

Internship report

At

C.K.Birla Rukmani Birla Hospital

Jaipur, Rajasthan

By

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In

Hospital and Health Management

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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-Rukmani Birla Hospital, Jaipur, from the period of March 2022- June 2022. The key objectives for this internship were to get exposure to the organisation 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 organisation 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:

- Single Point of Contact for all lab related issues -all queries related to lab operations to directed to him-EXTERNAL
- Updating Directory Of Lab services
- New test request to finance ,Pricing Committee and IT
- Evaluating Justification of PRs made from Sample accessioning desk,Sample Collection room
- Ensuring Lab Consumptions in various sections to be done timely
- Followup for Pending materials for procurement with Commercials
- KPI data calculation and validation through registers and non conformance documentation for technicians for outliers
- Kawachch compliance
- PDMS & Patient feedbacks and complaints from any source(verbal /documentation through Lab feedback form) -Analysis,Documentation and Corrective action(s) implementation
- Operational issues of Sample Collection Room and Sample accessioning desk -Bill Cancellation process,Documentation and action to be taken
- Lab Provisional expenditure from outsourced lab to be shared with finance
- Verified outsourced lab bills to be shared with Finance with copy maintained at lab end
- Outsourced Contractual staff in lab -attendance verification
- Compliance to management clauses ISO 15189
- Outsourced lab service disagreement mails and documentation
- Vendor evaluation (Machines and Reagents and consumables)
- Coordination with Outsourced labs for any deviations ,compliance sand licenses
- MOU and referral lab evaluations
- Lab CQI data compilation and submission to Quality
- Lab Histopathology Correlation data verification by outsourced lab to be done
- Resolution of Issues related to Finance on outsourced bills
- SPOC lab for Third party audits and closures and corrective action implementation
- EQAS renewal approval

- Inter Lab Comparison program approvals
- Staff Roster
- Use of LIS to calculate Lab Sample Transportation TAT- monthly indicator
- Use Of LIS for report rectification data -monthlyindicator
- Use of LIS to evaluate Sample Rejection rate -monthly indicator
- Training OF PCS staff on lab test code raising
- Audit of MIHU desk wrt to report dispatch policy implementation
- Monthly reminders for Lab Equipment calibration to BME as per the schedule
- Updating lab Equipment Maintenance /Service files in coordination with BME
- Facilitating Lab safety trainings with coordination with nursing /Security
- Roche consumption data to be shared with Nikhil Sharma and INL after validated from lab end by section
- Coordination with IT for staff LIS rights,report template,new test code ,change in test code
- Data for stock up to be maintained -monthly
- Data evaluation of test loads for procurement of new platforms
- Monthly lab test loads
- Monthly lab TAT section wise
- Coordination with nursing on Patient sample issues
- Coordination on Lab operations issues for NABH/NABL
- Regular File updations on lab operational issue
- Participate in MRM with presentation and data
- Staff departmental ,safety induction compilation
- Staff HR files updation for NABL
