

INTERNSHIP REPORT

Internship Organization:

JAYPEE HEALTH CARE LIMITED

SECTOR 128, NOIDA-201304, UTTAR PRADESH

by

Dr. Rashi Rana

For the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

Guided by:

Mr. Sandesh Kumar Sharma

Submitted to:



The IIHMR University, Jaipur

2022

INTERNSHIP COMPLETION CERTIFICATE



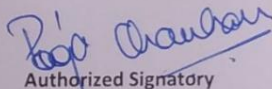
Dated: 25 June 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Rashi Rana** from **IIHMR University, Jaipur, Rajasthan**, has successfully completed Internship in **Quality & System** with Jaypee Healthcare Limited from **29 March 2022 to 25 June 2022**. She was found sincere & hard working during this tenure.

We wish her all the best for her future endeavours.

For Jaypee Healthcare Limited


Authorized Signatory
Human Resources



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Emergency 1800 102 9 102



Helpline 1800 102 9 103

INTRODUCTION:

Internship is mandatory part of any MBA programme. Internship helps us to apply our theoretical knowledge in a practical scenario and helps to see the ground realities of any organization. As an inset leg of my MBA Hospital and Health Management, I pursued this internship of 3 months (March-June 2022) from **Jaypee Health Care Limited, Sec-128, Noida** as a **Quality & Systems Intern**. This is a NABH accredited organization.

GOALS:

- To understand the organization profile.
- To measure and understand the compliance and non-compliance of the NABH audit.
- To carry out audits in various departments.
- To understand the process flow of various departments.

OBJECTIVES:

- To understand the functioning of the organization.
- To familiarize with different departments, staffing and equipments used in them.
- To observe various protocols followed in the organization and try to acquire skills to accomplish them.
- To observe the work flow of the organization.

ORGANIZATION PROFILE:



Jaypee Hospital, Noida was founded by Chairman Shri Jai Prakash Gaur with the vision of promoting world-class healthcare amongst the masses by giving quality and affordable medical care with commitment. It is the best Health Check-Up Hospital in Gautam Buddh Nagar.

Jaypee Hospital Noida is the chief hospital of the Jaypee Group which shows the group's

intention to enter the medical line. This hospital was planned and designed as a 1200 bedded tertiary care multi-specialty facility and has commissioned 525 beds in the first phase.

Jaypee hospital consists of 150 critical beds, 24 bedded Advanced Neonatal ICU, 20 bedded Dialysis Unit, 325 ward beds with Suite, Deluxe, Twin Sharing and Economy options, 18 Modular Operation Theatres, 4 Cardiac Catheterization Lab with Hybrid Operating Room, 2 Linear Accelerator (IMRT, IGRT and VMAT), 1 Brachytherapy Suite, Wide Bore CT Simulator, 2 MRI with High Intensity Focused Ultrasound, approx. 250 Slice CT Scan, CT Simulation, 60 Slice PET CT, Dual Head 6 Slice SPECT CT, Gamma Camera and Da Vinci Robotic Surgery for comprehensive robotic surgical solutions.

VISION:

Promoting healthcare to the common masses with the growing needs of society by providing quality and affordable healthcare with commitment.

MISSION:

To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

CORE VALUES:

Quality: Jaypee hospital shall maintain highest standards and achieve them by continually measuring and improving outcomes.

Innovation: Jaypee Hospital welcomes and encourages the change and continuously seeks better and more efficient ways to target success.

Teamwork: Jaypee Hospital shall collaborate and share knowledge for the advancement of their mission.

Service: Jaypee Hospital strive to exceed their patients and fellow colleagues' expectations for comfort and convenience.

Compassion: Jaypee Hospital adhere to provide a caring and supportive environment for all our patients, their families and fellow colleagues.

SERVICES OFFERED:

(a) Clinical Services:

- Anesthesiology
- Bariatric Surgery
- Cardiology: Invasive & Non-invasive (Adult & Pediatric)
- Cardiothoracic Surgery (Adult & Pediatric)
- Clinical Hematology
- Critical & Intensive Care
- Dental Science
- Dermatology & Venereology
- Emergency Medicine
- Endocrinology
- Gastroenterology (Medical & Surgical)
- General Medicine
- General Surgery (including minimal access surgery)
- Hepato Pancreatic Biliary Surgery
- Immunology
- Interventional Radiology
- Nephrology
- Neurology
- Nuclear Medicine
- Obstetrics & Gynecology
- Oncology (Medical, Surgical & Radiation)
- Ophthalmology
- Orthopedic Surgery
- Otorhinolaryngology
- Pediatric Surgery
- Pediatrics (including neonatology)
- Plastic & Reconstructive Surgery
- Reproductive Medicine
- Rheumatology
- Spine Surgery
- Transplant Services (Liver, Renal & Bone Marrow)
- Urology
- Vascular Surgery

(b) Laboratory Services:

- Clinical Biochemistry
- Clinical Microbiology & Serology
- Clinical Pathology
- Cytopathology
- Haematology
- Histopathology
- Molecular Biology

(c) Diagnostic Services:

- 2D ECHO
- Audiometry
- Bone Densitometry
- CT Scan
- Cath Lab
- Dialysis
- EMG/EP
- Holter Monitoring
- Mammography
- MRI Scan
- OPG
- PET CT Scan
- Sleep Study
- Spirometry
- Treadmill Testing (TMT)
- Ultrasound
- Urodynamic Studies
- X-ray

(d) Transfusion Services:

- Blood Bank
- Blood Transfusion Services

(e) Professions Allied to Medicine:

- Dietetics
- Physiotherapy
- Psychology

(f) Support Services:

- Ambulance
- Pharmacy

KEY LEARNINGS:

- Team-building
- Professional Communication
- Taking responsibility & accountability of my decisions.
- NABH Accreditation
- Introduction to real-life work problems and problem-solving skills.
- Time Management