

INTERNSHIP REPORT

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Introduction

The dissertation period of three months from February to April has been a joyful journey full of learning and understanding the work culture of the organization. I have got the opportunity to work in the Park Group of Hospitals. I was appointed as an Assistant Operation manager in the Park Hospital, West Delhi. The hospital commits itself to provide efficient, effective, timely and user friendly healthcare to its patients, through best medicine practices in a clean, healthy and rejuvenating environment.

During my three months journey, I got the opportunity to work in various departments of the hospital. Majorly, I was coordinating the Oncology department of the Park Cancer Centre. It is one of the most flourishing branch of modern times with every hospital planning to inculcate it in the future. So, it was a wonderful experience for me to understand the work flow of the Cancer Department from reception till the billing.

The Park hospital, west delhi branch is 100 bedded superspeciality hospital. It is ISO certified and has applied for the NABH in the month of April. The date for the assessment is the end of the May 15, 2016. As the preparation of the NABH is on the full fledged, it has become a wonderful opportunity for me to learn and show my zeal for the work.

Throughout this journey there were a few persons who were constant source of encouragement and guidance. It is with immense gratitude that I acknowledge the help of my guide Dr. Dhananjaya Srivastav, Associate Professor, IIHMR, for his guidance and support at each and every part of the dissertation. My thesis has been kept on track, streamlined and has been seen through completion only by his efforts. Secondly my friend, Dr. Geetika Vashisth for her help and moral support for the completion of my dissertation.

Park Group of Hospital

Park Group of Hospital is the fastest growing chain of hospitals in Delhi NCR, which presently has over 1500 beds, and has attained supremacy in the field of healthcare with its crème-de-la-crème tertiary medical care. Started by Dr Ajit Gupta in 1982, with Park Sunil Hospital in Malviya Nagar as the first one, and now it has 7 hospitals in Northern India, including Gurgaon, Delhi, Faridabad, Panipat and Hodal. The group has been providing latest, ultramodern and sophisticated medical care ever since,

Park Group of Hospitals aim at improving healthcare processes via adopting exclusive equipments and technology in order to enhance the success rate and patient gratification. With a team of highly proficient and veteran doctors and efficacious paramedical staff, they provide the most sophisticated and highest standard of care in all penchant of health in conjunction with super specialties.

The group is making endeavor to provide the best medical treatment to masses with state of the art equipment and experienced consultants. It has an empanelment with the Central Government, State Government, Semi Government, Para Military Forces, corporate and private organisations. They also have a unique distinction of cashless facilities for individual and corporate medi-claim insurance with all TPAs (Third Party Administrator) for Claims and Cashless Health Insurance.

Park Group of Hospitals are also proud to claim that it's health service units are India's first truly integrated healthcare systems. It offers all three levels of clinical services namely, primary, secondary and tertiary within a single system. It is ardently devoted to provide quality care that would treat health problems and simultaneously focus on overall well being of patient.

Vision

Our hospital is committed to deliver high quality personalized care to people of all ages and in every stage of life.

Mission

To be the leading health care provider, providing comprehensive quality healthcare at affordable cost.

Logo



The two hands stand for care and help. Blue color signifies excellence and orange indicates the zeal for care. The logo also assure people that they are in safe and caring hands.

PARK stands for:-

P-Personalised care

A-All specialities

R-Reasonable Cost

K-Quality services

Park Hospital, West Delhi

It was founded in 2004. The hospital was created with the aim of providing comprehensive medical resources under one roof while maintain the highest standards of excellence. In the years since, the hospital has lived upto to that dream, and has built a stellar reputation for complete care-giving.

Park hospital is an ISO 9001:2008 certified, confirming NABH, 100-bedded multi-speciality.

Services available in the hospital

1. General Medicine
2. Respiratory Medicine
3. Gastroenterology
4. General surgery
5. Urology
6. Cardiology
7. Cardiac surgeries
8. Angiography
9. Angioplasty
10. Obstetrics and Gynecology
11. Oncology
12. Pediatrics
13. Orthopedics
14. Ophthalmology
15. ENT
16. Anesthesia
17. Physiotherapy
18. Radiology and imaging
19. Pathology
20. Blood bank
21. Ambulance

24 hr Services

- Emergency
- Laboratory
- Radiology
- Pharmacy
- Ambulance

Department visited and worked

Visited and worked almost every department of the hospital but majorly I was working in the oncology department of the hospital as Asst. Operation manager.

Duties performed during Dissertation

- To check the permission of the empaneled patients especially ESI and ECHS.
- To meet the in-patients in the wards
- To check the registration of a patient details with IPD and UHID number
- To check patient case sheets of all patients and check documentation
- To coordinate with all the clinical departments for in-patient services
- To coordinate with the Floor Manger regarding cleanliness of the wards and patient floors, maintenance of the department, patient transfer, bed making.
- To monitor the patient rooms occupancy rate
- Daily rounds to the patients room and make sure patient comfortable.
- Responsible for taking care of MRD files of the whole hospital.
- To report immediately higher authorities in case of any major event happens in the floor.
- To ensure all new admitted patients are attended by the consultants and the medication by the nurses.
- To update to the MS of the hospital in the evening about the work.
- To make the duty roaster of the RMOs of the oncology department.

Key Observation/Learning

- Worked and visited the various department of the Park hospital and tried to understand the work flow of each department.
- Learned about the empaneled patients criteria for admission and discharge.
- Learned how to make the permission and referral of the empaneled patients for the medicinal and surgical treatment.
- Gained the good knowledge of the oncology department i.e radiation, chemotherapy, brachytherapy.
- Learned the importance of the documentation of the file.
- Worked in the MRD department of the hospital for few weeks and learned how to maintain the records.
- Participated in the two medical camps organized by the hospital in police line and CISF, chanyakyapuri for the screening of the cancer patients and general health checkup.
- Being a part of the NABH assessment in the end of the May, learning the various protocols and standards, how to implement them in the organization.
- Taken the training of the NS and the floor managers on
 - Bio medical waste management
 - Code announcement
 - Spillage management
 - Needle stick injury
 - Fire management
 - Documentation of the files