

**Study on Knowledge, Awareness and Practices of Biomedical Waste
Management and Infection Control among Hospital Staff at Eye Q Vision Pvt.
Ltd., Gurgaon (Haryana)**

Internship Report submitted to



The IIHMR UNIVERSITY, JAIPUR

for partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

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by

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Chapter: 1 INTRODUCTION

Any waste formed during the diagnosis, treatment, or immunization of humans or animals, or related research activities, or in the manufacturing or testing of biological or in health camps is referred to as bio-medical waste. Bio-Medical waste is any waste generated by a health-care facility that could have a negative impact on a person's health or the environment in general if not properly disposed of. All trash that has the potential to harm the environment or a person's health is deemed infectious and must be managed according to the BMW Rules, 2016.

It is a growing problem that affects not only hospitals but also the environment. The appropriate management of BMW is critical in any hospital to avoid the negative and damaging consequences that 'Hospital Waste' generated during patient care has on the environment, including humans. Health-care personnel may be exposed to hospital garbage, which poses a health risk. The issue of waste disposal in hospitals and other healthcare facilities has become a major source of concern.

Hospital waste management is a part of hospital hygiene and maintenance activities, according to the Government of India (notification, 1998). This entails overseeing a wide range of tasks, including waste collection, transportation, processing system operation or treatment, and waste disposal.

According to the World Health Organization, 85 percent of hospital trash is non-hazardous, whereas 10% of infectious waste and 5% of non-infectious waste are classified as hazardous wastes. Approximately 15% to 35% of hospital garbage is classified as infectious waste. The range is determined by the overall amount of garbage produced.

Chapter 2: OBJECTIVES OF INTERNSHIP

1. To determine the knowledge and awareness among hospital staff regarding biomedical waste management policies and practices.
2. To determine their awareness regarding needle stick injury and its prevalence among different categories of health care workers.
3. To assess the current practices of biomedical waste management in the hospital.
4. To access the practices of infection control in the hospital.
5. To gain practical knowledge and skills to handle managerial issues.

Chapter: 3 ORGANIZATION PROFILE

3.1 About the Organization “Eye Q Vision Pvt. Ltd.”

- The Eye-Q hospital chain is committed to providing best quality eye care at affordable cost across India. We are an ISO 9001-2015 registered organization operating under the leadership of our Founder and CMD- Dr. Ajay Sharma- one of the most renowned eye surgeons in India, aided by a team of specialists with rich experience in their respective specialties from top hospitals across the country.
- Established in 2007, Eye-Q is today a chain of 38 super specialty eye hospitals with centers in Delhi-NCR, Haryana, Uttar Pradesh, Uttarakhand, Gujarat, and in Africa with a center in Lagos, Nigeria. and additionally going to start at Abuja very soon.

VISION

To be India's foremost chain of eye hospitals in terms of both Quality of eye care and the Number of patients handled.

MISSION

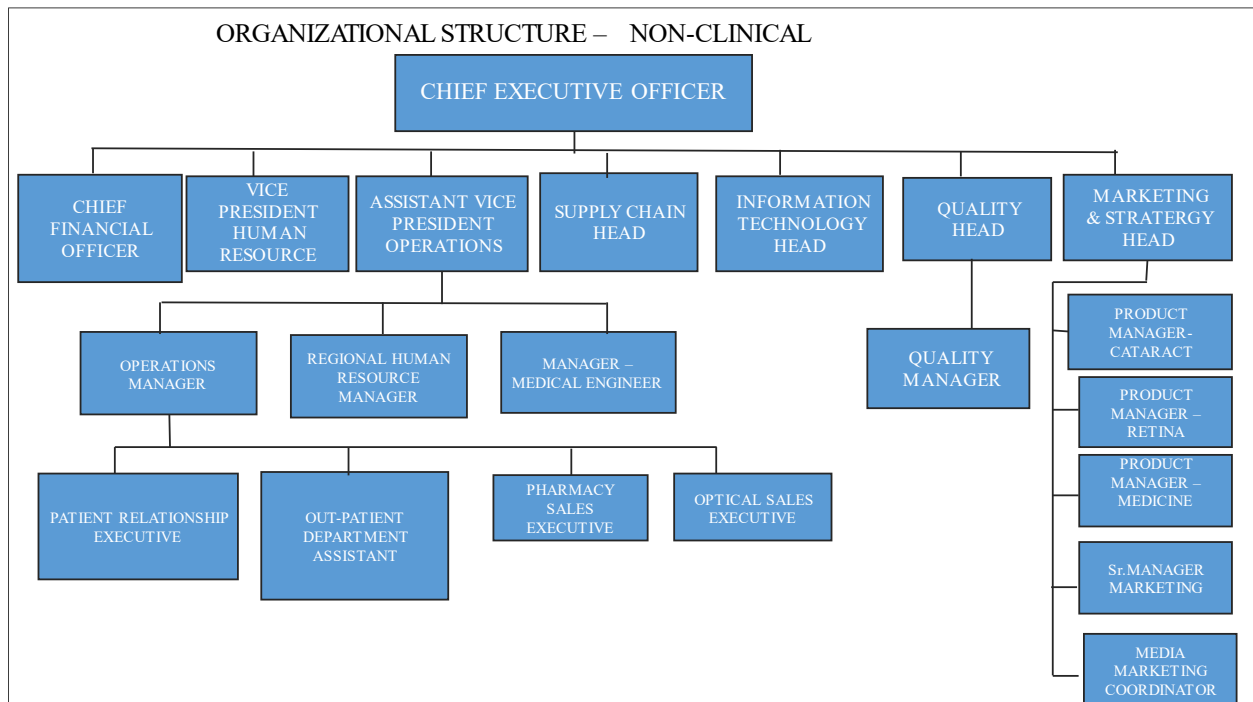
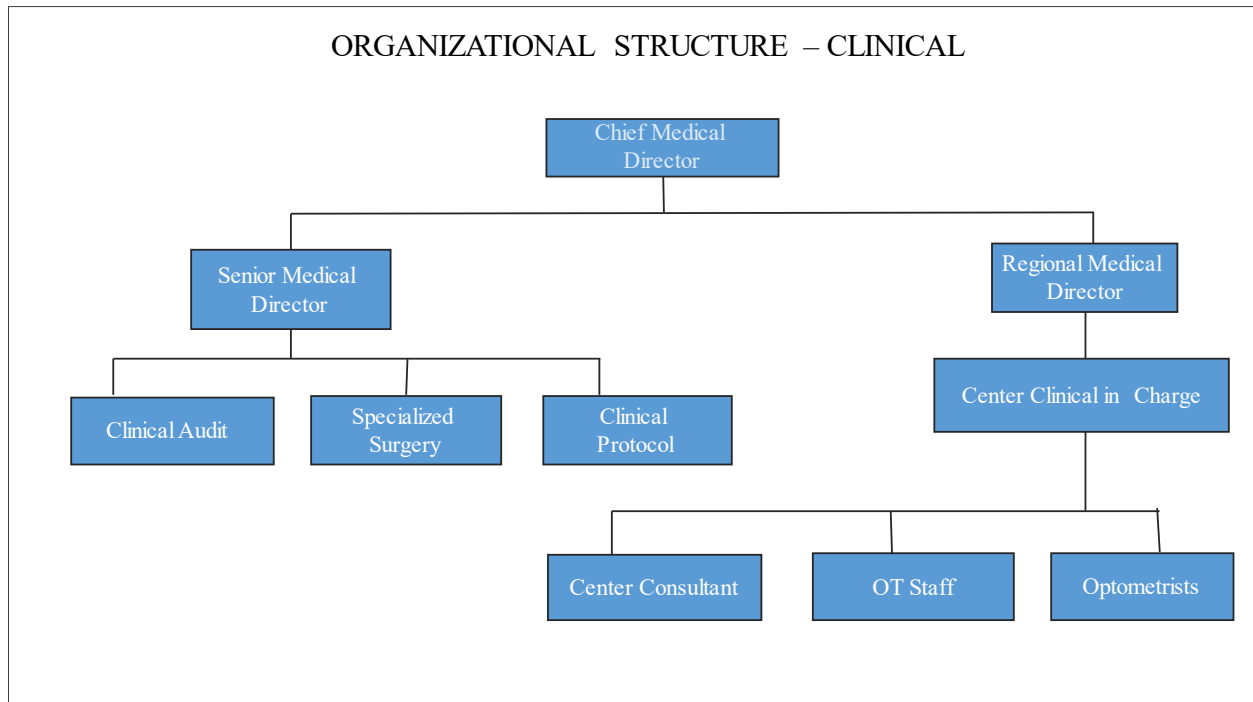
To make every patient an Ambassador for Eye-Q through a combination of

- Highest level of quality and technology in eye care.
- Exceptional personal care.
- Complete integrity to the patient and his/her needs.

VALUES

- Be honest and open in my communication and do what I say I will do
- I accept our individual & team responsibility and meet my commitments each & every time
- Our clinical & non-clinical team is supportive of each other's efforts and care for each other
- Give care, compassion & respect to patients and colleagues as I expect for myself
- I Will make a conscious effort to contribute in creating a social impact
- Will embrace and drive positive change
- Proud of Eye Q

3.2 ORGANOGRAM



Chapter 4: Services Provided by Organization

Facilities Available	Facilities Not Available
Comprehensive Eye Check Up	Eye Bank
Cataract Clinic	Neuro ophthalmology Clinic
Medical & Surgical Retina Clinic	
Glaucoma Clinic	
Refractive Clinic	
Cornea Clinic	
Pediatric Clinic	
Squint Clinic	
Occuloplasty & Orbit Clinic	
Optical	
Pharmacy	

Chapter:5 Key Activities/ Projects Undertaken Other than Dissertation

- Center Visit for NABH Certification
- Documentation Review for NABH Process
- Assisted in NABH Accreditation for 2 Centers
- Updated manuals and policies according to NABH Standards
- Interaction with the assessor during NABH Audit for Accreditation
- Assisted in the closure of non- conformities.

5.2 Key Learnings from Internship

- Introduction to the process of NABH Certification/Accreditation
- Application process of NABH
- Document Review according to the NABH Standards
- Interaction with Assessor during NABH Accreditation Process
- Training of the staff on various topics.
- Evaluation of trainings
- Understanding observations of audit from assessor
- Understanding process of closure of non-conformities.