

**Internship Training**

At

**Aakash Healthcare Private Ltd.**

**Dwarka, New Delhi**

**INTERNSHIP REPORT**

By

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## **INTERNSHIP REPORT**

### **ORGANIZATIONAL PROFILE**

#### **Introduction**

##### **About Aakash Group:**

Mr. J.C. Chaudhry, the Chairman of Aakash Institute started teaching with one institute in 1988 with 12 students. Today after 28 years of perseverance and excellence, Aakash is a household brand, with more than 150 centres across the country, training more than 125,000 students every year, turning them into accomplished medical and engineering professionals.

Aakash Healthcare is a subsidiary of the Aakash Group, and is a state of the art healthcare facility and the first smart hospital in South-west Delhi. Their patient-centric policy, erudite doctors and compassionate staff offer the best in class healthcare for everyone. Healthcare was a palpable choice for the parent organization, since this sector shall benefit the institute's enormous alumni network spread across continents.

##### **About Aakash Healthcare:**

In the month of November 2011, Dr. Aashish Chaudhry envisioned a smart orthopedic clinic for the people of Dwarka, New Delhi, which is Asia's biggest residential colony. The clinic thrived as a result of his ethical and transparent healthcare practices, and in present-day Dr. Chaudhry is a celebrated orthopedic surgeon, having performed innumerable successful orthopedic surgeries, giving agility and the ease of movement to the incapacitated.

Aakash Healthcare is a super specialty hospital, with state of the art infrastructure, path breaking technology, offering unrivalled healthcare services. Dr. Aashish Chaudhry, the founder and Director of Aakash Healthcare, aims to make Aakash Healthcare the most preferred healthcare brand by providing compassionate, inexpensive, and world class healthcare services, with a talented team of doctors, and ultra modern technology, ensuring speedy recovery.

### Infrastructure Highlights

- 230 Beds in Phase 1.
- 70 Bedded Medical and Surgical Critical Care Unit.
- 24x7 Cardiac Emergency & Trauma Services.
- 15 Bedded Dialysis Unit.
- Advanced Neonatal ICU.
- Ward Bed Options - Suite, Deluxe, Twin Sharing and Economy.
- 8 Modular OTs.
- Flat Panel Cath Lab.
- State-of-the-art diagnostic equipments that include - 3.0 Tesla MRI, 128 slice CT scan, Flat panel C-Arm, and 4-D Ultrasound to name a few.
- Automated Waste & Laundry Management System for efficient waste management.
- Pneumatic Chute System.

### **VISION**

To become the most desired healthcare brand by providing compassionate, caring and world class services with the help of talented team of doctors, professionals and latest technology.

### **MISSION**

To achieve highest patient satisfaction index by delivering patient-centric, best healthcare services amongst the local and the extended community

### **CORE VALUES**

**I : INTEGRITY**

**C : COMPASSION**

**A : ACCOUNTABILITY**

**R : RESPECT**

**E : EXCELLENCE**

## **Services provided by hospital**

### **Key specialities**

- **ORTHOPAEDICS & JOINT REPLACEMENT**: Bone and Joint Institute at Aakash Healthcare offers the most comprehensive solutions in the area of Orthopaedics, for adults and paediatrics. Our dedicated team of Orthopaedic specialists, coupled with state of the art diagnostics, internationally accepted surgical protocols and a full-fledged rehabilitation program ensure the best treatment possible.

Our orthopaedic specialists offer expertise in joint replacements (knee, hip, shoulder, ankle) and sports-related injuries. The team also treat various complex and commonplace orthopaedic diseases, namely joint reconstructions, which have been damaged by injuries, arthritis, infection etc.

For such an execution, the hospital is equipped with high-end technology in diagnostics and treatment. 3 Tesla MRI, 128 Slice CT, 4D/5D HD Ultrasound machines, DEXA Scans, Modular Operation Theatres with HEPA Filter and Laminar flow.

### **Our speciality services include –**

- 1) Knee Replacements
- 2) Hip Replacements
- 3) Sports Medicine
- 4) Complex Trauma Care
- 5) Paediatric Orthopaedics
- 6) Spine Related Service

- **CARDIOLOGY & CARDIAC SURGERY**: The department at Aakash Healthcare offers a full range of Cardiac services, supported by a team of highly skilled Cardiologists and Cardiothoracic & Vascular Surgeons. It provides immaculate, economical and evidence-based patient care. The institute is equipped with cutting-edge technology and state of the art infrastructure in the field of Interventional Cardiology, Cardiac Surgeries both adult and paediatric.

Non-Invasive Cardiology– ECG, Trans-Thoracic Echocardiography, Transoesophageal Echocardiography, Stress Echocardiography, TMT, Holter Monitoring, Cardiac MR and CT Coronary Angiography, Myocardial Viability Studies.

Invasive Cardiology – Full range of services including emergency and elective Angiography, Angioplasty, Cath study, Electrophysiology and Pacemaker implantation, EUS guided coronary intervention, FFR etc

Cardiothoracic & Vascular Surgery – Fully equipped state of art infrastructure with highly skilled team of Surgeons performing all range of Adult and paediatric surgeries including Coronary Artery Bypass Surgery, Valve repairs and replacement, Pericardectomy, Aortic Dissections, Root replacement, Bentall procedure, all range of paediatric cardiac surgeries including complex congenital heart diseases. We perform all types of thoracic surgeries. We deal with all types of aortic and peripheral vascular diseases with dedicated vascular clinic.

We specialize in Minimally Invasive Cardiac Surgery both coronary artery bypass and valve replacement via small chest incision, Keyhole Surgery, Heart Port Technique. Our surgeons are well trained and experienced in Robotic surgery and Transcatheter Aortic Valve Implantation (TAVI).

Aakash Healthcare is furnished with a Flat Plane Cath Lab with Intra Venous Ultrasound (IVUS) and FFR, a dedicated Modular Cardiac OT, and an Electrophysiology unit. The centre has a dedicated Coronary Care Unit and a cardiac surgical ICU.

**Our speciality services include –**

Adult Cardiology and Cardiac Surgery

- 1) Interventional Cardiology Procedures
- 2) Cardiothoracic and Vascular Surgery Procedures

Paediatric Cardiology and Cardiac Surgery

- 1) Paediatric Cardiology
- 2) Paediatric Cardiac Surgery

- **MOTHER & CHILD:** The feeling of becoming a mother is one of the most delightful experiences in a woman's life. Aakash Healthcare has a team of compassionate specialists, who provide professional care at every stage of a woman's life. We have introduced an exclusive Mother and Child unit to make the occasion of childbirth even more memorable and cherished moment of your life, providing every possible comfort of a home. Our department's mission is to provide the best patient care possible with compassion and understanding.

We offer professional counselling & care throughout pregnancy, childbirth & early parenthood. We provide you with continuing support & information on all pregnancy issues & questions, parenting, a choice for birth including natural birth, advice about breastfeeding, the care of new-born & family planning.

A lady's life and role in this world is extraordinary. Therefore, we at the department strive to provide the full spectrum of general and specialty obstetrics, and gynaecology care.

At Aakash Healthcare, we give the best in patient and family healthcare. We give special attention to every single pregnant patient and work in high-risk pregnancies.

We offer progressive procedures for different obstetrical and gynaecological conditions by giving comprehensive and humane therapeutic consideration to every single patient.

#### **Our speciality services include:**

##### **Prenatal Diagnosis & Ultrasound**

At Aakash, we have a team of specialists, including maternal-fetal medicine specialists who help families and individuals make more informed reproductive decisions through prenatal diagnosis..

##### **Antenatal Care**

Our antenatal care program aims at providing the best prenatal care coupled with holistic support to offer a full range of screening tests and antenatal check-ups as per international guidelines.

**Our comprehensive care includes:**

- Pre-Conception counselling.
- All-inclusive care.
- High end delivery practices.
- Complete post-natal care.

Our experienced team of specialists including an endocrinologist and nutritionist will help the patient whose pregnancy is complicated with diabetes have the best outcome possible for their baby. Frequent supportive counselling and management of glucose levels, specialised testing & monitoring of the infant & mother is available at the patient's prenatal visits.

**Obstetrical Care**

- Early and regular care is essential to ensure a healthy pregnancy
- Low-Risk Maternity Care
- High-Risk Maternity Care
- Antenatal Classes
- Diabetic Education
- Dietary Counselling
- Fetal Monitoring
- Level 1 and 11 Ultrasounds
- 3D Sonograms
- Doppler Flow Studies
- Fetal Cardiac Exams
- Genetic Counselling
- Screening for Down's syndrome & NTD (double marker, triple marker & quad test)

Gynaecologic Care: Routine gynaecologic examinations and procedures help give medical professionals a clear picture of your overall health.

## Neonatal Care

The Neonatal Intensive Care at Aakash Healthcare is an ultramodern tertiary care facility with a dedicated team of neonatologists and neonatal nurses.

Our Neonatology Unit (NICU) offers specialty care for:

- Premature and growth retarded babies.
- Breathing and other respiratory disorders.
- Congenital malformations.
- Gastrointestinal disorders.
- Heart disease.
- Hematologic disorders.
- Infections.
- Inherited metabolic disorders.
- Genetics problems.
- Nephrology.
- Neurologic problems.
- Babies with birth defects.
- Neonatal Surgery.

## **Paediatrics**

The Paediatrics department at Aakash Healthcare comprises of skilled paediatricians and devoted nursing staff with an extensive experience in general paediatrics and paediatric critical care providing seamless diagnostics and paediatric solutions.

Paediatric OPD manages a bunch of adolescence, babies, infants and children with other health issues and vaccinations. It has been impeccably planned keeping in mind the needs of mother and her child, with a play territory and feeding rooms.

Our gifted group of doctors employee recent advances in medicine to guarantee the best diagnostics and paediatric solutions for your loved ones.

The department is furnished with high frequency oscillatory ventilation (HFOV), advanced monitoring systems, CPAPs, etc. assuring quality healthcare.



**Our speciality services include:**

- Foetal, new-born and neonatal care.
  - Asthma and other respiratory conditions.
  - Paediatric heart conditions including cardiac surgeries.
  - Childhood epilepsy.
  - Food allergies and digestive disorders.
  - Diabetes and renal conditions
  - Paediatric surgery.
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- **GENERAL & MINIMAL ACCESS SURGERY:** In less than a decade, the field of minimal access, minimally-invasive, or laparoscopic surgery has thrived and in present day laparoscopic surgery is the operation of choice, for procedures such as cholecystectomy (gallbladder removal) or Nissen fundoplication (wrapping the stomach around the oesophagus to correct gastroesophageal reflux disease, commonly known as GERD).

The new laparoscopic procedures involve less postoperative pain and blood loss; consequently the doctor prescribes less pain medication, which is followed by a faster healing process that gets you back home in no time, with negligible scars after healing.

The department of Minimal Access Surgery at Aakash Healthcare is committed to perform surgical procedures using minimal access techniques whenever possible, so that patients may take pleasure in less post-surgical complications and faster healing. The Institute of Minimal Access Surgery has become a leader in laparoscopic and endoscopic surgery in Delhi and NCR after performing numerous successful procedures and delivering quality patient care.

The surgeons at Aakash Healthcare include numerous gifted and dexterous surgeons in the country, who make use of minimal access techniques in of most abdominal diseases and disorders, namely hernias, and conditions of the stomach, intestines, gallbladder, and spleen.

The department of Minimal Access Surgery has four divisions:

- Laparoscopic surgery.
- Single incision laparoscopic surgery program.
- Endoscopy suite.
- Day care surgery program.

### **Therapeutic Procedures**

- Endoscopic treatment of bleeding in varices, GI Ulcers, Polyps, etc.
- Dilatation of esophageal structures.
- Removal of CBD Stones.
- Palliation of GI & Hepatobiliary tumors (Stents).
- Laser therapy.

• **OPHTHALMOLOGY & REFRACTIVE SURGERY**: Think about your existence without eyes and you will agree how important they are. It's a blessing to be able to see, and standard screening of eyes is important. The department of Ophthalmology at Aakash Healthcare is committed to give best in class, exhaustive therapeutic, surgical and reproductive facilities. Our team of highly experienced surgeons aided by path breaking technology treat almost every eye care problem, from vision care for premature babies, children or vision difficulties, which come with aging.

The Ophthalmology department at Aakash Healthcare offers best in class eye surgeons, highly sophisticated medical equipment, and excellent post operation care, all accessible under single roof.

### **Our speciality services include:**

- Lasik
- Cataract
- Glaucoma
- Squint
- Vitreo-retinal disease

- **NEPHROLOGY:** The Nephrology department at Aakash Healthcare provides comprehensive, multi-disciplinary, compassionate care for kidney-related diseases. The departmental facilities deliver quality care. Our Nephrologists are celebrated for their superior clinical skills.

**Our specialty services include:**

- Chronic Renal Diseases
- Hypertension & Hypertensive Kidney Disorders.
- Acute Kidney Injury & Critical Care Nephrology.
- Interventional Nephrology & Vascular Access.
- Haemodialysis Services, CRRT, SLEDD.
- CAPD.
- Paediatric Nephrology.

OTHER SPECIALITIES		
INTERNAL MEDICINE	UROLOGY	LAB MEDICINE
DERMATOLOGY	COSMETOLOGY & PLASTIC SURGERY	HEARING AND SPEECH
GASTROENTEROLOGY & HEPATOBILIARY SCIENCES	OBSTETRICS	PULMONOLOGY & RESPIRATORY MEDICINE
PHYSIOTHERAPY & REHABILITATION	ER & TRAUMA	ENDOCRINOLOGY/DIABETES & METABOLIC DISORDERS
MENTAL HEALTH & BEHAVIORAL SCIENCES	DENTAL SCIENCES	INTERVENTIONAL RADIOLOGY
RHEUMATOLOGY	NEUROSURGERY	NEUROLOGY
PREVENTIVE HEALTH CHECK UP	SURGICAL ONCOLOGY	MEDICAL ONCOLOGY
G I SURGERY	GYNAECOLOGY	RADIOLOGY
CRITICAL CARE	ENT	BLOOD BANK & TRANSFUSION MEDICINE
		ANAESTHESIOLOGY & PAIN MANAGEMENT

## **Departments visited/worked**

- **QUALITY DEPT.**

- I worked in the Quality department under the guidance of GM QUALITY and QUALITY MANAGER.
- Learned about the standards in JCI ACCREDITATION STANDARDS 6<sup>th</sup> Edition
- Prepared the Hospital for JCI Accreditation related policies and procedures.
- I was allotted the responsibility for maintaining the Quality Indicators for all Clinical and Non- Clinical departments.
- Assisted in Formulating JCI related Accreditation Policies for Aakash Healthcare.
- Coordination of Quality Review Committee meetings.
- Assisted in formulating the Policy and designing the process on Patient Safety Event Reporting
- Team member in the Analysis of Patient Safety and Patient Service Events.
- Felicitated the Departmental Heads in the preparation of Departmental Manuals and Department Specific Policies.
- Designed two MLC forms for use in the hospital.
- Patient feedbacks- Made calls to patients on their feedbacks and carried out analysis for Patient Satisfaction score
- Prepared presentations for the training of the Consultants on JCI Standards (14 chapters).

- **PHARMACY DEPT.**

- Visited Pharmacy to learn about their Processes
- To learn how the high risk medications are stored
- To analyse the errors occurring due to pharmacy process deficiencies

- **PEDIATRIC DEPT.**

- To learn the process of Vaccination of a child
  - To observe the waiting time for patients
- Visited Hospital Site and learned about the departments on all the floors.