

Internship report

At

C K Birla hospital | RBH
Jaipur, Rajasthan

By

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Masters of Business Administration (MBA)
In
Hospital and Health Management

Academic year- 2020-2022



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About the internship

This report has been prepared by a management trainee working at CK Birla-Rukmani Birla Hospital at the end of 2nd year of MBA in hospital and healthcare management from Indian Institute of Health Management and Research. The internship was completed from CK Birla Hospital, Jaipur from the period of March 2022- June 2022. The key objectives for this internship were to get exposure to the organization and learn the functions of the organization. Various tasks were allocated during this period which helped in developing the capabilities and skills in preparing for the future managerial role while learning and being guided in a professional work environment.

Main objective of the internship:

- To develop capabilities and soft skills by practically applying their academic knowledge while learning in a work environment.
- To equip students with knowledge and tools to be successful in their future positions
- To familiarize themselves with different departments, staffing and tools and technology used in the organization
- To observe the protocols followed in the organization and try to acquire skills to accomplish them.
- To work and learn from existing employees and to study the work culture.

Organization profile:

CK Birla Hospitals, the hospital venture of CK Birla Group has been a pioneer of Healthcare in Eastern India with its flagship hospitals. The Calcutta Medical Research Institute (CMRI) and BM Birla Heart Institute (BMB). Conceived with the ideology of delivering quality medical care through research and education. CMRI with 440 beds is the first of its kind multi-super specialty tertiary care hospital in Eastern India. CMRI enjoys a unique positioning of 'Trust' for over 45 years across Eastern part of the country.

Likewise, BMB, the first NABH accredited hospital of India is a distinctive super specialty hospital specializing in Cardiac Care. Catering to the entire spectrum of cardiac ailments for children as well as adults, BMB has been acknowledged for providing quality patient care, diagnosis, treatment and research of cardiovascular diseases for over 25 years. Rukmani Birla Hospital (RBH), the newest initiative of CK Birla Hospitals is a 230 bedded tertiary care hospital located in Jaipur.

Vision

To provide best of Patient Service & Clinical Excellence.

Mission

To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

Key Principles

The foundation of RBH has been laid on three key principles that define the ethos of our hospital:

1. Clinical Excellence

Delivery of best patients care – from prevention to treatment of the most serious and complex human diseases Use of international guidelines, protocols and care pathways to ensure best clinical outcomes Institute of choice for the best clinical and nursing talent coupled with world-class infrastructure and equipment

2. Ethical Conduct

Honest and transparent in doing the right thing for our patients by improving outcomes and not procedures Adhere to the highest standards of professionalism with clear communication of treatment plan

3. Patient Centric

Primacy to comfort and convenience of patients and their families. Establish a strong patient connect and trust through compassion and empathy. Inclusive in embracing and respecting different backgrounds.

Services offered

- Anaesthesiology
- Cardiac Sciences
- Dental Sciences
- Dermatology
- Diabetes and Endocrine Sciences
- Dietetics
- ENT- Otolaryngology
- Gastro Science
- General Surgery
- Internal Medicine
- Interventional Radiology
- Laboratory Medicine

- Neurosciences
- Obstetrics and Gynaecology
- Ophthalmology
- Orthopaedics & Joint Replacement
- Osteopathy
- Paediatrics
- Pharmacology
- Physiotherapy
- Plastic, Cosmetic and
- Reconstructive Surgery
- Pulmonology
- Renal Sciences

Key learnings from Internship:

- Managing Junior resident doctors – solving their queries and concerns, rostering of their duties, Planning their training sessions.
- Making agreements and MOUs related to clinical operations of the hospital – HCAH and outsourced lab MOUs.
- Supervising Radiology department for effective working of the department.
- Using PDMS (Patient Delight Management Software) for the Closure of patient feedbacks and complaints received at Radiology department.
- Handling PWCs Internal audits of Medical Admin department – assisting the PWC team in the audits and closure of NCs with proper remediations implementation
- Ensuring proper KAWACH (A software developed by PWC to properly ensure the compliances of the hospital with national guidelines) compliances of the department.
- Assistance for NABH surveillance and NABL accreditation audits – preparedness and closure of non-compliances of the hospital.
- KPI data calculation and validation for – Discharge planning, ER admissions, Radiology investigations.
- Being a part of departmental meetings – understanding deficiencies and suggesting ways to overcome them.
- Working with Academic coordinator – applying for different courses like IDCCM, DNB and USI fellowship.
- Working with the MOD (manager on duty) to understand different processes and protocols of the hospital.
