

Summer Internship Report

At

Manipal Hospitals Saltlake

(April 6th to June 11th, 2022)

A Report

By

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International Institute of Health Management Research, New Delhi

Acknowledgements

I express my sincere regards to **Mr. Arindam Banerjee, Director of Manipal Hospitals Saltlake.**

I sincerely thank **Mr. Kuldeep Pathak, Human Resource Manager** Manipal Hospitals Saltlake to encourage me to the highest peak and to provide me the opportunity to prepare the project.

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Acronyms/abbreviations

IPD- Inpatient Department

OPD- Outpatient Department

ECG- Electro cardiogram

TMT-Treadmill test

ENT- Ear, nose and throat

ICU- Intensive Care Unit

NICU- Newborn Intensive Care Unit

OT- Operation Theatre

CSSD- Central Sterile Supply Department

TAT- Turn Around Time

INTRODUCTION

Manipal Hospitals is a chain of multi- speciality hospitals in India. Manipal Hospitals is the second largest healthcare provider in India. Its network spread across 24 locations in India.



Type- Private

Industry- Healthcare

Founded-1953

Founder- T.M.A. Pai

Manipal Hospitals at Salt Lake, Kolkata was built on the reputation of experienced doctors and surgeons while including major specialities which help in providing excellent healthcare. The hospital is equipped with cutting-edge infrastructure and the team of experienced professionals who follow evidence based treatment methods by examining the patient carefully and providing the appropriate treatment based on their clinical observations.



Services available in the Hospital

At Manipal Hospital - Salt Lake, the first and foremost service is Patient Satisfaction. These are the list of services Manipal Hospital – Salt Lake offers.

ANAESTHESIA	NEPHROLOGY	SLEEP STUDY
BARIATRIC SURGERY	NEUROLOGY	UROLOGY
BREAST CLINIC	NEURO SURGERY	RADIOLOGY
DERMATOLOGY	OBSTETRICS & GYNECOLOGY	MEDICAL ONCOLOGY
DIET CONSULTATION	OPHTHALMOLOGY	NICU
ENDOCRINOLOGY	ORAL & MAXILLO FACIAL SURGERY	
ENT	ORTHOPAEDIC SURGERY	
GASTROENTEROLOGY	PATHOLOGY AND MICROBIOLOGY	
GENERAL AND LAPROSCOPIC SURGERY	PEDIATRICS	
GERIATRIC MEDICINE	PEDIATRIC SURGERY	
GLOMERULO NEPHRITIS CLINIC	PHYSIOTHERAPY CONSULTATION	
INTERNAL MEDICINE	PLASTIC AND RECONSTRUCTIVE SURGERY	
INVASIVE AND NON INVASIVE CARDIOLOGY	PSYCHIATRY	
CATH LAB SERVICES	PSYCHOLOGY	
	PULMONOLOGY	

A General Overview

Manipal Hospital is a hospital having a number of facilities & services under one roof –

BASEMENT – CSSD, BHU (Body Holding Unit), Biomedical, Facility Office, Security Desk

GROUND FLOOR – Main Reception (Admission, Registration, Report Dispatch), Cashier, Emergency, Pharmacy

FIRST FLOOR – OPD, Radiology, Laboratory, Cardiology

SECOND FLOOR – NICU, Gynae OPD, Labor Rooms, OT, Catheterization Lab. THIRD FLOOR – OT, ICU

FOURTH FLOOR – Ophthalmology OPD, Twin-sharing Rooms, Single Rooms, Physiotherapy

FIFTH FLOOR – ENT OPD, Gastroenterology, Twin-sharing Rooms, Single rooms.

SIXTH FLOOR – Dialysis, Twin-sharing Rooms, Single Rooms.

SEVENTH FLOOR – Single Rooms, Superior Single Rooms

EIGHTH FLOOR – Superior Rooms, Suites

NINTH FLOOR – Administrative Offices, IT (SERVER ROOM), EMRD, General Manager's Room, CMS Offices.

TENTH FLOOR – Café, Kitchen, F & B Office

**OVERVIEW OF
THE
DIFFERENT
DEPARTMENTS
VISITED**

Human Resources Department:

The Human Resources Department is responsible for an assortment of personnel wants that both employers and employees come across. The function of this department is to handle all aspects of operations that are personnel related.

The main functions of this department in the hospital are:

Hiring hospital staff in different departments based on their qualification and exposure in that particular field.

- maintaining both personal and professional details record of the employee
- employee orientation
- human resources information and payroll
- leave management of the employee
- maintaining organizational structure, formulating business goals according to the mission of the organization, keeping track of the flow of projects in each department
- benefits and compensation management
- claims handling
- training and performance monitoring
- professional development programs which includes business communication, patient service training, diversity, inclusion and related programs
- staff morale and retention
- maintaining the code of conduct of the hospital staff
- rewards and recognition for performers
- compliance and legality
- physician and nurse recruitment

Outpatient Department:

The main areas of management in the outpatient department include-

- managing the appointment timings of the patients and the arrival time of doctors
- billing of the consultation fees and the other medical procedure charges
- patient queue management in front of doctor's chamber as well as the console/desk
- giving digital prescriptions from the nursing console which is interlinked with that of the system in the doctor's room
- explaining the prescription details by the nurses present in the nursing desk
- guiding the patients to the other departments in case they are referred in any other departments like laboratory, radiology

Inpatient Department:

The main areas of management in the inpatient department includes-

- attending to the medical needs of the sick patients
- deployment of efficient nurses to deliver prompt medical services
- keeping a record of the vitals of each patients, their medicine history and doctor's advice by the nursing desk of that particular floor
- proper management of nurse aids to support and transport the patients for different medical procedures
- timely indentation in the floor system for medical items, drugs in the pharmacy system for coordinated and timely arrival of medicine

Pharmacy:

- maintaining the stock and the inventory days of the medicines available in the hospital pharmacy
- timely maintenance and returning the medicines back to the vendors before 3 months of expiration
- keeping all the medicines available generally prescribed by the doctors attending in the outpatient department
- keeping all the surgical items and other items of medical procedures available in the hospital pharmacy
- proper separation of medicines and keeping the high alert medicines completely separate from the regular medicines
- proper verification before giving any life saving drug

Physiotherapy:

- maintaining a proper coordination with the orthopaedic department and the recommendations from the doctor in the following field
- periodic maintenance of all the equipments kept in the department

Biomedical :

- periodic maintenance of all machineries and medical equipments
- regular checking of life saving machines
- coordinating with all departments and immediate replacement of dysfunctional medical machine

Engineering/Facility :

- planning a proper architectural design for the hospital by abiding the standard guidelines that are preset
- maintaining the electricity and power backup system in the entire hospital so that any surgeries or medical procedures are not interrupted due to power failure
- planning a proper waste management system in the entire hospital, planning a fire safety management plan in the hospital

Patient Care:

- work with patients under the direct supervision of the health care professionals such as doctors, nurses, technicians
- coordinating the patient and their family to ensure needs are being addressed
- educate patients on medical procedures and conditions
- keep patient records up to date
- act as a liason between the patient and healthcare personnel by keeping the lines of communication flowing

Radiology:

- maintaining the footfall of patients in OPD
- recording the TAT for the medical procedure conducted in the radiology department and also the time required in it's report generation
- keeping the track of patient refusals for the procedures for whatsoever reasons like the amount of bills, time requirement, doctor availability (only for USG)
- maintaining a track of the daily revenue generation

CONCLUSIVE LEARNING

The main area of learning for a management intern in hospital system includes implementation and maintenance of hospital management system project which helps to store all kinds of records provide coordination and user communication, implement policies, improve day to day operations, arrange the supply chain, manage financial and human resources and market hospital services.

The main centralised software used in Manipal Hospitals Saltlake is Care21

- It records everything starting from the patient's MRN number, patient photo, consulted doctor, doctor's prescription, procedures conducted surgical/non-surgical everything is recorded in case of OPD
- In case of IPD it keeps track of all the medicines given to patient in IPD, regular doctor's and nurse's notes, the medical procedures they undergo, surgeries conducted, their diet chart etc

Limitations:

- networks and computer have different maintenance problems
- difficulties in training users technically to use HMS
- lack of insurance coverage, mainly in the OPD treatments
- manpower shortage
- staffing concerns
- doctor- related issues
- budget maintenance

Suggestions for improvement:

- keeping a strong IT department who has a strong back up for system failure
- training the hospital staff and making them aware of the technology related issues and procedures so that they can easily access the HMS
- identify vulnerable areas
- focussing more on patient retention by providing quality care
- managing and sourcing the staffs effectively so that the area of more requirement is focussed
- set financial targets for each departments at the starting of the month so that they can plan accordingly
- focus more on those departments which fetch more revenue for proper balance of revenue cycle

Project Report
Hospital Satisfaction
Survey

ABSTRACT

Background: A patient's expectation from a hospital keeps on escalating and this is the reason why it needs to be managed properly in order to improve outcomes and decrease liability. Being empathetic to a patient can enhance their satisfaction level. In the scenario of emergency, with the seriously ill patients and time dependent issues as well as high level of stress, attending to the patient needs can indeed be challenging.

On the other hand, the hospital providing the patients their desired medical aid expects the patients to be cooperative, understand the hospital's policies, rules and regulations and the code of conduct of the hospital so that they can provide value based care.

Methods: The descriptive cross-sectional study was conducted using two semi-structured questionnaire, using Google forms. Two forms were circulated, one was for patient feedback to those patients who came to the hospital in both IPD and OPD; other one was for hospital staff feedback to all the direct payroll employees of the hospital mostly the Departmental Heads, Supervisors, Senior Officers of Manipal Hospital Kolkata

Results: The responses collected were 132, out of which 66 were patients and 66 were hospital staff. 89.4% of the patients stated that the hospital staff were well behaved and supportive, 92.4% of the patients stated that they got a convincing reply from the hospital staff when inquired about certain clinical/non clinical procedures but 56.1% of them stated that the OPD timings were too long, on the other hand 86.4% of them said the hospital staff were empathetic and 87% of them said they got equal treatment rights irrespective of their background.

On the other hand the 59.1% of the Hospital staff stated that at stressful/chaotic situations sometimes the patient/patient companion misbehave with them, 86.2% of them stated that the patients do not follow the code of conduct in the hospital like playing loud music on their mobile phones, unwilling to maintain queue and talking loudly unnecessarily, 93.9% of them stated that the number of visitors per patient in the IPD is too many in number and 92.4% of them said that the patients sometimes express unwillingness towards the insurance policies during their discharge procedure.

Conclusion: The patients are satisfied with the services rendered by the hospital. The patient/patient companion is convinced enough that the hospital staff are empathetic and are able to handle situations in both stress and emergency. Although the hospital staff did not have any disregards for the patients violating the code of conduct of the hospital, bringing in too many visitors in IPD or creating chaos regarding insurance policies but they had a request that if the patient side could maintain the following then they could provide value based care and in a more coordinated and smooth manner

Keywords: Patient, hospital staff, well behaved, IPD, OPD, empathetic, code of conduct, insurance

Introduction:

A patient's expectation from a hospital keeps on escalating and this is the reason why it needs to be managed properly in order to improve outcomes and decrease liability. Being empathetic to a patient can enhance their satisfaction level. In the scenario of emergency, with the seriously ill patients and time dependent issues as well as high level of stress, attending to the patient needs can indeed be challenging.

On the other hand, the hospital providing the patients their desired medical aid expects the patients to be cooperative, understand the hospital's policies, rules and regulations and the code of conduct of the hospital so that they can provide value based care

Rationale:

This study intends to discuss the expectations with reference to healthcare, refers to the understanding of what is to be managed or taken care to satisfy the patients in the hospital and also the mutual expectations of a patient from the hospital and also the same of the hospital from the patient side. This study helps to understand the continuity of care given to the patients, understand the code of conduct of the hospital staff, the level of patient satisfaction in both inpatient and outpatient departments and also understand the functioning and coordination of different departments in providing patient care.

This study will give an entire overview of the hospital satisfaction with respect to both patients and hospital staff.

Objectives of the Study:

- To analyse the satisfaction quotient of the patients about the behaviour of the hospital staff, and the areas that needs improvement.
- To analyse the continuity of care given to the patients
- To analyse the satisfaction level of hospital workforce

Methodology:

- Study Design- A cross – sectional study was conducted by an online survey consisting of semi - structured questionnaire using google forms.
- Study Period- The study was conducted for a period 3 weeks.
- Study Area- The OPD, IPD areas and also the administration departments of Manipal Hospital, Kolkata
- Sample size- Sample size was 66 for both the categories respectively.
- Study tool- Semi structured questionnaire was created using Google forms to collect data on the satisfaction quotient of the patients and hospital staffs.
- Sampling method- Convenience sampling was used for the study.
- **Method of data collection-** Two Google forms were used which included patient's feedback form and hospital staff's feedback form which were circulated among eligible participants. The responses were further evaluated by using MS Excel.

Inclusion criteria:

- The responses for patient feedback(IPD and OPD) were taken.
- The responses for hospital staff feedback was collected from all the Departmental Heads, Supervisors and Senior Officers.

Exclusion criteria:

- Patients of ICU, HDU and those patients of IPD who were not conscious enough to respo and all the outsourcing staff of the hospital

LITERATURE REVIEW

SivalenkaSrilata (2000) in a patient satisfaction survey can help to show patients that a healthcare organization is interested in quality and in making improvements. It demonstrates an organization's commitment to its patients.

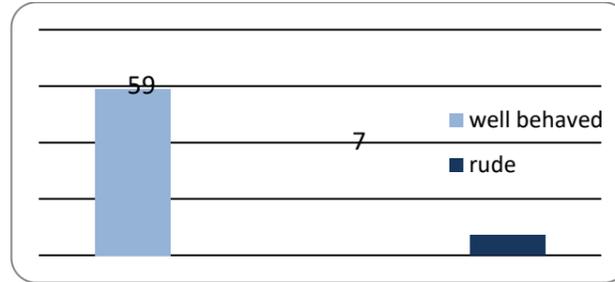
In a study conducted by the PGIMER (2011), it was found that average time spent by respondents for registration was 33.20 minutes. The overall satisfaction regarding the doctor patient professional and behavioral communication was more than 80 per cent at almost all the levels of health care facilities. In total, 55 per cent of respondents opined that doctors have shown little interest to listen to their problem while 2/3 opined that doctors used medical and technical terms to explain their illness and its consequences

Joshi (2013) patient satisfaction is deemed to be one of the important factors which determine the success of health care facility. The real challenge is not getting ready with mere requirements, but also delivers services ensuring good quality. Thus, there is a need to assess the health care systems regarding patient satisfaction as often as possible.

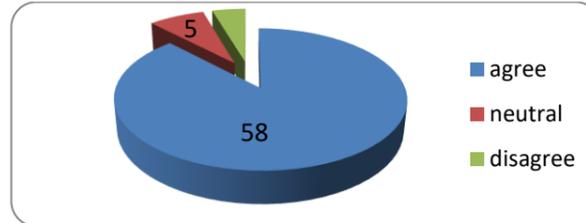
Data Interpretation:

Patient Feedback

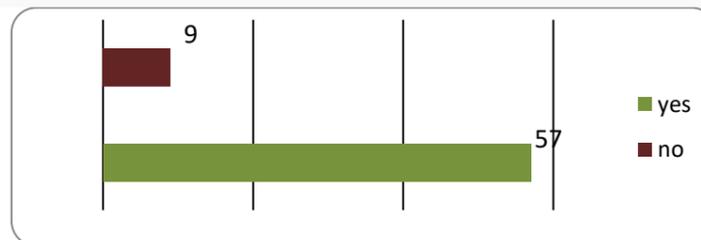
1. How much well behaved and cooperative are the staff of the hospital?



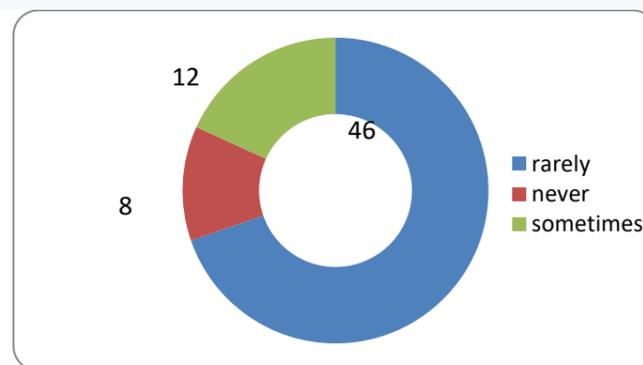
2. Are all patients treated equally irrespective of their age, gender, race, culture, religion?



3. Do you find the hospital staff attending the patients with empathy?



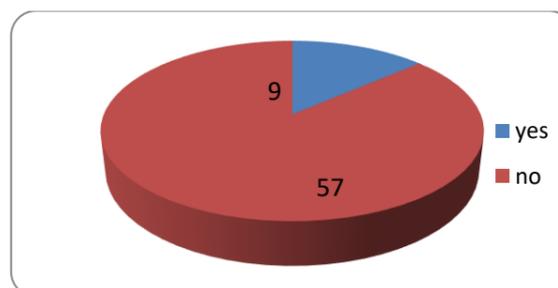
4. How often do you receive a denial of a particular patient related service from the hospital's side?



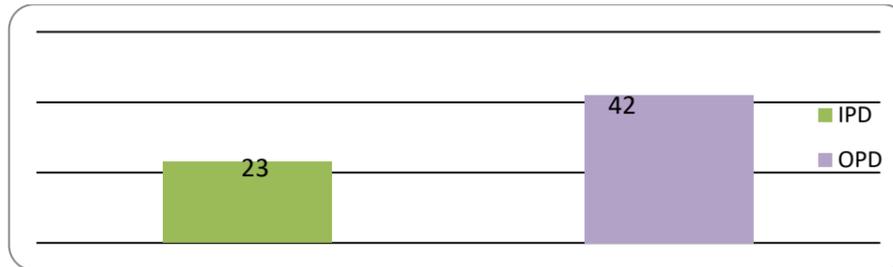
5. What are the suggested areas of improvement by the patients? -Punctuality , coordination of different departments, long OPD timings

Hospital Staff Feedback:

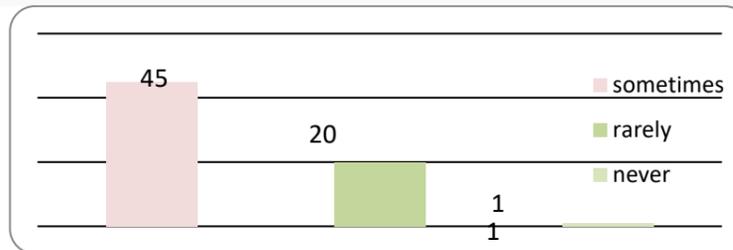
1. Do you find the patient/patient companion following the code of conduct of the hospital like not smoking, use of mobile phones with loud noise in the hospital premises?



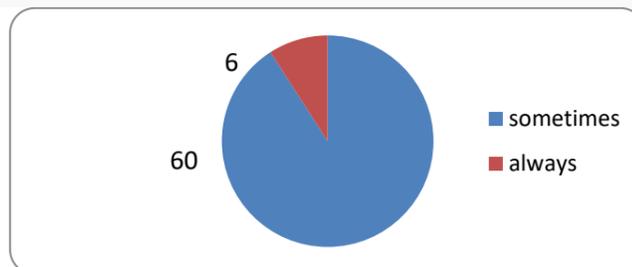
2. If yes, then mostly the above stated problem happens in which department?



3. How often do you find unwillingness from the patient's side to agree to the amount of bill to be deposited against the medical procedures carried out?



4. How often does the patient/patient companion create chaos regarding insurance policies and their proceedings?



Data Analysis:

The study was conducted amongst two groups: patients and hospital staff

Patient Feedback

- Most of the patients agreed that the hospital staff were well behaved and supportive
- The patients stated that the hospital staff were empathetic enough to understand the stress and panic that they undergo
- Most of the patients stated that they got a convincing reply from the hospital management when inquired about any clinical/non clinical procedure
- As patients come to Manipal Hospital from different backgrounds, countries and religious groups so the patients agreed that they were treated equally irrespective of their cultural differences
- Lastly the patients mentioned few areas of improvement like the punctuality of the doctors, coordination of different departments and improving the infrastructure

Hospital Staff Feedback

- The hospital staff reported the late arrival of patients for doctor/clinical appointments, due to that it sometimes becomes difficult to manage
- Most of the hospital staff mentioned that the patients do not maintain the decorum of the hospital; they play music loudly in their mobile phones, speak loudly and also refuses to maintain the queue at times
- The IPD staff stated that the number of visitors per patient were too many that led to disruption in treatment schedule at times
- The hospital employees also mentioned the disagreeability from the patients side in accordance with the amount of bill outstanding
- The hospital staff reported that patients created a chaos and refused to understand the insurance policies during the discharge procedure which lead to an unwanted situation and also disturbed other patients in the waiting area

Recommendations:

The preferable way to decrease the waiting time could be providing the nearest possible timing of doctor's appointment to the patients according to their order of scheduling and making sure that if the doctor is late by any emergency the patients should be informed priorly. The manpower ratio should be focussed upon by the hospital authority to manage the pressure of OPD, making more than one counter for sample collection in laboratory to ease out/ fasten the process. A better way to improve communication and satisfaction is to spend more time on patient education; develop rapport, fear often gets in the way of a patient's ability to retain key clinical information, including self-care instruction. Lastly, focussing more on the interpersonal skills of the hospital staff to improve patient trust.

Conclusion:

The study comes to a conclusion that the patients are satisfied with the services provided by the hospital although there are some areas where improvements can be made to add to the quality of care provided by the hospital. The hospital staff also faces day to day operational difficulties and also have to handle the sick patients very carefully so the patient side should also be humble enough to cooperate with the hospital staff as they are working with full dedication and sincerity to provide the best care to the patients who look up to them in distress. Building and sustaining a service-oriented organizational culture is important for the success of any hospital, therefore changes should be made in the management strategies with the goal of serving better and improving the service quality

Limitations of the study:

- Feedback from all employees of the hospital could not be taken as they work in different shifts, some are outsourcing staff
- Feedback was taken mostly from the OPD patients in the patient feedback form
- All IPD patients could not be included because some were not conscious enough to respond, some were in ICU and HDU- Few data had to be kept confidential as it was against the policies of the hospital

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Annexure:

S. No	Name of the Department	Date of visit	% of time spent	Interacted with(Name and Designation)
1	Human Resources	6 th April-30 th April	37.31	Kuldeep Pathak(HR Manager) Anirban Sengupta(Senior Officer HR)
2	Audit	2 nd May-14 th May	19.40	Kuldeep Pathak(HR Manager)
3	Pharmacy	16 th May-21 st May	8.9	Sabyasachi Bera(HOD) Dipan(Senior Associate)
4	Patient Care	23 rd May-31 st May	13.43	Arnab Jana(Executive) Rituparna Sen(Assistant Manager)
5	Physiotherapy	1 st June	1.49	Rabindranath Ghosh(Executive) Partha Sarathi Sen(Senior Associate)
6	Electronic Medical Records	2 nd June	1.49	Anindya Chakraborty(Executive) Ankana Ray(Senior Associate)
7	Biomedical	3 rd June	1.49	Ek Nath Sonawane(Associate Manager) Atasi Samanta(Officer)
8	Engineering/Facility	4 th June	1.49	Amit Banerjee(Manager)
9	Radiology	6 th June-8 th June	4.47	Arindam Mitra(Senior Officer) Madhumita Kundu(Technician)

Human Resources Department



Human Resources Operational Functions

Procure	Develop	Compensate	Integrate	Maintain
Job Analysis Recruitment Selection Placement Onboarding Transfer Promotion	Performance Appraisal Training Career Planning Development Transition Planning	Evaluation Wages & Salary Bonus & Incentives Payroll	Labor Relations Motivation Grievance Discipline	Health & Safety Risk Management Social Security Welfare Record Keeping

Audit Department:

The major areas of attending that is done in the audit department are-

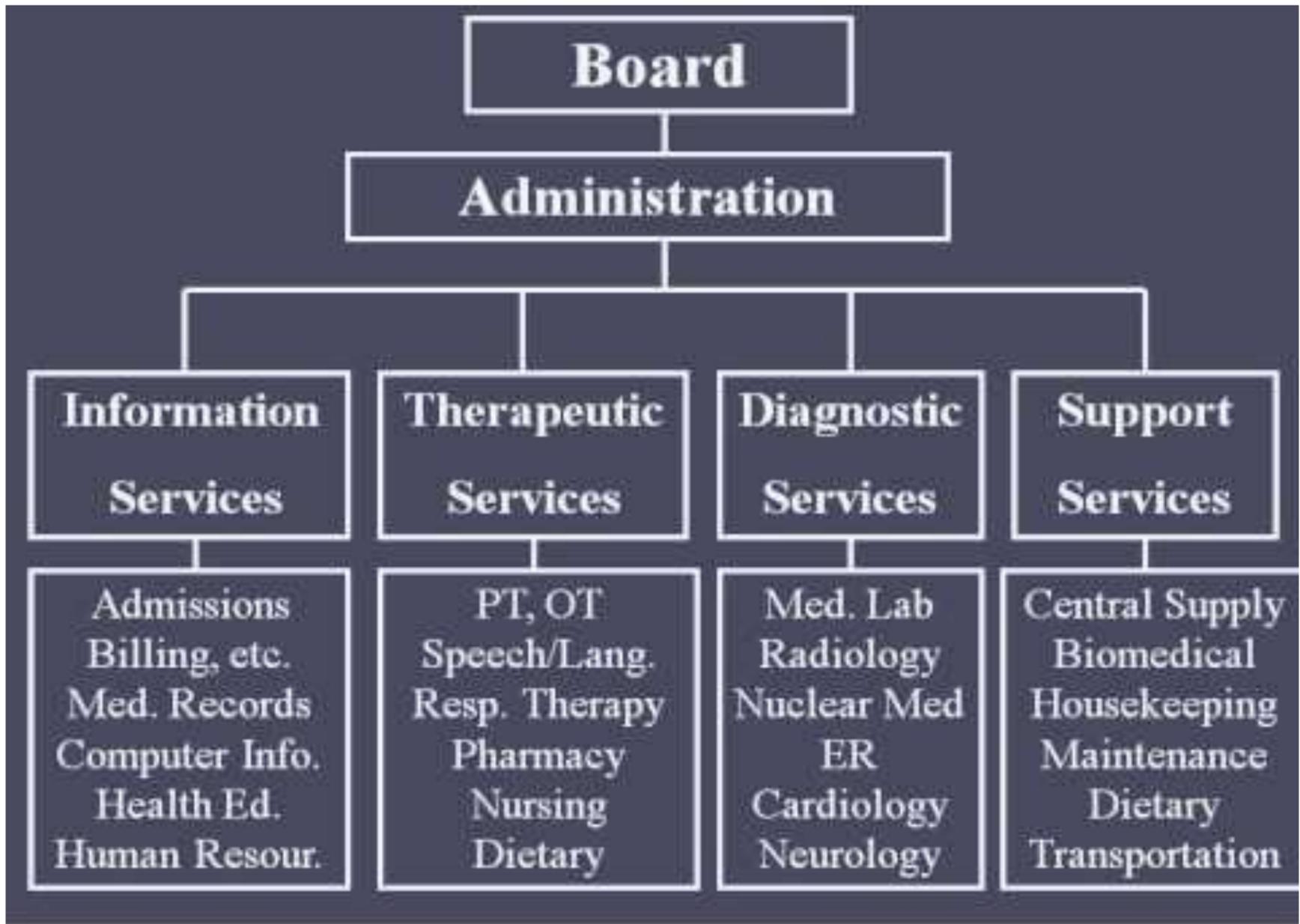
OPD	Revenue Management	Estimation counter	Patient convenience	Code of conduct of Hospital Staff
-doctor appointment timings -number of patient refusals per day -proper guidance by the patient care department	-prescribed medical investigations by the consultants taking place in the hospital or not -patient conversion from OPD to IPD -business flow and daily revenue report of every department	-proper guidance regarding the payment structure of the major medical procedures -average OT bookings per day	-guiding patients regarding both clinical and non clinical procedures	Hospital staff are being empathetic, caring and approachable enough or not

Pharmacy:

The basic functions of the Pharmacy Department are as follows -

- timely medicine supply in the IPD including medical equipments
- checking stock
- maintaining and recording the number of inventory days
- checking the expiry dates of drugs and medicines
- maintaining a daily record sheet of the temperature of the refrigerator

Patient Care Department:



Physiotherapy:

The services available in the physiotherapy department in the hospital are:

SPECIALITY	CONDITIONS
Neurology/Neurosurgery	CUA,CP, PD,DMD
Orthopaedic	LBP,THR,Fracture
Cardio-pulmonary	COPD,PPI,Chest congestion
Sports	ACL,PCL,Ankle sprain
Gynaecology	Pre/post natal exercise
Paediatric	DMD,CP
Geriatric	PD, Dementia, Fracture
Hand and Plastic Surgery	LIG, Tendon injury ,Burns
Urology	Stress maintainnace
ENT	Vertigo
Manipulation and Mobilization	Paralysis and weak movement conditions
Dental physiotherapy	Related to dental issues

Electronic Medical Records Department:

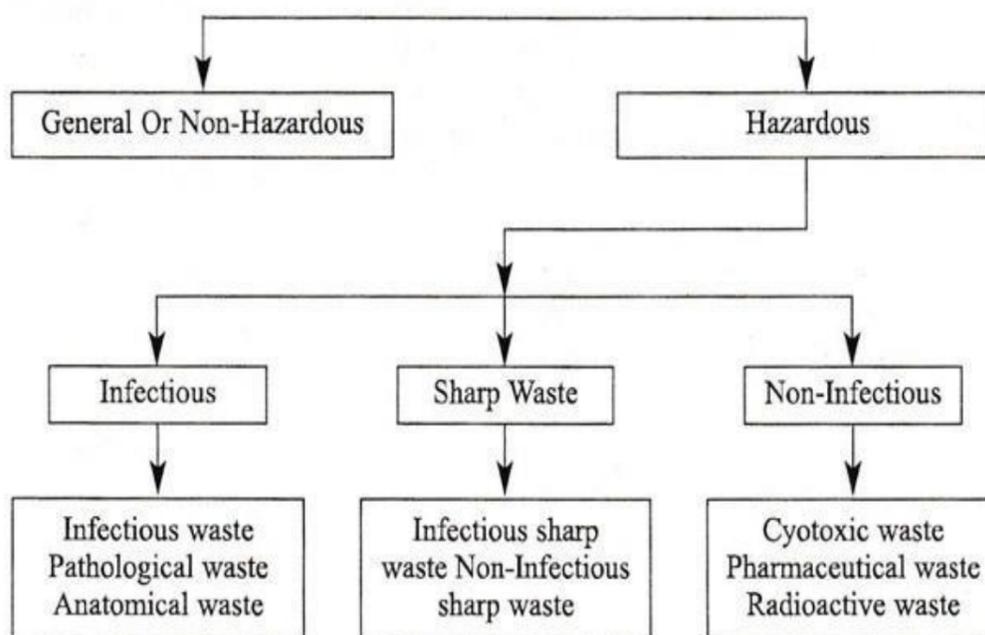
FUNCTIONS OF MEDICAL RECORD DEPARTMENT

1. Daily receipt of case sheets pertaining to discharge, 2 A.M. an expired patients from various wards, there checking and assembly.
2. Daily compilation of Hospital census report.
3. Maintains & retrieval of records for patient care and research study.
4. Completion and Proccession of Hospital statistics and preparation on different periodical reports on morbidity and mortality.
5. Online registration of vital events of Birth & Death

Biomedical Department:

Objectives-

Biomedical engineering will ensure high standards of maintainance of biomedical equipment to support uninterrupted patient care and uncompromised patient safety and also focus on user training of those equipments and also waste management is a major part of functioning of this department.



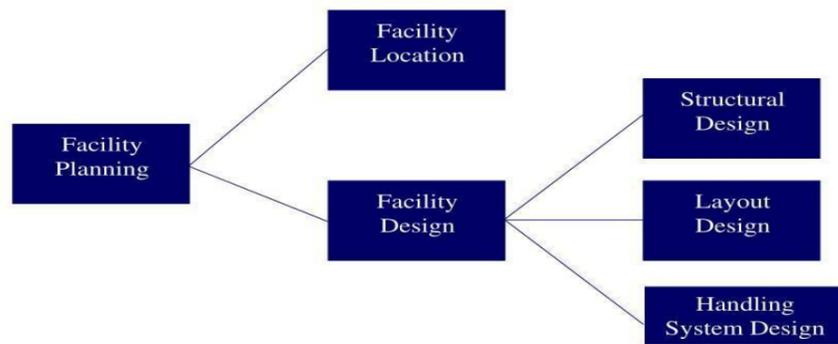
Engineering/Facility Department:

The **engineering services** in a hospital include the civil assets, electricity supply, water supply including plumbing and fittings, steam supply, piped medical gases, air and clinical vacuum delivery system, air conditioning and refrigeration, lifts and dumb waiters, public health services, lightening protection, fire management system, communication system (public address system, telephones, paging system), TV and piped music system, non conventional energy devices, horticulture, arboriculture and landscaping and last but not the least workshop facilities for repairs and maintenance.

They are an extremely vital service on whose efficiency depends the efficiency of the entire patient care delivery system of the hospital.

They are responsible for the inspection, repair and maintenance of all the facilities and services mentioned above to ensure their optimum operational reliability and reduction/elimination of any risks associated with them.

Facility Planning-Hierarchy

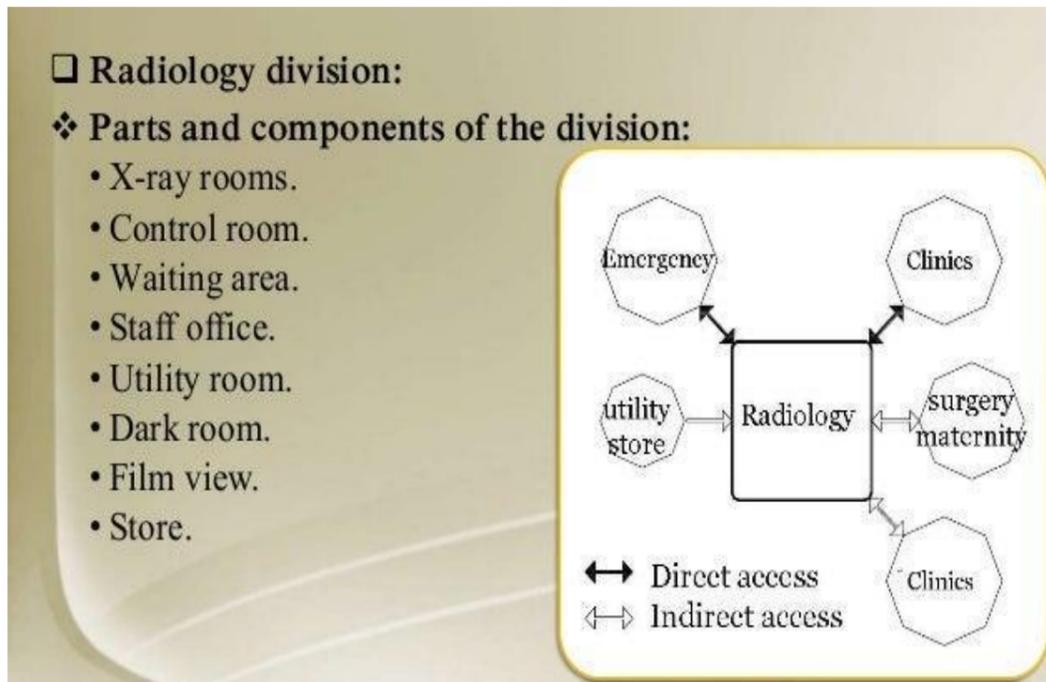


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Radiology Department:

The services available in the Radiology Department are-

USG,X-Ray,CT,Mammography,ECG,ECHO,TMT,PFT,EEG,NCV,EMG,Uroflowmetry



manipalhospitals

LIFE'S ON 



Completion of Summer Internship from Manipal Hospital Kolkata
The certificate is awarded to

Tanurima Mondal

In recognition of having successfully completed her
Internship in the department of

Human Resources and Operations

and has successfully completed her

Project on

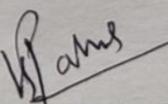
Hospital Satisfaction Survey

Date 11th June 2022

Organization- Manipal Hospitals Private Limited

She comes across as a committed, sincere & diligent person who has
a strong drive & zeal for learning

We wish her all the best for future endeavors

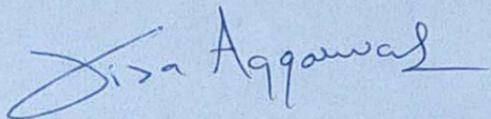

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Manager-Human Resources

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P +91 80 4936 0300 E info@manipalhospitals.com www.manipalhospitals.com

Certificate of Approval

The Summer Internship Project of titled "**Hospital Satisfaction Survey**" at "**Manipal Hospital Kolkata**" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.



Ms. Divya Aggarwal
Associate Dean
IIHMR, Delhi

FEEDBACK FORM
(IIMR MENTOR)

Name of the Student: Tanvisha Mondal

Summer Internship Institution: Manipal Hospital Saltlake, Kolkata

Area of Summer Internship: Human Resources and Operations Department

Attendance: 100%

Objectives met: YES

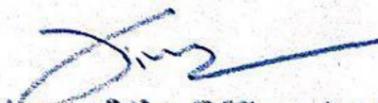
Deliverables: Timely weekly update

Submission of draft report

Finalisation of Project Title

Strengths: Hardworking & Eager to Learn

Suggestions for Improvement:


Signature of the Officer-in-Charge (Internship)

Date: 1 Aug 2022
Place: DEU/1

FEEDBACK FORM (ORGANIZATION SUPERVISOR)

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Tanurima Mondal

Summer Internship Institution: Manipal Hospital Saltlake (Kolkata)

Area of Summer Internship: Administration, Human Resources, Electronic Medical Record, Physiotherapy, Radiology, Patient care, Pharmacy, Biomedical, Engineering/Facility

Attendance: All days present, she was punctual and always maintained office timing.

Objectives met: Focused on her work

Deliverables: Completed all assignment with in timeline.

Strengths: She is extremely dedicated towards her work. We will like to rate her performance 10 out of 10 or outstanding.

Suggestions for Improvement: Everything is good enough. But from college need more guidance to all the students about excels.



Anirban Sengupta
Anirban Sengupta
Senior Officer - HR
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