

**Summer Training at
Global Hospital,
Mumbai**

Study on Assessing the Feasibility of Starting a Cardiac Ambulance

**By
Nandita Bhargava**

**Under the guidance of
Dr. Neetu Purohit**

**MBA Hospital and Health Management
2015-2017**



**The IIHMR University, Jaipur
2016**

CERTIFICATE

TO WHOMSOEVER IT MAY CONCERN

This is to certify **Dr Nandita Bhargava** student of **MBA in Hospital and Health Management, 2015-17** from the IIHMR University; Jaipur has undergone summer training at **Global Hospital, Mumbai** from 1st April to 31st May, 2016.

The candidate has successfully carried out the study designated to her during summer training and her approach to the study has been sincere, scientific & analytical.

The internship is in fulfilment of the course requirements.

I wish her all success in future endeavours.



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
IIHMR University, Jaipur



Dr. Neetu Purohit
Associate Professor,
IIHMR University, Jaipur

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Dr. Nandita Bhargava , 1st year student of MBA - Master in Hospital and Health Administration at the Institute of Health Management Research, Jaipur has successfully completed 2 months (from 1st April to 31st May, 2016) internship program at our Hospital.

During the period of her internship Program with us, she was found punctual, hardworking and inquisitive.

We wish her very best in her future endeavour.

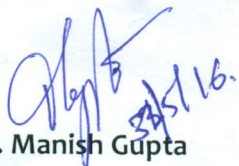
Yours truly,

For Global Hospital



Anil Kumar

AGM – Human Resources



Dr. Manish Gupta

Vice President- Medical Services

Yamini

ACKNOWLEDGEMENT

I am using this opportunity to express my gratitude to everyone who supported me throughout the course of this MBA project. I am thankful for their inspiring guidance, invaluable constructive criticism and friendly advice during the project work. I am sincerely grateful to them for sharing their truthful and illuminating views on a number of issues related to the project.

I owe a great debt to Unit Head Human Resource Mr. ANIL for providing me an opportunity to work as a trainee in their organization. I would like to thank Dr. Manish Gupta (V.P Medical services), Dr. Jigna Shirotriya (Deputy manager, Medical services), Dr. Ajit Bhavaskar (Quality Head) for the summer training in GLOBAL HOSPITAL, without whose help it would not have been possible for me to understand the hospital to the extent as I have now.

I express a thankful note to the Department of EMERGENCY, head and staff for giving me time in spite of their busy schedule. Last but not the least I would like to thank the entire staff of Global Hospitals, Mumbai for their support and guidance.

I would like to express my sincere thanks to Dr. S.D. Gupta, Director IIHMR, Col. Dr. Ashok Kaushik, Dean IIHMR, Ms. Neetu Purohit (mentor), and all my faculty members for the proper guidance and cooperation extended by them. I am also grateful to my parents, my family and friends for giving me moral support.

However, I accept the sole responsibility for any possible error of omission and would be extremely grateful to the readers of this project report if they bring such mistakes to my notice.

Date – May 31 , 2016

Dr. Nandita Bhargava

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GLOBAL HOSPITAL, MUMBAI

Global Hospitals Group is India's most renowned healthcare services provider offering better care, cutting-edge research and advanced education to caregivers, is one of the country's fast growing chains of Multi Super Specialty Tertiary Care Hospitals offering healthcare services of international standards. A 2000-bed Multi Super Specialty Tertiary Care facility spread across Hyderabad, Chennai, Bangalore and Mumbai, Global Hospitals is a **pioneer in Multi-Organ Transplants** including kidneys, liver, heart and lung.

The Group offers most advanced clinical services across several disciplines such as Gastroenterology, Hepatobiliary & Liver, Cardiac Sciences, Neurosciences, Orthopaedics & Joint Replacements, Organ Specific Cancer Care, Urology & Nephrology, Plastic & Reconstructive Surgery, Minimal Access & Bariatric Surgery, Critical Care & Pulmonology, Trauma & Emergency Care, ENT, Transfusion Medicine and other support specialties accessible to all the segments of the society with utmost care and compassion.

With a **vision** to be a world-class healthcare provider turning distant possibilities into realities, Global Hospitals utilizes a strong combination of clinical expertise, advanced technology, world-class infrastructure and facilities is to deliver high quality medical services of international standards. Having collaborations with several leading Indian and internationally reputed academic institutions, the Group offers a wide array of academic programmes for both medical and non-medical professionals. Recognized by the government bodies for research, the Group has made significant strides in advanced medical research programmes including Stem Cell and Regenerative Medicine Programmes.

Equipped with India's largest Multi-Organ Transplant Centre and the country's renowned team of experts in a host of specialties, Global Hospitals Group has now evolved into a clinical powerhouse giving a new lease of life to many battling with end-stage diseases.

ANAESTHIOLOGY

The Department of Anaesthesiology at Global Hospital, Mumbai is an important and integral part of the institute and makes continuous efforts to deliver

outstanding Peri-operative Care. Patient safety and satisfaction, intense pre-operative monitoring, pleasant recovery and Postoperative pain management are the foremost objective of the department.

Specialized care is provided for Cardiac surgery, Neurosurgery, Laparoscopic surgery, Orthopaedic surgery, Urosurgery, Bariatric surgery, Kidney and Liver transplant surgeries.

CRITICAL CARE

The Critical Care practice at Global Hospitals is based on clinical expertise, extensive research, and consistent application all integrated into the providing the best critical care available to the patients. Advanced equipment, state-of-the-procedures and a team of highly specialized critical care experts ensure that we remain at the cutting edge of critical care in the country

HBP AND LIVER SURGERY

The Institute of Liver, Pancreas Diseases & Transplant at Global Hospitals, Mumbai is recognized as one of the pre-eminent transplant facility in India for all liver, pancreas and other gastroenterology problems. Also acknowledged as the world's most comprehensive, multidisciplinary disease-management centre, the Institute offers specialized treatment of liver and pancreas related diseases.

The institute undertakes a coordinated, multidisciplinary approach to liver care and employs some of the most well-known experts in the field of liver and pancreatic care. Surgical treatment is required in cases of diseases of liver, gall bladder, bile ducts and pancreas in both children and adults due to cysts, cirrhosis, and cancer amongst others.

A team of highly skilled Hepatologists, Medical Gastroenterologists, Surgical Gastroenterologists and HPB surgeons works with qualified physicians and clinicians to treat a host of liver and pancreatic diseases.

LABORATORY MEDICINE

Department of Laboratory Medicine at Global Hospitals Mumbai, provides round-the-clock services managed by competent pathologists.

Haematology& Clinical Pathology

- Complete workup of Haematological malignancies
- Haemoglobinopathies
- Workup on thrombophilia
- Platelet function and aggregation studies
- Thalassemia
- Deficiency Anaemia
- Leukaemia
- Red Cell Fragility
- Auto Immune Disorder
- Red cell Serology

GASTRO ENTEROLOGY

Global Hospitals is the one of the best gastroenterology hospital India, with renowned gastro and hepatology doctors providing end to end gastro treatment options. It takes a multidisciplinary approach to the treatment of gastroenterological problems. Premiere gastroenterology hospital in Mumbai, Global Hospitals specializes in gastro procedures at an affordable cost.

MULTIORGAN TRANSPANTATION

The Institute for Multi-Organ Transplant at Global Hospitals, Mumbai offers a comprehensive suite of transplant programs for Kidney, Liver, Heart, Lung and others. The institute employs state-of-the-art technology and world-procedures and the premier multi-organ transplant unit in India.

Undertaking continuous research efforts and employing an expert panel of transplant surgeons, physicians and support specialists – the institute is a true leader in organ transplantation.

ARTHROSCOPY AND SPORTS MEDICINE

The Institute of Orthopaedics, Joint Replacement & Sports Medicine at Global Hospitals, Mumbai houses one of the best orthopaedic and joint replacement units in the country. The institute carries out extensive knee and shoulder arthroscopies for a wide range of conditions.

CARDIOLOGY

The Department of Dermatology at Global Hospitals, Mumbai provides the best treatment for all skin related ailments. Treatments are available for both common skin rashes, itchiness etc., as well as for rare and complex skin disorders. The expert panel of doctors at the Department cater to both general dermatology as well as cosmetic services for all age groups.

Aside from dermatological and cosmetic services, Global Hospitals also treats various symptoms of skin cancer.

ENT

The Institute of ENT, Head & Neck surgery at Global Hospitals, Mumbai delivers comprehensive treatment and services for problems related to Ear, Nose, Throat as well as the Head, Neck, and Skull-Base all under one roof. Using the most modern and innovative technology, the institute is adept at carrying out both basic and advanced nasal endoscopic surgeries for endoscopic and combined skull-base surgeries, micro ear/micro laryngeal surgeries, nasal/laryngeal/esophageal endoscopies, and surgery for deafness.

INTERVENTIONAL RADIOLOGY

The Interventional Radiologists in Global Mumbai perform a variety of complex diagnostic and interventional procedures related to the vascular system, lymphatic system, biliary system and kidneys.

- Most procedures can be performed on an outpatient basis or require only a short Hospital stay
- General anaesthesia is usually not required
- Risk, pain and recovery time are often significantly reduced
- Procedures can be less expensive than surgery or other alternatives

LIVER TRANSPLANTATION

Global Hospitals Mumbai is one of the top liver hospitals housing expert liver transplant surgeons in India. Global Hospitals Mumbai offers end-to-end liver care and liver transplantation options and it is one of the finest Liver Transplant centres in India having attained the status of excellence in liver care and liver transplantation.

The Mumbai liver transplantation centre has a division focusing only on liver and pancreatic care. This dedicated division boasts some of the best Liver Specialists (Hepatologists), Transplant Surgeons, Transplant Anesthesiologists Transplant Nurses, Physiotherapist and Transplant Coordinators in the country. Regarded as the world's most comprehensive and multidisciplinary disease-management centre, Transplant procedures offered by Global Hospital's Liver Institute at Mumbai include:

- Living donor liver transplant
 - Deceased / Cadaver donor liver transplant
 - Split liver transplant
 - Auxiliary liver transplant
 - Paediatric liver transplant
 - Partial liver transplant
- liver transplant centre at Mumbai specializes in advanced surgical

MEDICAL ONCOLOGY

Renowned oncology hospital Mumbai, Global Hospitals is the top cancer hospital in the city providing one of the best breast, prostate and other cancer treatment in India. The distinctiveness of the institute lies in its efforts to treat the cancers of different organs of the body with different but comprehensive procedures. The Department of Medical Oncology under the Global Cancer Institute (GCI) at Global Hospitals, Mumbai is one of the six approaches to provide complete cancer care services.

Top cancer doctors in Mumbai offering complete cancer treatment in India and the highest care standards in Mumbai makes Global Hospitals the one of the best oncology hospital in India.

NEPHROLOGY

In Mumbai, the Institute of Nephrology at Global Hospitals is a leader in the diagnosis, treatment and management of all kidney-related diseases. The institute

provides the full spectrum of kidney treatments; delivering the best possible results in cases of congenital, acquired and degenerative kidney diseases.

With India's leading nephrologists working in a team, the institute focuses on early intervention as well as offers dialysis support, transplant, and clinical research. The institute has broken new ground in the development of renal/ kidney transplantation in both live and cadaveric donors, and is one of the most innovative and well-known facilities for the treatment of kidney related disorders.

The institute offers the most appropriate, comprehensive and cost-effective treatment for a wide range of problems of the kidney and urinary tract. The following kidney problems are addressed at the Institute:

- Diabetic Nephropathy
- Acute Kidney Injury
- Collagen Vascular Disease
- Chronic Kidney Disease
- All types of Glomerular diseases- Acute Glomerulonephritis, Nephrotic Syndrome.
- Immunological Kidney diseases including SLE, Vasculitis
- Cystic Kidney disease
- Congenital Kidney disorders
- Obstructive Nephropathy
- Renal Stone diseases

BARIARTIC SURGERY

The institute is committed to helping each patient attain and maintain a healthy weight. It is a centre of excellence for various minimal access bariatric surgeries. These surgeries are also performed at other Global Hospitals locations in Hyderabad, Chennai and Bangalore.

CARDIOTHORACIC AND VASCULAR SURGERY

The Centre of Excellence for Cardiology, Cardiothoracic & Vascular Surgery at Global Hospitals, Mumbai is a comprehensive, innovative and advanced care facility. Offering the complete spectrum of endovascular procedures - coronary intervention and peripheral intervention, heart surgery, heart bypass surgery as well as heart transplantation surgery - the Centre is one of the first and few facilities in India to perform a coronary PCI by radial artery approach.

EMERGENCY MEDICINE AND TRAUMA

The Advanced Emergency Medicine & Trauma Care Centre at Global Hospitals, Mumbai is equipped with the requisite personnel and facilities to provide round-the-clock emergency services. Trauma physicians, emergency room physicians, surgical residents, and nurses, are available at all times and are prepared to respond to all medical contingencies.

Immediately stabilizing patients suffering from life threatening conditions and beginning the process of critical care even before the patient reaches the hospital is the hallmark of our emergency care services.

The treatments and procedures offered at the Emergency and Trauma Care Center include:

- 24/7 emergency services dealing in medical and surgical emergencies
- Tertiary trauma centre with a trauma team, including neurosurgery, orthopedics, general surgery and anesthesiology
- The emergency department is equipped with emergency operation theatre, triage room, trauma bay, transit ward, pneumatic system for blood investigation, and shock room that is exclusively meant for cardiac arrest patients for CPR (Cardiopulmonary resuscitation)
- The hospital offers 24/7 ambulance services and have an ambulance control room.
- All critical care emergencies
- Road Traffic Accidents
- Head Injuries
- Medical Emergencies
- Burns

GENERAL MEDICINE

Employing advanced diagnostic methods to assess the severity and/or cause of a condition, the General medicine practice also promotes disease prevention methods and champion's education and awareness. General medicine specialists at Global Hospitals, Mumbai offer a multi-disciplinary approach to provide a holistic and comprehensive management of diseases.

HEPATOLOGY

Working on the cutting-edge of some of the most ground breaking achievements in treatment of liver and pancreas related diseases, Global Hospitals, Mumbai offers personalized care for chronic liver and pancreatic diseases including – Hepatitis B & C, liver cirrhosis, cancers and other ailments. Evaluating individuals on their specific symptoms and health conditions, the expert panel of our doctors seeks to devise individual treatment plans.

KIDNEY TRANSPLANTATION

Global Hospital's Kidney Transplant program is one of the largest in India. The transplant program covers both live and cadaveric transplants with Global Hospitals being the first hospital in India to perform combined Kidney & Heart transplantations.

Global Hospitals has pioneered the development of Renal Transplantation in India, both in the Live Related and Cadaveric donor program. The institute is first in India to perform simultaneous Heart and Kidney-SHK, a Series of Sequential Liver and Kidney Transplants.

The kidney transplantation program at Global Hospitals is the state-of-the-art program utilizing the newest and the safest immunosuppressive agents. The institute's Kidney Transplant nephrologists work closely with transplant surgeons and urologists to ensure high clinical outcomes. The institute also has facilities to perform cross-match positive transplants & ABO incompatible transplants (across the blood group barrier) for patients who do not have a blood group compatible donor.

The institute also performs minimally invasive surgery (laparoscopic donor kidney removal) for renal donors thereby minimizing post-operative recovery time and hospitalization.

MAXILLOFACIAL SURGERY

The Department of Maxillofacial Surgery at Global Hospitals, Mumbai offers comprehensive care for all dental and maxillofacial procedures. Specialists at the

Department offer treatment and surgery for diseases, injuries and defects in the head and neck region.

The speciality consists of expertise in both dental and surgical aspects of medicine. Specialists in this field specialise in the diagnosis and treatment of diseases that affect the mouth, jaws, face and the neck.

NEUROLOGY AND NEUROSURGERY

Global Hospitals Mumbai is an advanced super-specialty Institute with one of the best Neurology and Neurological Surgery Departments in India!

Treating Brain-related Neurological Disorders demands the best Standard of care, internationally acclaimed Expertise and Cutting - Edge technology. This is exactly what the Institute of Neurosciences at Global Hospitals aims to provide and deliver on a consistent basis, by bringing together a team of acclaimed Neurologists, Neurosurgeons and allied health professionals, up-to-date and innovative technology and superior patient-oriented care practices to deliver the best possible outcomes.

The Department of Neurosurgery, which works under the auspices of the Institute of Neurosciences Disorders, offers comprehensive consultation, evaluation, and treatment services for patients with neurological disorders.

RADIOLOGY AND IMAGING

The department of radiology & imaging serves as one of the most important nodes in the delivery of expert and speciality healthcare at Global Hospitals, Mumbai. Striving to offer the highest quality service to physicians, and compassionate care and convenience to patients, the Department of Radiology and Imaging, Mumbai focuses clinical acumens, training, research, and development on discovering new techniques that optimize early detection of serious health conditions and diseases, their progression and their response to treatment.

SURGICAL GASTROENTEROLOGY

The Institute of Advanced Gastroenterology & Therapeutic Endoscopy at Global Hospitals, Mumbai brings together diverse specialities for the evaluation and treatment of various digestive diseases. Alongside a critical multidisciplinary team of medical gastroenterologists and specialist surgeons to ensure a comprehensive

solution to all gastroenterological problems, the Institute employs advanced investigations and offers expert advice on diet and lifestyle.

PSYCHIATRY

The Department of Psychiatry at Global Hospitals, Mumbai is committed to the improvement of mental and emotional health of individuals and employs some of the country's leading clinical experts and specialists in the field of psychiatry. The Department is one of India's leading behavioural health facilities working towards evolving the best treatment and correctional plans for various psychiatric disorders.

The department deals with all psychiatric conditions such as – depression, obsessive compulsive disorder, substance abuse, autism, ADHD, and PTSD amongst others.

RHEUMATOLOGY

The Department of Rheumatology at Global Hospitals, Mumbai takes a multidisciplinary approach for the treatment of rheumatic diseases. Largely associated with the elderly, rheumatic diseases have now begun affect certain young individuals as well. A common rheumatic disease is the rheumatoid arthritis – an autoimmune disease that causes joint inflammation and pain.

The Rheumatology Department offers a wide range of services to patients for diagnosis and treatment of joint, bone and connective tissue diseases. Providing comprehensive and individually-tailored treatment plans, the Department seeks to fuse together clinical expertise, research and state-of-the-art technologies. Working with other specialities such as orthopaedics, the Department of Rheumatology has successfully treated various forms of rheumatic disorders.

VASCULAR AND ENDOVASCULAR SURGERY

The Centre for Vascular and Endovascular Surgery at Global Hospitals is recognized for its expertise in treating all diseases and conditions affecting the veins and arteries. Vascular surgeons and cardiovascular specialists at the Centre use advanced treatment techniques to offer compassionate care for patients across a

variety of vascular disorders including arterial blockages, aneurysms, hemodialysis access, carotid artery disease, venous disease and Peripheral Artery Disease (PAD).

TRANSFUSION MEDICINE

The Department of transfusion medicine at Global Hospitals, Mumbai has a licensed blood bank and state-of-the-art facilities to provide safe and appropriate blood components. The Department collects; stores; and issues blood and blood components. It employs a team of FDA approved expert doctors, technicians, and registered nurses to ensure that patients and blood donors receive the best care and attention. The Department is a leading facility for transfusion medicine.

DRAFT

A
Project Report on
**A STUDY ON ASSESSING THE FEASIBILITY OF STARTING A
CARDIAC AMBULANCE**
AT
GLOBAL HOSPITALS, MUMBAI



Submitted to
The IIHMR University, Jaipur



COMMISSIONING
OF
CARDIAC AMBULANCE
AT
GLOBAL HOSPITALS, MUMBAI

INTRODUCTION

An ambulance is an emergency response system , primarily designed to attend to the patients of critical care , trauma and accident victims.

STAR OF LIFE



Provide comprehensive Emergency Response Services to the people.

Emergency medical services exist to fulfill the basic principles of first aid, which are to Preserve Life, Prevent Further Injury, and Promote Recovery. This common theme in medicine is demonstrated by the "star of life". The Star of Life shown here, where each of the 'arms' to the star represent one of the six points, which are used to represent the six stages of high quality pre-hospital care, which are-

Early detection – members of the public, or another agency, find the incident and understand the problem

Early reporting – the first persons on scene make a call to the emergency medical services (911) and provide details to enable a response to be mounted

Early response – the first professional (EMS) rescuers are dispatched and arrive on scene as quickly as possible, enabling care to begin

Good on-scene/ field care – the emergency medical service provides appropriate and timely interventions to treat the patient at the scene of the incident without doing further harm.

Care in transit – the emergency medical service load the patient in to suitable transport and continue to provide appropriate medical care throughout the journey

Transfer to definitive care – the patient is handed over to an appropriate care setting, such as the emergency department at a hospital, in to the care of physicians.

RATIONALE

The hospital runs an ambulance, fully equipped with the required cardiac equipments, however the services are not provided for cardiac patients transfer due to non availability of separate cardiac ambulance services. The study was conceptualized to assess the viability of a separate cardiac ambulance so that the investment in equipment is justified.

OBJECTIVE

To determine the feasibility of starting a Cardiac Ambulance

METHODOLOGY

STUDY METHOD - Descriptive Observational study

STUDY AREA - Emergency Department

STUDY DURATION - 15 days

STEPS FOLLOWED - Observe the current process

Tracking the out calls
Drawing expected cost
estimate
Conclusion

TYPES OF TRANSPORT SERVICES

TYPES OF AMBULANCES



<u><i>BASIC LIFE SUPPORT</i></u>	<u><i>ADVANCED LIFE SUPPORT</i></u>
Level of care that is concerned primarily with monitoring and maintaining patient's vital signs during the medical transport such as • Airway • Breathing • Circulation	Level of care that is ICU equipped such as Ventilator, Defibrillator , ECG , Fluid and drugs , Gauze parameters with full medical care team • CMO • ICU Technician • Paramedic staff <u><i>EQUIPMENTS IN ACLS</i></u> Defibrillator Suction machine Oxygen Resuscitation kit Syringe pump

	Nursing Cardiac monitor Pulse Oxymeter Emergency medicines Nebulizer Bipap Portable Ventilator
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POLICY ON AMBULANCE SERVICES IN GLOBAL HOSPITALS,MUMBAI

1. POLICY

Ambulance services are commensurate with the scope of the services provided by the organization

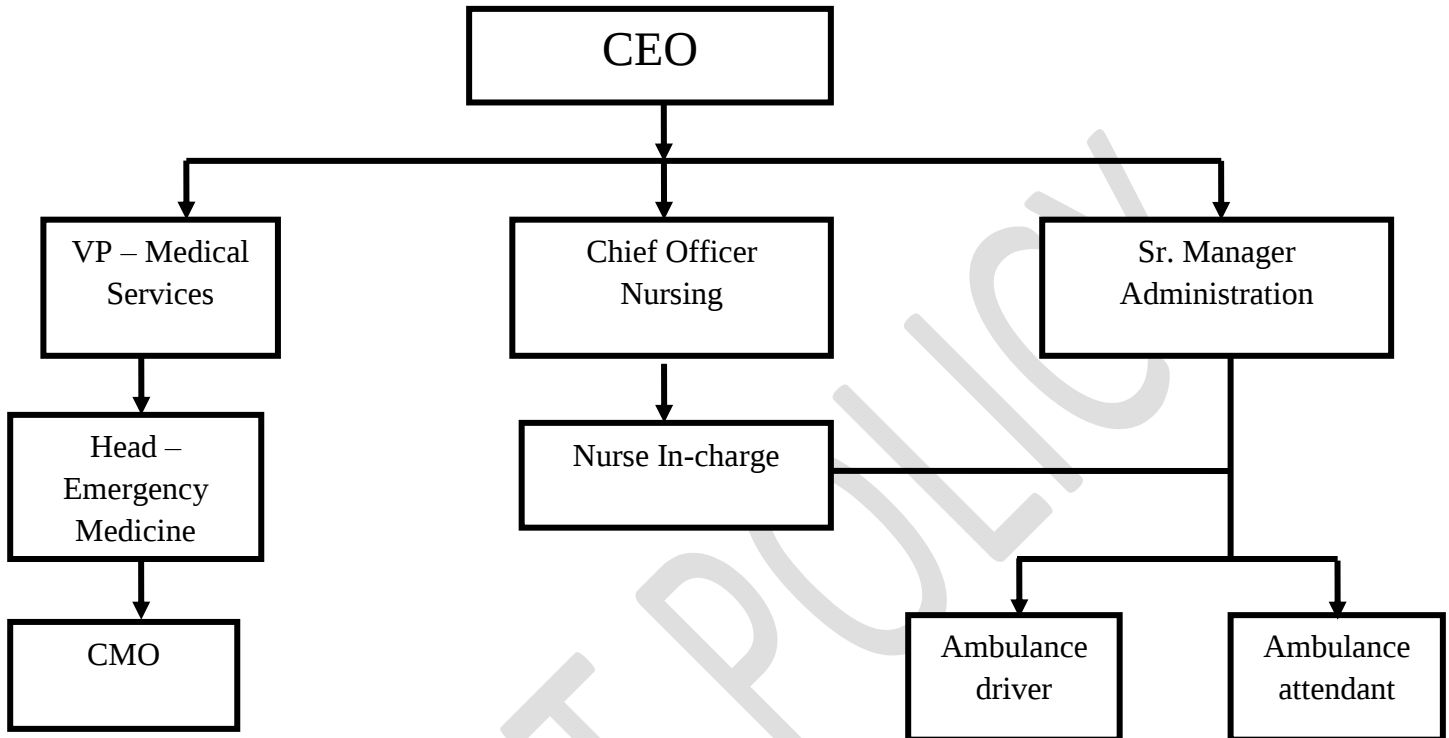
2. PURPOSE

To ensure safe transportation of patient to/from the hospital

3. SCOPE

Patient transportation – Transfer from home, to/from HCO & Investigational facility

4. ORGANOGRAM



5. HUMAN RESOURCES

- 5.1. The ambulance services are available 24 x 7.
- 5.2. The following category of staff will be on duty for 3 shifts.
- 5.3. Ambulance Attendant.
- 5.4. Ambulance Driver.

6. JOB RESPONSIBILITIES

6.1. Doctor

- 6.1.1. The doctor will be BLS/ACLS trained.

- 6.1.2. Ensure that the adequate history is collected from the patient/ bystander/relative.
- 6.1.3. Initiate life saving measures as required.
- 6.1.4. Stabilize the patient.
- 6.1.5. Shift the patient to the ambulance & get the patient ready for transportation.
- 6.1.6. Ensure the mobile phone is always kept on & is handed over to the next shift

6.2. Ambulance Driver

- 6.2.1. Ensure that all the checks have been performed before driving the vehicle as per the requirement of the transport department.
- 6.2.2. Take correct information from the ER about the location/address /the place to reach maintain a log book as designed by the administration for the total period for which the ambulance was driven.
- 6.2.3. Assist the attendant & doctor to disembark a patient from the ambulance.
- 6.2.4. Ensure to maintain the ambulance in working condition and ready for use at all times.
- 6.2.5. In case of breakdown of ambulance, inform the ER senior nurse so that necessary action can be taken.
- 6.2.6. Ensure the safety and security of all the accessories in the ambulance.
- 6.2.7. In case of any accident or unforeseen event report the incident to the ER.
- 6.2.8. In case of a break down during transit, will inform the ER Senior nurse .

6.3. Ambulance Attendant

- 6.3.1. Ensure that the ambulance has been cleaned daily.
- 6.3.2. Ensure that all equipment is in working condition & fully stocked.
- 6.3.3. Be available always at a place identified by the ER at all duty hours.
- 6.3.4. Check the Oxygen cylinders & other equipment and replace/charge as required

7. PROCESS FLOW

7.1. AMBULANCE CALL FROM OUTSIDE		
SN	PROCEDURE/PROCESS	RESPONSIBILITIES
7.1.1.	ER will receive the telephonic information regarding requirement of ambulance.	
7.1.2.	Ask following details & write on ambulance call form :- 1. Patient name 2. Type of patient 3. Address with land mark 4. Special requirement 5. Caller name & relationship with patient 6. Contact details	ER Doctor or ER Nurse
7.1.3.	Call ambulance driver & attendant hand over the ambulance call form	ER Nurse
7.1.4.	Check ambulance before dispatch	ER Nurse
7.1.5.	If ambulance on other call , contact other ambulance and give the details	ER Nurse
7.1.6.	If call is from outstation call	
	7.1.6.1.F & B Supervisor for meal for ambulance staff	ER Nurse
	7.1.6.2. Pack the food and send to ER	F & B supervisor
7.1.7.	Help to shift the patient	Ambulance driver & attendant
7.1.8.	Strap the patient well	Ambulance attendant
7.1.9.	Confirm with the ambulance attendant that patient is well strapped in and only then will start the ambulance.	Ambulance driver
7.1.10.	Check the meter reading and write on ambulance dispatch form	Ambulance driver
7.1.11.	On arrival to hospital help disembark the patient from ambulance	Ambulance driver & attendant
7.1.12.	Shift the patient ER	ER Nurse & PCA
7.1.13.	Guide patients relative to admission desk for ER admission & assess the patient	CMO / Nurse
7.1.14.	Hand over the consumable & medicine used in ambulance to ER Nurse	Ambulance attendant
7.1.15.	Check the ambulance & replace the medicine & consumable as per inventory list	ER Nurse
7.1.16.	Connect the equipments to power which required charging	ER Nurse

7.1.17.	Update the ambulance register	ER Nurse
7.1.18.	Check meter reading and write in ambulance register	Ambulance driver
7.1.19.	Clean the ambulance & Update the cleaning check list.	Ambulance attendant
7.1.20.	Park the ambulance in ambulance parking area	Ambulance driver
7.2.TRANSFER FROM HOSPITAL		
SN	PROCEDURE/PROCESS	RESPONSIBILITIES
7.2.1.	Advance ambulance booking from concerned department	Concerned department Nurse
7.2.2.	Ask the following details while booking 1. Patient name 2. Ward & bed number 3. Where to transfer (complete address with landmark) 4. Special requirement	ER Nurse
7.2.3.	If additional Nursing staff required for transportation inform to on duty Nursing supervisor	ER Nurse
7.2.4.	If MO required while transportation inform to Medical services	ER Nurse
7.2.5.	Update billing activity sheet to charge ambulance services charges	Concerned department Nurse
7.2.6.	Check the ambulance inventory before dispatch	ER Nurse
7.2.7.	Assist patient in shifting from department to ambulance	Ambulance attendant
7.2.8.	Handover ambulance dispatch form to ambulance driver	ER Nurse

7.3.INVENTORY CHECKING PROCESS		
SN	PROCEDURE/PROCESS	RESPONSIBILITIES
7.3.1.	Check the medicine & Consumable inventory in every shift & before ambulance dispatch	ER Nurse/In-charge
7.3.2.	Medicine & consumable expiry check every Saturday	ER Nurse/In-charge
7.3.3.	Bio-medical Equipment inventory every shift	ER Nurse/In-charge
7.3.4.	Ambulance daily maintenance check	Ambulance driver
7.3.5.	In case of breakdown inform admin department	Ambulance driver

8. RECORDS AND REGISTERS MAINTAINED IN THE AMBULANCE/ER

S.N.	Form/Format Title	Custodian	Retention period	Mode of Disposal
1	Ambulance Log book	ER Nurse Incharge	Till the pages of the book are over, and further 1 year	Shredding
2	Ambulance Checklist	ER Nurse Incharge	Till the pages of the book are over, and further 1 year	Shredding

	(Annexure 1)			
3	Ambulance Register	ER Nurse Incharge	Till the pages of the book are over, and further 1 year	Shredding
4	Ambulance call slip	ER Nurse Incharge	One year	Shredding

DRAFT POLICY

1. ANNEXURE

1.1. AMBULANCE CALL REGISTER

S N	Date & Time	Patient Details			Caller Details			Request for Ambulance preparation	Ambulance dispatch (leaving) time	Time of arrival	Staff Nurse sign.	Update by Driver		
		Name	Age/Se x	Address with landmark & contact number	Name	Rela tio n with pati ent	Contact Number					Meter reading at time of Dispatch	Meter reading at time of arrival	Sign.

1.2. AMBULANCE CALL SLIP

Patient Name : _____

Date : _____

Address with Land mark : _____

Time : _____

Dispatch Time : _____

Dispatch Meter Reading : _____

Arrival time : _____

Arrival Meter Reading : _____

Caller name : _____

Contact Number : _____

Diver name : _____

Nurse Name : _____

CURRENT AMBULANCE PROTOCOL

- Any Ambulance call will take & confirm by ER staff only.
- We don't provide cardiac ambulance for any patient
- We have NULIFE ambulance services no. 9323466267 who takes cardiac call or if our ambulance is not available.
- Confirm with relatives what time they want to leave /where do they stay/patient general condition/which floor/or building /lift availability to carry the patient.
- If the lift is not available and the patient needs to carry on the floors patient relatives has to arrange extra persons to lift the patient. We will only provide one driver, one HR staff and if required then only one ANM or staff nurse. This information has to communicate to the relatives prior in their understanding language.
- Enquire relatives about following things like
 - Name/Age/ Sex
 - Chief complaints
 - Place
 - Name of person you spoke to
 - 2 phone numbers
- If Ambulance goes out for hospital work purpose on duty staff must know about where and what purpose /what time/who had send it & this need to be document.
- If Ambulance is going for maintenance work on duty staff must know time-in & out
- Ambulance charge payment done on OPD basis on first floor /if IP patient can be charged on IP basis but we should receive the bill copy of the same.
- After each patient call Ambulance has to get cleaned by HK staff.
- Ambulance Inventory has to check once in a day.
- Ambulance will be assigned to each staff for every week will be responsible for following things for that week
 - Inventory updates
 - Expiry check
 - Maintenance work
 - Book updates

Biomedical equipments working condition

Our Ambulance is not provided to carry dead body and DAMA even if it is GLOBAL patient

BENEFITS

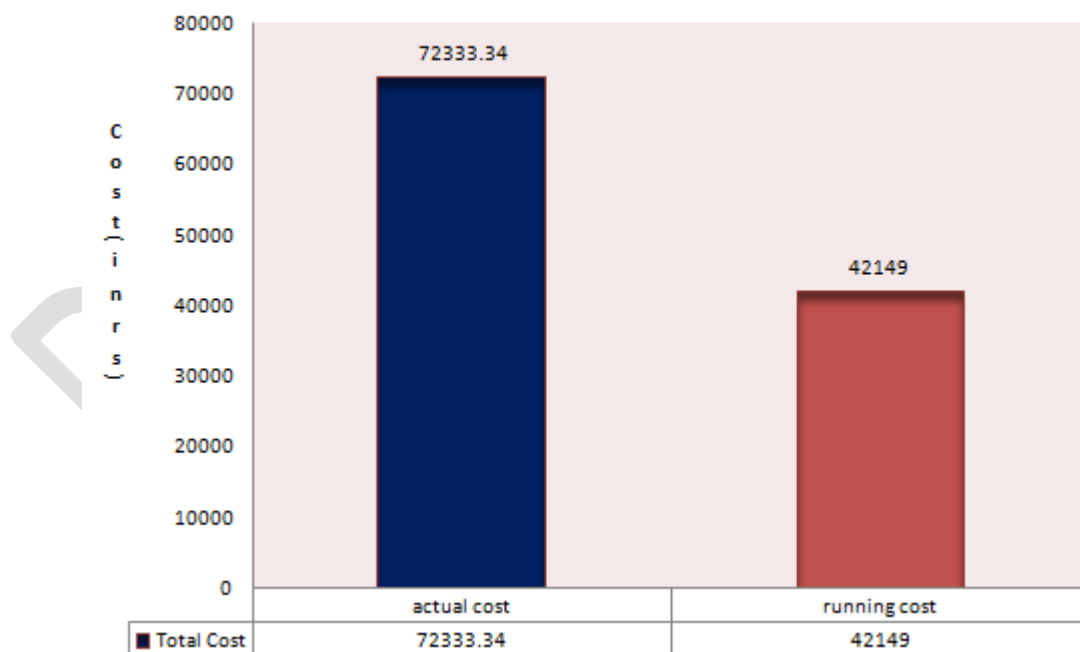
- Back up service
- Quality of service guaranteed
- Hospital increases its services by outreach

DATA ANALYSIS

						CARDIAC AMBULANCE	
FIXED COST							
1	Total cost for the ambulance			=		2000000	
	Cost of ambulance depreciated over 5 years			=		33,333.33	
2	Manpower						
3	BAMS/BHMS doctors			=		75000	
1	Nursing Staff			=		18000	
1	Ward boy			=		10000	
3	Insurance cover			=		803171	
	Insurance premium			=		21000	
	Insurance per month			=		1750	
4	Registration fees			=		1000	
5	Minimum cost per cardiac call			=		2,500.00	
			TOTAL	=		141,583.33	
VARIABLE COST							
1	Fuel			=		7066	
2	Maintainence			=		12000	
			TOTAL	=		19066	

TOTAL NO OF CALLS IN MARCH		=	53
NO. OF CARDIAC CALLS		=	10
NO. OF CARDIAC CALLS DIVERTED TO NULIFE		=	10
total cost for 10 cardiac cases		=	25000
total cost for 43 non-cardiac calls		=	34400
total cost for 53 calls		=	59400
BREAK-EVEN			
Cost of Ambulance per month		=	33333.34
Manpower		=	25000
Utilisation		=	14000
	total	=	72333.34
Total cost of Ambulance per month	33333.34		
Fuel	7066		
Insurance Premium	1750		
	Total	42149.34	

BREAK-EVEN



ERGONOMICS

	PRESENT SCENARIO					PROPOSITION - CARDIAC AMBULANCE			
	Total cost for the ambulance			33333.34			Doctor	30000	
	Insurance	-	1750				Nursing	20000	
	Maintainance	-	12000				Ward boy	5000	
	Fuel	-	7066						
	Driver	-	8000				total	55000	
	ward boy	-	5000						
							Total cost for the Cardiac Ambulance		122149.34
		Total	67149.34				(expected)		

Total revenue generated for 43 non-cardiac calls	34400
--	-------

Total revenue generated for 10 cardiac calls	25000
--	-------

Number of non-cardiac calls for expected cost of 67149 84

Number of cardiac calls for expected cost of 122149 21

EXISTING LOSS = $34400 \times 100 / 67149$ 51.2%

EXPECTED LOSS WITH CARDIAC UNIT= 59149*100/122149 48.62%

CREDITED INDIRECT LOSS

Average estimate of a cardiac patient in Global Hospitals, Mumbai:

Admission charges per day for a cardiac patient at a stay of minimum 3 days including:

Type of ward – semi-private

Bed charges – 9750

Doctors visit – 3250

ICU – 22500

ICU visit – 15000

Intensivist – 4750

Surgical – 75000

Total – 130250

Out of 10 cardiac patients on an average if 3 goes for angioplasty

Expenditure on cardiac patient includes –

- Doctor team charges
- Hospital charges
- Total investigations
- Cath consumables
- Pharmacy

Total of 390000

Ventilator charges per hour for 3 days = 11088

TOTAL CREDITED INDIRECT LOSS IS 531315

CONCLUSION

It is suggested to start the cardiac ambulance services at the GLOBAL HOSPITAL, MUMBAI. However, efforts to increase in cardiac OPD and proper tracking of in and out calls would play a role in reaching the calculated profit percent.



A
Project Report
on
JOB SATISFACTION AMONG DOCTORS
AT
GLOBAL HOSPITALS, MUMBAI



Submitted to
The IIHMR University, Jaipur



STUDY ON

JOB SATISFACTION AMONG DOCTORS AT GLOBAL HOSPITALS , MUMBAI

INTRODUCTION

- Job satisfaction is a complex function and is the degree to which individuals feel positive or negative about their jobs.
- It is an attitude or emotional response to ones tasks as well as to the physical and social conditions of the workplace.
- Doctors Job satisfaction is important because it contributes to the quality of health care.
- Doctor satisfaction also results in fewer turnovers, which contributes to patients' continuity of care, patient satisfaction and retention, lower administrative costs of recruiting and replacing doctors.
- If the doctors employed in a hospital are well cared and understood, if their needs are met, then these are the people who will be a source of strength that can take the hospital to great heights of achievement.

OBJECTIVE

- To assess the extent of job satisfaction among doctors at Global Hospitals, Mumbai.

METHODOLOGY

A cross-sectional, descriptive study was carried out on 46 doctors of Global Hospitals, Mumbai (Maharashtra) India to assess the job satisfaction in them and influence of various parameters viz -

Job Description

People and Environment

Physical characteristics regarding work-life balance

Relationship with the management and

Overall Satisfaction

Sampling method: Stratified sampling

A questionnaire (explained under measure) method of data collection was adopted to collect the data related to the objectives under study. All the 46 doctors were interrogated as per pre-designed and pretested questionnaire.

FINDINGS

SECTION A : DEMOGRAPHIC FACTORS AND GENERAL INFORMATION

In the present study response from

- 26.08% Assistant to Physicians
- 6.5% Casualty Medical Officers
- 17.39% Resident Medical Officers
- 21.73% Registrars
- 4.34% Fellow and 4.34% Associate Consultants
- 17.39% Clinical Associates were recorded.

- Majority 58.69% of doctors are in the age group of 25-30 years
- 36.95% of doctors have an experience of up to 5 years
- It's interesting to know that majority of staff comprises of 54.34%female doctors

SECTION B – JOB ASSESSMENT

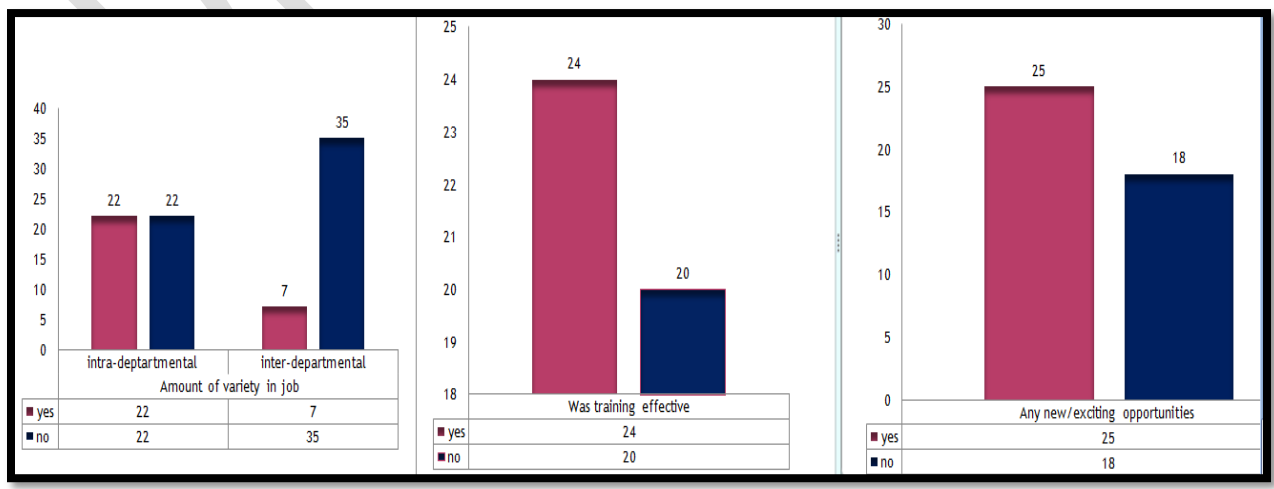
Organizations can manage job satisfaction using attitude surveys such as Job Descriptive Index(JDI) which assesses

- pay satisfaction
- promotion satisfaction
- supervisor satisfaction
- co-worker satisfaction and
- work itself

Job Descriptive Index was calculated as 2.

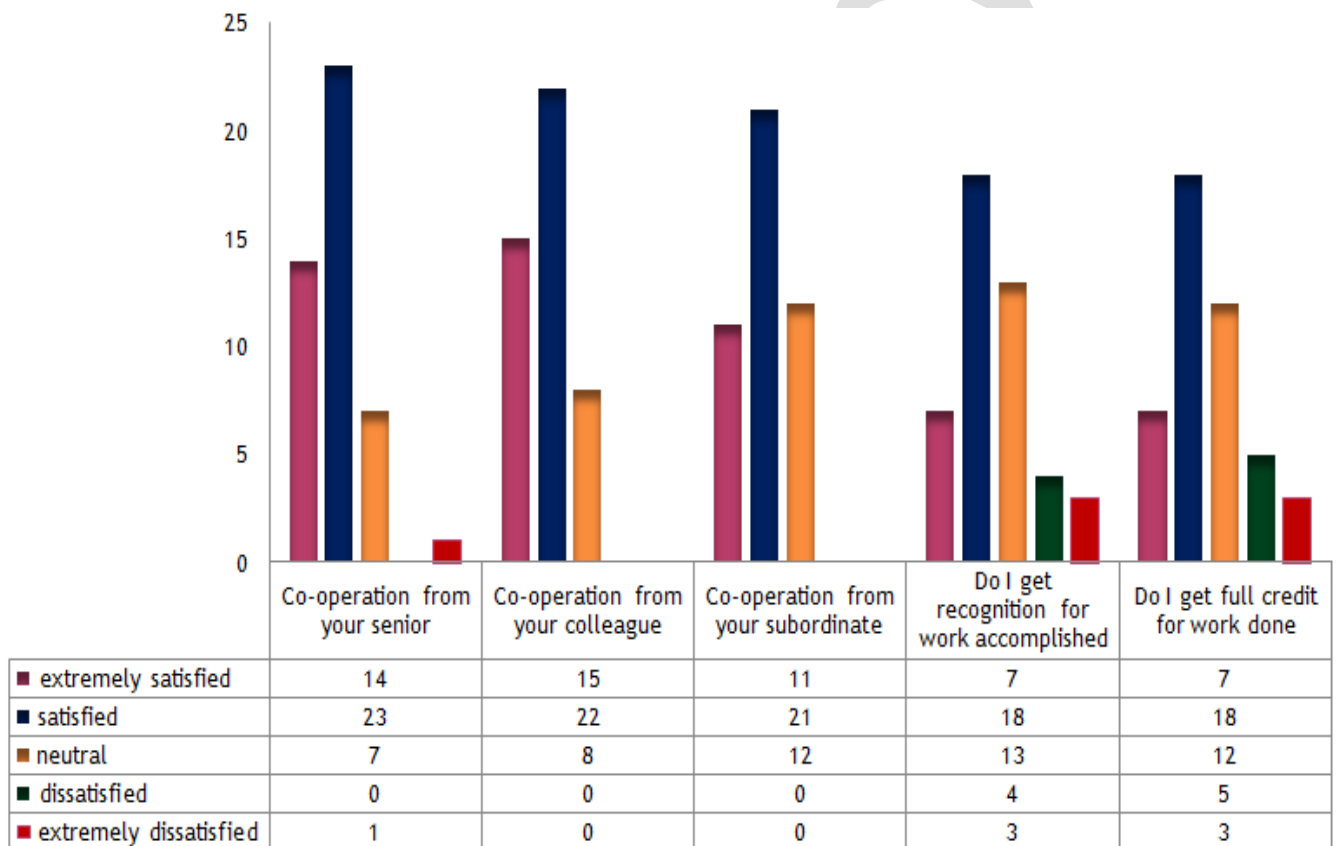
JOB DESCRIPTION

- Majority of the doctors are satisfied with the amount of variety in job offered at Global.
- 52.17% of doctors attended training and induction and think was effective.
- 54.34% of doctors find their job exciting with new opportunities.



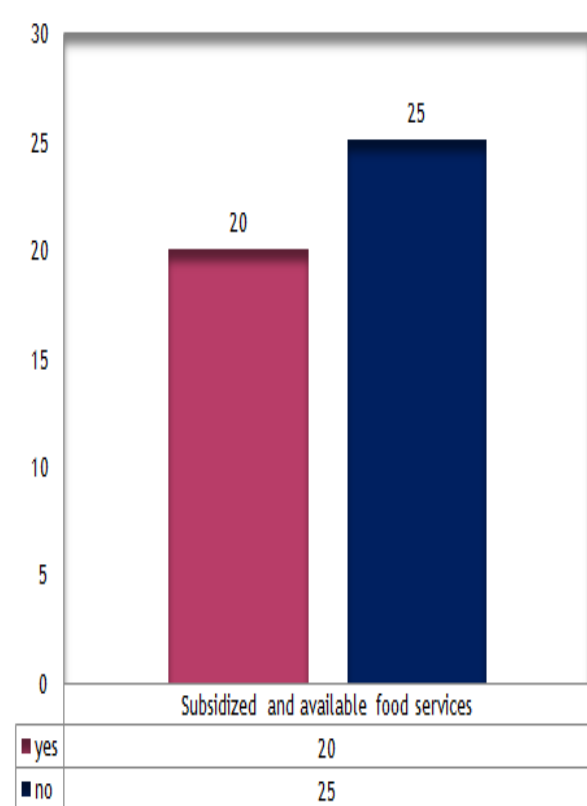
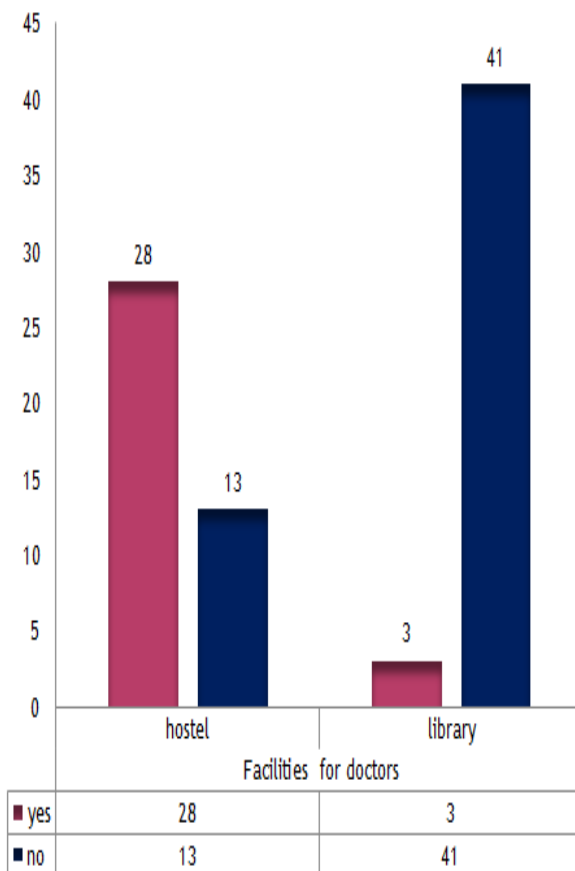
PEOPLE & ENVIRONMENT

- 50% feel satisfied with the supervision they get from their senior staff.
- Nearly 47.82% of doctors are satisfied with the attitude of fellow workers and subordinates.
- Less commonly though 39.13% of doctors feel satisfied and well recognized by the work accomplished.



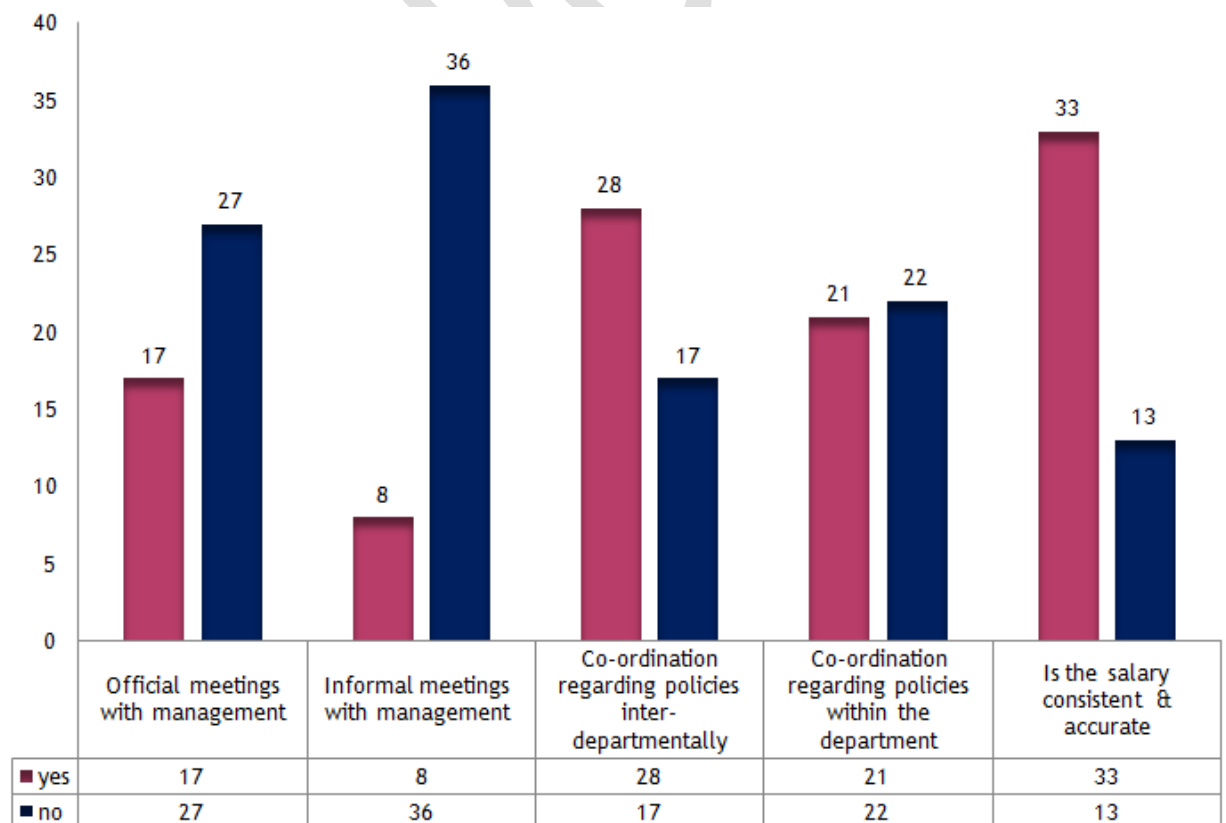
PHYSICAL CHARACTERISTICS REGARDING WORK - LIFE BALANCE

- 61% doctors say that hostel facilities are provided at the campus .
- Interestingly 89.13% doctors asked for library .
- 54.34% of the doctors were dissatisfied and said that there were no subsidized or available food services at the hospital.



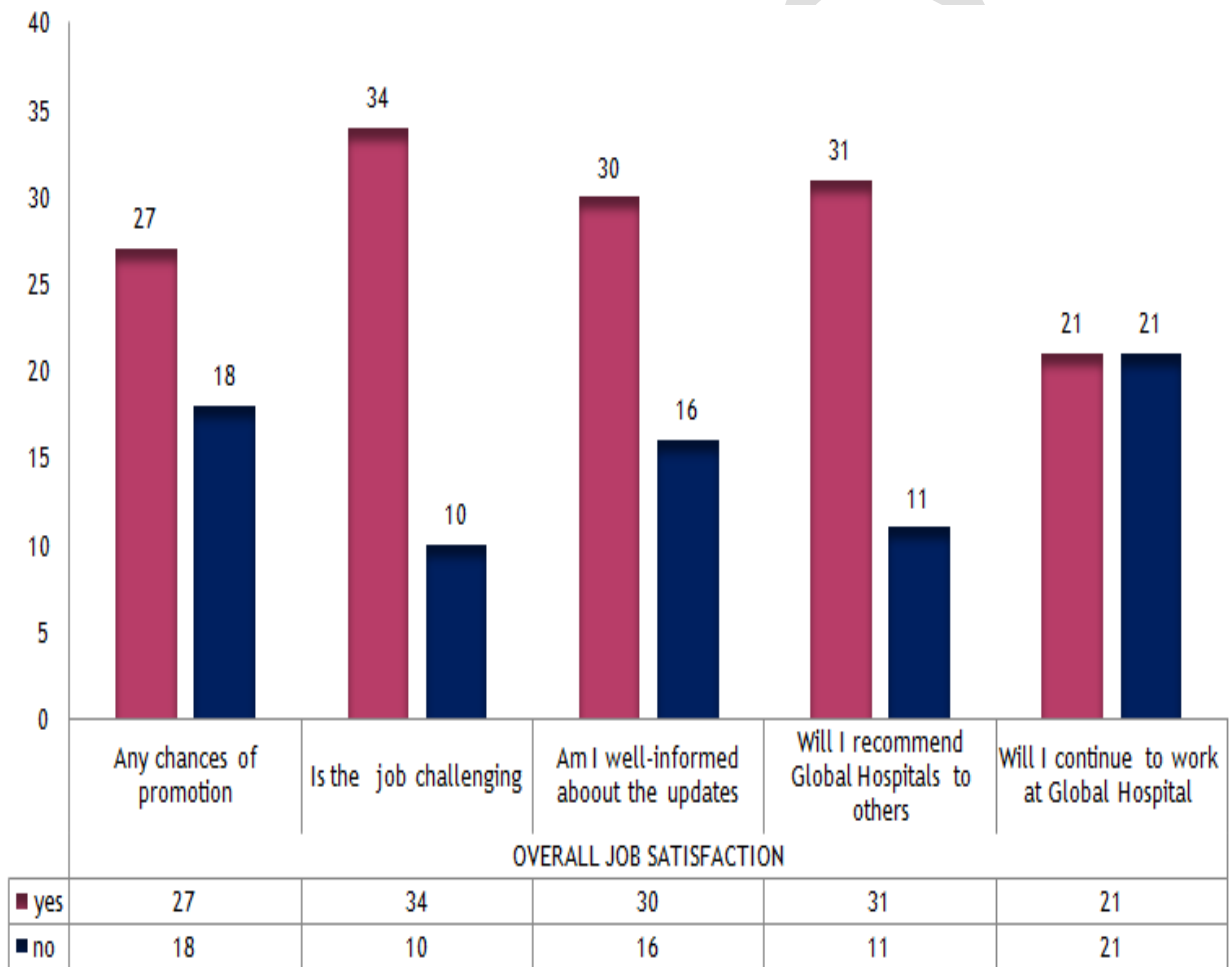
RELATIONSHIP WITH THE MANAGEMENT

- 58.69% doctors feel that there are no formal meetings with the management.
- Majority of them exactly 78.26% feel that there are no picnics or any informal events organized by the management.
- Salary is consistent and accurate according to 69.56% of doctors.
- 60.86% of doctors feel well informed and well co-ordinated about the management policies with the other departments.
- 47.82% doctors feel that they are not well co-ordinate regarding the management policies within the department.



OVERALL JOB SATISFACTION

- 56.52% of doctors feel there are bright chances of promotion.
- 76.08% doctors find their job challenging
- 67.39% doctors wish to recommend global hospitals , Mumbai to others
- 45.65% doctors don't think they will continue at Global for the next 2 years.



TAKEAWAYS

- Job satisfaction is a state resulting from appraisal of one's job or job experiences. It depicts what you feel and think of your job
- According to value-percept theory, job satisfaction depends on whether you perceive your job supplies those things that you value.
- More formal and informal meetings with the management can lead to better job satisfaction.
- Job satisfaction may increase if doctors experience improved library and food services.
- In summary, these results indicate that efforts to restructure hospital services, without regard to the effect on working conditions could potentially have dire consequences for doctors' job satisfaction encouraging them to seek work elsewhere.

ANNEXURE

QUESTIONNAIRE

Section A – Demographic factors and general information

Name:

Designation:

Specialization:

Qualification: ☐ Graduate ☐ Diploma ☐ Post-Graduate

Association with Global (in months):

Gender: ☐ Male ☐ Female

Age: ☐ <25 ☐ 25-30 ☐ 31-35 ☐ 36-40 ☐ >40

Marital Status: ☐ Married ☐ Unmarried

Work Experience (In Total):

☐ < 6 months

☐ 6 months to 1 year

☐ 1 year – 3 years

☐ 3 years –5 years

☐ >5years

Section B - Job Assessment

Job Description

➤ I know what is expected of me at work ☐ Yes ☐ No

➤ At work, I have the opportunity to do what I do best everyday ☐ Yes
☐ No

If no, please specify the reason

➤ Is there any amount of variety in the job:

(a) Job rotation within department ☐ Yes ☐ No

(b) Inter-departmental posting ☐ Yes ☐ No

➤ Did you attend any training and induction at Global Hospital ☐ Yes
☐ No

If yes, was it effective ☐ Yes ☐ No

If No, please specify the reason

- Do you think Global Hospital offers new/exciting opportunities in a fair and transparent manner ☐ Yes ☐ No

People and Environment (please mention the response code as given below)

<u>Response</u>	<u>Response Code</u>
------------------------	-----------------------------

Extremely satisfied	1
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Satisfied	2
-----------	---

Neutral	3
---------	---

Dissatisfied	4
--------------	---

Extremely dissatisfied	5
------------------------	---

- My manager or reporting authority at work, seems to care about me as a person about various concerns and grievances

Attitude of fellow workers to my work

- Co-operation from your senior ☐

- Co-operation from your colleague ☐

- Co-operation from your subordinate ☐

Recognition for good work

- Do I get recognition for work accomplished ☐

➤ Do I get full credit for work done ☐

➤ Are there any benefits like -

(a) Health insurance ☐ Yes ☐ No

(b) Life insurance ☐ Yes ☐ No

Is there any attention paid to the suggestion

➤ Hearing given to my suggestion ☐ Yes ☐ No

➤ Acceptance of my suggestion ☐ Yes ☐ No

➤ Implementation of my suggestion ☐ Yes ☐ No

Physical Characteristics regarding work - life balance

➤ Are there any policies related to maintaining work-life balance of Doctors in the Hospital ☐ Yes ☐ No

➤ Are there facilities for doctors like -

(a) Hostel ☐ Yes ☐ No

(b) Library ☐ Yes ☐ No

➤ Are the food services subsidised and available 24*7 ☐ Yes ☐ No

Relationship with the management

- Official meetings between Management and doctors ☐ Yes ☐ No
- Informal Meetings (picnics, birthdays, anniversaries etc.) ☐ Yes ☐ No
- Is there any co-ordination within the department regarding Information about Management policies ☐ Yes ☐ No
- Is there any co-ordination among other departments regarding Information about Management policies ☐ Yes ☐ No
- Whether the Salary is paid consistently and accurately ☐ Yes ☐ No

If no, please specify the reason

Overall Satisfaction

- Are there any chances of Promotion like future career opportunity after completion of job tenure ☐ Yes ☐ No
- I find my job in Global Hospital challenging ☐ Yes ☐ No

- I will recommend Global Hospital to others as a great place to build meaningful career ☐ Yes ☐ No
- Two years from now, I see myself continuing to work for Global Hospital ☐ Yes ☐ No

A
Project Report
on
OPD UTILIZATION
AT
GLOBAL HOSPITALS , MUMBAI



Submitted to
The IIHMR University, Jaipur



OPD UTILIZATION

OPDs act as a window to hospital services and a patient's impression of the hospital begins at the OPD. This impression often influences the patient's sensitivity to the hospital and therefore it is essential to ensure that OPD services provide an excellent experience for customers.

RATIONALE

- The purpose of the study was to determine the OPD utilization .
- An OPD is the first point of contact for most of the patients .

OBJECTIVE

- To improve OPD utilization.

METHODOLOGY

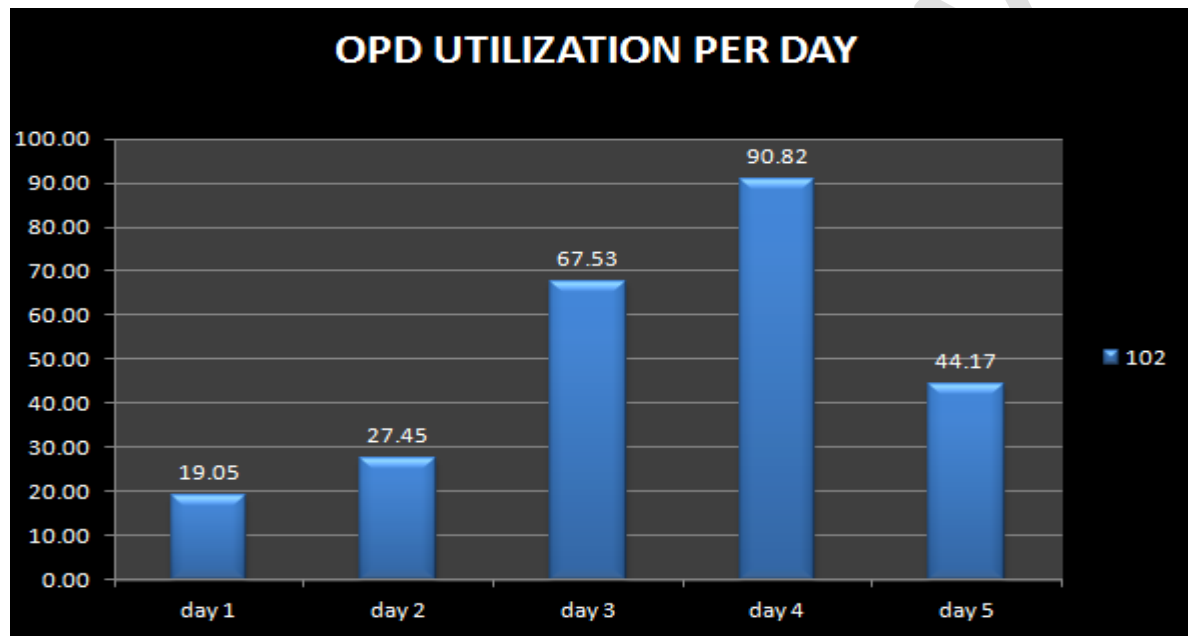
Study Design - Cross-sectional analytical

Study Area - Consultation room nos. 102, 103 and 105 - 50% on first floor and 206, 214 and 217 - 18% on the second floor.

Sample size - 80% of the OPD hours of utilization was followed for the various consultants.

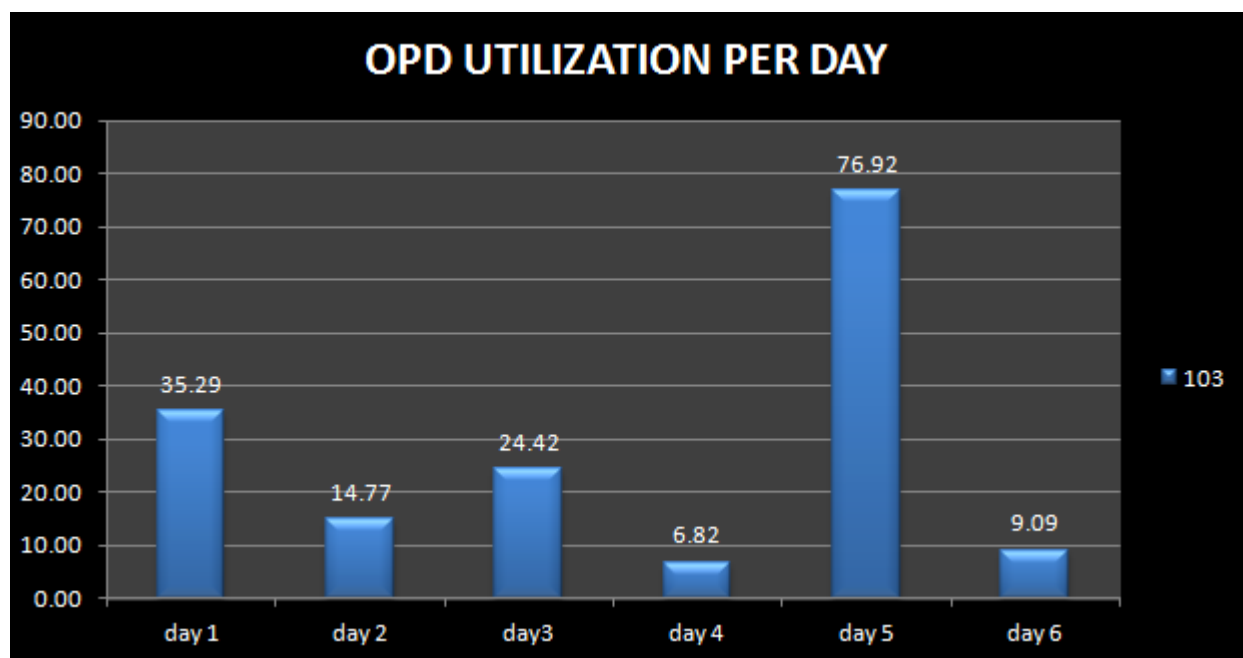
CONSULTATION ROOM NO.102

The average OPD utilization for 5 days - 40.97%



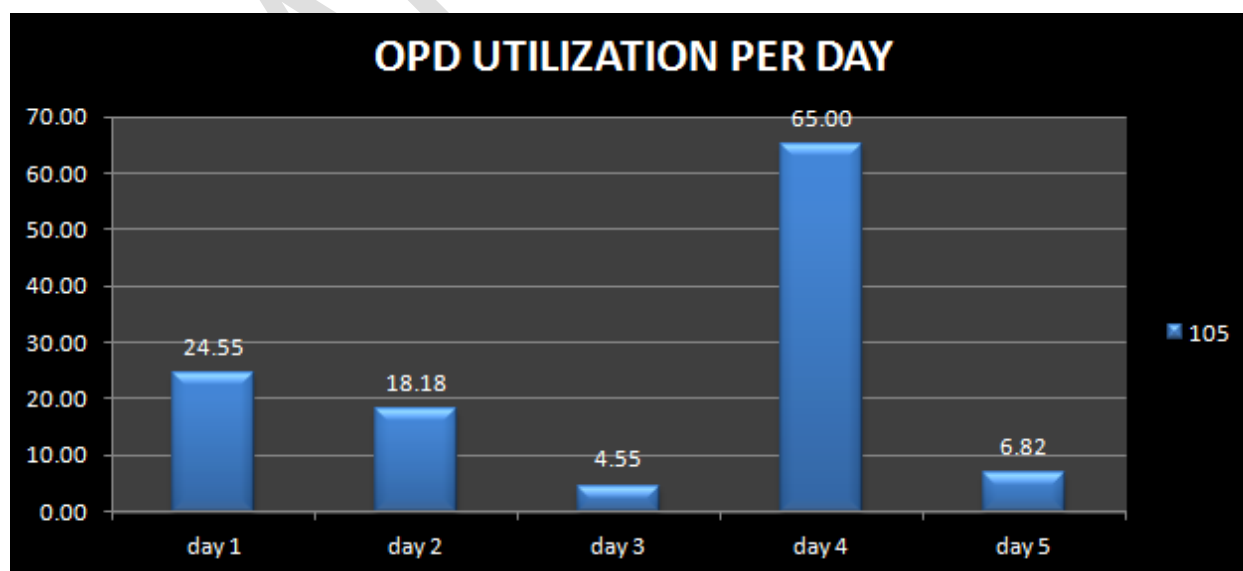
CONSULTATION ROOM NO.103

The average OPD utilization for 6 days - 33.46%



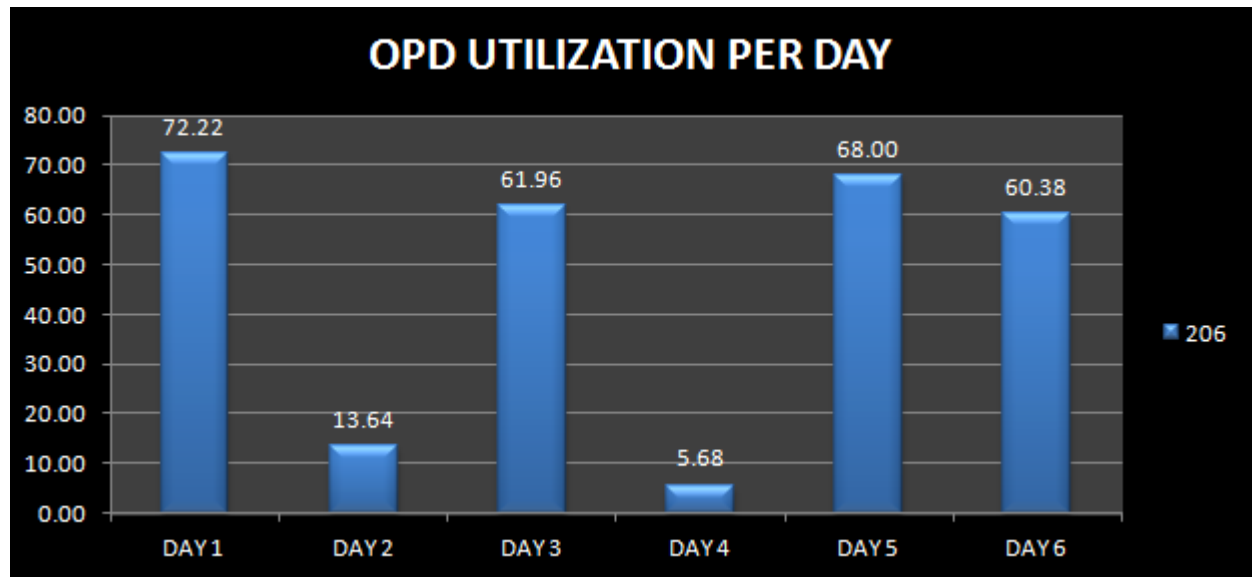
CONSULTATION ROOM NO.105

The average utilization for 5 days - 23.82%



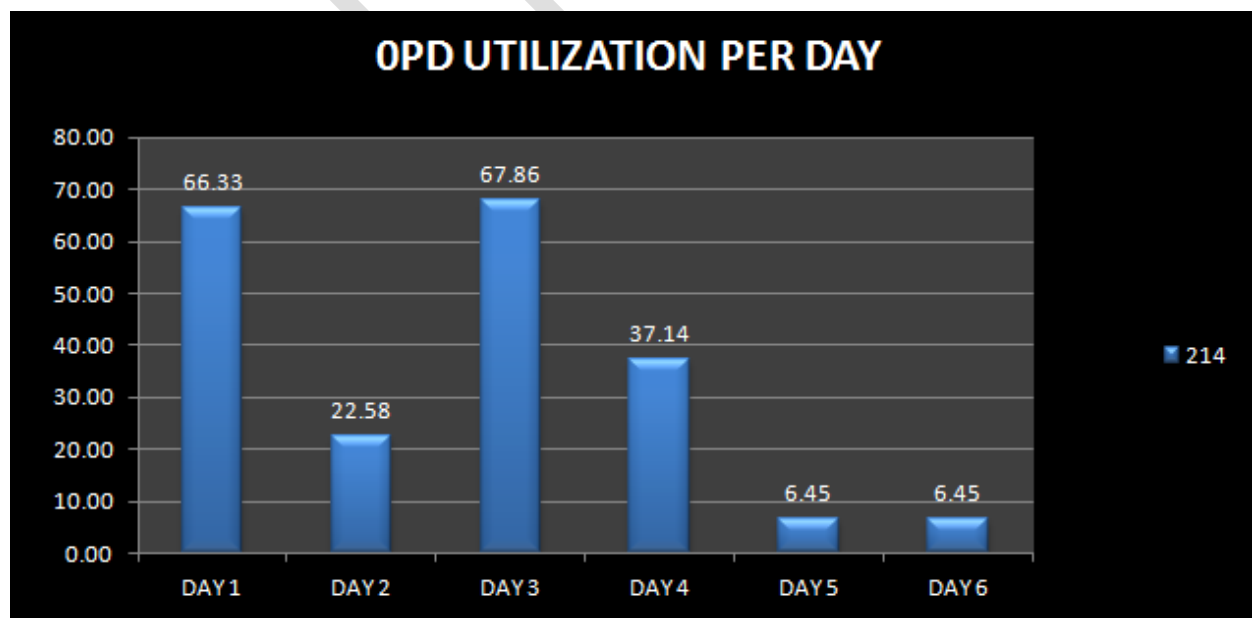
CONSULTATION ROOM NO 206

The average utilization for 5 days - 46.98%



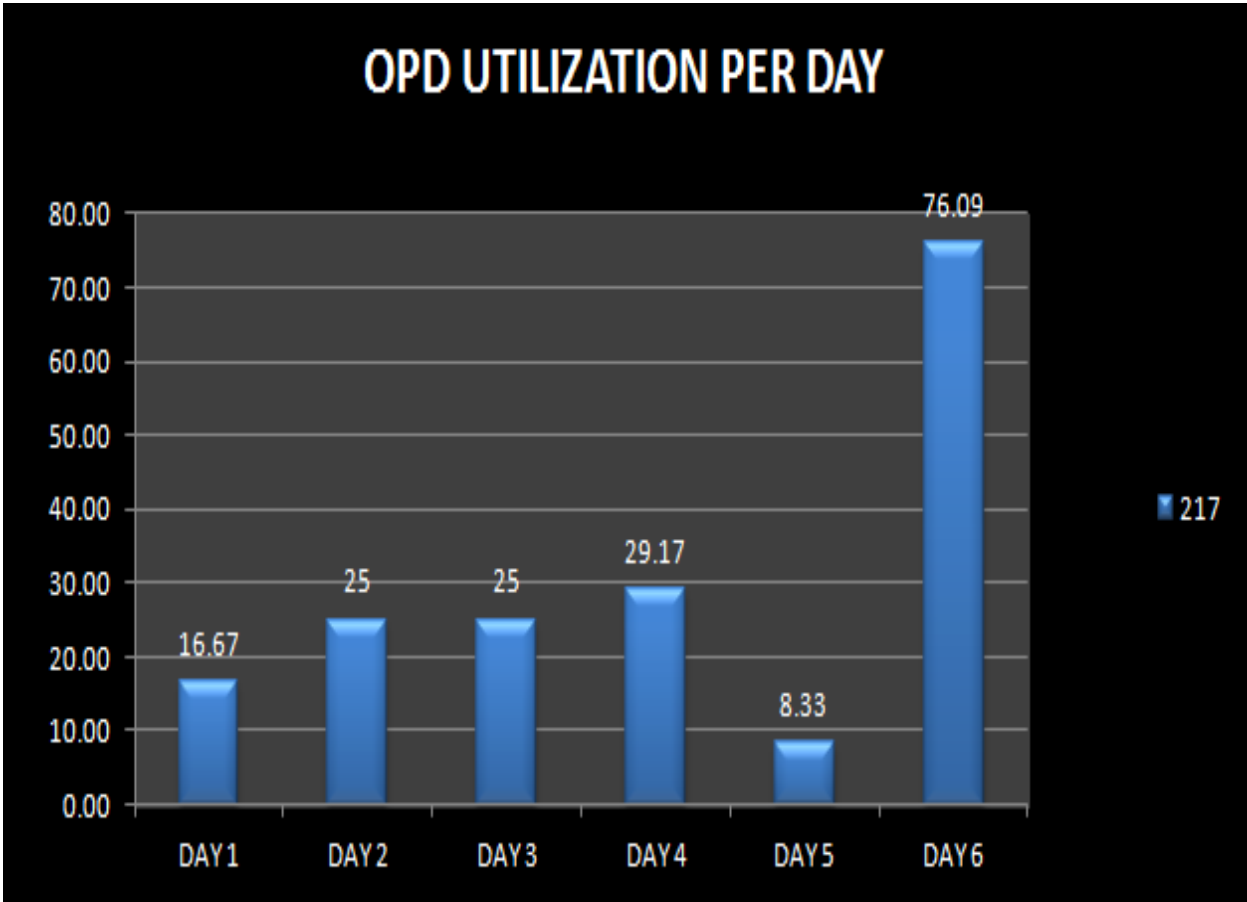
CONSULTATION ROOM NO.214

The average utilization for 6 days - 34.47



CONSULTATION ROOM NO.217

The average utilization for 6 days - 30.04



Review and Recommendation

- **47% is the highest OPD Utilization for 6 days at consultation room no. 206 .**
- **24% is the lowest OPD utilization at room no.105.**
- **Improving the OPD start time.**
- **Educating patients about booking an appointment before coming for consultation. (Bilingual Leaflets for OPD patients)**
- **Improve the uneven patient flow during the week.**

DRAFT POLICY