

# INTERNSHIP REPORT

## 1.1 ORGANIZATION PROFILE

Asian Institute of Medical Sciences (AIMS) is a 350 bed Super specialty tertiary care hospital, truly futuristic in its services & technology and brings together some of the most talented medical professionals in India. The Institute provides preventive, diagnostic, therapeutic, rehabilitative, palliative and support services under one roof and is designed to meet patient care and research requirements of the new millennium.



## LOCATION

The institute is centrally located in Sector 21A, Faridabad in the National Capital Region, New Delhi International airport, New Delhi Railway station and New Delhi Interstate bus terminus are all within 40 kms.

## VISION

“To be the most trusted healthcare partner FOR PEOPLE through our unsurpassed quality & care and by striving to provide ACCESSIBLE, AFFORDABLE and BEST AVAILABLE healthcare services in India.”

## SPECIALITIES

The hospital has a **comprehensive Super specialty tertiary care facilities** in:

- Cardiac diseases
- Renal diseases
- Neonatal, Pediatrics /Medical & Cardiac Intensive care units
- **Oncology**

### Other Specialties

- Orthopedics
- General Surgery

- Nephrology
- Endocrinology
- Gastroenterology
- General Medicine
- Gynaecology
- Pediatrics
- Neurology
- Ophthalmology
- Radiology
- Respiratory Medicine
- Urology

## **1.2 SUMMARY OF THE JOB**

- **Worked in quality team during the pre-assessment of NABH**
- **To administer the hospital in coordination with Medical Administrator and DGM-Quality & Operations to improve various departments of the hospital according to the requirement of NABH**

The following are the responsibilities assigned to me by the organization:

- To assist the assessor in pre – assessment of Asian Institute of Medical Sciences for NABH
- Worked in team for the closure of the Non – compliance identified during Pre – assessment
- To gather (quality indicator) data from various department and monitor the same monthly
- To prepare various policies and procedures as per the requirement of NABH in coordination with Medical Administrator & doctors
- To ensure proper patient care by smooth functioning of Front Office department and to prepare Standard Operating procedure for the same

- To ensure proper training and document completion of various non – clinical departments with respect to NABH requirement.
- To conduct daily rounds to various departments and floors of the hospital to ensure compliance to various standards of NABH
- To conduct internal audit for various department as per the requirement of the NABH
- To analyze patient feedback and give valuable suggestions for improving the patient care facilities in the hospital

### **1.3 LEARNING POINTS**

- Being in core team of quality, I got an opportunity to learn the whole process of NABH (starting from preparation of policies and procedures, documentation control, monitoring of quality indicators, filling for NABH application and assisting in NABH pre – assessment)
- Learned to apply the standards of NABH for various departments in practical
- Learned the art of auditing various department with respect to NABH