

SURYA HOSPITAL



INTRODUCTION

Surya Hospital is 120 bedded super speciality hospital. It is super specialized in child and mother care with excellent doctors and nurses.

Surya Hospital is located Sawai Ram Singh Road, Tonk road ,opp. SMS Hospital Gate No. 1 , C-Scheme .

VISION

To be the ‘centre of excellence’ in providing quality healthcare for women and children in the country.

MISSION

To provide 'excellence' in quality care through highest standards of expertise and passion.

To demonstrate 'Care and Warmth' so that patients are comfortable sharing, expressing and seeking support.

To build 'trust' by demonstrating genuine care for well-being, clear and transparent communication and swift responsiveness.

QUALITY POLICY

Surya Hospitals provide comprehensive healthcare services for women and children practicing the highest levels of skill, professionalism and ethical practices.

Surya Hospitals facilitates medical education and research and thus remains committed towards Continuous quality improvement.

Quality Objectives :

Demonstrate Patient-centric Approach and action in everything we do.

Ensure Safety of Patients, Employees and other service Providers.

Monitor, Access and improve performance to achieve Service Excellence and Patient Delight.

Ensure Compliance to all Statutory, Legal, Safety and environmental requirements.

Internship Objectives :

- To learn about the quality and operations management in Hospitals.
- To know about the functioning of the hospital, how each and every department of hospital works.
- To know about the documentation related to the hospitals.

Organisation profile: -

- Surya Hospital is 120 bedded super speciality hospital.
- It consists of 10 floors.

Underground floor

CSSD

BMW Room

Laundry

Store

Parking

Ground floor

Hospital reception



Emergency room

Waiting area

Oxygen Plant

1st floor

Outsourced

2nd floor

OPD

OPD billing and cash counter

Diagnostics (Lab & Radiology)

3rd & 4th floor

Outsourced

5th floor

Admin dept.

Private wards

6th floor

PICU

Private wards

7th floor

ICU

LDR

8th floor

IPD Billing

Conference room

Operation theatre

9th floor

General wards

Private wards

10th floor

Cafeteria

Services provided by Organisation :-

- Endocrinology
- Medical gastroenterology
- Neonatal services
- Nephrology
- Eye specialization
- Child orthopedics
- Pediatric intensive care
- Child cardio care
- Pediatric gastroenterology
- Child care surgical services
- Critical care
- Laproscopic surgical services
- ENT
- Plastic and reconstructive surgery
- Mental care
- Surgical gastroenterology
- Urology
- Laboratory services:-
- Clinical biochemistry
- Clinical microbiology and serology
- Clinical pathology
- Blood sampling
- Histopathology
- Diagnostic services
- Ultrasound
- 2D Echo
- ECG
- CT Scan
- Mamography
- Lactation test
- Physiotherapy
- Dietician
- Pharmacy

Key Activities

- Every department of the hospital had been visited.
- Got the idea about the functioning of each department.
- Observed the functioning and loopholes in each department.

- MRD , CSSD , BMW , OPD , IPD , Emergency room
- CSSD and BMW departments had been visited initially and made the gap analysis .
- Review the old forms and formats of hospital .
- Design the new forms of hospital .
- Planned the trainings required for the staff in the hospital .
- Planned the training for the staff like HAZMAT , BMW , hand hygiene , NABH chapters , Hospital acquired infections , needle stick injuries .
- Observe the gaps in every department of hospital.
- Audited the crash carts of each ward.
- Find the quality indicators monthly of the hospital.
- Inspection of the crash carts from every departments in the hospitals like private wards floor , general ward floors , emergency department .

Key learnings from Internship: -

- Main learning of the internship from Surya hospital is how quality and operations of hospital functions.
- Audit of active and old files
- Discharge process
- Billing, registration, and admission process
- Documentation in hospital
- Infection control in hospital
- Prescription audit

THANK YOU