, to aid in the recovery and rehabilitation of patients. These services aim to restore mobility, functionality, and quality of life for individuals who have undergone surgery or experienced injuries.

7. Preventive Health Check-ups:

- Mahavir Jaipuria Rajasthan Hospital Jaipur promotes preventive healthcare by providing comprehensive health check-up packages. These packages include a range of diagnostic tests and screenings that help detect and manage potential health issues at an early stage.

8. Telemedicine Services:

- Mahavir Jaipuria Rajasthan Hospital Jaipur has embraced technology to offer telemedicine services, enabling patients to consult with doctors remotely. This service provides convenient access to medical expertise and advice, especially for patients residing in remote areas.

9. International Patient Services:

- The hospital offers specialized services for international patients, including assistance with medical visas, travel arrangements, language interpretation, and personalized care throughout the treatment process.

Mahavir Jaipuria Rajasthan Hospital, Jaipur is committed to delivering exceptional healthcare services, combining advanced medical technology, skilled healthcare professionals, and a patient-centric approach to ensure the best possible outcomes for patients.

Key Activities / Projects Undertaken other than Dissertation

1. Initial assessment and care plan audit of Resident Doctors (Sample Size: 300):

In this task, I conducted an audit of the initial assessments and care plans performed by Residents. The objective was to assess the accuracy and completeness of these assessments and care plans for 300 patients. This audit likely involved reviewing the documentation and ensuring that appropriate assessments were conducted and care plans were developed based on patients' needs.

2. Shift handover of Resident Doctors (Sample Size:300):

As part of this task, I audited the shift handover process of medical officers. This involved reviewing the handover procedures and documentation for 300 patient cases. The purpose was to assess the effectiveness of communication and information transfer during shift changes to ensure continuity of patient care.

3. Departmental Audits:

During my tenure I audited various departments for any non compliances, like Radiology, Pharmacy, Nursing Department, OT and cath Lab, ER and prepared audit reports for the same.

4. Blood Transfusion documentation compliance:

During my tenure I audited various files for any non-compliances in blood transfusion process documentation including blood transfusion consent,

blood monitoring form, time and date of receiving blood in ward and start time of blood transfusion. I have prepared analysis reports for a particular sample size for audit cycle 1.

5. PREM (Patient Reported Experience Measures) Project:

During my tenure I audited PREM checklist as per standardised format by NABH and made analysis reports for compliance of PREMs in last 3 months.

6. Mock drills for Emergency codes:

Various mock drills for Code Blue, Code Yellow, Code Pink, Code Red, Code Orange were conducted to ensure emergency preparedness of staff in various departments of hospital.

7. PSQ indicators for all departments of hospital:

Quality indicators were audited for every department of hospital and interventions suggested monthly.

Key Learnings from Internship

The key learning from these audits is that **regular and systematic evaluation of healthcare processes is essential to identify gaps and areas for improvement.**

By conducting audits and assessments, healthcare facilities can **identify non-compliance** with established protocols and implement targeted interventions to improve patient care and safety.

These findings emphasize the importance of a culture of quality improvement within healthcare organizations. By actively monitoring and addressing compliance issues, healthcare providers can enhance patient outcomes, ensure effective communication and documentation, and promote a safe and efficient care environment.

The key learning also highlights the significance of documentation and record-keeping in patient care. Through audits and assessments, healthcare facilities can identify gaps in documentation practices and develop strategies to improve accuracy, completeness, and timeliness of documentation, which in turn supports continuity of care and patient safety.

Collaboration and Communication: The audits and assessments mentioned demonstrate the importance of effective collaboration and communication among healthcare providers. By identifying areas where handover processes, cross-consultation forms, or shift handovers may be lacking, healthcare facilities can

focus on improving communication channels and promoting seamless coordination between medical officers and other healthcare professionals.

Patient Safety Culture: The key learning underscores the significance of fostering a patient safety culture within healthcare organizations. By prioritizing patient safety and emphasizing compliance with safety protocols, healthcare facilities can create an environment that promotes vigilance, accountability, and continuous improvement in patient care.

Training and Education: The audits and assessments conducted in various areas of patient care highlight the need for ongoing training and education for healthcare professionals. By providing targeted education and training programs, healthcare organizations can enhance the knowledge and skills of medical officers, nurses, and other staff members, ensuring they are equipped to meet the standards and protocols related to initial assessment and patient care.

Continuous Monitoring and Feedback: The key learning emphasizes the importance of continuous monitoring and feedback mechanisms to sustain improvements in the initial assessment process. By regularly evaluating compliance levels and providing feedback to medical officers and other staff members, healthcare facilities can identify any deviations, address them promptly, and reinforce positive practices, thereby ensuring the sustainability of interventions.

Overall, the key learning underscores the need for ongoing quality improvement efforts and a proactive approach to address compliance issues in order to enhance patient care and achieve better outcomes in the inpatient department.

Thankyou

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