

**Internship Report**

**At**

**Moolchand Medcity**

**Submitted By**

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## Table of Contents

Introduction.....	1
Organizational Profile.....	2
Services Provided by Hospital.....	9
Departments Worked and Learnings .....	13

# Introduction

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on February 13th 2017 at Moolchand Medcity, Lajpat Nagar - III, New Delhi. First day I was given a temporary ID after verification and submission of the required certificates. After that the induction started we were introduced to the core values and best practices of Moolchand and organization briefing was given. We were taken for a tour of the hospital to get familiar with the various departments of the hospital. On the second day of the induction program I was sent for departmental induction to my particular department (Operations). The head of department introduced me to the staff and gave a brief about the functioning of the department.

Third day onwards my On the job training started in Operations covering Out Patient Department, In Patient Department, Emergency Department.

We discussed on the dissertation topics after two weeks of training and then selected a topic along with our mentors and Managers. My dissertation topic was **“A STUDY ON HOSPITAL INFORMATION SYSTEM(HIS) ACCEPTANCE AND SATISFACTION BY END USERS (OPERATION STAFF)”**. An initial draft (Synopsis) and timeline was prepared and was submitted to my respective mentors and managers.

With the help of my guides and mentors I was made to understand the topic and what all to include in the study. This was followed by continuous reviews with my mentor and project manager at Moolchand Hospital and incorporation of their comments lead to a comprehensive and effective version of my research work.

# Organizational Profile

## History

Moolchand Medcity as one of India's foremost names in healthcare, has been setting standards for the past half century. For over five-decade hospital has provided healthcare services to three generations of **Delhites** with care and dedication.

Moolchand's vision is to create a truly unique institution that delivers world-class healthcare with a conscience of trust. As a result, Moolchand had built an outstanding legacy of touching people's lives. Millions of people owe a debt of gratitude and share a special bond with Moolchand due to its unparalleled legacy of philanthropy.

Hospital's commitment to redefining healthcare has resulted in winning innumerable awards and accolades for quality and excellence over the years. As a result, patients can count on consistent and extraordinary quality.

Moolchand Medcity provides compassionate care, integrity, affordable prices and trustworthy service to all.

Moolchand's legacy of philanthropic endeavors has spanned more than 80 years. Moolchand Trust was created in 1928 at Lahore, present day Pakistan and was started with an initial endowment of Rs. 4 million. The enormity of this bequest can be better understood when one considers the fact that the profits of India's largest industrial group (Tata's) was Rs. 5 million in 1947, almost 20 years after this bequest.

The values of Moolchand Trust reflected the ideals of Lala Moolchand and his son Lala Khairati Ram. Their rich spiritual legacy continues.

Historically Moolchand Trust was funded from the profits of the Moolchand Group in keeping with their philosophy of helping to create a better world. Moolchand's values and focus of helping others is a testimony to the extraordinary courage and care of its past leaders.

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The burden of this enormous responsibility fell on the young (16 years old) Sardari Lal Talwar who upheld the values and aspirations of the Trust over the next 70 years. In the 1990s Suresh Talwar, Sardari Lal's son helped restructure Moolchand so that it could compete in a world of corporate healthcare.

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Although there will be many large hospitals in India, few will be like Moolchand in serving as institutions of greater good.

### **Charitable Clinics**

The charitable clinics at Medcity campus and in the National Capital Region helps to serve 60,000 lives every year. As part of community service initiative, the hospital's General OPD offers free consultations with leading doctors across 50+ specialties from Monday through Saturday.

### **Moolchand Soup Kitchen**

Moolchand's Soup Kitchen provides free meals to the needy at Sanathan Dharm Temple, Amar Colony once a week and touch 10,000 lives a year.

### **Other Initiatives**

Moolchand has partnered with a number of NGOs. Some of the partners include:  
Prayas

Blind Relief Association

## **Touching Lives**

Beyond this, Moolchand touches many lives through our ongoing seva initiative.

## **Mission**

To consistently deliver excellent and compassionate medical care to our customers throughout their lives

## **Vision**

To be an integrated, global healthcare service provider, recognized for integrity, quality of care, service and innovation

## **Accreditations and Awards**

Moolchand has been setting standards for excellence in healthcare for over 50 years. Moolchand is India's First Hospital to Receive JCI and Comprehensive NABH (Hospital and Blood Bank) Accreditation.

## **Accreditations**



### **Joint Commission International (JCI) Accreditation**

Moolchand is proud to be in the league of the world's leading JCI accredited healthcare providers. JCI is the highest benchmark for quality healthcare worldwide. We have met the international set of standards laid by JCI covering patient safety, continuity of care, continuous quality improvement, medication management and patient and family education.

This accreditation ensures that patients can always count on receiving consistent and extraordinary quality of care.

(Effective 05th December 2009)



### **National Accreditation Board for Hospital and Healthcare Providers (NABH) Accreditation**

Moolchand is the first multispecialty hospital in North India to receive this accreditation. Primarily focusing on patient care, safety, continuous quality improvement and innovation, NABH (accredited by ISQua, International Society for Quality in Health Care) has been set up to bring the world's best healthcare quality standards to India. This accreditation is testimony to the fact that Moolchand Care Pathways are protocol driven, reflect global practices and ensure that patients consistently receive quality care.

(Effective 19th March 2007)



### **NABH (Blood Bank) Accreditation**

Moolchand is the first hospital in India (along with 3 others) to receive NABH for its Blood Bank. This accreditation is testimony to the fact that Moolchand Blood Bank can be counted for providing highest quality and safety to our customers.

(Effective 28th January 2009)



### **National Accreditation Board for Testing and Calibration Laboratories (NABL) Accreditation**

Moolchand Diagnostics is accredited by NABL, India's leading accreditation body for pathology services. This reiterates Moolchand Diagnostics' position as a premier provider of pathology services in

India. With a team of highly experienced and efficient staff, we provide services strictly adhering to international quality standards. Our well-organized sample management practices and state-of-the-art automated equipment's ensure that our patients receive quick and accurate results. (Effective 08th July 2010)



**International Organization for Standardization (ISO) 9001:2008 Certification**

Moolchand has been certified by ISO 9001:2008 ensuring compliance across multiple criteria's including improved patient satisfaction, effective Quality Management System, efficient management of our processes and continuous improvement of the system.

(Effective 24th January 2010)

**ISO 27001:2005 Certification**

Moolchand is the second hospital in the world to receive this certification dealing with patient information security. We are committed to protecting patients' medical and personal information and providing complete confidentiality in all aspects of patient care. (Effective 13th September 2007)



### **ISO Platinum Certification**

Moolchand is the first hospital in the world to receive this certification for development and maintenance of an effective and efficient organization. Formulated by British Standards India, this recognition highlights Moolchand's best in-class performance on a scoring level based on eight management principles of ISO 9001 and performance maturity.

(Effective 4th June 2007)

## **Awards**



### **Century International Quality ERA Award 2011**

We have been announced winners of the Century International Quality ERA Award 2011 in the Gold category for the year 2011. Started in 1984, the Century International Quality ERA Award instituted by Business Initiatives Directions (BID) is designed to recognize the prestige of the outstanding companies, organizations, and businessmen in the business world. This award is presented to each company as an entity, for corporate achievement, to recognize quality and excellence based on the following concepts: Customer satisfaction, communication strategies, benchmarking, information and data analysis, leadership, planning and decision-making, human resources, continuing education and training, processes and production, business results, ISO 9000 and TQM.



### **Rajiv Gandhi National Quality Commendation Certificate 2009**

Moolchand became India's first multi-specialty hospital to receive the Rajiv Gandhi National Quality Commendation Certificate for Large Scale Service Industry in the Healthcare category for the year 2009. Started in 1991, Rajiv Gandhi National Quality Award was instituted by the Bureau of Indian Standards (BIS) to recognize and encourage Indian manufacturing and service sector organizations to strive for excellence. This award gives special recognition to those who are considered to be the leaders of quality movement in India.



### **CII-EXIM Bank Commendation Certificate 2010**

Moolchand has received the CII-EXIM Bank Commendation Certificate for Strong Commitment to Excel for the year 2010. This award, which is jointly instituted by Confederation of Indian Industry (CII) and Export Import Bank of India (EXIM), is one of the most premium award for Business Excellence in the country. The award is based on the European Forum for Quality Management (EFQM), a highly respected quality initiative in the world.



### **International Asia Pacific Quality Award 2010**

Moolchand has bagged the International Asia Pacific Quality Award 2010 for Quest for Excellence in the Healthcare category. Started in 1985, International Asia Pacific Quality Award is modelled 100% on the Malcolm Baldrige National Quality Award from the US and is awarded to organizations that are recognized for quality and

continuous improvement of goods, services and quality of life in the Asia Pacific Region.



### **IMC Ramkrishna Bajaj National Quality Award 2009**

Moolchand has received the IMC Ramkrishna Bajaj National Quality Award 2009 for Outstanding Achievements in the Healthcare category. IMC Ramkrishna Bajaj National Quality Award (IMC RBNQA) has established itself as the most prestigious quality award in India. Modelled on the Malcolm Baldrige National Quality Award (USA), it is awarded to institutions that demonstrate outstanding customer orientation and quality management systems. Started in 1996, these awards are conferred on organizations that have adapted and promoted various quality initiatives on a sustained basis.

## **Services Provided by Hospital**

The new Moolchand Clinic, located in the heart of South Delhi, has been especially designed to redefine the clinic experience for our patients and visitors.

Hospital offers a comprehensive portfolio of services all under one roof. Patients can consult globally acclaimed physicians across 50+ specialties teamed with key supporting facilities (radiology, pathology and 24-hour pharmacy) at Medcity campus.

### **Moolchand Specialties**

## **MOOLCHAND AYURVEDA HOSPITAL**

As one of India leading names in the field of Ayurveda since 1958, Moolchand Hospital has brought together India's best Ayurveda specialist to provide consultations across all specialties. Hospital offers:

- Multispecialty Ayurveda
- Preventive Ayurveda
- Panchkarma therapies
- Rejuvenation therapies
- Specialty Clinics

## **MOOLCHAND GENERAL HOSPITAL**

Moolchand offers a range of comprehensive services for treatment of a wide range of general or complex conditions. They have highest standards of clinical quality and innovation based on track record of handling complex cases and delivering superior clinical outcomes. Patients need to access distinctive expertise of 100+ doctors from various specialties under one roof including:

- Allergy
- Anesthesia
- Centre for Cosmetic Surgery
- Centre for Infectious Diseases
- Centre for Interventional Radiology
- Centre for Liver and Digestive Diseases
- Dental medicine
- Dermatology
- Diabetology and endocrinology
- Ear, nose and throat
- General medicine and surgery
- Geriatric medicine
- Infectious diseases
- Internal medicine
- Nephrology

- Ophthalmology
- Psychiatry
- Psychology
- Pulmonary and respiratory medicine
- Rehabilitation medicine
- Urology

### **MOOLCHAND WOMEN'S HOSPITAL**

Over the past half century Moolchand has treated over 1,000,000 women and delivered 100,000+ babies. Programs are internationally acclaimed for innovation and excellence and have won us recognition as a national referral centre.

- Centre for Fetal and Genetic Medicine
- Cosmetic surgery
- Gynaecology (including minimal access surgery)
- Gynaecological oncology
- Centre for Neonatology
- Obstetrics (including high risk births)
- Specialty Clinics (adolescent, cancer detection, menopause, reproductive endocrinology)

### **MOOLCHAND NEUROSCIENCE HOSPITAL**

At Moolchand Neurosciences Hospital, expert neurologists and neurosurgeons provide patients with the most advanced treatment options for all conditions affecting the brain, spinal cord, muscles and nerves.

- Neurology
- Neurosurgery

### **MOOLCHAND CHILDREN'S HOSPITAL**

Moolchand Children's Hospital proud to create a special place for child to heal. Hospital provides an environment of care and warmth that complements the extraordinary medical care delivered by our multi-disciplinary super-specialists.

- Child Development and Adolescent Health Centre
- General Paediatric

- Paediatric gastroenterology
- Paediatric nephrology
- Paediatric surgery

### **MOOLCHAND HEART HOSPITAL**

Moolchand Heart Hospital team has earned the trust of lakhs of patients based on a track record of safely handling complex cases (eg: Redo CABG surgeries) and delivering superior clinical outcomes.

- Cardiac surgery
- ECP lab (external counter pulsation)
- Electrophysiology
- Interventional cardiology
- Preventive and rehabilitative cardiology
- Wellness Clinics (obesity, meditation, reversal of heart disease, lifestyle management)
- Specialty Clinics (arrhythmia, pacemaker, preventive cardiology)

### **MOOLCHAND ORTHOPAEDICS HOSPITAL**

Moolchand Orthopaedics Hospital offers a full continuum of diagnostic, therapeutic and surgical orthopaedic services for adults and children with bone, joint or connective tissue disorders.

- Joint Replacement Centre
- Orthopaedics Oncology Centre
- Orthopaedics Trauma Care Centre
- Paediatric Orthopaedics Centre
- Spine Care Centre
- Sports Medicine Centre
- Specialty Clinics (hip, knee, shoulder)

### **MOOLCHAND CANCER HOSPITAL**

Moolchand's focus on cancer care has led us to creating a hospital with a team of highly skilled and internationally trained doctors offering comprehensive and multidisciplinary services to

cancer patients. Surgeons use a range of advanced techniques to detect cancer early and to treat it aggressively

- Cancer screening program (early detection)
- Cancer surgery
- Medical oncology (chemotherapy, targeted therapy, immunotherapy, radio-frequency ablation)
- Specialty Clinics

### **Future Plans of the organization:**

The hospital is currently developing the landmark, South Delhi campus, as Moolchand Medcity

- India's largest single site private multi-hospital development
- 1,500 bedded complex at Lajpat Nagar campus
- 6 specialty hospitals
- 800,000 sq. ft. of development

In the medium term, the hospital intends to

- Emerge as the number 1 player in the Delhi/NCR\* region (with multiple Medcities)
- Emerge as a top 3 healthcare services provider in North India (managing 3000+ beds)
- Establish an international footprint

## **Departments Worked and Learnings**

As an integral part of the curriculum, a student of PGDHM is required to undergo 3 months of practical exposure in a reputed organization by way of Internship.

The student is expected to carry out the following major activities during this period:

- To assist the Administrator/ Manager in day to day operations and during this process gain practical knowledge and skills to handle various managerial issues related to major

departments in the organization. He/ she may be allocated some specific project or responsibilities by the manager.

- The student is also required to identify a specific problem area or department for dissertation. The topic for this study will be decided in consultation with the administrator and according to the need of the organization. This activity is envisaged as a problem solving exercise by which the student is expected to:
  - ✓ Diagnose critical problems within an operational area.
  - ✓ Provide the management with a set of alternative solutions
  - ✓ If possible, design the implementation plan to carry out the most feasible solution.

With similar objectives in mind, I joined Moolchand Medcity Hospital on 13<sup>th</sup> February 2017.

The three months' internship period at the organization was a highly enriching experience with learning new ways of process of work, acquiring skills, facing few difficulties and learning lessons to overcome them. The managerial tasks done during the internship were done majorly in the Operations. Following are the roles and responsibilities assigned by the organization in the specified departments:

## **IN PATIENT DEPARTMENT**

### **DAILY ROUNDS**

- Daily rounds of the ward which included patient feedback on the services provided in the hospital.
- This was followed by the analysis of the issues raised by the patients, reporting the issues to the concerned department (Engineering, Biomedical, Housekeeping) and suggesting possible alternatives to the team.

### **DEFECT CHECKLIST**

- This task involved updating a monthly checklist which focused on the defects in the structure of the hospital. It was divided under various subheads
  - electrical fittings and appliances
  - structural defects
  - biomedical equipment
  - engineering defects

- furniture
- This defect checklist updating required a round of the whole perimeter of the hospital, starting from the wards to the outpatient area to the corporate building to the lawns.

### **EMERGENCY DEPARTMENT**

- The assignment given to me in this department was to prepare an ED (Emergency Department) toolkit for the billing staff.
- It comprised of mapping the billing process of ED.
- Making a process flow of HIS for billing.
- Acquiring knowledge about the documents required for approval of treatment under institutional and corporate empanelment.
- Collecting sample documents required for approval of treatment under institutional and corporate empanelment for better understanding of the billing staff.

### **EXECUTIVE HEALTH CHECKUP**

- Here I was assigned the job of coordinating the health checkup of the patients.

### **OUT PATIENT DEPARTMENT**

- To work alongside other front line staff to ensure smooth working of processes and patient handling in the OPD.
- To understand the OPD flow and simultaneously manage it.
- Responsible for handling patient queries and address the same.
- Handle patient queue in OPD/Emergency and analyze ways on improving service levels and implement the same.
- Increase conversions from OPD for investigations, pharmacy.
- Ensure adherence to company processes and audit of same.\*