PART - I

INTERNSHIP REPORT

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I did Internship in Sri Balaji Action Medical Institute from 1st february,2010 to 30th April,2010. I worked under Dr.Pinky Yadav (Addl.M.S). The detail of the hospital is as under:

INTRODUCTION

Sri Balaji Action Institute is a world class hospital promoted by Lala Munni Lal Mange Ram Charitable Trust of Action Group of Companies. The infrastructure, equipment and technology have been integrated to provide globally compatible health care. The Institute offers medical facilities in all specialities and super -specialities. Its highly qualified doctors, trained nurses and dedicated para-medical staff provide quality health care services round-the-clock. With a strength of 400 beds, all medical services are available under one roof.

- 11 State of art operation theatres with stainless steel cladding on walls and epoxy coating on floors for infection-free environment.
- Hi-tech critical care units of ICU, ICCU, Neonatal ICU with motorized beds.
- Complete Cardiology services including heart surgery, angiography, angioplasty, TMT, Stress echo and a dedicated Heart Command unit for cardiac emergencies.
- Mother and child complex with single room maternity care concept, Gastroenterology services including ERCP, GI Endoscopy, Liver Clinic and Neuro Sciences unit.
- Complete Urology and Nephrology services including Dialysis unit.

- Full backup of Laboratory services and Blood Bank with 24 hours services.
- Advanced imaging and Radio diagnostics including X-ray, Ultrasound, Fluroscopy, Bone Densitometry, Mammography, 64 side CT Scan, MRI.

Registered with the Directorate of Health Services, Delhi Administration vide Certificate No.668 dated 01.09.2009, the Institute is approved under the Income Tax Act u/a 172(2)(ii)(b) for exemption of medical benefits for perquisites values in respect of medical treatment. The Institute is on panel of a number of Government of India and other Public Sector Undertakings and the medical expenses incurred are reimbursable by the organisations.

Mission

Sri Balaji Action Balaji Institute has been established with a mission to provide world-class health care facilities to all sections of the society with a humanitarian touch, whilst maintaining high standards of ethical practices and professional competency with emphasis on training and education leading to research.

Vision

To become the largest healthcare provider NGO in the country with the human touch.

Quality policy

The Institute is committed to improve the health and satisfaction level of the patients by ensuring continual improvement by –

- Providing high quality care according to the health needs of the patients
- Facilitating patient satisfaction by service and ensuring the dignity and rights of patients.

- Providing a safe and conducive work environment for staff.
- Ensuring accountable, consultative and transparent management process.
- Providing basic and continuing education of staff.

HISTORY

In 1980 Lala Muni Lal Mange Ram Charitable Trust started a small 25 bedded hospital at their native place at Hisar, Haryana and now it has taken the shape of modern 80 bedded multi- speciality hospital and thereafter an OPD clinic at Shazada Bagh in West Delhi. The major thrust in healthcare services came in 2005 with the opening of Sri Balaji Action Medical Institute at Paschim Vihar, New Delhi. It was inaugurated on 10th April, 2005 by former hon'ble Vice President of India, Shri Bhairon Singh Shekawat.

The **Logo of the Institute** portrays its philosophy; it consists of a hand embracing the flame of life with a sphere in the background. The **Human Hand** represents the healing touch and healthcare our dedicated teams of professional provide to brighten the lives of those who come to us. The **Flame** denotes the traditional values of honesty and selfless service towards our patients. The **Sphere** in the background reflects our commitment to maintain international standards of excellence

LOCATION

FC-34, A-4,Paschim Vihar

New Delhi -110063

Tel.: 011-42888888

Fax.: 011-25270725

Website : www.actionhospital.com

AWARDS - Sri Balaji Action Medical Institute is a multi-super speciality an ISO 9001:2000 certified hospital with NABL accredited laboratory. The benchmark of hospital quality NABH accreditation is in progress.

SPECIALITIES AND SUPER SPECIALITIES

The Institute has over 35 medical specialities and over 10 special clinics. It has admitted more than 60,000 inpatients while 6 lacs have availed OPD facilities and 20,000 patients have undergone successful surgery procedures.

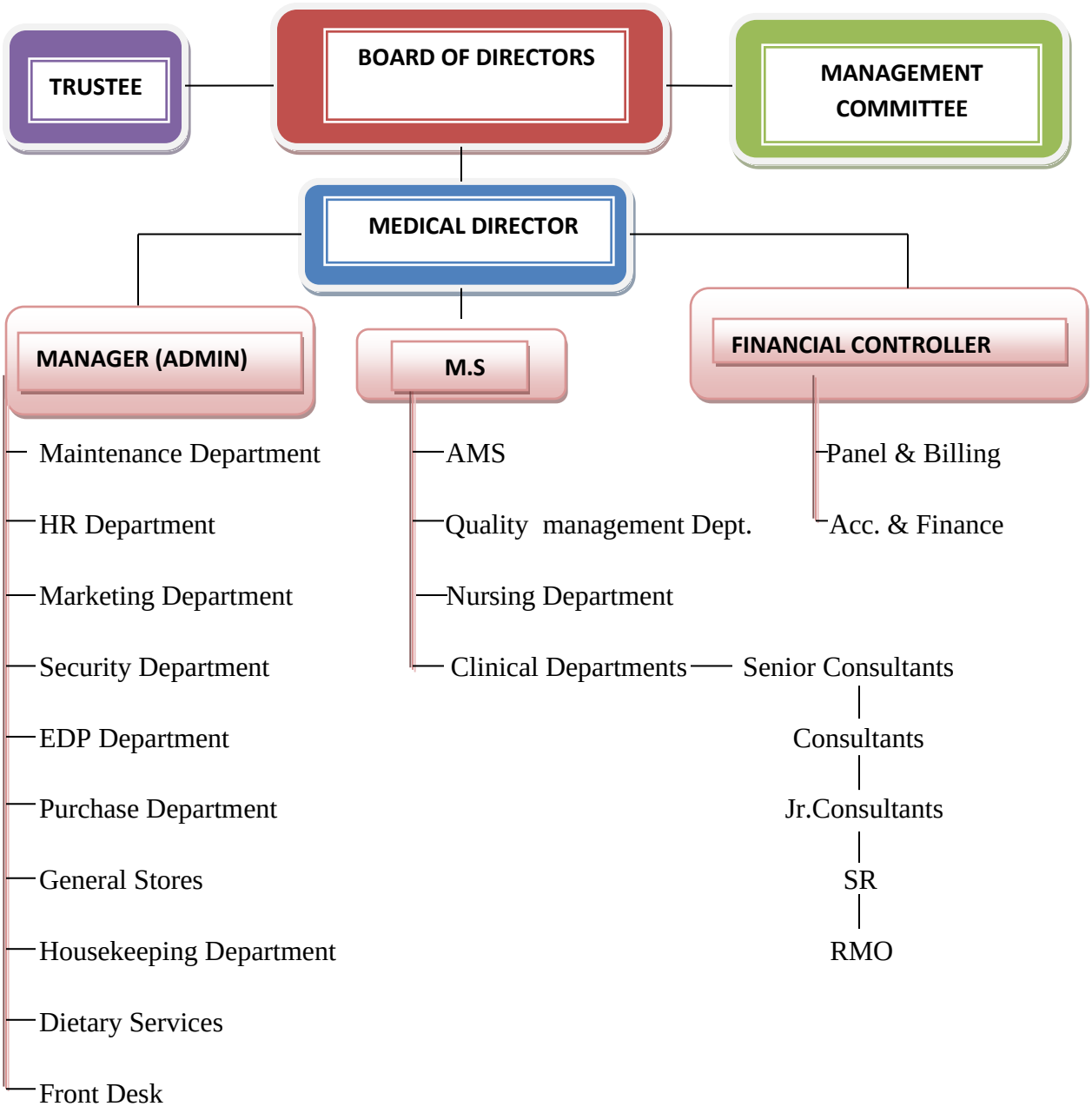
LIST OF SPECIALITIES AND SUPER SPECIALITIES

Anaesthesiology	Neurosurgery	Cardiothoracic Vascular Surgery
Densitry	Opthalmology	Ear, Nose and Throat
Endocrinology	Plastic Surgery	Gastroentrology Surgery
Neurology	Rheumatology	Paediatric Medicine
Podiatry	Orthopedics	Paediatric Cardiology
Rehabilitation	Psychiatry	Respiratory Medicine
Urology	Gasrtrentrology	Obstetrics and Gynaecology
Cardiology	General Surgery	Occupational Therapy
Dermatology	Pediatric Surgery	Internal/General Medicine
Neprology	Clinical Psychology	
Oncology	Gynae Oncology	

BOARD OF MEMBERS

Lala Mange Ram Agarwal	:	Chairman
Shri Nand Kishore Agarwal	:	Vice Chairman
Shri Raj Kumar Gupta	:	President
Shri R. C. Chharia	:	General Secretary
Shri Laxmi Naraian Goel	:	Board Member
Shri Subhash Chander Agarwal	:	Board Member
Shri B.P. Jain	:	Board Member
Shri Naresh Kumar Agarwal	:	Board Member
Dr. Y.P. Bhatia	:	Board Member
Shri Hari Krishan Agarwal	:	Board Member
Shri O. P. Gupta	:	Board Member
Shri Anil Kumar Agarwal	:	Board Member
Dr. Deepika Singhal	:	Member of Management
Mrs. Shallu Agarwal	:	Member of Management
Mr. Raj Kumar Gupta (Bauji)	:	Member of Management

ORGANOGRAM


TRUSTEE
BOARD OF DIRECTORS
MANAGEMENT COMMITTEE
MEDICAL DIRECTOR
MANAGER (ADMIN)
M.S
FINANCIAL CONTROLLER
Maintenance Department
HR Department
Marketing Department
Security Department
EDP Department
Purchase Department
General Stores
Housekeeping Department
Dietary Services
Front Desk
AMS
Quality management Dept.
Nursing Department
Clinical Departments
Senior Consultants
Consultants
Jr.Consultants
SR
RMO
Panel & Billing
Acc. & Finance

DEPARTMENTS

I. GROUND FLOOR

OPD

General OPD in all major specialties and super specialties is conducted by the institute. OPD cards are deposited in the respective OPD.

General OPD: timings for specialties are daily from 9:00 a.m 11:00 a.m. OPD cards are made from 8:30 a.m to 10:30 a.m. Timings for super specialties are daily from 12:00 noon to 1:00 p.m. OPD cards are made from 11:30 a.m to 12:30 p.m. General OPD registration charges are Rs 5/- and consultation is Rs 10/- per visit. All investigations are billed by the OPD counter in the main lobby and the payment taken there itself.

Panel OPD: (Registration)

Specialty : 10:45 a.m – 11:15 a.m

Super specialty: 12:45 p.m – 1:15 p.m

Private OPD: schedule of timing for private OPD can be collected from the reception.

Timing: 9:00 a.m – 7:00 p.m

Location: ground floor

EMERGENCY

Services are provided 24x7hrs.A team of experts from all the disciplines are available round the clock, with attached emergency OT and critical observation ward. Cardiac ambulance and normal ambulance is available round the clock for the pick up and drop facility of the patients and transfer to other centers.

Staffing:

- Morning: 2 CMOs
- Evening: 2 CMOs
- Night: 2 CMOs

Nursing staff:

- Morning: 6 nursing staff
- Evening: 6 nursing staff
- Night: 4 nursing staff

Sample Collection Room

Lab facilities are located centrally, and has high tech investigation equipment for accurate and reliable result with patient friendly sample collection system. Services are offered 24x7 hrs

Plaster Room

Services are offered 24x7 hrs.

Staffing: 1 technician in each shift and 1 orthopaedic surgeon 24 x 7 hrs

Minor OT

Located : at north wing ground floor, services are offered 24x7hrs.

Staffing: 1 male nurse and 1 female nurse (Timings: 9:00 a.m – 5:00 p.m)

(evening and night coverage is given by emergency nursing staff)

Management Room

Located at west wing ground floor and timings are 9:00 a.m – 6:00 p.m

ECHO/TMT

Located at ground floor west wing, Echo and TMT services are offered from 9:00 a.m – 5:30 p.m and has 1 technician, 1 staff nurse and 1 cardiologist

Health Check-Up

Located in west wing ground floor, various packages offered are:

- ✓ Action preventive health check up
- ✓ Action executive health check up
- ✓ Action heart health check up
- ✓ Action comprehensive health check up
- ✓ Action well women check up
- ✓ Action child health check up
- ✓ Action general health check up
- ✓ Action comprehensive cardiac health check up

Neuro ICU

Located at west wing ground floor. Services are offered 24 x 7 hrs. It has 1 doctor and 8 nursing staff in every shift, back up provided by anesthetist. Capacity- 12 beds.

EEG/ PFT

Located at west wing ground floor. Services are offered from 9:00 a.m- 5:00 p.m by 1 technician, 1 staff nurse and team of doctors.

Gastro Department

Services are offered from 9:00 a.m – 5:00 p.m by 1 technician and gastroenterologist.

Front Desk

Located at south wing ground floor, in the main lobby of ground floor . Enquiries regarding patient, status etc can be made here on phone and in person. Round the clock admission facility is available through emergency and OPD.

Staffing: Morning : 3 staff for reception and 2 staff for call center

Evening : 2 staff for reception and 2 staff for call center

Night : 1 staff for reception and 1 staff for call center

Billing

Located at south wing ground floor. Services are offered 24 x 7 hrs.

Staffing: Morning : 6 billing executives

Evening : 4 billing executives

Night : 1 billing executive

AMS Room

Services are offered 24x 7 hrs. Any body can approach AMS if he/she is facing any problem in the hospital.

Panel Desk

Located at south wing ground floor. Services are offered from 9:00 a.m - 5:30 p.m.

Staffing: 1 Panel Incharge , 1 Asst. Panel Incharge and 4 Panel executives

Radiology

Located at south wing ground floor. Services are offerd 24 x 7 hrs.

Staffing : Morning : 5 technicians

Evening : 2 technicians

Night : 2 technicians

Radiologist present 24x 7 hrs

OPD Pharmacy

Located at south wing ground floor. Services are offered from 9:00 a.m – 7:00 p.m by 1 pharmacist

Helpline

Located at south wing ground floor. Services are offered from 9:00 a.m - 5:30 p.m. It has 1 PRO to help people out and to take their suggestions and their grievances.

II. FIRST FLOOR

North Wing

- It has 10 private beds and 10 semi-private beds.
- There is centrally located Nursing Station and Pantry

South Wing

- It has 48 economy beds and HDU unit

West Wing

1. Dialysis Unit

It is a well equipped unit with 16 beds and 16 dialysis machines with patient input of 50-60 patients per day.

Staffing

Technical Staff - 2 Senior technicians and 3 Junior technicians
Nursing staff - 8 Junior sisters and 1 sister Incharge)

The staff works in 3 shifts

- 7:30 a.m to11:30 a.m
- 12:00 noon to 4:30 p.m
- 5:00 p.m to 9:30 p.m

All Patients are received according to their appointments (twice a week or thrice a week) SBAMI also has 4 beds reserved for BPL patients.

2. Mother and child complex

It takes care of the new borns, pre-term and critically sick babies with well equipped NICU, nurseries (Observation nursery, Infected patients nursery), nutrition clinic, immunization clinic, and well baby clinic.

It is equipped with:

a. electronic labor table latest monitors and ventilators
b. Hi-tech Neo-natal resuscitation unit beside facilities of Servo control warmers,
c. transport incubators,
d. multi-para monitoring,
e. double surface photo therapy

For the first time in Delhi the complex offers facility of latest international concept of natural child birth in a single room maternity care (SRMC) with special birthing bed. Mother and Child Complex has 12 beds (SRMC-2 beds, Private-2 beds , Semi Private-2 beds,Economy-6beds)

Staffing:

- HOD and Sister Incharge
- Senior Residents - 4 working in 3 shifts
- Sisters - 9 working in 3 shifts

3. Heart Command-1

Staffing - 22 sisters on shift duties with 1 Sister Incharge in morning hours. The cardiac center provides immediate intensive care to the critical patients .It is equipped with sophisticated investigative facilities.Crucial decisions involving Intra-Aortic Balloon Pump, Ventilator, Pacing, Angioplasty or Bypass are taken without delay.

III. SECOND FLOOR

North Wing

- It has 10 private beds , 6 semi-private beds,3 economy and Day care beds.
- There is centrally located Nursing Station and Pantry

South Wing

- It has 12 economy beds, 9 beds in general ward, 15 beds for EWS patients, and 6 bedded HDU and a Bronchoscopy room.
- There is centrally located Nursing Station and Pantry

West Wing

1. OT Complex

- At SBAMI has 11 state of the art Operation Theatres (O.T.) These OT'S are designed as per international standards with central supply and laminar airflow , stainless steel cladding on walls and epoxy coating on the floor for electro static and infection free environment and is equipped with specialized electrically operated tables, operating lights and anesthesia machines.

- Washable anti static and conductive flooring resistant to mechanical stress and dynamic loads

- Each theatre with 4 air exhausts outlets one at each corner near floor is provided with HEPA filters and a central plain air covered with hand woven perforated polyester sheet. All combined together give the air flow a laminar pattern with 20 air changes per hour of fresh air to minimize the surgical site infections (SSI)

- The ceiling mounted laminar flow friendly Operating Lights emitting white and shadow less light.

- All theatres are provided with continuous central supply for Oxygen, Nitrous Oxide, high and low pressure air at required flow and pressures. 6 theatres are fitted with extra ceiling

- mounted endoscopic pendants with central supply of Carbon Dioxide for Laparoscopic surgeries
- Regular electricity supply through UPS is ensured in the theatres

2. ICU- Intensive Care Unit is an integeral part of the hospital for the management of critically ill patients.It is a 13-bedded each divided into 2 Sub-units - Medical ICU and Surgical ICU. The unit handles more than 1200 admissions annually.

Staffing:

- A dedicated team of a ICU in-charge (Medical officer) , 7 residents (on rotation basis),
- 1 Intensivist each and 35 nurses on rotation basis and 1 sister Incharge in each ICU.
- Anaesthesiologists and Physicians present in the ICU with attending Cardiologist, Chest physician and Nephrologist provide multidisciplinary care to the patients.

IV. THIRD FLOOR

North Wing

- It has 10 private beds and 10 semi-private rooms.
- There is centrally located Nursing Station and Pantry
- Patients after their condition is stable in CTVS-Recovery are shifted to semi-private rooms

South Wing

- It is not operational at present
- There is a CTVS-dressing room

West Wing

1. Cath Lab

- The procedures done in Cath Lab are : Angiography,Angioplasty,Temporary Pacemaker Implatation (TPI),Pulmonary Pacemaker Implatation (PPI) and IABP

- Staffing: HOD

  Morning: 7:00 a.m - 3:00 p.m (3 nursing staff)

  Evening: 3:00 p.m - 11:00 p.m (2 nursing staff)

- Reception staff – Prepares reports of the patients who have undergone Angiography/Angioplasty. Also, prepares discharge summary of the patients admitted to Heart Command-1 and 3.

2. **Cath Recovery :** It is divided into Pre-Angio ward (3 beds) and Post- Angio ward (2 beds).The patients before and after Angiography/Angioplasty are kept here for observation and medication.

   Staffing: 1 Sister Incharge for Cath Lab and Cath Recovery

   Morning : 8:00 a.m - 4:30 p.m (3 nursing staff)

   Evening : 1:00 p.m - 9:00 p.m (2 nursing staff)

3. **Heart Command-3** - It is the cardiac ICU having 15 beds. The There is a centrally located Nursing Station headed by Sister Incharge .It provides 24x7 hours services and is well equipped to provide high quality care to critically ill patients. Visiting hours are 10:00 a.m. to 11:00 a.m.

   Staffing : Morning : 8:00 a.m – 2:00 p.m (7 nursing staff + 1 Sister Incharge)

   Evening : 2:00 p.m - 8:00 p.m (8 nursing staff)

   Night : 8:00 p.m - 8:00 a.m (8 nursing staff)

4. **CTVS-OT**

Coronary Bypass Grafting (CABG) and surgery for Heart Valve problems, both these conditions are very common in India and they are treated very successfully by a highly skilled surgical team of CTVS-OT. Operating room is spacious, easy to clean, and well

equipped. Electricity support has backup systems in case of a black-out for Stable & uninterrupted supply of power.

5. **CTVS-Recovery**

After surgery, patients are admitted to CTVS-Recovery for post-operative care .The Nurse to patients ratio: 2:1. Visiting hours for attendants are 11:00 a.m. to 11.15 a.m. and 6.00 p.m. to 6.15 p.m.

V. FOURTH FLOOR

North Wing

- It has 11 deluxe rooms, 2 suite rooms and 1 super deluxe suite
- Nursing Station and Pantry are centrally located.
- Joint replacement unit is also there, where patients after joint surgery are admitted.

South wing

- It has 20 semi-private beds.
- It has Administration Block , HR department , Marketing department and Meeting room

VI. BASEMENT

1) Laboratory

The laboratory is NABL accredited and is located in the basement of SBAMI. The laboratory receives samples from:

- The OPD sample collection centers
- IPD
- Emergency

The laboratory functions 24 hours on all weekdays.

Each sample is labeled; the label carries the patient's name, the registration number and a bar code.

2) Blood Bank

Blood donor comes to the reception.

↓

Completes the donor questionnaire and consent form.

↓

Sent to the screening room (for measurement of blood pressure, weight, pulse). The doctor examines the donor for medical fitness.

↓

Sent to the blood donation room.

↓

The hemoglobin level of the donor is checked (acceptable range is between 12.5 and 18 mg/dl).

↓

Donor is seated on a couch; about 350-450 ml of blood is taken from the donor at one time. If red blood cell aphaeresis is required, the Alyx machine is used. This is placed next to the couch. With the help of this machine, red blood cells are separated and the rest of the blood goes back into the donor's body.

↓

He donor is then sent to the refreshment room and kept under observation for about 15 minutes.

↓

If the donor is fine after about 15 minutes, he is sent back.

Services provided in the blood bank are- Cross-matching , Antibody screening , Antibody identification and Blood product separation

3) Central Sterlisation Supply Department (CSSD)

It is located in the basement of SBAMI. The aim is to to acquire contaminated medical devices proposed for sterilization and supply sterile packs to the end use.It receive supply from OTS, ICUs, casualty, Cath lab, HDU and IPD There is no separate lift for CSSD. No separate trafficking of CSSD supply to various depts.

Steps from receipt to issue:

Reception counter (receive the supplies)--Washing--Drying--UV light decontamination--Packaging--Autoclaving--Sterile storage zone--Supply to different depts.

4) Engineering Department - This department deals with the following department of SBAMI.

1. Electrical
2. HVAC
3. Plumbing
4. Elevators
5. Fire fighting system

5) Medical Record Department- It is the inseparable and one of the most important department in the hospital.

Staffing:

- 1 medical record officer
- I medical record technician
- 1 medical record executive
- 1 ward boy

Processes in MRD

1) Medical record maintenance process
2) Retrieval process

6) Housekeeping staffing - Housekeeping in Sri Balaji Action Medical Institute is outsourced to three private providers :

- Krishna housekeeping services
- Prabhat housekeeping services
- L B housekeeping services

Shift timing and activities are same for all the floors of both the buildings and Duty hours are 24*7. Shift timings-

Morning - 8:00 a.m to 5:00 p.m

Evening - 12 o clock to 9:00 p.m

Night - 9:00 p.m to 8:00 a.m

Total staffs - 253 (including supervisors)

ORGANISATION LEARNING

- Mission, Vision, Quality policy of the hospital
- Organisation chart
- Board of Management
- Patients' rights and responsibilities
- Employees' rights and responsibilities

- Emergency codes
- Protocol for accident/incident, grievance redressal, barrier nursing and handwashing for infection control, scope of services and feedback from patients

APPLICATION OF CLASSROOM LEARNING IN REAL LIFE SITUATION

As **Floor Manager**, following roles were performed by me:

- **Leader**

  Motivated the nursing staff, housekeeping staff, security, Dietician so as to provide quality care to patients and attendants by using interpersonal skills of working with diverse people of different cultures and background

  Motivated staff through application of reinforcement theory – Positive reinforcement was emphasized by not punishing the staff for their unfavourable behavior but rather advising them and making them realize their faults. Punishment eliminates undesired behavior faster but it is only temporary and may later have unpleasant side effects like workplace conflicts and absenteeism.

  Praising the staff in the presence of supervisors and incharge (specially class IV staff and security staff) motivates to do better through application of positive reinforcement theory.

- **Disturbance handler / Problem solver**

  Check was kept on working and day-to-day operations of the floor and took corrective action there and then to rectify the problem by way of conceptual skills.

- **Working in team with cooperation**

  Each and every staff of the floor worked together like a team with the ultimate goal of patient's care and safety in the hospital.

DIFFICULTIES AND STRATEGIES ADOPTED TO OVERCOME

1. Initially, it was necessary to understand the working and staffing pattern of the departments

   Strategy adopted - For this, frequently visited the concerned departments and had interaction with the staff to have thorough knowledge about their functioning.

2. Coordination among departments

   Strategy adopted - Feedback from staff helped me in understanding the procedures and the protocol of the hospital.

MANAGERIAL TASKS PERFORMED

- Taking care of patients' needs admitted to ward.
- Identifying the problem and suggesting solutions to HOD and Management.
- BMW management
- Check expiry of drugs
- Maintenance of floor
- Getting feedback of discharged patients
- Taking rounds of Heart Command-3, Cath Lab, Cath Recovery, CTVS-OT and CTVS-Recovery

SUMMARY

Three months internship was quite useful as I got the practical experience of single-handedly handling different situations successfully, how to bring about co-ordination among various departments, analysing the root cause of the problems being faced as also implementation of possible solutions.