

A PROJECT ON AN OVERVIEW OF IQ CITY MEDICAL COLLEGE HOSPITAL



MIDNAPORE CITY COLLEGE

AFFILIATED TO VIDYASAGAR UNIVERSITY

A Project Report (BBA IN HM PROJECT ON VARIOUS
DEPARTMENTS OF A HOSPITAL) Submitted in Partial Fulfillment of the
Requirements for the Award of the Degree of

BBA IN HOSPITAL MANAGEMENT

by
RANI PAL

(Roll .72615920 No.1032)
(Registration No- 0001420)
(Stream- 6TH Semester)

Guided By – Mr. Sisir Ghorai (Coordinator and Assistant Professor in Hospital
Management, Department of Paramedical and Allied Health Science)

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IQ City
Medical College Hospital
IQ City Road, Sovapur, Jemua
Durgapur 713206, India
Phone: 0343-2608000, 0343-2608888
www.iqcity.in



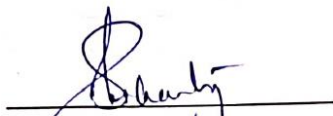
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TO WHOM IT MAY CONCERN

This is to certify that **Mr. Rani Pal** has successfully completed 02 months of Internship (Training Programme) from 17-03-2023 to 17-05-2023 as part of his academic curriculum in the department of Operations at IQ City Medical College Hospital.

We wish him success in all future endeavours.


(Sarita Mohanty)
Dy. GM – HR & Admin

DECLARATION

I do here by declare that project work entitled “**IQ CITY MEDICAL COLLEGE AND HOSPITAL**” submitted by me for the partial fulfilment of the requirement for the award of BBA IN HOSPITAL MANAGEMENT (BBAHM) is record of my own research work. The report embodies the finding based on my study and observation and has not been submitted earlier for the award of any degree or diploma to any Institute or University.

Project Duration:

This project has been done between 17TH March 2023 to 17th May,2023.

SIGNATURE

RANI PAL

BBA in Hospital Management

6TH SEMESTER

DATE:

PLACE:

ACKNOWLEDGEMENT

Throughout this project a number of people have provided a lot of support, encouragement, and constructive criticism. Sincere thanks and heartfelt gratitude to them all for their long support. At first, I see out a great deal of thanks that I owed to **IQ CITY MEDICAL COLLEGE AND HOSPITAL** for giving me a chance to do a project on such topic **AN OVERVIEW OF IQ CITY MEDICAL COLLEGE AND HOSPITAL**.

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Last but not the least, I would like to forward my gratitude to my faculty members and friends who always endured me and stood by me and without whom I could not have envisaged the completion of my project.

Name of the Student

RANI PAL

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OBJECTIVES OF THE PROJECT

During my internship at **IQ CITY MEDICAL COLLEGE AND HOSPITAL**, I had some objectives based on my training. They are as follows:

- To know the structure of the organization.
- To study the role of each department.
- To implement the management principle in the practical field.
- To know the satisfaction level of the patient regarding the hospital.
- To know the details functioning of the hospital.
- To know the course curriculum.
- To get a knowledge about the work of various administrative staffs.
- To study the infrastructure support of the hospital.
- Problems / difficulties in providing quality services.
- Adoption of those means and practices by which quality of services can be improved.

DEFINITION OF HOSPITAL

Hospital, an institution that is built, staffed, and equipped for the diagnosis of disease; for the treatment, both medical and surgical, of the sick and the injured; and for their housing during this process. The modern hospital also often serves as a Centre for investigation and for teaching. To better serve the wide-ranging needs of the community, the modern hospital has often developed outpatient facilities, as well as emergency, psychiatric, and rehabilitation services. In addition, “bed less hospitals” provide strictly ambulatory (outpatient) care and day surgery. Patients arrive at the facility for short appointments. They may also stay for treatment in surgical or medical units for part of a day or for a full day, after which they are discharged for follow-up by a primary care health provider. Thus, people in these countries do not always receive the benefits of modern medicine, public health measures, or hospital care, and they generally have lower life expectancies.

In developed countries the hospital as an institution is complex, and it is made more so as modern technology increases the range of diagnostic capabilities and expands the possibilities for treatment. As a result of the greater range of services and the more-involved treatments and surgeries available, a more highly trained staff is required. A combination of medical research, engineering, and biotechnology has produced a vast array of new treatments and instrumentation, much of which requires specialized training and facilities for its use. Hospitals thus have become more expensive to operate, and health service managers are increasingly concerned with questions of quality, cost, effectiveness, and efficiency.

HISTORY OF HOSPITAL

As early as 4000 BCE, religions identified certain of their deities with healing. The temples of Saturn, and later of Asclepius in Asia Minor, were recognized as healing centres. Brahminic hospitals were established in Sri Lanka as early as 431 BCE, and King Ashoka established a chain of hospitals in Hindustan about 230 BCE. Around 100 BCE the Romans established hospitals (valetudinarian) for the treatment of their sick and injured soldiers; their care was important because it was upon the integrity of the legions that the power of ancient Rome was based. It can be said, however, that the modern concept of a hospital dates from 331 CE when Roman emperor Constantine I (Constantine the Great), having been converted to Christianity, abolished all pagan hospitals and thus created the opportunity for a new start. Until that time disease had isolated the sufferer from the community. The Christian tradition emphasized the close relationship of the sufferer to the members of the community, upon whom rested the obligation for care. Illness thus became a matter for the Christian church.

About 370 CE St. Basil the Great established a religious foundation in Cappadocia that included a hospital, an isolation unit for those suffering from leprosy, and buildings to house the poor, the elderly, and the sick. Following this example, similar hospitals were later built in the eastern part of the Roman Empire. Another notable foundation was that of St. Benedict of Nuria at Montecassino, founded early in the 6th century, where the care of the sick was placed above and before every other Christian duty. It was from this beginning that one of the first medical schools in Europe ultimately grew at Salerno and was of high repute by the 11th century

The Hôtel-Dieu of Lyon was opened in 542 and the Hôtel-Dieu of Paris in 660. In these hospitals more attention was given to the well-being of the patient's soul than to curing bodily ailments. The manner in which monks cared for their own sick became a model for the laity. The monasteries had an infirmary, a place to which their sick was taken for treatment. The monasteries had a pharmacy and frequently a garden with medicinal plants. In addition to caring for sick monks, the monasteries opened their doors to pilgrims and to other travellers.

Religion continued to be the dominant influence in the establishment of hospitals during the Middle Ages. The growth of hospitals accelerated during the Crusades, which began at the end of the 11th century. Pestilence and disease were more potent enemies than the Saracens in defeating the crusaders. Military hospitals came into being along the travelled routes; the

Knights Hospitalise of the Order of St. John in 1099 established in the Holy Land a hospital that could care for some 2,000 patients. It is said to have been especially concerned with eye disease, and it may have been the first of the specialized hospitals. This order has survived through the centuries as the St. John Ambulance.

Throughout the Middle Ages, but notably in the 12th century, the number of hospitals grew rapidly in Europe. Arab hospitals—such as those established at Baghdad and Damascus and in Córdoba in Spain—were notable for the fact that they admitted patients regardless of religious belief, race, or social order. The Hospital of the Holy Ghost, founded in 1145 at Montpellier in France, established a high reputation and later became one of the most important centres in Europe for the training of doctors. By far the greater number of hospitals established during the Middle Ages, however, were monastic institutions under the Benedictines, who are credited with having founded more than 2,000.

The Middle Ages also saw the beginnings of support for hospital-like institutions by secular authorities. Toward the end of the 15th century, many cities and towns supported some kind of institutional health care: it has been said that in England there were no fewer than 200 such establishments that met a growing social need. This gradual transfer of responsibility for institutional health care from the church to civil authorities continued in Europe after the dissolution of the monasteries in 1540 by Henry VIII, which put an end to hospital building in England for some 200 years.



The loss of monastic hospitals in England caused the secular authorities to provide for the sick, the injured, and the handicapped, thus laying the foundation for the voluntary hospital movement. The first voluntary hospital in England was probably established in 1718 by

Huguenots from France and was closely followed by the foundation of such London hospitals as the Westminster Hospital in 1719, Guy's Hospital in 1724, and the London Hospital in 1740. Between 1736 and 1787, hospitals were established outside London in at least 18 cities. The initiative spread to Scotland, where the first voluntary hospital, the Little Hospital, was opened in Edinburgh in 1729.

The first hospital in North America (Hospital de Jesús Nazareno) was built in Mexico City in 1524 by Spanish conquistador Hernan Cortés; the structure still stands. The French established a hospital in Canada in 1639 at Quebec city, the Hôtel-Dieu du Precious Sang, which is still in operation (as the Hôtel-Dieu de Québec), although not at its original location. In 1644 Jeanne Manse, a French noblewoman, built a hospital of ax-hewn logs on the island of Montreal; this was the beginning of the Hôtel-Dieu de St. Joseph, out of which grew the order of the Sisters of St. Joseph, now considered to be the oldest nursing group organized in North America. The first hospital in the territory of the present-day United States is said to have been a hospital for soldiers on Manhattan Island, established in 1663.

The early hospitals were primarily alms-houses, one of the first of which was established by English Quaker leader and colonist William Penn in Philadelphia in 1713. The first incorporated hospital in America was the Pennsylvania Hospital, in Philadelphia, which obtained a charter from the crown in 1751.

EXECUTIVE SUMMERY

This report is about my internship program with Out Patient Department in IQ City Medical College, Durgapur. In this comprehensive report, I have discussed about every major aspect about the operations and functioning of the hospital which I observed and perceived during my internship program.

This report will describe about the interpretations of study conducted about following objectives functioning of HR department along with it the process, policies, and procedure of the hospital are also discussed in detail.

During my internship program, I have mainly worked in human resource departments and the day-to-day functioning is discussed and described thoroughly.

As the main purpose of internship is to learn by working in practical environment and to apply knowledge acquired during the studies in a real-world scenario in order to tackle the problems using the knowledge and the skill learned during the academic process. In this report the detailed analysis of the organization has been done and all the technical, managerial and operational aspects has been evaluated to analyses the current position of the organization.

This internship report covers many important aspects which are basically related with the day-to-day functioning and operations the hospital.

In the end the learning and experiences section consists of all the policies, processes, practices and procedures which I have undergone through and learned during my internship program.

This report also contains my perceptions about today functioning about Out Patient Department with respect to attrition with employee engagement activity.

The outpatient department is an important part of the overall running of the hospital. Many patients are examined and given treatment as outpatients before being admitted to the hospital at a later date as inpatients. When discharged, they may attend the outpatient Clinics to follow up department.

The objectives of the study are to understand the history, functioning & workflow of the hospital, to observe the functioning of the Out-patient department, to analyse the patient satisfaction survey, to identify the gaps and to recommend if any.

INTRODUCTION

A Hospital is a health-care institution providing patient treatment with specialized staff & equipment which plays an important role in society. Hospitals & health clinic can be very different from other work environments. Out Patient Department(OPD) is very important being of the hospital serving as mirror.

OPD is visited by large section of community. It is the first point of contact between patients & hospital staffs. To search an actual OPD location from the mainentrance of a hospital is very difficult & time consuming to patient & their relatives.

Floor Plan- The activities of the OPD are conducted on the specific floor of the hospital. That floor has separate cabins for the doctors where they see their OPD patients.

OPD Timing- The hospital is operational for a few days in a week for a specific OPD on limited schedule time. For e.g.- General Medicine conduct on Monday to Saturday from 10am to 4pm.

Patient Flow- In health care, patient flow is the movement of patient's information or equipment between department, staff groups or organizations as per of a patient's care pathway.

Patient Flow means movement of patients through multiple stages of care

OVERVIEW

Advanced treatment is available in spheres like Neurology & Neurosurgery, Orthopaedics & Joint Replacement, Cardiology, Cardio vascular and Thoracic surgery, Paediatric Surgery, Gastroenterology & GI surgery, Respiratory and Chest Medicine, Nephrology, Medical Oncology, Plastic & reconstructive surgery Gynaecology and Obstetrics, Paediatrics and Neonatal Care, ENT, General Medicine & Diabetology, General Surgery, Dentistry, Ophthalmology and other specialty areas.

We have 9 fully equipped Operation Theatres, ICU, CCU & ITU services, Lab Services with more than 2500 diagnostics tests in various disciplines, and one of the most advanced Radio diagnosis units with latest technologies in MRI (1.5 TESLA), CT scan (128 Slices Spiral CT Scanner), High-Resolution Colour Doppler, Ultrasound machines and portable & stationary X-ray machines. Burn Unit, Accident & Trauma Centre, Blood Bank and

Pharmacy are other significant areas of this multispecialty hospital.

BRIEF FEATURES

- (a) **General Medicine:** A well-equipped and staffed department. Services include – diagnosis, treatment, and management of all diseases covered under medical disciplines including disorders of the heart and blood vessels, endocrine system, digestive diseases, disorders of the immune system; etc. The department also provides adolescent and geriatric services.
- (b) **General Surgery:** Services include all types of surgery including trauma surgery; Gastrointestinal surgery, laparoscopic surgery; colorectal surgery; Breast surgery; vascular surgery; Endocrine surgery; and Pediatricsurgery.
- (c) **Obstetrics and Gynaecology:** The department provides Pre-conception care; Ante-Natal care; Management of High-risk Pregnancy; Management of Medical Disorders in Pregnancy; Caesarean Section; Pre & Post Delivery Counselling; Adolescent Health Care; Safe Abortion Services Reproductive and Endocrine Care; Menstrual Disorder Management; Infertility Treatments; Menopause Disorder Management; Advanced Pelvic Endoscopy Surgery; Urogynaecology; Contraception & Family Planning.
- (d) The Department of Paediatrics strives to cater to diverse problems in a customized manner, right from the new born period up to the age of 18 years. Our highly qualified and dedicated team of doctors gives their best to provide state-of-the-art medical service to our little patients, with utmost sincerity and loving care. It provides all-round care to the little ones through its outdoor clinics and indoor wards, including two intensive care units –the Paediatric ICU and the Neonatal ICU.
- (e) **Paediatric surgery:** The new sub-specialty of surgery dedicated to the management of surgical conditions of foetuses, neonates, infants, and children. Services provided cover Congenital anomalies; Paediatric Trauma; Paediatric endoscopy and laparoscopy; Neonatal Emergencies; Paediatric Urology; Paediatric Gastroenterology and Paediatric endo-surgery.
- (f) **Orthopaedics Department:** It is experienced with a wide spectrum of treatment modules from joint replacements to Rehab Services, besides routine Trauma and fracture/ dislocation management. It is a one-stop treatment for all Orthopaedic ailments aimed at rapid mobilization, decreased period of confinement, and an early return to normalcy. Services provided include Joint Replacement Surgeries; Poly Trauma and Fractures Management; Arthroscopy; Spine Surgery; Sports Injury and Pain Management.

- (g) **Respiratory Medicine:** The Department has a functional respiratory medicine Ward along with a respiratory intensive care unit with round the clock specialist care. Services include Fibreoptic bronchoscopy, endobronchial Biopsy; Transbronchial Lung Biopsy; Bronchoscopy FNAC of Lymph Node; Therapeutic Bronchoscopy; CT Guided FNAC & Biopsy; Pleural Biopsy; Chest Tube Placement and Management; Allergy Testing; Pulmonary Function Test; PEFR; Polysomnography with CPAP titration; Pulmonary Rehabilitation & Non-Invasive ventilation.
- (h) **Department of Gastroenterology:** It provides – Diagnosis and management of acute and chronic GI disorders, irritable bowel syndrome, etc.; Diseases of oesophagus, including Barrett’s oesophagus, oesophageal malignancy, etc.; Disease of the duodenum; Colonic diseases such as ulcerative colitis, Chron’s disease, etc; Pancreatic disorders and Diseases of the hepato-biliary system.
- (i) **Department of Anaesthesiology:** Services provided for all specialties and super specialties like Cardiac, Neuro, and joint replacements surgeries; Critical care and Emergency services in SICU, ICU, CCU, NICU, and PICU; Pre-operative medical evaluation and peri operative monitoring and management of patients’ need; Management of perioperative pain, acute and chronic pain outside OT too; Diagnosis of acute and chronic pain syndromes and strategies to reduce pain; Patient Controlled Analgesia (PCA); Epidural Injections and nerve blocks; Regional Anaesthesia, obstetric analgesia, and anaesthesia; Painless delivery; Outdoor Anaesthesia, Remote anaesthesia in MRI suite, G I scopey procedures; Neonatal and Paediatric Anaesthesia.
- (j) **Blood bank:** A state of the art blood bank exists in-house. The blood bank is operational 24×7 on all days of the year and supplies whole blood as well as all forms of blood components viz. Packed Red Cell Concentrate, Platelet Concentrate, Fresh Frozen Plasma, and Cryoprecipitate as and when required by the patients. Also Provides consultation to the clinicians regarding transfusion therapy if need be.
- (k) **Critical Care medicine Department:** It is equipped with state-of-the-art Critical care units for all the multidisciplinary healthcare specialties. We have separate Medical, Respiratory, Isolation, Surgical, Neurological, Cardiology, Paediatric, and Neonatal ICUs. These are equipped with state-of-the-art diagnostic and lifesaving equipment.
- (l) **Dentistry Department:** It is equipped with modern technology consisting of two scientific dental chairs, X-ray with R.V.G facilities. Our services include surgical extractions, trauma management, biopsy, implant oral, and maxillofacial surgery.
- (m) **Department of Cardiac Science:** It includes cardiologists and cardiovascular surgeons who treat congenital heart disease, coronary artery disease, cardiomyopathies, heart rhythm

disorders, and heart valve diseases with the help of echocardiography, electrophysiology, and radiology. Services include Cardio Thoracic & Vascular Surgery, interventional cardiology, treatment in the fully equipped Intensive Coronary Care Unit (CCU), etc.

(n) Department of Dermatology, Venereology, and Leprosy: Services

include treatment of all kinds of skin diseases; diseases of hair and nails; Sexually transmitted diseases, Paediatric dermatology, Leprology; Surgical Treatment of various skin problems. The department has facilities for admission of skin patients in both general and deluxe cabins and also has options for intensive care for the severely ill.

(o) Urology Department: Services includes Urinary Stone Management; PCNL; Advanced Laparoscopic Surgery; Uros – Oncology; Reconstructive Urology; Urinary Incontinence Surgery; Endoscopy surgery for stone and prostate.

(p) Medical Oncology: Well trained and dedicated team through which chemotherapy and supportive, Palliative care is provided.

(q) Otorhinolaryngology Department: It provides Adult and Paediatric Hearing Services; Speech and Language Therapy; Voice Therapy; Augmentative and Alternative Communication; Fibre Optic Laryngoscopy; Head & Neck Surgeries; Treatment for Voice Disorders & Micro laryngeal Surgery and other Oro & Nasopharyngeal Surgeries.

(r) Nephrology: Services include diagnosis & treatment of acute and chronic kidney diseases; Has 24 hours Emergency coverage. The department runs a 10 bedded dialysis unit where dialysis is provided in 4 shifts each day.

(s) Neurosurgery: Department carries out all types of cranial/ brain and Spinal Neurosurgery. Services include conventional open, microscopic, stereotactic, and minimally invasive techniques for Diagnosis & Treatment; Cerebrovascular Surgery- Stroke Surgery / Aneurysm Surgery.

(t) Neurology: Medical management of disorders of the brain, blood vessels, muscles, and nerves. Services include treatment of Cerebrovascular diseases, such as stroke; Demyelinating diseases of the central nervous system, such as multiple sclerosis; Movement disorders, such as Parkinson's disease; Neurodegenerative disorders, such as Alzheimer's disease, Seizure disorders, such as epilepsy; Spinal cord disorders; Speech and language disorders.

(u) Ophthalmology: Provides routine and specialized eye care services via daily OPDs, Indoor beds, and outreach clinics. Procedures undertaken include Glaucoma Surgery; Corneal grafting

& other corneal surgeries; Phacoemulsification using the latest machines and rigid, foldable, multifocal & tori lenses; DCR and DCT (sac surgery); Oculoplastic; Vitreous surgery; Intravitreal Injection of Antibiotics; Squint surgery and so on.

- (v) **Psychiatry Department:** It provides care for Child and Adult mental health; Adolescent mental health; Perinatal and Geriatric mental health. Clinics conducted for Dementia; Alcohol Deaddiction & Smoking Cessation.
- (w) **Radiology:** Services include Magnetic Resonance Imaging (MRI); Multi-detector Computerized Tomography (16 and 64 slice); Digital Subtraction Angiography (DSA); Digital X-ray; Mammogram; Colour Doppler; Ultrasonography; Special Investigations like Barium Studies; Intravenous Pyelogram (IVP) ; Micturating Cystourethrogram (MCU) ; Portable X-ray ; Interventional radiology.
- (x) **Rheumatology:** Services include Rheumatoid arthritis; Juvenile arthritis; Systemic Lupus Erythematosus (SLE); Scleroderma (systemic sclerosis); Osteoarthritis; Gout; Back and neck pain (Spondylitis); Ankylosing spondylitis; Psoriatic Arthritis; Vasculitis; Fibromyalgia; Autoinflammatory conditions.
- (y) **Physiotherapy Department:** It provides support for Orthopaedic treatment and for treatment of Brain and Spinal cord injury; Critical illness neuropathy; Parkinson's disease; Multiple sclerosis; Bed bound due to: Cancer, COPD, ICU, Dialysis, and Cardiac problems. Both Outdoor and Indoor services are provided.

PROFILE OF HOSPITAL

In the year 2013, healthcare with a difference was conceptualized, the essence of which would be use of applied intelligence in healthcare delivery. Thus, IQ City was born with an ultramodern expansive infrastructure, housing a 798 bedded Multi Specialty Hospital catering to the needs of humanity. This was the beginning.

The Hospital is a part of IQ City Health & Knowledge Campus, which is spread over 50 acres. The hospital offers cutting-edge medical treatment facilities at affordable costs in a safe and comfortable environment. Patient comfort being the primary objective, pursue global standards of superior medical care through qualified medical and support staff, and patient-centric interactions to keep ourselves in line with our commitment, in a transparent and ethical manner. With over 100 consultant doctors, 300 nurses, 1150 medical and nursing students, interns, PG trainees, para- medical technicians and intern nurses – this is a vibrant multispecialty hospital crowned with major super specialty departments. It has also an environment for continuous learning and development, and practical/ clinical training for the students of IQ City Medical College, IQ City Institute of Nursing Sciences & Paramedical trainees.

Address- IQ City Road, Sovapur, Jemua

Durgapur-713206, Paschim Bardhaman West Bengal, India

Emergency No.- 0343-2608888

Hospital Enquiry- 0343-260800

www.iqcity.in



MISSION

To be a globally acclaimed institution setting new benchmarks in the field of medical education and be the centre of excellence, recognised for providing competency-based education with the help of cutting- edge technology, innovative teaching practices, and a learner-centered approach, thereby inculcating extraordinary leadership skills among students while also offering high-quality evidence-based affordable patient care in a safe, clean, and secure environment.

To create new generation of a highly trained and ethical doctors, compassionate nurses, and skilled medical technicians who can effectively serve the community by making lives better and easier, therefore, transforming healthier place. the world into a healthier place.

VISION

Build a patient-centric, resilient, and accessible healthcare and medical education system with continuous innovation, to achieve excellence in patient care and contribute towards a happier and healthier world.

DATA COLLECTIONS

Primary data: The role of few departments and organizational structure are taken from the The IQ CITY MEDICAL COLLEGE AND HOSPITAL. The methodology of my project was purely based on personal observations, direct interaction with patient as well as patient party and a thorough discussion with the executives and various other staffs. Patient survey is very important as it helps to know how satisfied patients are with the quality of catering and physical amenities provided for inpatients or the accessibility of health care facilities.

Secondary data:

- The company profile, sector analysis is taken from the website.
- Discussions with the executives and various other staffs of the hospital regarding my area of project.
- Information gathered from hospital leaflets and brochures.
- From various books of Hospital Administration etc.

METHODOLOGY

Research methodology is the method of collecting information required for a given research assignment. It is the sequential steps through which a researcher will be able to achieve his objectives.

QUALITY POLICY

IQ CITY MEDICAL COLLEGE AND HOSPITAL aims to provide total health care to people by providing comprehensive, up to date and reliable medical treatment, both preventive and curative, surgical operation and therapeutic management. This will be ensured by continual improvement in the following areas:

- Timely and adequate attention.
- Development of specialist.
- Modern State of art diagnostic facilities.
- Streamlined operation.



PATIENT'S RIGHTS

1. CARE:

- Patients have a right to receive treatment irrespective of their types of primary and associated illnesses, socio- economic status, Age gender, sexual orientation, religion, caste, culture preferences, linguistic and geographical origins or political affiliations.
- Right to heard to his/her satisfaction without the doctors interrupting before completion of narrating their entire problem and concerns.
- Expectation from the doctor to write the prescription legibly and explain to the patients on the details on dosage, dos & don'ts & generic options for the medicines.
- They have to be provided with information and access on whom to contact in case of an emergency.

2. Confidentiality:

- Right to personal dignity and to receive care without any form stigma and discrimination.
- Privacy during treatment and examination.
- Protection from physical abuse and neglect
- Accommodating and respecting their special needs such as spiritual and cultural preferences.
- Right to confidentiality about their medical condition.

3. Information:

- The information to be provided to patients are meant to be & in a language of the patient's preference and in a manner that is effortless to understand.
- Patients and their family member have the right to receive complete information on the medical problems, prescription, treatment and procedure details.

- A documented procedure for obtaining patients and or their family's informed consent exist to enable them to make an informed decision about their care. This process is an important patient's right and needs to practice with utmost diligence and transparency.
- Patients have to be educated on risks, benefits, expected treatment outcomes and possible complications to enable them to make informed decisions, and involved them in the care planning and delivery process.
- Patients have the right to request information on the names, dosages, and adverse effects of the medication that their treated with.
- Patients or their authorized individuals have the right to request access and receive a copy of their clinical records.
- Patients have the too information on hospital rules and regulations.

SCOPE OF SERVICES

1. Diagnostics Services:

- MRI, ECG, CT scan, USG, EEG, TMT.
- Special Imaging.
- Color Doppler.
- Mammography.
- Holter Monitoring.
- Pulmonary Function Test.

2. Laboratory Services:

- Clinical Pathology.
- Microbiology.
- Haematology.
- Immunohistochemistry.
- Histopathology.
- Hormonal Studies.



3. Special Care Units:

- ICU
- HDU

4. Clinics:

- Diabetic & Endocrinology Clinic.
- Liver Clinic.
- Pancreatic Clinic.
- Child Guidance Clinic.
- Stone Clinic.
- Pacemaker Check-up Clinic.
- Paediatrics Asthma and Allergy Clinic.



- Lifestyle, Hypertension & IHD Clinic.
- ENT.
- Bone & Joint Clinic.
- Well Baby Clinic.
- Stone Clinic.
- Infertility Clinic.
- Sexual Dysfunction Clinic.
- Menopause Clinic.
- Specialty & OPD Clinic

1. **24-hour Services:**

- Admissions.
- Pathology.
- Emergency.
- Pharmacy.
- Radiology / Imaging.
- Ambulance.

2. **Health Screening:**

- Executive Health Check Up.
- Health Screening Schemes I, II & III.
- Nutritional Screening.

3. **Surgeries:**

- All major & minor Surgeries.

4. **Procedure:**

- All major & minor Procedures.



FLOOR MANAGEMENT

BASEMENT

- ❖ CSSD
- ❖ MARKETING AND BRANDING
- ❖ LAUNDRY
- ❖ STORE AND RECORDS
- ❖ MRD
- ❖ RADIOLOGY
- ❖ BLOOD BANK
- ❖ LAB
- ❖ SAMPLE COLLECTION
- ❖ EPBAX

GROUND FLOOR

- ❖ PHARMACY
- ❖ ORTHOPAEDICS
- ❖ PHYSIOTHERAPY
- ❖ ADMISSION
- ❖ REGISTRATION
- ❖ IP BILLING AND DISCHARGE
- ❖ PSYCHIATRIC
- ❖ OPHTHALMOLOGY
- ❖ PLASTIC SURGERY OPD
- ❖ RESPIRATORY MEDICINE OPD
- ❖ PAC OPD
- ❖ GENERAL SURGERY
- ❖ SWASTHASATHI BILLING DESK
- ❖ ESIC BILLING DESK
- ❖ TPA BILLING DESK
- ❖ GASTROLOGY

- ❖ OT
- ❖ NEURO SURGERY
- ❖ EMERGENCY
- ❖ UROLOGY
- ❖ GENERAL MEDICINE
- ❖ ICU

1ST FLOOR

- ❖ OBSTETRICS WARD
- ❖ PAEDIATRIC WARD
- ❖ SURGERY OT COMPLEX
- ❖ NICU
- ❖ MT
- ❖ FAMILY WELFARE
- ❖ IV FERTILITY
- ❖ CANCER DETECTION
- ❖ USG ROOM
- ❖ DRESSING ROOM
- ❖ GYNAECOLOGY
- ❖ DENTAL
- ❖ DERMATOLOGY
- ❖ DIETICIAN
- ❖ NEURO MEDICINE
- ❖ NEURO SURGERY
- ❖ UROLOGY
- ❖ RESPIRATORY MEDICINE
- ❖ LABOR WARD
- ❖ TB/CHEST
- ❖ ENT
- ❖ MINOR OT
- ❖ SPECIAL OPD BILLING

2ND FLOOR

- ❖ OT
- ❖ CARDIAC OPD
- ❖ CARDIAC OT AND ITU
- ❖ CCU
- ❖ CATH LAB
- ❖ DIALYSIS
- ❖ ECG

- ❖ ECHO
- ❖ TMT
- ❖ NEURO ICU

3RD FLOOR

- ❖ FEMALE SURGICAL WARD
- ❖ MALE SURGICAL WARD
- ❖ OPERATIONS SMILE

4TH FLOOR

- ❖ FEMALE MEDICINE WARD
- ❖ MALE MEDICINE WARD

5TH FLOOR

- ❖ CSR

DEPARTMENT IN IQ CITY HOSPITAL

Super Specialist:

- Cardiology
- Department of Neurosurgery
- Gastroenterology
- Oncology
- Plastic Surgery
- Plastic & Reconstructive Surgery
- Neuro Medicine

Our Specialist:

- Rheumatology
- General Medicine
- General Surgery
- Ophthalmology
- Pediatrics
- Orthopedics
- Pulmonologist
- Psychiatry
- Radio Diagnosis
- Diabetes Clinics
- Critical Care Medicine
- Wellness, Diet, & Lifestyle Consultant
- Physiotherapy
- Anesthesiology
- Dental
- Dermatology
- ENT

FRONT OFFICE

The Front Office is a department of the hospital which directly interacts with the patients when they first arrive. The staffs of this department are very visible to the patients or their family members. It functions as a central point of contact across the organization. The department keeps information and records of all the patients of the hospital. It also plays a key role in forming overall impressions of the services provided by the organization.

The front desk position is often the first person that patients or their well-wishers interact with when making contact with the hospital. So they are essentially the face and voice of the hospital and for this reason, they play an important role in the representing of the organization. A hospital Front Office Executive is a person who works in the hospital front office and manages a variety of tasks.



Front Office Department includes-

- Front desk
- Uniformed services
- Front Office Accounting System

- Private Branch Exchange (PBX), a private telephone network used within an organization.

The front Office develops and maintains a comprehensive database of patient's information, coordinates patient services, and ensures patients satisfaction. These functions are accomplished by personal in diverse areas of Front Office Department. It is also known as the face of the hospital. It is the first patient contact area and also the nerve centre of the hospital. All the activities and areas of the front office are geared towards supporting patient's transaction and services.

Functions & Importance:

The people working at the front desk can truly be deal breakers in a clinic or hospital. And it's not just about making clientele and patients feel warm and welcome. It's about:

- Scheduling the appointments at the correct time and with the correct doctor.
- Listening to clients well and communicating in a positive and confident manner with those over the phone or clients in the reception area.
- Handling billing errors and detailing client invoices.
- Collecting payments to ensure the practice turns a profit so everyone can get paid.
- Being on the frontlines of many complaints.
- Pulling up medical records for the doctors.
- Copying, faxing, and e-mailing documents between clinics, hospitals, and clientele.
- Keeping the reception area clean.

Front office executive: A Front Office Executive is a crucial member of the administrative staff. They are the first point of contact in the office and provide administrative support to the entire organization.

They also introduce clients and guests to the organization's upper management. They control the flow of people through the organization and ensure that all receptionists are performing their task in a timely manner. Their works includes answering the calls, attending to the guest, overseeing the front office operation and maintain the contact list of clients.

Roles and Responsibilities of a Front Office Executive:

- A front office executive is responsible for attending the incoming calls, responding to them and transferring the call to the appropriate department.
- Scheduling the appointments at the correct time and with the correct doctor.
- Listening to clients and communicating in a positive and confident manner with those over the phone or clients in the reception area.
- Handling billing and detailing client invoices.
- Collecting payment to ensure the practice turns a profit so everyone gets paid.
- Copying, faxing and emailing documents between clinics, hospitals, and patients.
- There is a whole lot more that goes into making a hospital a great place to work, and even better place for clients to visit, and ensuring things run smoothly and efficiently from the moment the doors open.
- A front office executive is responsible for attending all the incoming calls, responding to them and transferring the call to the appropriate department.
- A front office executive is responsible for greeting the customer/ guest at the office.
- A front office executive is responsible for maintenance of important documents, files and records in an organized manner.
- A front office executive is responsible for providing assistance to the heads in the administration department.
- A front office executive is responsible for keeping all the stationary items in the organization up to date and order for fresh stock.
- A front office executive is responsible for supervising the housekeeping department and ensuring that all the items are there in the stock.

Admission: Hospital admission involves staying at a hospital for at least one night or more. Staying in the hospital overnight is done because the individual is too sick to stay at home, requires 24-hour nursing care, and/or is receiving medications and undergoing tests and/or surgery that can only be performed in the hospital setting. An individual may be admitted to the hospital for a positive experience, such as having a baby, or because they are undergoing

an elective surgery or procedure, or because they are being admitted through the emergency department. Being admitted through the emergency department is the most stressful of these circumstances because the event is unexpected and may be a major life crisis.

Admission to discharge process: Hospital Admission Procedure includes preparation of admitting patient; perform admission procedure, emergency admission, Routine admission, transfer in and discharge. Nurses need to follow strict protocol regarding admission and discharge in the hospital.

- **Preparation of Admitting Patient:** Entrance of a patient into the ward or unit for evaluation or treatment is called admission.
- **Perform Admission Procedure:**
 - A. At the time of admission, the registered nurse performs complete assessment of the patient.
 - B. Enter patient name, date and time of admission, chief complains, medical diagnosis in the admission file or patient file.
 - C. Document: the source of information (family, patient, care giver or health care person or significant person).
 - D. Check the document if patient has previous hospitalization and past major illness.
 - E. Indicate if the patient was admitted from emergency room, home, clinic and accompanied by whom.
 - F. Take patient vital signs (pulse, temperature, respiratory rate, height and weight).
 - G. Document if patient and family have valuables brought to the hospital. If yes, hand it over to the relatives with their signatures.
 - H. At the time of arrival to the unit or ward patient and family will be given orientation regarding the unit, visiting rooms, patients' right and responsibilities.
- **Emergency Admission:**
 - A. The patient is admitted on emergency basis for critical care monitoring. E.g., poisoning, heart attack, accidents etc.
 - B. It is unplanned.
 - C. Stabilize in emergency room (chest pain or accidents).

Purposes:

A. Prepare the patient both physically and mentally for his stay in the hospital.

B. To help the patient to be comfortable and to provide him with a clear and safe environment for preventing infection.

C. To give a good impression of the hospital and its service so that the patient will fully cooperate with the treatment and nursing care.

- Routine Admission: Admission of a patient is planned and gets admitted in the hospital on routine basis for treatment, diagnostic test and recovery. E.g., fever, fracture, diabetes, hypertension, bronchitis etc.
- Transfer In (within the hospital): Referral to another department within the hospital.

A. When the patient has to be shifted from medical to surgical department, the patient is discharged and readmitted. The procedure is the same as for “discharging the patient” and “admitting the patient”.

B. The procedure of discharge and readmission is not usually necessary for the patient who is to be shifted from one medical or surgical ward to another.

- Discharge: It is the preparation of the patient and discharge records to leave the hospital.

Purposes:

To ensure continuity of care to the patient after discharge.

Types of Discharge:

A. Cured and discharged.

B. Discharged against medical advice (DAMA).

C. Discharged on request.

D. Absconded.

E. Transferred to other hospital.

F. Death.

Nursing Procedure:

- A. No patient should be discharged without doctors written orders.
- B. Handover the case sheet and other record to the medical record department.
- C. See that the patient personnel hygiene is maintained and change the dress into their own clothing.
- D. Inform the hospital authorities about the discharge.
- E. Hand over the discharge slip to the patient or relatives.

Leaving Against Medical Advice (LAMA):

A client can decide to leave the hospital against medical advice. For this client must sign a form that releases the physician and the health care institution from any legal responsibility for his/her health status. The client is informed of any possible risks before signing the form.

Abscond: To leave quickly and secretly and hide oneself. Often to avoid arrest or legal prosecution.

GRE (Guest Relation Executive): Attend to guests courteously and deal promptly with their requests and queries. Have detailed information about the hotel and city. Check on VIP guest movements, complete their pre-registration formalities.

Allocate rooms to all arriving guests after checking the guest preferences. Collect guest feedback forms and do any possible first-hand service recovery steps.

- **Guest Relation Officer:** A Guest Relation Officer, also known as a Guest Relation Coordinator or Guest Relation Specialist, is a customer service-oriented employee who essentially greets hotel guests. From escorting guests to rooms to assisting in arranging reservations, Guest Relation Officers ensure a pleasant and satisfying stay at a hotel. They also handle guest complaints, assist with the check-in process and explain all facility amenities, such as pool areas and restaurants. Guest Relations Officers are primarily employed by hotels and other lodging establishments, but might also work for spas, theme parks or on cruise ships. As reported by the Bureau of Labour Statistics, those employed as lodging managers, such as Guest Relation Officers, will see an 8 percent job growth rate through 2024. This growth will be fuelled mainly by continued growth in travel and tourism, but could be tempered by operational budgets from one hotel to the next that could cut back on management staff.

Duties and Responsibilities:

- Welcome patients during check-in and giving a fond farewell to guest while checkout.
- Handling patients' complaints and concerns in an efficient and timely manner.
- Overseeing VIP patients, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Providing excellent patient service as per hospital standards.
- Greeting patients party or patients as they enter and exit the hotel.
- Providing information regarding the hospital.
- Check on VIP reservations, complete their pre-registration formalities.
- Anticipate patient needs and build rapport with customers.

OUT-PATIENT DEPARTMENT (OPD)

Outpatient department is a section of hospital with allotted physical as well as medical and other staff members to provide care for patients who are not treated as in patient. It is a very important wing of the hospital serving as mirror. OPD is visited by very large section of community. It plays a vital role in creating reputation of hospital among the community.

Over 30 crore patients in a year are treated in the outpatient department of hospitals. From 2 to 4 episodes of sickness varying from a mild to moderate to severe nature are suffered by each person in as year.

- It is the first of contact between patient and hospital staff.
- A large section community visit each day in hospital as outpatient.
- It is treated as shopping windows in hospital. It provides maximum income of hospital.
- A good OPD services can reduce the load on Inpatient Department (IPD) services.
- It is the place for implementing preventive and primitive health activities.
- It is stepping stone for health promotion and disease prevention.
- Makes and mars the image of hospital.
- The cost of treatment in OPD being less than for inpatient services.
- It is an inseparable link in the hierarchical chain of health care facilities.
- It contributes to reduction in morbidity and mortality.
- It reduces the avoidance of the disruption of family life that hospitalization cause



Objectives:

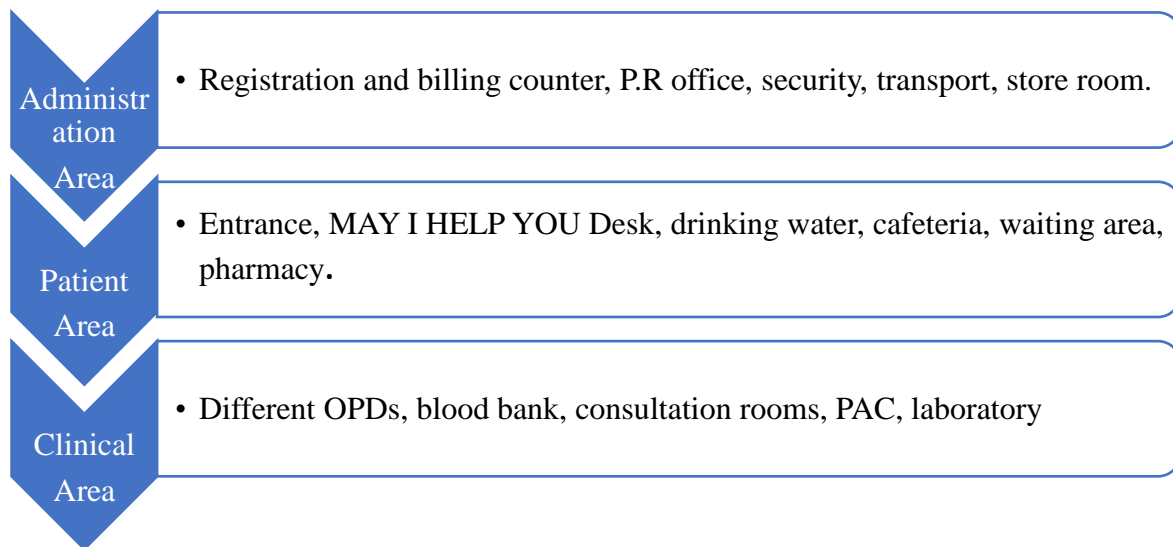
- To provide adequate quality of care.
- All modern technique for investigation and treatment.
- Creating facilities for total patient satisfaction.
- Good public relation.
- To identify patient-oriented problems.
- To provide medical treatment by less expensive in comparison to inpatient hospitalization.

Function:

An OPD enables a hospital to deliver the following functions:

- Control disease by early diagnosis and timely treatment.
- Investigate and screen cases to confirm whether or not hospitalization require.
- Facilitate screening and investigations for admission to hospital.
- Control and surveillance of communicable diseases to prevent an outbreak of epidemic.
- Specialist consultation.
- Referral services.
- Follow up care and rehab
- Health education.
- Modern treatment facilities.
- Preventive care.
- Training for medical, para-medical, management students

Departments:



Staffing:

Staffing is one of the essential requirements in hospital outpatient department. OPD is a congested area of a hospitals and the hospital's major percentage of income comes from this department. This department provides healthcare for plenty of people every day. So, staffs are required in a big number at this place. The staffs of OPD departments are:

- **Medical Staff:** Doctors specialist in various sections, Compounders.
- **Nursing Staff:** Well qualified nurses posted on shifting basis. One nursing staff is required for each specialist
- **Paramedical Staff:** They are required to explain the given tests to the patient. To collect the samples, explain the timing, procedures of the tests.
- **Technicians:** Technicians are needed to perform the medical tests and guide the patient as per the guidelines. They must be expert in modern medical devices.
- **Security Staff:** Security staffs are one of the important employees of any organization including hospital. They watch out the interference in the OPD are and control any kind of dispute.
- **Housekeeping Personnel:** They serve the clean cloths, tray, cotton, bandages and the sterile stuffs at the OPD as per requirements.

- **Reception Executives:** The people with great computer knowledge and communicative power are most required in OPD reception. They help the outpatients to identify the doctor's chamber, timing and place.
- **Billing Staff:** People with multitasking skill and computer knowledge are needed to run the billing counter of OPD.
- **Others:** Some more individuals are needed to scan the prescriptions

Importance:

- An OPD is a hospital department that serves as a first point of contact for patients and medical employees.
- OPD is organized into many sections, such as a Neurology department, Orthopaedics department, Gynaecology department, General Medicine department, and so on.
- It provides immediate and preventive care to patients who come in contact of hospital.
- It is the shop window of the hospital.
- Patients who attend the hospital for OPD consultations on a regular basis may be able to cover their costs.
- Diagnostic costs are also covered under the OPD plan, so patients don't have to put off treatment because of financial condition.
- The OPD provides a treatment that can be completed within a few hours, and there is no requirement for patient admission.
- Treatment and minor surgeries can be done in the Outpatient department.
- Modern OPD has all the necessary equipment to treat a patient.
- It evaluates the patients, and only those who require a bed or special care are shifted to the inpatient ward.

Observation:

- The above diagram shows both private and public hospital feedback based on **OUTPATIENT DEPARTMENT**.
- **X-axis** represent: **Categories**.
- **Y-axis** represent: **Degree of patient satisfaction**.
- **Standard taken** are: **0-5-10-15**.
- **Waiting Time:** for the both hospitals show the same degree i.e., lower satisfaction.
- **Quality Of Care:** for private hospital is better than that of government hospital. More number of patient satisfaction is enlisted in private hospital than that of government
- **Expenses:** Whereas the expense is quite less in public hospital. Patients are more satisfied with expenses in public hospital than private. Many facilities in public hospitals are cheap and almost free for people availing it. So, more people tilt public hospital in case of expenses.

Problems faced in OPD:

- Long waiting time in queue for registration and billing.
- Prolong waiting time for doctors. Doctors get late for the consultation time for their busy work schedule. And patients wait for long and get angry at the management.
- Lack of proper guidance. There are many sections in OPD so, patients get lost in the huge area of OPD.
- Miscommunication between the patients and the staffs. It creates major malfunction sometimes. Patients get upset and angry. It may cause problems in reputation of the hospital.
- Unavailability of modern techniques causes problems in OPD. It takes more time to diagnose the health difficulties without modern devices.
- Heavy patient flow result in improper diagnosis result in wrong treatment.
- Unavailability of transport in OPD creates problem regarding transfer surgery patient due to their illness.

Solutions:

- Clearly indicate the location of Outpatient department.
- Provide information regarding the function of OPD to the security staffs as they first meet the patients at the entrance.
- Proper queue management will be able to manage the treatment operations by giving guidelines.
- Good public relation can create a huge difference by communication, delivering messages, finding problems, and asking for the feedbacks.
- Use of relatable language with the patients and visitors to communicate effectively and run the OPD procedure smoothly.
- The staffs have to propose courteous and patience behaviour with the both patients and employees. It effects on hospital's image and services.
- It is essential to maintain a proper housekeeping facility to support and encourage the hygiene.
- Adequate availability of infrastructure.

IN-PATIENT DEPARTMENT (IPD)

An inpatient department or IPD is a unit of a hospital or a healthcare facility where patients are admitted for medical conditions that require appropriate care and attention. An Inpatient Department of the hospital is equipped with beds, medical equipment, round the clock availability of doctors and nurses.

Like there are different types of wards in a hospital, there are different types of departments too. IPD is a department in a hospital that takes care of patients admitted in the hospital for at least a night. An Inpatient Ward or Department is fully equipped with medical equipment and beds. The patient admitted to an Inpatient Ward is taken care of by the nurses and doctors for appropriate treatment.

Following are some types of inpatient care offered in a hospital's Inpatient Department:

- Severe burn injuries
- Serious illnesses like stroke, cardiac attack
- Traumatic head injuries
- Treatment for serious mental illness or disorder
- Treatment for chronic diseases like COPD and cancer
- Few cosmetic surgeries

Objectives:

- To provide the highest possible quality of medical and nursing care for an admitted patient.
- To make provision for essential equipment, drugs and all other items required for patient care in an organization manner.
- To provide most comfortable and desirable environment on temporary substitution for home.
- To fulfil all the basic needs in the hospital like eating, toiletry, sleeping, entertainment etc.
- To facilitate the visit of attendants and visitors.
- To provide the atmosphere and facilities for highest degree of job satisfaction of nursing and medical staff and high levels of patients' satisfaction.
- Constant care of doctors and nurses
- Proper diagnosis of your medical condition through lab tests
- Treatments related to cardiology, neurology, oncology, orthopaedics, and general surgery
- After-care due to surgery, childbirth, or traumatic injury
- Pre-planned inpatient care for a knee transplant or bypass heart surgery
- Emergency healthcare for serious conditions like heart attack, accidental injuries.

Function:

In hospital-based health care delivery system, inpatient services or ward area is the most important and largest single component of the hospital, forming approximately 35-50% of whole hospital complex. The prime objective of inpatient areas is to provide accommodation for patients at the point in an illness when dependence on others is at its highest, because of this, they are, with the emergency department the only areas in continuous day and night operation for patient related activities. The inpatient care area, ward or nursing unit would thus include a nursing station, the beds it serves and the necessary ancillary and auxiliary accommodation needed for patient care. Every inpatient nursing unit should be designed in such a way that it can be built and operated at the lowest possible cost and at the same time, it can achieve the functional goals of the unit which are as follows:

- To provide highest possible quality of medical and nursing care.
- To make a provision of essential equipment, drugs, and other material required for patient care.
- To provide comfortable and desirable environment to patient on temporary substitution of home.
- To provide facilities for visitors.
- To provide suitable atmosphere for highest possible degree of job satisfaction among healthcare personal and high level of patient satisfaction.
- To provide opportunity for education, training and research.

Departments:

- Medicine Ward
- Cardiac Ward
- Surgery ward
- Chest Medicine Ward
- Obstetric Ward
- Gynaecology Ward
- Dermatology Ward
- ENT Ward
- Eye Ward
- Pre-Op Ward
- Post Op Ward
- Emergency Room
- Injection Room
- Dental Ward
- Neurology Ward
- Nephrology Ward
- Isolation
- Paediatric Ward
- Burn Ward
- Private Ward
- Infection Ward
- MR Ward



Staffing: Ward staffing depends on the size of the ward and critically of patients. An appropriate planning of staffing for hospital inpatient care area should be done well in time, so that user staff is recruited and trained before the ward unit is completed. The general staffing norms forward are-

SL. NO	SPECIALITY	BED STRENGTH				
		30-50	100	200	300	500
1	General Medicine	1	1	2	2	3
2	General Surgery	1	1	2	2	3
3	Gynae. & Obst.	1	1	2	2	3
4	Paediatrics	1	1	2	2	3
5	Anaesthesia	1	2	3	4	5
6	Dentistry	1	1	2	2	3
7	Radio diagnosis	-	1	1	2	3
8	Pathology	-	1	2	2	3
9	Orthopaedics	-	1	1	2	3
10	Ophthalmology	-	1	1	2	3
11	ENT	-	-	1	2	3
12	Skin & STD	-	-	1	1	2
13	Psychiatry	-	-	1	1	1
14	Chest disease and TB	-	-	1	1	2
15	Biochemistry	-	-	-	1	1
16	Microbiology	-	-	-	1	1
17	Forensic Medicine	-	-	-	-	1
18	General Duty Officer	4	8	12	20	32

Processes:

Step 1- When we get confirmation that a patient has arrived with an emergency to our hospital campus, the first thing we do is give a call to ward boys and patient attendants to shift the patient from ambulance to stretcher.

Step 2- Give a call to principal medical officer.

Step3- After the principal medical officer examines the patient, ask him where we have to shift a patient.

Step 4- Generally we shift the patient to recovery ward or ICU and after patient becomes stable, only then we shift the patient to the relevant ward.

Step 5- After counselling with the PMO/RMO/SMO and permission of the same we have to do registration of patient in IPD register and in our software too.

Step 6- Make a file and fill the details of patient.

- Name of Patient
- Residence address
- Care taker of patient
- Mobile Digits (As a mandatory element)

Step7- Fill the patient's consent form and after telling them the purpose and meaning of the form, get it signed by the patient's relatives. (We have to tell the complete description that why we have to fill and take sign on the form)

Step 8- Send the file of patient to the corresponding ward where the Medical Officer has asked the patient to be shifted.

Step 9- We have to confirm that the file of patient is received by RMO of the corresponding ward by telephonic conversation.

Wards:

Hospital wards can be defined as “a block forming a division of the hospital (or a suite of rooms) shared by patients who need a similar kind of care.” The care provided to patients admitted in a hospital ward can be termed as the inpatient care or in-patient services.

The nursing unit, also called the “ward” is a grouping of accommodation for the patients with service facilities which enable a team of nurses and other health care professionals to care for inpatients under the best possible conditions, and includes under one roof patient beds, the nursing station, the service area, storage area, work area and sanitary area. An ideal ward should provide for the best possible physical facilities, should result in a high quality of nursing care, should be operated at the lowest possible cost, should provide the most desirable patient environment and provide a congenial work environment for the nursing, medical and non-medical personnel/staffs.

Ward Management: Hospital wards can be defined as “a block forming a division of the hospital (or a suite of rooms) shared by patients who need a similar kind of care.” The care provided to patients admitted in a hospital ward can be termed as the in-patient care or in-patient services. Hospital in patient services basically covers 1/3rd of the total hospital complex.

Objective of ward management:

- To provide highest quality nursing care for patient.
- To provide a clean, well-ventilated environment for patient and protect him from infection, accidents and hazards.
- To help the staff in achieving highest degree of job satisfaction.
- To provide facilities to meet the needs of patient and their attendants.

Duties and Responsibilities of Personnel in Wards: -

(i) Nursing Personnel:

- Endorse patients and give attention to patients' comfort and safety
- Delivers clean medical supplies to patient care units and collect used
- Makes general assessment of patients in the recovery room and
- Assigns duties to professional and ancillary nursing personnel based on
- Visit clinical nursing divisions to oversee nursing care and to ascertain
- cooperates with individual/group in other departments or services in Carrying forward the work of the hospital as a whole
- Supervises and coordinates activities of nursing personnel engaged in
- Determines and makes recommendations concerning hospital

(ii) Medicare And Billing Section: Admits, classifies Pay and 30 Medicare Patients, orients patient with regard to privileges, obligations, Responsibilities during the course of confinement. Prepares statement of account on service and bills rendered to patient. File records, bills and statement of account.

(iii) Dietary Service: Maintain or enhances the health of the patients and Personnel by providing them with high quality and nutritious food through an efficient Dietary Service; Provides or serves safe, nutritious and attractive food through careful planning, wise procurement and proper preparation of balanced and satisfying meals within budgetary limits; implements diet prescription in coordination with physician and nurse; provides nutrition consultation and education services to patients as well as in-service training to both dietary personnel and other related fields; promotes and maintains cooperation with other department in the hospital towards total patient care.

(iv) Security Force: Ensure safety of hospital patients, facilities and personnel, maintain peace and order, and enforce hospital rules and regulations.

(v) Personnel Section: Development and administration of a comprehensive manpower development program which includes recruitment and selection, promotion, training, employee welfare and benefits, manpower planning and research.

(vi) **Housekeeping Section:** Develop and maintain clean, safe and sanitary environment for patients and hospital personnel.

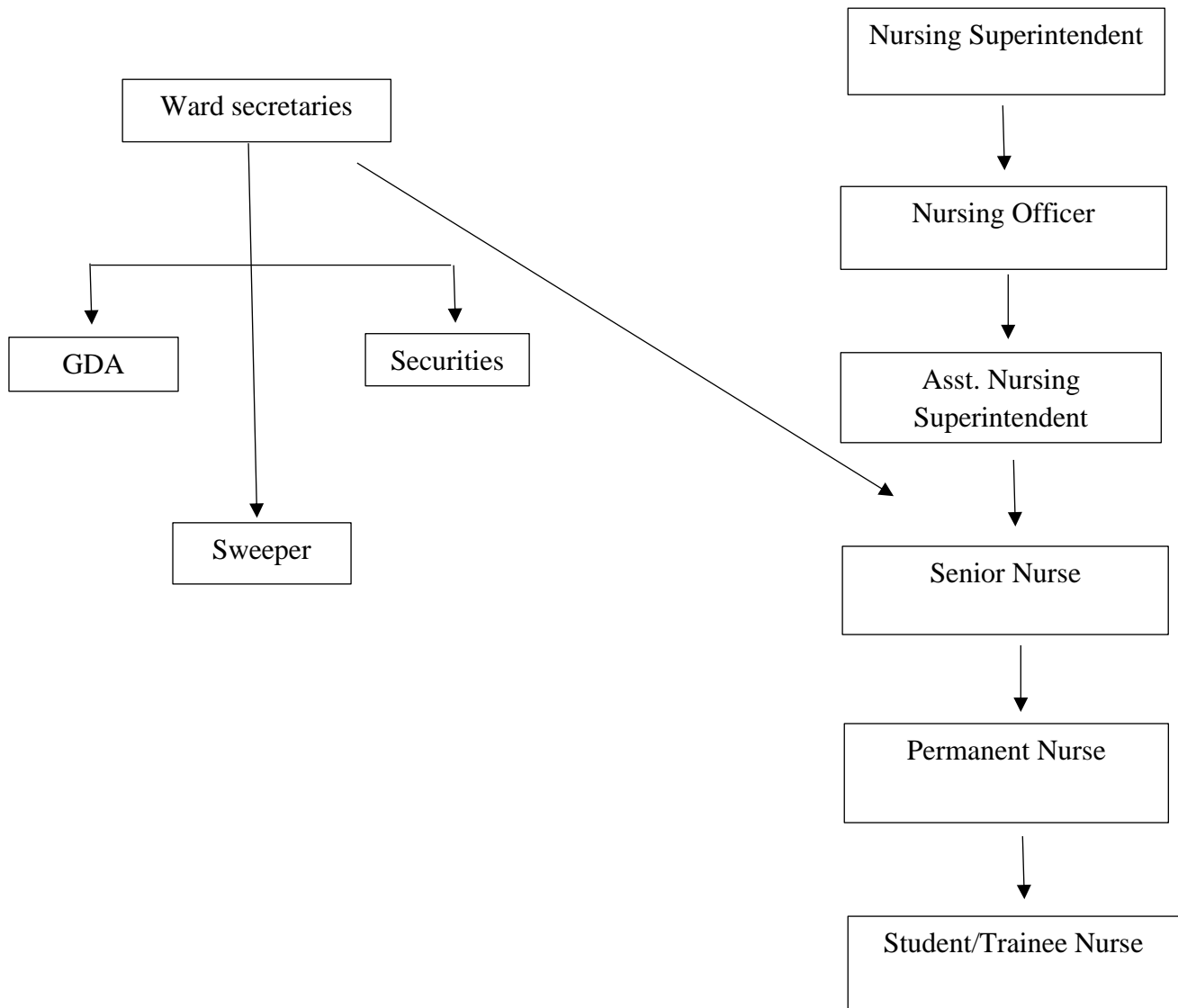
(vii) **Linen and Laundry Section:** Ensure adequate supply of clean linens for patients and hospital units.

(viii) **Engineering And Maintenance Section:** Installation, operation and maintenance of electrical, mechanical and communication equipment and allied facilities including buildings and vehicles.

WORK SCHEDULE/FUNCTIONS OF WARD SECRETARY:

- To coordinate the whole admission process and to ensure smooth hassle-free admission.
- To properly guide the patient party for admission.
- To provide information and answer question/queries of the patient parties.
- To file properly all the paper, sheet and forms in the medical record file.
- To supervise that the room is ready to receive the patient or not.
- To check whether the house-keeping staff has cleaned the room and bathroom.
- Whether the patient is provided with all toiletries and tveitite.
- To do a patient survey whether they have any complaints or problems regarding facilities and service of the hospital and its staffs during their stay.
- To coordinate the whole ward. To look after patient satisfaction, to solve patient problems, to assure patient comfort.
- Assist doctors by sending TRQs and directing other staffs.

Nursing Staff Flow Chart:



Problems and solution:

Every health care setting and its nursing force goes through ups and downs, successes and failure, and face issues in delivering in patient care and interaction with each other.

1. **Poor Communication and Coordination:** It can be an important issue among nursing staff or nursing staff's coordination and communication issue with other departments. It includes poor handing taking over practices, Lack of response towards patients, poor listening skills, and lack of empathy.
 - **Solutions:** Tips can be given and sessions can be arranged for nursing staff in order to improve communication, internal coordination and departmental coordination.
2. **Nursing Staff Shortage:** Nursing staff shortage could be a significant problem. Staff can leave jobs in search of new attractive job opportunities, workload or low salary etc.
 - **Solution:** This problem can be overcome by announcing vacancies and improving hiring process, offering handsome salary according to qualification experience and performance. In interview process assessing their level and duration of commitment is also necessary to know the retention.
3. **Organization and Management Skills:** Nursing staff shortage, poor attendance of staff on regular basis and on special occasions, poor response to patients, compromised nursing care, and workload can be a result of poor organization and management skills.
 - **Solution:** Evaluating and giving feedback to of Head Nurses, Clinical Instructors, Nursing staff, and nursing assistants regarding their organization and management skills could help them improve and improve overall nursing care as well. Moreover, brainstorming sessions on leadership and management in addition with mentorship at all levels will help in progress of staff
4. **Lack of Mentorship:** This can be an issue found by new employees in case when they are not experienced enough in patient area. Head nurses would also need mentorship if they lack management experience.
 - **Solution:** Guidance by higher authorities and managers may help head nurses to manage ward effectively. Moreover, mentorship by Nursing Education Service and Clinical Instructors and Head Nurses may help new nursing staff to learn. Nursing Education Service can play an important role in building confidence level for learning and practicing clinical and soft skills

both.

5. **Conflicts:** Conflicts occur when there is a difference in people's thinking and opinion. They may occur among nursing staff, among Head Nurses and nursing staff, among Head Nurses and Managers, and even among Head Nurses and other departments.
 - **Solution:** Resolution of Conflicts can be done through empathy, communication, teamwork and problem-solving skills. Learning soft skills through knowledge and experience can be beneficial for nursing staff for patient care and patient dealing.
6. **Workload:** Workload is another important issue in a nursing unit. Inappropriate, patient to nurse ratio can lead to workload and missing important to do tasks. For example, forgetting to administer of sigh medications, or missing to change patient's dressing
 - **Solution:** Dividing work and assigning staff according to proper patient to nurse ratio and competency of staff would help in workload management. Mindfulness is also important to focus on work and completing task on time.
7. **Lack of Skills and Training:** Lack of Skills and Training of nursing staff can lead to poor patient care and outcome. Such as, improper administration of medication, improper technique of Nasogastric tube insertion, feeding or Foley catheterization etc.
 - **Solution:** Nursing Education Service can play a vital role in enhancing knowledge and polishing skills of nursing staff. Moreover, they can be directed to self-learning through watching videos on YouTube by themselves and creating a spirit of learning as learning is a lifelong process.
8. **Attitude problems:** Lack of positive attitude, absenteeism, conflicts, harassment, lack of insight and inability to understand your job responsibility can be some of the attitude problems.
 - **Solution:** Arranging sessions on soft skills, teamwork, positive attitude, and sense of responsibility can be beneficial in development of insight among staff which would lead to improvement in their attitude

VARIOUS SERVICES IN IQ CITY HOSPITAL

□ **Cardiology & Cardiothoracic Surgery:** -Department of Cardiac Science includes cardiologists and cardiovascular surgeons who can treat congenital heart disease in adults and children, coronary artery disease, hypertrophic cardiomyopathy, heart rhythm disorders, and heart valve diseases with the help of echocardiography, electrophysiology, interventional cardiology and radiology.



Experience & Expertise:

- Largest number of endovascular interventions for treatment of diseases of Aorta (Aortic Aneurysm, Dissection of Aorta, abdominal Aortic Aneurysm).
- Congenital Heart Disease: Percutaneous (without surgery) closure of various holes in the Heart (VSD, ASD, PDA).
- Percutaneous treatment of Aortic Stenosis (TAVI)- implementation of aortic valve without operation.
- Experience & Expertise:
- Largest number of endovascular interventions for treatment of diseases of Aorta (Aortic Aneurysm, Dissection of Aorta, abdominal Aortic Aneurysm).
- Congenital Heart Disease: Percutaneous (without surgery) closure of various holes in the Heart (VSD, ASD, PDA).

Percutaneous treatment of Aortic Stenosis (TAVI)- implementation of aortic valve without operation.

Cardio Thoracic & Vascular Surgery-

1. Device closure of heart defects – congenital atrial septal defect and ventricular septal defect.

- Post myocardial infarction septal rupture device closure.
 - Aortic aneurysm treatment with stent-grafts / Peripheral artery aneurysm- stent grafting.
2. Emergency Cardiac Services- All cardiac emergencies are treated in the fully equipped Intensive Coronary Care Unit (CCU). These include
- Diagnostic Angiogram.
 - Angioplasty and Stenting.
 - Day care radial route angiogram and angioplasty.
 - The primary angioplasty program offers 24×7 acute myocardial infarction treatments. In order to facilitate the rapid establishment of blood flow in the occluded artery, we bypass the emergency room delay by transporting patients directly to Cath Lab.

□ **Dentistry-** Dentistry is a branch of medicine that is involved in the study, diagnosis, prevention, and treatment of diseases, disorders and conditions of the oral cavity, commonly in the dentition but also the oral mucosa, and of adjacent and related structures and tissues, particularly in the maxillofacial (jaw and facial) area.

The department is equipped with all modern technology consisting of two scientific dental chairs, X-ray with R.V.G facilities and only best quality materials are used for treatment procedures.



Key Features-

- Latest technology.
- Sterilization & Asepsis.
- Specialty practice like clip & braces treatment.
- X-Ray & RVG Facility.
- Hygiene maintenance.

- Trauma management.
- Ultrasonic scaling.
- High quality material

Services-

- Cleaning & whitening
- Filling
- RCT (Root Canal Treatment)
- Crown/bridge
- Complete denture/RPD
- Surgical extractions
- Trauma managements
- Cyst/ Tumor resection of jaw
- Implant
- Smile designing
- Clip & braces treatment
- Biopsy

□ **Dermatology-** Skin is the largest organ of the body and has an intricate relation with the mental and physical wellbeing. The Department of Dermatology, Venereology and Leprosy specializes in management of all dermatological problems along with the sexually transmitted infections and Leprosy.



Key Features-

- Radiofrequency ablation.
- Electrocautery/ Electrofulguration/ Electro desiccation.

- Woods Lamp Examination.
- Punch Biopsy.
- Intralesional Injection.
- Chemical Peeling- Pigmentation, achene, aging, Facial Rejuvenation.
- Debridement of trophic ulcer.

Services-

- Treatment of all kinds of skin diseases, diseases of hair and nails.
- Treatment of Sexually transmitted diseases.
- Treatment of pediatric skin, nail & hair problems (Paediatric dermatology)
- Treatment of leprosy.
- Treatment of Vitiligo, Psoriasis, Eczemas, Acne, Warts.
- Surgical Treatment of various Skin problems.
- Biopsy of skin lesions.

□ **Ear Nose Throat (ENT)**- Otorhinolaryngology (also called otolaryngology-head and neck surgery) is a surgical subspecialty within medicine that deals with conditions of the ear, nose, and throat (ENT) and related structures of the head and neck. Doctors who specialize in this area are called otorhinolaryngologic, otolaryngologists, ENT doctors, ENT surgeons, or head and neck surgeons. Patients seek treatment from an otorhinolaryngologic for diseases of the ear, nose, throat and head and neck.



Key Features-

- Detailed examinations of Ear, Nose, Throat, Head & Neck.
 - Hearing assessment & pure tone audiometry.
 - Impedance audiometry (Tympanometry)
 - Fiber Optic Laryngoscopy for pain free outpatient examination of voice box (Larynx).
- otorhinolaryngologic for diseases of the ear, nose, throat and head and neck.

Services-

- Adult and Pediatric Hearing Services
- Speech and Language Therapy
- Voice Therapy
- Augmentative and Alternative Communication

□**General Medicine-** General Medicine deals with the prevention, diagnosis, and treatment of adult diseases. The internists (Physicians specializing in internal medicine) are skilled in managing patients who are suffering from undifferentiated or multi-system disease processes.

It is a mother specialty as it takes care of hospitalized and ambulatory patients and provides medical cover to all surgical and other sub-specialties with a broader vision and expertise. Internists often have sub specialty interests in diseases affecting particular organs or organ systems.



The Department provides utmost priority to indoor and outdoor patients supported by ICU, emergency care unit for comprehensive care to all critically sick patients.

Services-

- Treating adolescents
- Concerned with the diagnosis, treatment and management of allergies, asthma and disorders of the immune system.
- Dealing with disorders of the heart and blood vessels
- Critical care medicine
- Dealing with disorders of the endocrine system and its specific secretions called hormones
- Concerned with the field of digestive diseases
- Treating geriatric patients

- Treating the blood-forming organs and its disorders.
- Treating diseases caused by a biological agent such as by a virus, bacterium or parasite
- Dealing with diseases of the lungs and the respiratory tract
- Diagnosis and therapy of rheumatic diseases.
- Sleep medicine

□ **Plastic Surgery-** Whether it is cosmetic surgery to improve appearance or reconstructive surgery to correct defects, the Department of Plastic and Reconstructive Surgery at IQ City Narayana Multi speciality Hospital offers state-of-the-art facilities, the latest technologies and expert surgeons.



Services-

- Management of Burns and Burn Deformities
- Rhinoplasty
- Breast Reduction
- Tummy Tuck
- Facial Fillers
- Liposuction
- Breast Augmentation
- Body Lifts
- Botox
- Awareness regarding Burns during Diwali Festival
- Facelift
- Eyelid Surgery
- Breast Lift
- Chemical Peel
- Sclerotherapy

□ **Psychiatry**- Psychiatry is the medical specialty devoted to the diagnosis, prevention, study, and treatment of mental disorders. These include various abnormalities related to mood, behaviour, cognition, and perceptions.

Key Features-

- To reduce the burden of mental health through treatment, research & training & to promote positive mental health.
- To enhance public awareness about mental health & eliminate the stigma attached to psychiatric disorders.



Services-

- Child mental health
- Adolescent mental health
- Perinatal mental health
- Geriatric mental health

□ **Pulmonology & Respiratory Medicine**- Pulmonary & Respiratory medicine is a branch of medicine that deals with the diseases of chest and respiratory system like Asthma, Pneumonia, COPD, Allergic Rhinitis, Interstitial Lung Diseases, Lung Cancer etc. The Department has a functional respiratory medicine ward along with respiratory intensive care unit with round the clock specialist care.

Key Features-

- Air way diseases (COPD, Bronchial Asthma).
- Diffuse parenchymal lung diseases like ILDs.
- Pulmonary infections including tuberculosis.
- Lung Cancer & its complication.
- HIV related respiratory conditions.
- Pulmonary vascular disorders.



- Pleural disorders.
- Sleep disorders (OSA).
- Congenital diseases of the lungs.
- Respiratory critical services

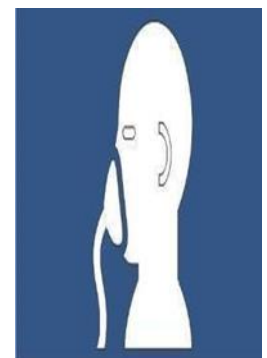
Services-

- Fiberoptic bronchoscopy with Bronchoalveolar Lavage (BAL), Brushings endobronchial Biopsy
- Transbronchial Lung Biopsy
- Bronchoscopy FNAC of Lymph Node
- Therapeutic Bronchoscopy
- CT Guided FNAC & Biopsy
- Pleural Biopsy
- Chest Tube Placement and Management
- Allergy Testing
- Pulmonary function test
- PEFr
- Polysomnography with CPAP Titration
- Smoking Cessation service
- Pulmonary rehabilitation
- Non-invasive ventilation

Anaesthesiology- Anaesthesiology, is the medical specialty that focuses on peri-operative medicine and the administration of anaesthesia.

Services-

- Administration of Anesthesia for all specialties and super specialties like Cardiac, Neuro and joint replacements surgeries.



- Critical care and Emergency services in SICU, ICU, CCU, NICU and PICU.
- Pre-operative medical evaluation and peri operative monitoring and management of patients' need.
- Management of peri operative pain, acute and Chronic pain outside OT too.
- Diagnosis of acute and chronic pain syndromes and strategies to reduce pain.
- Patient Controlled Analgesia (PCA).
- Epidural Injections and nerve blocks.
- Regional Anesthesia, obstetric analgesia and anaesthesia.
- Painless delivery.
- Outdoor Anesthesia, Remote anesthesia in MRI suite, G I scope procedures.
- Neonatal and Pediatric Anesthesia

□ **Oncology**- Most cancers are preventable if detected early. High-risk habits such as smoking and drinking are contributing factors for cancer. It can also be due to some other factors such as obesity that tends to run in families and influence cancer risk. Some cancers such as breast, ovarian, prostate and colon are considered hereditary. These high-risk individuals can be identified by evaluation and genetic tests. Targeted screening can identify cancer at pre- or cancer early stage. Besides improving chance for cure, it also lowers the side effects related to cancer treatment. Hence, screening needs to be personalized based on clinical examination.



Key Features-

- Dedicated team for Medical Oncology
- Diagnostic Facility with MRI (1.5 Tesla)
- Diagnostic Facility with CT scan (128 slides) & High-Resolution CT

Services-

- Well trained and dedicated team to administer chemotherapy

- Supportive & Palliative care

□ **Nephrology**- Nephrology is the specialty of internal medicine that focuses on the diagnosis and treatment of diseases of the kidney. The prevention and identification and management of early kidney disease is a large part of general internal medicine practice, nephrologists are usually called upon to assist and manage more complex or advanced nephrology disorders.



Key Features-

- Teaching through bedside clinics
- Infrastructure to facilitate learning
- Separate Nephrology ward
- Standardized Nephrology care through 16 station Haemodialysis facility
- 24-hour emergency care and Haemodialysis Our Services-
- Diagnosis & Treatment of various kinds of kidney disorders
- Diagnosis & Treatment of acute and chronic kidney diseases
- Treatment of Hypertension, Acid-Base electrolyte disorders due to Kidney Related.
- 24 hours Emergency coverage from the Nephrology department

□ **General Surgery**- General Surgery is a surgical specialty that focuses on abdomen including, stomach, small bowel, colon appendix liver, pancreas, gallbladder and bile duodenum ducts. They also deal with diseases involving the skin, breast, soft tissue, trauma, thyroid gland diseases (Neck Swellings), Piles, fistula and prolapsed of Rectum and Cancer of different parts.



- Trauma surgery/ Surgical Critical Care
- Laparoscopic surgery
- Colorectal surgery

- Breast surgery
- Vascular surgery
- Endocrine surgery
- Pediatric Surgery

□ **Paediatric Surgery**- Paediatric surgery is a new sub-specialty of surgery dedicated to management of surgical conditions of foetus, neonates, infants and children. The surgical problems of children are completely different when compared to adults and the principles of management are also completely different. Many children born with life threatening congenital anomalies require urgent surgical intervention failing which the prognosis becomes very poor



- Congenital anomalies
- Pediatric trauma
- Pediatric endoscopy and laparoscopy
- Neonatal Emergencies
- Pediatric Urology
- Pediatric Gastroenterology
- Pediatric onco-surgery

Key Features-

- Dedicated team to manage paediatric surgery cases.
- PICU & NICU with skilled Nursing staff.

□ **Obstetrics & Gynaecology**- Obstetrics and Gynaecology is the medical specialty that deals with normal and complicated pregnancies (Obstetrics) and problems of the female genital tract (Gynaecology). The department of Obstetrics and Gynaecology of IQ City Medical College Hospital offers



the full spectrum of Women's Health Care Services and provides advanced treatment and care of all, from teen to women, through pregnancy to menopause and beyond.

Obstetrics Care:

- Pre-conception care
- Ante Natal care
- Management of High-risk Pregnancy
- Management of Medical Disorders in Pregnancy
- Caesarean Section
- Pre-& Post Delivery Counselling
- Pre-& Post Delivery counselling

Gynaecology:

- Adolescent Health Care
- Safe Abortion Services
- Reproductive Endocrine Care
- Menstrual Disorder
- Infertility Treatments
- Menopause Disorder Management
- Advanced Pelvic Endoscopy Surgery
- Urogynecology
- Contraception & Family Planning

□ **Urology**- Urology is the branch which focuses on surgical and medical diseases of the male and female urinary tract system and the male reproductive organs. The organs under the domain of urology include the kidneys, adrenal glands, ureters, urinary bladder, urethra, and the male



reproductive organs (testes epididymis, vas deferens, seminal vesicles, prostate, and penis).

Key Features-

- Expert teams with experienced Surgeons.
- Dedicated OPD.
- Urodynamic study

Services-

- Urinary Stone Management- PCNL
- Advanced Laparoscopic Surgery
- Uri – Oncology
- Reconstructive Urology
- Urinary Incontinence Surgery
- Endoscopy surgery for stone and prostate

□**Neurosurgery-** Neurosurgery is the specialty concerned with the prevention diagnosis, surgical treatment and rehabilitation of disorders which affect any portion of the nervous system including brain, spinal cord, peripheral nerves and extra-cranial cerebral vascular system.

Spinal Neurosurgery – Covers the cervical, thoracic and lumbar spine. Some indications include spinal cord compression resulting from trauma, spondylosis, arthritis of the spinal discs, tumours and vascular malformations.



Key Features-

- Dedicated Neurosurgery Operation Theatre.
- 10bedded Neuro ICU with Ventilator.
- 30bedded Neuro Ward with trained staff.
- 24*7 Emergency Services for Trauma Care.
- Neuro Rehabilitation with Physiotherapy

Services-

- Conventional open, microscopic, stereotactic and minimally invasive techniques for Diagnosis & Treatment.
- Tumors – Brain Tumors / Spinal Tumours / Peripheral nerve tumours / Scalp tumours/ Skull tumours.
- Nerve and muscle biopsies.
- Spinal degenerative diseases- Spondylosis / Spondylolisthesis/ Complex spinal fixation.
- Cerebrovascular Surgery- Stroke Surgery / Aneurysm Surgery

□**Neurology-** Neurology is the branch of medicine that deals with disorders of the nervous system, which include the brain, blood vessels, muscles and nerves. The main areas of neurology are the autonomic, central and peripheral nervous systems.

Key Features-

- Dedicated Team
- 10 Bedded Neuro ICU with Ventilator
- 30 bedded Neuro Ward with trained staff
- 24 X 7 Emergency Services
- Advanced Radio diagnosis technique (MRI, CT)
- Neuro Rehabilitation with Physiotherapy



Services-

- Cerebrovascular disease, such as stroke
- Demyelinating diseases of the central nervous system, such as multiple sclerosis
- Headache disorders
- Infections of the brain and peripheral nervous system

- Movement disorders, such as Parkinson’s disease
- Neurodegenerative disorders, such as Alzheimer’s disease, Parkinson’s disease,
- Seizure disorders, such as epilepsy
- Spinal cord disorders
- Speech and language disorders

□ **Gastroenterology**- The Department for Gastroenterology offers prevention, diagnosis and treatments for various digestive tract, liver and pancreatic-biliary disorders. The Centre is equipped with the best facilities and supported by a team of expert doctors. This centre is also equipped with latest scopes for diagnostic and therapeutic Gastroscopy, Colonoscopy.



Key Features-

- Diagnostic & Therapeutic upper GI endoscopy.
- Diagnostic & Therapeutic colonoscopy.
- Sclerotherapy for esophageal varices.
- Endoscopic variceal ligation (banding).

Services-

The Department of Medical Gastroenterology deals with various medical problems in gastroenterology in the outpatient, inpatient including emergency services setting. The doctors have expertise in the management of the full spectrum of gastrointestinal, liver and pancreatic-biliary diseases. Our services include:

- Diagnosis and management of upper and lower gastrointestinal bleeding
- Diagnosis and management of acute and chronic diarrhoea, irritable bowel syndrome etc
- Diseases of esophagus such as gastro-esophageal reflux disorder, oesophageal stricture, esophagitis, Barrett’s oesophagus, oesophageal malignancy etc.
- Diseases of stomach such as gastritis, gastric ulcer, gastric carcinoma etc.

- Disease of duodenum such as duodenitis, duodenal ulcer, stricture, Tuberculosis, celiac disease etc.
- Colonic diseases such as ulcerative colitis, chon's disease, colonic polyps, malignancy etc
- Pancreatic disorders such as acute and chronic pancreatitis, pancreatic pseudocyst etc
- Diseases of liver such as viral hepatitis, autoimmune hepatitis, Wilson's disease, alcoholic liver disease, Non-alcoholic liver fatty disease, chronic liver disease.

□ **Ophthalmology**- Ophthalmology is the branch of medicine that deals with the anatomy, physiology and diseases of the eyeball and orbit. An ophthalmologist is a specialist in medical and surgical eye disease

Key Features-

- Humphrey Perimetry.
- Digital Fluorescein.
- Angiography (DFA).
- Biometry.
- Color vision & Refraction testing.
- Pachymetry.
- Optical Coherence Tomography (OCT)- macula & glaucoma.
- Slit lamp Bio microscopy & Slit lamp photography



Services-

- ECCE with PCIOL
- Glaucoma surgery
- Corneal grafting & other corneal surgeries
- Paco emulsification using latest machines and rigid, foldable, multifocal & tori lenses
- DCR and DCT (sac surgery)

- Oculoplastic
- Retinal detachment surgery
- Vitreous surgery
- Intravitreal Injection of Antibiotics, Kenecott, Macugen, Lucentis, Acentric, Avastin
- Squint surgery

□ **Orthopaedics-** Orthopaedic surgery is the branch of surgery concerned with conditions involving the musculoskeletal system. Orthopaedic surgeons use both surgical and nonsurgical means to treat musculoskeletal trauma, spine diseases, sports injuries, degenerative diseases, infections, tumours, and congenital disorders.

Orthopaedic Team of IQ City Medical College Hospital is experienced with a wide spectrum of treatment modules from replacement to different Surgeries along with Rehab Services, besides routine Trauma Management. In a nutshell, it is one stop treatment for all Orthopaedic ailments without complications, rapid mobilization decreased period of confinement and an early return to normalcy.



Key features-

- Experienced Team.
- Equipped modern Operation Theatre.
- Advanced Radio diagnosis (MRI, CT, C-arm) support.
- Physiotherapy unit for Rehab services.
- Round the clock Trauma Team for Emergency care.

Services-

- Joint Replacement Surgeries
- Poly Trauma and Fractures Management
- Arthroscopy
- Spine Surgery

- Sports Injury
- Pain Management

□ **Paediatrics-** Children constitute a major portion (40%) of the general population and this group, ranging from new born to adolescence, comprise of a very wide spectrum of problems and requirements. Paediatrics is not only care in illness but also health care and promotion. Dealing with children calls for a lot of empathy, good communication skills and social awareness.

We, at the department of Paediatrics, IQ City Medical College Hospital, strive to cater to these diverse problems in a customized manner, right from new born period up to 18 years. Our highly qualified and dedicated team of doctors give their best to provide state-of -the-art medical service to our little patients, with utmost sincerity and loving care.



The Paediatric Department provides all-round care to the little ones through its outdoor clinics and indoor wards, including intensive care units

Key Features-

- Dedicated team to manage Paediatric Surgery cases
- PICU & NICU with skilled nursing staff.
- Round the clock availability of pediatric Anesthetists & Pediatrician.
- **Services-**
- Congenital anomalies
- Pediatric trauma
- Pediatric endoscopy and laparoscopy
- Neonatal Emergencies
- Pediatric Urology
- Pediatric Gastroenterology

HEALTH CHECK UP PACKAGES

1) Executive Health Check-up (Male): CBC, ESR, Blood Sugar F, Blood Sugar Grouping, Lipid Profile, Liver Profile, Thyroid Profile (T3, T4, TSH), Microalbumin, Urea & Creatinine, Uric Acid, Urine for Complete Test (Routine+ Microscopic), ECG, Echo Screening, USG: Whole Abdomen Screening, X-Ray Chest PA, Eye Consultation-First Visit, Physician Consultation- First Visit. Package Rate- Rs.2750

2)Executive Health Check-up (Female): CBC, ESR, Blood Sugar F, Blood Sugar Grouping, Lipid Profile, Liver Profile, Thyroid Profile (T3, T4, TSH), Microalbumin, Serum Prolactin, LH & FSH, Urea & Creatinine, Uric Acid, Urine for Complete Test (Routine+ Microscopic), ECG, Echo Screening, USG: Whole Abdomen Screening, X-Ray Chest PA, Eye Consultation-First Visit, Physician Consultation- First Visit. Package Rate- Rs.3300

3)Cardiac Health Check-up: Hb%, TLC, DLC, Blood Sugar F, Lipid Profile, TSH TMT, Microalbumin, Urea & Creatinine, Uric acid, ECG, Echo Screening, X-Ray Cheat PA, Cardiac Consultation-First Visit. Package Rate- Rs.3300.

4)Comprehensive Well Women Check-up: CBC, ESR, Blood Sugar F, Blood Sugar Grouping, Lipid Profile, Liver Profile, Thyroid Profile (T3, T4, TSH), Microalbumin, Urea & Creatinine, Uric Acid, Urine for Complete Test (Routine+ Microscopic), ECG, Echo Screening, USG: Whole Abdomen Screening, X-Ray Chest PA, Pap Smear (Without Procedure charge), Eye Consultation-First Visit, Physician Consultation- First Visit, Gynae Consultation. Package Rate- Rs.3300.

5)Child Health Check-up: Alkaline Phosphate, Blood for Grouping, Hemogram Complete, Mantoux Test, SGPT, Stool RE/ME, TSH, Urea & Creatinine, Urine for Complete Test (Routine + Microscopic), X-Ray Chest PA, Dietician Consultation- First Visit, Paediatric Consultation-First Visit. Package Rate- Rs.1320.

6)Arthritis Health Check-up: CBC, CRP, ESR, RA Quantitative Factor, Uric Acid, X-Ray both Knees: AP & Lateral, Orthopaedic Consultation-First Visit. Package Rate- Rs.1320.

7)Urology Health Check-up: Albumin, PSA Total, Total Protein, Urea & Creatinine, Uric Acid, Serum Electrolytes (Na⁺, K⁺, Ca⁺), Urine for Complete Test (Routine+ Microscopic), X-Ray KUB, USG Screening (As per Doctor Advice, Urology Consultation-First Visit. Package Rate- Rs.1920.

8)Executive Couple Health Check-up: Executive Health Check-up (Male). Executive Health Check-up (Female). Package Rate- Rs.5500.

OTHER PACKAGES

Surgery Package

<u>Name of the Procedure</u>	<u>Rates</u>
Hydrocele Unilateral	₹ 10,000.00
Hydrocele Bilateral	₹ 15,000.00
Inguinal Hernia Unilateral Open	₹ 32,000.00
Inguinal Hernia Bilateral Open	₹ 48,000.00
Cholecystectomy (Lap)	₹ 40,000.00
Appendicectomy (Lap)	₹ 30,000.00
Normal Delivery	₹ 17,999.00
Total Abdominal Hysterectomy (open)	₹ 41,999.00
Total Abdominal Hysterectomy (lap)	₹ 56,999.00
LSCS / LUCS	₹ 29,999.00
TAH with BSO – OPEN	₹ 45,999.00
TAH with BSO – LAP	₹ 59,999.00

Cardiac Packages

<u>Packages Name</u>	<u>Rates</u>
ANGIOGRAM DAYCARE (IM) PKG	₹ 8,500.00
ANGIOPLASTY (IM) PKG	₹ 60,000.00
ANGIOPLASTY – PRIMARY (IM) PKG	₹ 75,000.00
ANGIOGRAM & ANGIOPLASTY (SAME SITTING) (IM) PKG	₹ 65,000.00
PACE MAKER IMPLANTATION – SINGLE CHAMBER (IM) PKG	₹ 35,000.00
PACE MAKER IMPLANTATION – DOUBLE CHAMBER (IM) PKG	₹ 42,000.00
PG REPLACEMENT (IM) PKG	₹ 35,000.00
PG EXPLANTATION (IM) PKG	₹ 35,000.00
ANGIOGRAM (IM) PKG	₹10,000.00

Ophthalmology Packages

<u>Packages Name</u>	<u>Rates</u>
PHACO GRADE I – (with OCCUFLEX / ULTIMA ASPHERIC)	₹ 6,500.00
PHACO GRADE II – (with ULTIMA GOLD)	₹ 8,500.00
PHACO GRADE III – (with ALCON / ABOTT – MULTIPIECE)	₹ 12,000.00
PHACO GRADE VI – (with ABOTT TECHNIS 1)	₹ 22,000.00
PHACO GRADE VII – (with ALCON IQ WITH KITBOX)	₹ 28,000.00
CATARACT EXTRACTION WITH IOL	₹ 990.00

EMERGENCY DEPARTMENT

EDs have highly trained doctors and other health professionals on site to deal with emergencies. They assess, treat, stabilize and start the health management of people who have come to the ED with a serious illness or injury. Some emergency departments specialize. For example, there are emergency department attached to children's hospitals, some women's hospitals and some eye or ear hospitals. Most EDs, however, accept all emergencies. Emergency department of a hospital responsible for the provision of medical and surgical care to patients arriving at the hospital in need of immediate care. Emergency department personnel may also respond to certain situations within the hospital such cardiac arrests. The emergency department is also called the emergency room or ER. A full-fledged emergency department has the following areas of care:

EMS (Ambulance) Coordination Centre, Triage, Resuscitation Area, Major Trauma / Medical Areas, Consultation Rooms, Patient Waiting Area, Minor Procedure Rooms, Major Operating Room, Observation Units, Injection Room, 24-hour Pharmacy, Prayer Room, Library and Reading Rooms, Doctors Rest room, Cafeteria, 24-hour internet access to online journals and medical information.

Triage: Every emergency department has a triage or triaging area to sort incoming patients. Triage can be defined as the prioritization of patient care based on the severity of injury / illness, prognosis, and availability of resources. For those responsible for the triage of patients arriving in the emergency department, the purpose of triage is to determine to which predesigned patient care area the patient should be sent. The locations to which the patients are 'triaged' establish priorities for care.

The most common triaging system is the 4-level system.

Priority I (Immediate): Patients have life threatening injuries or conditions that are survivable with immediate treatment.

- Examples: Airway compromise, tension pneumothorax, shock, cardiac arrest, seizures, etc.

Red color band use for these kinds of people.

Priority II (Delayed): Patients require definitive treatment but no immediate threat to life exists. Patients may remain stable for 10 to 20 minutes.

- Examples: Limb injuries, lacerations with hemorrhage controlled, high fever, altered sensorium, severe pain, etc.

Yellow color bands are used for these kinds of patients.

Priority III (Minimal): Patients have minimal injuries or minor conditions, and are ambulatory.

- Examples: Sore throat, abrasions and superficial lacerations, chronic self-limiting disorders, etc.

Green color bands are used for these patients.

Priority 0 (Expectant/Dead): Victims are dead or have lethal injuries and will die despite treatment.

- Examples: Devastating head and chest injuries, 3rd degree burns over most of the body, destruction of vital organs, etc.

Black color band are used for these patients.

Function:**Major Functions:**

- To treat unannounced patients' life threatening and routine.
- To function 24hrs into 7 days per 365 days.
- Providing immediate appropriate lifesaving care.
- Service both efficient and effective.
- Sensitive to emotional needs.

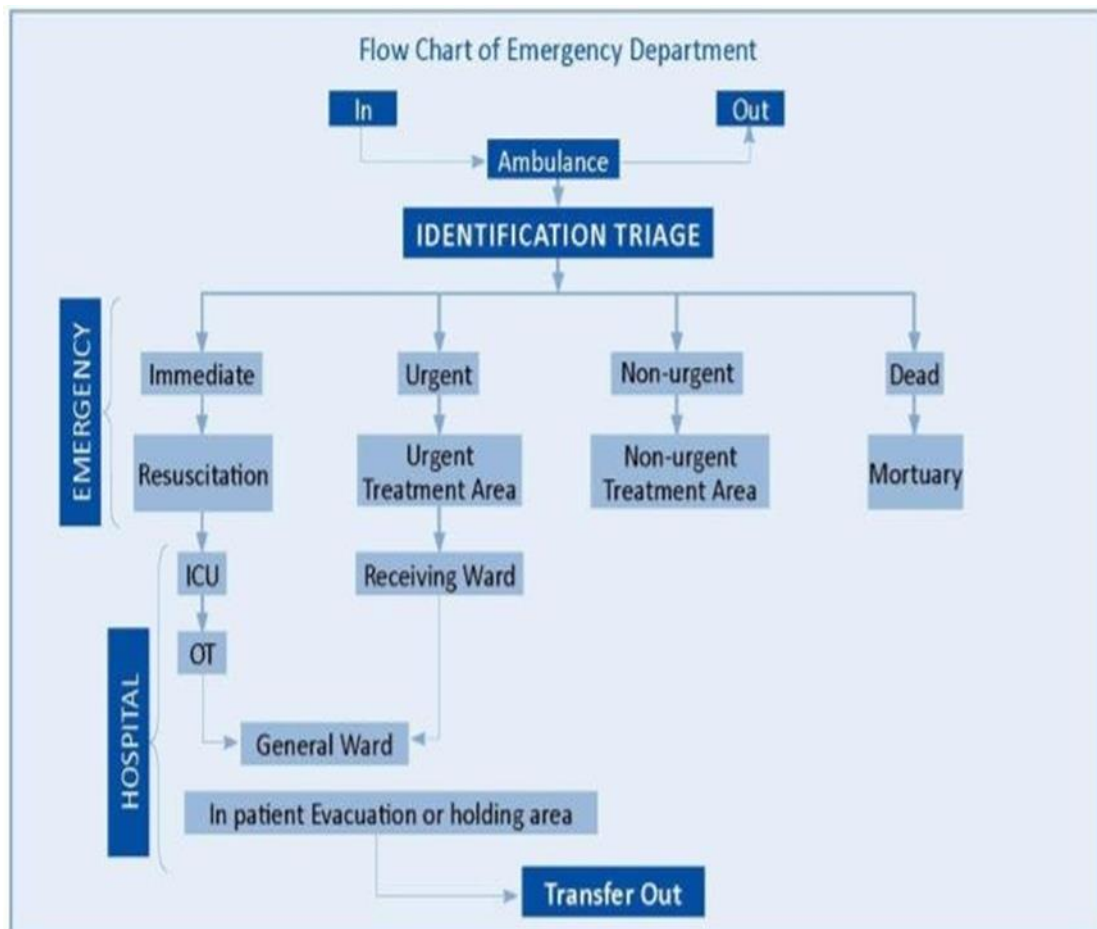
Subsidiary Functions:

- Providing ambulance service.
- Provide porter service.
- Information and Communication.
- Research, Training and Research.

Staffing:

- Specialists- Physicians, Surgeons, Ortho Surgeon, Anesthetists, Resident staff and GDMOs.
- Nurses
- Technicians: Radiographer, Lab technicians, ECG technicians, OT technicians, Ambulance Driver, Ambulance attendants.
- Administrative Staff: Record clerk, Registration Clerk, Admission Clerk.

Flow Chart of Emergency Department



Equipment:

- All essential and functioning equipments, Ventilators, Defibrillators, Monitors, OT facility, X-ray, Ultra-sound, Computed Tomography, Path labs, ECG Machines etc.
- Central Gas Pipeline, Plenty and Fluid, IV lines, Catheters etc.
- Vital essential medicines, nebulizer.
- Dressing materials, Plasters, Dressing trolleys, minor operating tray.
- Air Conditioning, Stand by Generator.
- Water Supply, Fire safety

OPERATION THEATRE (O.T)

Operation Theatre is a room in hospital which contains an operating table or similar device, generally accommodating one patient at a time, during which, under the direct supervision of a medical or dental practitioner, the patient undergoes an operative procedure for the prevention, cure, relief or diagnosis of disease, or in pregnancy, childbirth. An operating theatre must: allow positioning of the patient on the table or device so as to render the operation possible or convenient; have adjustable lighting powerful enough to permit fine or delicate work under aseptic conditions; provide sterile instruments and facilities for staff to change clothing; provide deeper pain relief than the basic sedation administered in the ward or local anaesthetic.

Operation Theatre is a room, or suite of rooms, designed for the safe performance of surgical operations. Much consideration is given in the design to minimizing the risk of infection. Walls and floors are commonly covered with washable material and are washed daily. Materials liable to build up charges of static electricity are avoided. Ventilation is arranged so as to avoid air contamination and exhaled anaesthetic gases are vented. Intense but shadow less illumination is provided by special lamps. X-ray and scan viewing boxes are often built into the walls. Ancillary rooms include changing rooms, scrub rooms, sterilizing rooms, anaesthetic rooms and recovery rooms.

Operating Room:

Contemporary operating rooms are devoid of a theatre setting, (though some in teaching hospitals may have small galleries) making the term "operating theatre" a misnomer for the modern facility. Operating rooms are spacious, easy to clean, and well-lit, typically with overhead surgical, and may have viewing screens and monitors. Operating rooms are generally windowless and feature controlled temperature and humidity. Special air handlers filter the air and maintain a slightly elevated pressure. Electricity support has backup systems in case of a black-out. Rooms are supplied with wall suction, oxygen, and possibly other, anaesthetic gases. Key equipment consists of the operating table and the anaesthesia cart. In addition, there are tables to set up instruments. There is storage space for common surgical supplies. There are containers for disposables. Outside the operating room is a dedicated scrubbing area that is used by surgeons, anaesthetists, ODPs (operating department practitioners), and nurses prior to surgery. An operating room will have a map to enable the terminal cleaner to realign the

operating table and equipment to the desired layout during cleaning. Several operating rooms are part of the operating suite that forms a distinct section within a health-care facility. Besides the operating rooms and their wash rooms, it contains rooms for personnel to change, wash, and rest, preparation and recovery rooms(s), storage and cleaning facilities, offices, dedicated corridors, and possibly other supportive units. In larger facilities, the operating suite is climate and air-controlled, and separated from other departments so that only authorized personnel have access.

Operating Room Equipment:

- The operating table in the center of the room can be raised, lowered, and tilted in any direction.
- The operating room lights are over the table to provide bright light, without shadows, during surgery.
- The anesthesia machine is at the head of the operating table. This machine has tubes that connect to the patient to assist him or her in breathing during surgery, and built-in monitors that help control the mixture of gases in the breathing circuit.
- The anesthesia cart is next to the anesthesia machine. It contains the medications, equipment, and other supplies that the anesthesiologist may need.
- Sterile instruments to be used during surgery are arranged on a stainless-steel table.
- An electronic monitor (which records the heart rate and respiratory rate by adhesive patches) is placed on patient's chest.
- The pulse-oximeter machine attaches to the patient's finger with an elastic band aid. It measures the amount of oxygen contained in the blood.
- Automated blood pressure measuring machine that automatically inflates the blood pressure cuff on patient's arm.



Equipment:

- Channel monitor
- Flash sterilizer
- Heart lung machine
- Operating tables
- Suction apparatus
- Defibrillator
- Operating microscope communication system
- Anesthesia machine Deep freezer (for frozen section)



Surgeon and Assistants Equipment: -

People in the operating room wear surgical clothes to help prevent germs from infecting the surgical incision. The surgical clothing includes the following:

- A protective cap covering their hair.
- Masks over their lower face, covering their mouths and noses.
- Shades or glasses over their eyes.
- Vinyl gloves on their hands.
- Long gowns.
- Protective covers on their shoes.
- The surgeon may also wear special glasses that help him/her to see more clearly.

OT Zoning:

OT zoning is a process where the whole OT suite is planned on the concept of four zones, predicted on the types of activities, pattern of circulation and degree of sterility to be maintained. These zones are disposal zone, protective zone, clean zone and sterile zone.

1. **Disposal Zone:** Disposal zone is the corridor from where used instruments and used linen and operating room debris is taken out.
 - This zone must have an independent access to the outside corridor.
 - Disposal zone has only one-way traffic viz. from inside the operating room to the outside and never vice versa.
 - This is achieved by a door or a hatch from operating room opening into the disposal corridor.
2. **Protective Zone:** Outside the clean zone is the protective zone forming a barrier between the clean area of the suite and the less clean rest of the hospital area.
 - This zone contains the administration elements including theatre nurse supervisors' office, where stores are received, and personnel enter the department, where locker and change rooms are located, patients are received and held.
3. **Clean Zone:** The clean zone is designed around the aseptic zone. This zone is only accessible to staff having changed their outer clothing in the protective zone and prepared patients transferred from the ward trolley to OT stretcher, and clean suppliers. 'Patient-Holding and Preparation Area' is earmarked in the clean zone.
 - This zone contains storage space for clean surgical suppliers, medical stores including parental solution, and instruments. Anesthesia induction rooms, anesthesia stores and anesthetist's room are located in this zone.
 - A frozen section laboratory, if provided and any dark room facility should be located in the clean zone.
4. **Sterile Zone:** The OT suite organization revolves around the central aseptic work area, i.e., the actual operating rooms. Activities take place in these zones that require full aseptic conditions, such as exposure of living tissues and handling sterile instruments.

LABORATORY

The clinical laboratory of a hospital utilizes samples of fluids or tissues from patients to identify evidence of disease or medical conditions. The space is organized into divisions such as anatomic pathology, clinical chemistry, haematology, genetics, microbiology, phlebotomy, and the blood bank. A medical laboratory or clinical laboratory is a laboratory where tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease. Clinical Medical laboratories are an example of applied science, as opposed to research laboratories that focus on basic science, such as found in some academic institutions.

Function:

- To perform diagnostic tests.
- To identify organisms, like E-coli bacteria.
- To count and classify blood cells to identify infection or disease.
- To operate complex diagnostic equipment.
- To perform immunological tests to checks for antibodies.
- To type and cross match blood samples for transfusions.
- To analyses DNA.

Staffing:

The staff of clinical laboratories may include:

- Pathologist;
- Clinical biochemist;
- Labor Biomedical Scientist (BMS) in the UK, Medical laboratory scientist (MT, MLS or CLS) in the US or Medical Laboratory Technologist in Canada;
- Medical laboratory technician/clinical laboratory technician (MLT or CLT in US);
- Medical Laboratory Assistant (MLA);

- Phlebotomist (PBT);
- Histology technician.

Equipment's:

- Colorimeter/ photoelectric colorimeter
- Centrifuge
- Water bath
- Microscope
- Hot air oven
- Autoclave
- PH-meter
- Incubator
- Automated biochemistry analyzer
- ELISA reader
- Microtome
- Wax melting bath
- Hot plate etc.
- tory assistant (LA)



RADIOLOGY DEPARTMENT

Radiology (commonly referred to as diagnostic imaging) is a sequence of multiple tests that captures the images of different body parts. These tests enable doctors to screen the patient's body better. The radiology department in hospital offers doctors a wide range of tools and techniques for use in diagnosing and recommending the best treatment for their patients. In addition, the department enables doctors to gain a broad perspective on each patient's disease. Radiology is a medical specialty that uses imaging to diagnose and treat diseases seen within the body. Radiologists use a variety of imaging techniques such as X-ray, ultrasound, computed tomography (CT), nuclear medicine including positron emission tomography (PET), and magnetic resonance imaging (MRI) to diagnose and/or treat diseases. Radiology represents a branch of medicine that deals with radiant energy in the diagnosis and treatment of diseases by using imaging technologies.

This field can be divided into two broad areas-

1. Diagnostic Radiology
2. Interventional Radiology
3. Diagnostic Radiology:

1. Diagnostic Radiology is a group of various modalities of medical imaging by using X-rays. Information Related to Regulations of Radiology Facilities: Medical use of x-rays for diagnosis and treatment has proven to be immensely beneficial to the society at large. Diagnostic radiology refers to the field of medicine that uses non-invasive imaging scans to diagnose a patient. Diagnostic radiology is a medical specialization that involves undertaking a range of imaging procedures to obtain images of the inside of the body. Diagnostic Radiologist use medical images such as- X-ray, Ultrasound, CT- Scan, and MRI etc.

- **X-ray:** X-rays are a type of radiation called electromagnetic waves. X-ray imaging creates pictures of the inside of your body. The images show the parts of your body in different shades of black and white. This is because different tissues absorb different amounts of radiation. Calcium in bones absorbs x-rays the most, so bones look white. Fat and other soft tissues absorb less and look grey. Air absorbs the least, so lungs look black. The most familiar use of x-rays is checking for fractures (broken bones), but x-rays are also used in other ways. For example, chest x-rays can spot pneumonia.

Mammograms use x-rays to look for breast cancer.

- **Ultrasound:** An ultrasound is an imaging test that uses sound waves to create a picture (also known as a sonogram) of organs, tissues, and other structures inside the body. Unlike x-rays, ultrasounds don't use any radiation. An ultrasound can also show parts of the body in motion, such as a heart beating or blood flowing through blood vessels. An ultrasound can be used in different ways- Confirm that you are pregnant, Check the size and position of the unborn baby, look for blockages in the gallbladder, check for abnormalities in the abdomen and kidneys, Help find the cause of pelvic pain, Help find the cause of abnormal menstrual bleeding.
 - **CT scan:** A CT scan is a diagnostic imaging procedure that uses a combination of X-rays and computer technology to produce images of the inside of the body. It shows detailed images of any part of the body, including the bones, muscles, fat, organs and blood vessels. CT scans are more detailed than standard X-rays. CT scans may be performed to help diagnose tumors, investigate internal bleeding, or check for other internal injuries or damage. CT can also be used for a tissue or fluid biopsy.
 - **MRI:** Magnetic resonance imaging (MRI) is a medical imaging technique that uses a magnetic field and computer-generated radio waves to create detailed images of the organs and tissues in your body. Most MRI machines are large, tube-shaped magnets. This is used to observe brain structures and determine which areas of the brain "activate" (consume more oxygen) during various cognitive tasks. It is used to advance the understanding of brain organization and offers a potential new standard for assessing neurological status and neurosurgical risk.
2. **Interventional Radiology:** Interventional radiology is a medical sub-specialty of radiology utilizing minimally-invasive image-guided procedures to diagnose and treat diseases in nearly every organ system. The concept behind interventional radiology is to diagnose and treat patients using the least invasive techniques currently available in order to minimize risk to the patient and improve health outcomes. These procedures have less risk, less pain and less recovery time in comparison to open surgery. These include biopsy, angioplasty, and cardiac catheterization.
- **Biopsy:** A biopsy is a sample of tissue taken from the body in order to examine it more closely. A doctor should recommend a biopsy when an initial test suggests an area of

tissue in the body isn't normal. Biopsies are most often done to look for cancer. But biopsies can help identify many other conditions

- **Angioplasty:** Angioplasty is a procedure to open narrowed or blocked blood vessels that supply blood to the heart. These blood vessels are called the coronary arteries. A coronary artery stent is a small, metal mesh tube that expands inside a coronary artery. A stent is often placed during or immediately after angioplasty. It helps prevent the artery from closing up again. A drug-eluting stent has medicine embedded in it that helps prevent the artery from closing in the long term.
- **Cardiac Catheterization:** Cardiac catheterization is a procedure in which a thin, flexible tube (catheter) is guided through a blood vessel to the heart to diagnose or treat certain heart conditions, such as clogged arteries or irregular heartbeats. Cardiac catheterization gives doctors important information about the heart muscle, heart valves and blood vessels in the heart.

Equipment used in Radiology Department:

- X-ray machines
- MRI
- Ultrasound
- CT scan machine
- Mammography
- Nuclear Imaging System
- Doppler Machine
- Computer Assisted Tomography



Function:

- To assist the physician in the diagnosis and treatment of a patient's disease through the use of radiography, fluoroscopy a radioisotopes and high voltage acceleration.
- To provide reliable radiological services to the patients.
- To engage in essential research for medical advancement.
- Gives better views of the internal body of the patients to the doctors.
- Commitment to training and research.
- Establishment and Confirmation of clinical diagnosis.

Importance in healthcare: We cannot ignore the importance of radiology tests in detecting various diseases and ailments. The best radiologists

Put different means, such as ultrasound, magnetic resonance, and X-rays, to enable the doctors to have a better view of the patient's body internally. It further helps them identify the problem and treat the patient.

However, with the invasion of several diseases daily, we must get hold of the best radiology department functions for diagnosing and treating the patient. Hospital uses the latest machines for diagnostic images to give the doctors a detailed analysis of the structural changes in the patient's body. The feature of radiology enables the doctors to catch the right issue at an early stage and provide treatment more efficiently.

NUCLEAR MEDICINE

Nuclear medicine uses radioactive material inside the body to see how organs or tissue are functioning (for diagnosis) or to target and destroy damaged or diseased organs or tissue (for treatment). Nuclear Medicine imaging uses small amounts of radioactive materials to diagnose, evaluate or treat a variety of diseases.

These include many types of cancers, heart disease, gastrointestinal, endocrine or neurological disorders and other abnormalities. Because nuclear medicine exam can pinpoint molecular activity, they have the potential to identify disease in its earliest stages. They can also show whether a patient is responding to treatment.

Common uses of Nuclear Medicine: Physicians use nuclear medicine imaging procedures to visualize the structure and function of an organ, tissue, bone or system within the body.

In adults, nuclear medicine is used to-

Heart:

- Visualize heart blood flow and function.
- Detect coronary artery disease and the extent of coronary stenosis

Lungs:

- Scan lungs for respiratory and blood flow problems.
- Detect lung transplant rejection

Bones:

- Evaluate bones for fractures, infection and arthritis.
- Evaluate bone tumor.

Brain:

- Evaluate for abnormalities in a chemical in the brain involved in controlling movement in patients with suspected Parkinson's disease or related movement disorder.
- Evaluate for suspected brain tumor recurrence, surgical or radiation planning or localization for biopsy.

Benefits:

- Provides information on how organs, tissues, and cells are working. (Other common imaging procedures only show the structures.)
- Can be used also in targeted treatments to kill or damage harmful or cancerous cells, reduce the size of tumors, or reduce pain.
- Nuclear medicine scans provide the most useful diagnostic or treatment information for many diseases.
- A nuclear medicine scans is less expensive and may yield more precise information than exploratory surgery.

Risks:

- Radiation doses are usually higher than in common imaging like x-rays. This means these procedures are slightly more likely to increase the possibility you may get cancer later in life.
- Some nuclear medicine procedures are longer and use more radiation than others. These could cause skin reddening and hair loss.
- You may give off small amounts of radiation right after your procedure and need to take steps to protect others from exposure.
- Because nuclear medicine exams use only a small dose of radiotracer, they have a relatively low radiation exposure. This is acceptable for diagnostic exams. Thus, the potential benefits of an exam outweigh the very low radiation risk.
- Doctors have been using nuclear medicine diagnostic procedures for more than six decades. There are no known long-term adverse effects from such low-dose exposure.
- Your doctor always weighs the benefits of nuclear medicine treatment against any risks. Your doctor will discuss the significant risks prior to treatment and give you an opportunity to ask questions.
- Allergic reactions to radiotracers are extremely rare and usually mild. Always tell the nuclear medicine personnel about any allergies you may have. Describe any problems you may have had during previous nuclear medicine exams.

DIALYSIS DEPARTMENT

Dialysis is a procedure to remove waste products and excess fluid from the blood when the kidneys stop working properly. It often involves diverting blood to a machine to be cleaned. Normally, the kidneys filter the blood, removing harmful waste products and excess fluid and turning these into urine to be passed out of the body.

When your kidneys fail, dialysis keeps your body in balance by:

- removing waste, salt and extra water to prevent them from building up in the body
- keeping a safe level of certain chemicals in your blood, such as potassium, sodium and bicarbonate
- helping to control blood pressure



Benefit: One of the main advantages of PD over haemodialysis is that the procedure can be carried out in the comfort of the patients' home. For most, all that is required is a washroom with fresh running water, a sterile area of the house for the procedure to take place, and space to store the fluid for dialysis. This also allows patients to travel. For elderly patients who may be unable to administer the procedure themselves, assistance may be given by a trained carer or community nurse.

PHARMACY

Hospital pharmacy is the health care service, which comprises the art, practice, and profession of choosing, preparing, storing, compounding, and dispensing medicines and medical devices, advising healthcare professionals and patients on their safe, effective and efficient use. Hospital pharmacy is a specialised field of pharmacy which forms an integrated part of patient health care in a health facility. Hospital pharmacy is the profession that strives to continuously maintain and improve the medication management and pharmaceutical care of patients to the highest standards in a hospital setting.

Function:

- Selection of reliable suppliers.
- Storing and dispensing of Drugs.
- Determining specifications of the required medicament.
- Maintenance of manufacturing records.
- Quality control of purchased and manufactured products.
- Manufacturing sterile & non sterile products.
- Expecting and knowing the hospital demands.

Staffing:

- There should be Drug & Therapeutic Committee for advice and decision making.
- A chief pharmacist in hospital more than 200 beds.
- 2 pharmacists for 100 bedded hospitals.
- 3 pharmacists for 200 bedded hospitals

Role of Chief Pharmacist:

- Leadership and development of a transformative vision for the pharmacy and medicines optimization services.
- Work collaboratively with local health and social care commissioners, providing strategic direction for the development of innovative medicines optimization that

improve patient outcomes and maximize value for the Trust.

- Lead the performance management and recruitment needs of the pharmacy team, ensuring high quality and operationally efficient pharmacy services.
- Act in accordance with the Health Act 2006 and other legal and statutory frameworks and standards are complied with, ensuring a safe service with systems in place to identify and communicate incidents.
- Take accountability for the achievement of contractual, financial, and key quality targets for Pharmacy Services.
- Be the champion for medicines optimization and pharmacy advice, ensuring an evidence-based approach and high-quality patient facing clinical services are in place.



Drug & Therapeutic Committee:

This committee deals with all matters pertaining to pharmacy, medicines and medical consumable used in the hospital for patient care. There are many issues related to safety, quality and ethics under use of drugs and this committee resolve those issues.

Roles and Responsibility:

- Develop and approve policies related to medication management.
- Establish safe medication practices in the organization.
- Develop and approve hospital formulary.
- Issue guidelines for rational prescription of medication.
- Develop mechanism for reporting and tracking of medication errors and adverse events related to medication.
- Review indicators related to medication safety and take necessary decisions.
- Monitor medication practices through audits such as prescription audit, pharmacy audit

etc.

- Help Infection Control Committee in formulating antibiotic policy.
- Other similar matters related to medication management.

Suggested Members:

- Chairperson – A senior member such as HOD of medicine or vice-president or general manager.
- Convener/Co-Ordinator – Chief pharmacist.
- Clinical members – One representative each from all clinical specialties and super-specialties, Representatives from nursing department, OPD, IPD, ICU, OT and Emergency.
- Non-clinical members – Purchase Manager, Pharmacy store in-charge.

Problems:

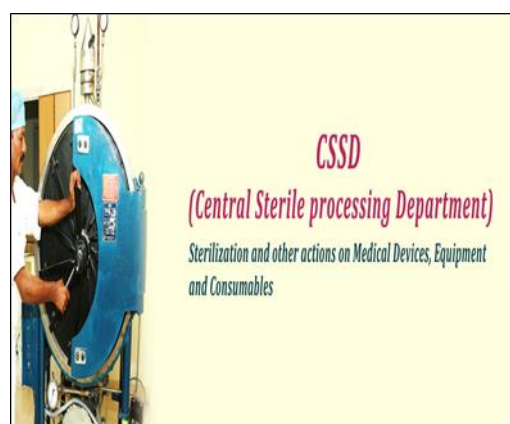
- Too many disparate resources: It is challenging to find a centralized, trustworthy evidence-based resource for drug information and drug interactions. Instead, pharmacists often have to sift through various books, tools, and other resources to find the drug data they need. The increased advancement and complexity of drug options enhance the need for a single reliable digital resource with a proven track record that is trusted in the industry.
- Increasing specialty medications: Specialty medications on the market have increased by more than 1200% since the 1990s, reports Pharmacy Times. While these drugs offer new hope for patients, they tend to be expensive, require prior authorization, or involve exchanging detailed clinical information between prescribers and specialty pharmacists. All this increases the demand for the latest drug information as well as patient education materials.
- A demand for multitasking: Between dispensing, expanded renal dosing, patient safety screening, medication therapy management, and more, pharmacists are busier than ever. Spending too much time finding trustworthy drug information at the point of care can be burdensome when added to the many responsibilities.

CENTRAL STERILE SUPPLY DEPARTMENT

CSSD is also called sterile processing; on central supply department is an integrated place in hospitals and health care facilities that performs sterilization and other actions on medical devices, equipment and consumable. It is also for subsequent use by health workers in the operating theatre of the hospital and also for other aseptic procedures. E.g., Catheterization, wound stitching and bandaging. In a medical, surgical and maternity or paediatric ward. CSSD as that service, with in the hospital catering for the sterile supplies to all departments both to specialized units as well as general wards in OPDS.

CSSD is divided into five major areas-

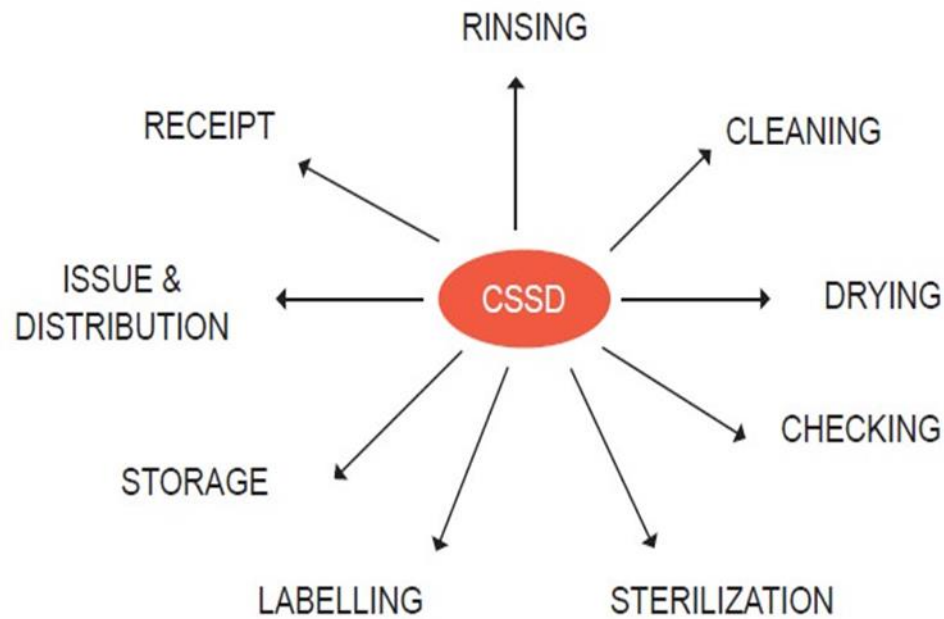
- Decontamination
- Assembly & Processing
- Sterilizing
- Sterile storage
- Storage



Aim:

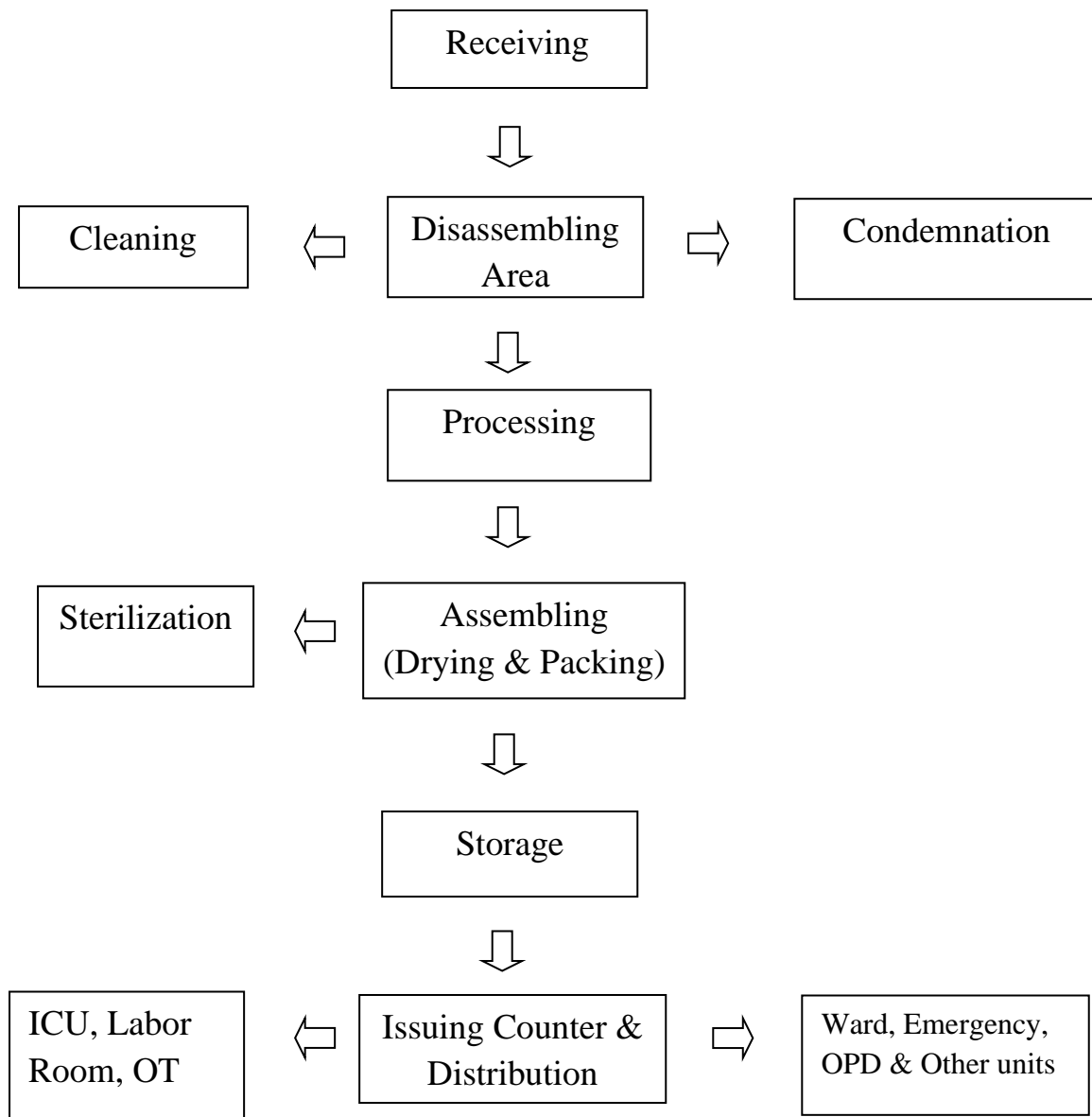
- Centralizing the activities of receipt, cleaning, assembly, sterilization, storage and distribution of sterilized materials from a CSSD.
- Safe sterilization is done under controlled condition with technical supervision at an optimum cost.
- To provide an efficient, continuous and quality supply of sterilized material to hospital in various areas and infection free patient care.

Function and Activities:



- To provide supplies of sterile linen packs basins, instruments other sterile items.
- To maintain an accurate record of the effectiveness of the cleaning, disinfecting and sterilizing process
- To monitor and enforce control necessary to prevent cross infection according to infection control policies.
- To review current practice for possible improvement in quality or service provided. To provide consulting services to other departments in all areas of sterile processing.
- CSSD is the hospital central nervous system where the battle against infection takes place.

Work Flow of CSSD



Sterilization:

Sterilization is a broad term that refers to any process that removes or kills all forms of microorganisms. This includes bacteria, fungi, viruses and protozoans including their spore forms which are usually very resistant. This refers to life forms that are on the surface, within a fluid, medications, or compounds such as buffers and culture media. Proper sterilization is easily achieved with combinations of heat, high pressure, filtration, chemicals and irradiation.

1. Heat Sterilization-
 - Dry Heat Sterilization
 - Steam Sterilization
2. ETO (Ethylene Oxide Sterilization)
3. Chemical Sterilization
4. Radiation Sterilization (Gamma)

1. Heat Sterilization:

Dry Heat Sterilization: Dry heat sterilization is one of the most practical and preferable forms of sterilization, using blown hot air to eliminate or deactivate all forms of life inside the chamber of an industrial oven. Dry heat sterilization uses high temperatures to kill microorganisms and bacterial spores. Another type of sterilization by heat uses moist heat. Both are acceptable and used to sterilize different types of equipment. Dry heat sterilization requires higher temperatures and longer exposure times than moist heat sterilization. In conventional hot air oven, sterilization is carried out at 160-degree centigrade for 1 hour.

Example: There is a wide range of materials that can handle dry heat well, and that is why this method is so popular and widely used. Examples include metals of all kinds, powders that can't be compromised by moisture or chemical agents, anhydrous oils and fats, and glassware. Moreover, and because dry heat can penetrate objects so well, paper-wrapped items can be sterilized effectively, as can medically instruments of intricate geometry such as syringes (metal and glass) or surgical tools.

Advantages:

- Dry heat ovens are generally cheap to buy.
- The cost of operation and heating cycles is generally low.
- The heat can go deeply into thick objects, achieving an in-depth sterilization effect. Even objects inside packaging can be sterilized this way.
- The process involves no toxic agents, so there are no harmful substances that will be discarded in the environment.
- Requires no human attendance or intervention during operation. Someone has to set the oven and leave it to complete the cycle.

Disadvantages:

- The dry heat can take much more time to achieve sterilization than what is required with steam, flaming, chemical sterilization, or radiation.
- The heat can cause warping to sensitive materials or thin sheets.
- The high temperatures can irreversibly damage plastics, rubber, so these are not suitable for dry heat.

Steam Sterilization: Steam sterilization (autoclaving) is the most dependable and economical process. It is the most widely used method for wrapped and unwrapped critical and semi-critical items that are not heat and/or moisture sensitive. To kill microorganisms, steam sterilization requires exposure of each item to direct steam contact at a specified temperature and pressure for a defined period of time.

There are two basic types of steam sterilizers: gravity displacement and high-speed prevacuum. Moist heat sterilization takes at least three minutes at 134 °C and a pressure of 3 BAR, or at least 15 minutes at 121 °C and a pressure of 2 BAR.

Example: The utilization of saturated steam to sterilize pharmaceutical equipment, products, and reagents is also a widely used sterilization technique. Objects which are sterilized using moist heat are usually non heat-sensitive items, e.g., reusable medical equipment, dental instruments, simple surgical instruments, textiles or surgical equipment with cavities.

Advantages:

- Nontoxic to patient, staff, environment
- Cycle easy to control and monitor
- Rapidly microbicidal
- Least affected by organic/inorganic soils among sterilization processes listed
- Rapid cycle time
- Penetrates medical packing, device lumens

Disadvantages:

- Deleterious for heat-sensitive instruments
- Microsurgical instruments damaged by repeated exposure
- May leave instruments wet, causing them to rust
- Potential for burns

1. **ETO Sterilization:** ETO Sterilization is a low-temperature process (typically between 37 and 63°C) that uses Ethylene Oxide gas to reduce the level of infectious agents. ETO is used in gas form and is usually mixed with other substances, such as CO₂ or steam.

Example: The types of devices that are sterilized with ethylene oxide range from devices used in general health care practices (for example, wound dressings) to more specialized devices used to treat specific areas of the body (for example, stents).

Advantages:

- Low temperature
- High efficiency – destroys microorganisms
- Large sterilizing volume/ chamber capacity
- Non-corrosive to: plastic, metal and rubber materials



Disadvantages:

- Excessively Long cycle
- Safety concerns - carcinogenic to humans
- Toxicity issues - toxic residues on surgical instruments and tubing

2. **Chemical Sterilization:** Nowadays, there are a lot of modern hospital and laboratory instruments and tools such as a custom tray that are susceptible to heat. This means they have some components that should not be exposed to high temperature. These components are rubber, plastic, glass, and other similar elements. To sterilize them without using heat, the recommended alternative is through chemical sterilization. Chemical sterilization is the process of using low temperature chemicals to kill, eliminate, and remove all germs, viruses, and bacteria. This can be in the form of gas or liquid chemicals.

Chemical sterilization uses the following elements and compounds:

Silver

Peracetic Acid

Hydrogen Peroxide
Phthalaldehyde
Glutaraldehyde and Formaldehyde
Bleach
Ozone



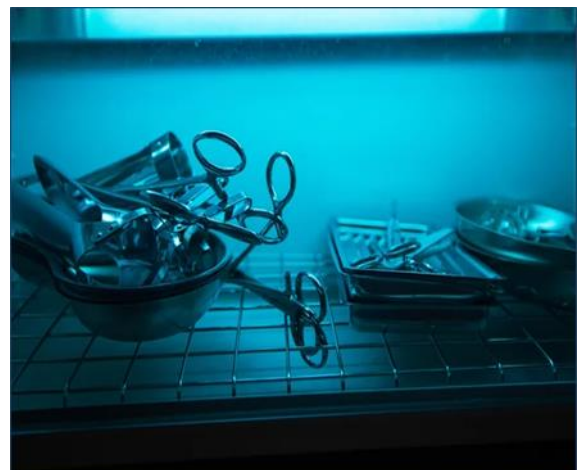
The above chemicals are used in many different ways and processes. Some can be mixed with other chemicals. Others are directly applied. There are also cases that some of them can be used along with steam sterilization. Hospital and laboratory instruments don't have to get heated only to sterilize them. Chemical sterilization can do the job without heating them. However, not all instruments and equipment can be sterilized in this method. This is because there is some equipment or devices that contain some elements that may react violently with the above chemicals

3. **Radiation Sterilization:** Radiation sterilization relies on ionizing radiation, primarily gamma, X-ray or electron radiation, to deactivate microorganisms such as bacteria, fungi, viruses and spores. Due to numerous advantages over heat or chemical based sterilization techniques, this method is particularly attractive in medicine and healthcare-related fields

Example: radiation sterilization is readily applied during tissue allograft preparation, pharmaceutical packaging and medical device manufacturing.

The gamma irradiation process can effectively treat a wide variety of products composed of different materials, with varying densities, configurations and orientations. Some examples of products processed include:

- Medical devices
- Pharmaceuticals
- Animal retail products
- Archives
- Cosmetics and toiletries
- Horticultural supplies



- Packaging materials
- Combination drug/device products
- Tissue-based and biological products

Staffing:

CSSD is usually manned by following staffs-

- CSSD in Charge/ Manager- Supervises activities of CSSD.
- CSSD Technicians- Operate the autoclave and ETO machines.
- CSSD Assistants- Perform the cleaning and packing, gauge cutting and cotton ball making.
- Clerk or Storekeeper- To manage the inventory and sterile stores.
- Housekeeping staff
- Messengers

Equipment:

Cleaning Area-

- High capacity passes through washer disinfectant at 80-degree to 90-degree
- Cold and Hot water steam
- Hot air Oven
- Detergent Solution
- Autoclaves
- EOS (Ethylene Oxide Sterilizers)



LAUNDRY SERVICES

Linen and Laundry services are responsible for providing safe, clean, adequate and timely supplied linen to user of hospital at right time, right price, and right place. Cotton is most preferred and frequently used materials as it is cheaper and more comfortable linen is a general term used to denote clothing items including bed cover, pillow cover, bed sheet, towel, doctors' coat etc. Hospital laundry receives all the linen material from different areas like ward, OT, OPD, and office area where they undergo process of sorting, washing extracting, drying, ironing, folding, mending and delivery.

Function:

1. Collection and receipt of soiled and infected Linen
2. Sorting, Sluicing, Disinfecting, Washing and Ironing o Linen.
3. Repair of damaged Linen
4. Assembling and packaging of specialty Items and Linen pack for sterilization.
5. Distribution to user departments.



Equipment:

Boiler, Washing machine, Hydro-extractor, Dryer

Types:

- **In-plant System:** Here a hospital runs its own laundry. The system can only be justified for very large hospitals and teaching institution as it is very expensive. In this system, the hospital has its own linen and laundry and all the activities of the hospital laundry service like washing, mending and replacement are done in the hospital premises.
- **Rental System:** In the system hospitals hire laundered linens from the contractor. The contractor is also responsible for the replacement as well as laundering of patients and staff linen. The main advantage of Rental Linen Supply System is that the hospital does not have to spend much for this vital service.
- **Contract System:** Here, hospitals own their linen but have no means of laundering. Washing, conditioning and pressing are carried out on contract basis from outside. In some cases, however, it subsidized contract type is prevalent and in such case the hospitals provide water and washing area within the hospital premises.
- **Co-operative System:** A single laundry is run on co-operative system to cater for a number of hospitals. This system is very economical. It can ideally be adopted for government hospitals group of smaller hospitals.

Staffing:

- Laundry Manager
- In charge of laundry
- Supervisor- i. Laundry operation
ii. Store Keeper. Sweeper

HOSPITAL HOUSEKEEPING SERVICES

Hospital housekeeping service refers to the cleaning and up keep of the hospital premises which renders the environmental surfaces safe to handle by removing organic matter, salts, and visible soils. The department is responsible for cleaning and maintaining hospital which include all department of the hospital. It works for guest satisfaction through keeping the environment clean and hygienic.

Objective:

- General Sanitation, cleanliness and comfortable environment.
- Developing courteous, reliable and congenial atmosphere.
- Adequate support of motivated staff.
- Good interdepartmental cordial relation.
- Ensuring safety of staff, patient and relatives.
- Quality control of sanitary equipment and cleaning agents.
- Proper record keeping and feedback.



Challenges:

Low priority activity, Overcrowding, Financial constraints, Manpower shortage, Unwilling supervision

HOSPITAL DIETARY SERVICES

Hospital catering or dietary services are an essential part of patient care. Good quality, nutritious meals play a vital part in patient rehabilitation and recovery, and limit the unnecessary use of nutritional supplement. Hospital catering services should be cost effective and flexible enough to provide a good choice of nutritious meals that can accommodate patients' specific dietary requirements and preference.

Objective:

- Control catering budget and contract: food, beverages and snacks.
- Prepare food to quality approved standards.
- Deliver food to wards, patients and staff restaurants.
- Serve food to patients at ward level.
- Maintain and supervise food hygiene at all times.



Equipment:

Cutting equipment, Dish cleaning, chapatti making machine, Grinding-machine and mixing machine.

Staffing:

Chief and senior dieticians, Steward, Store keeper, Head cook, Assistant cook, Malachi, Cooks.

BIOMEDICAL WASTE MANAGEMENT

Biomedical Waste: It is defined as “any solid, fluid or liquid waste including its container and any intermediate product, which is generated during the diagnosis, treatment or immunization of the patient”

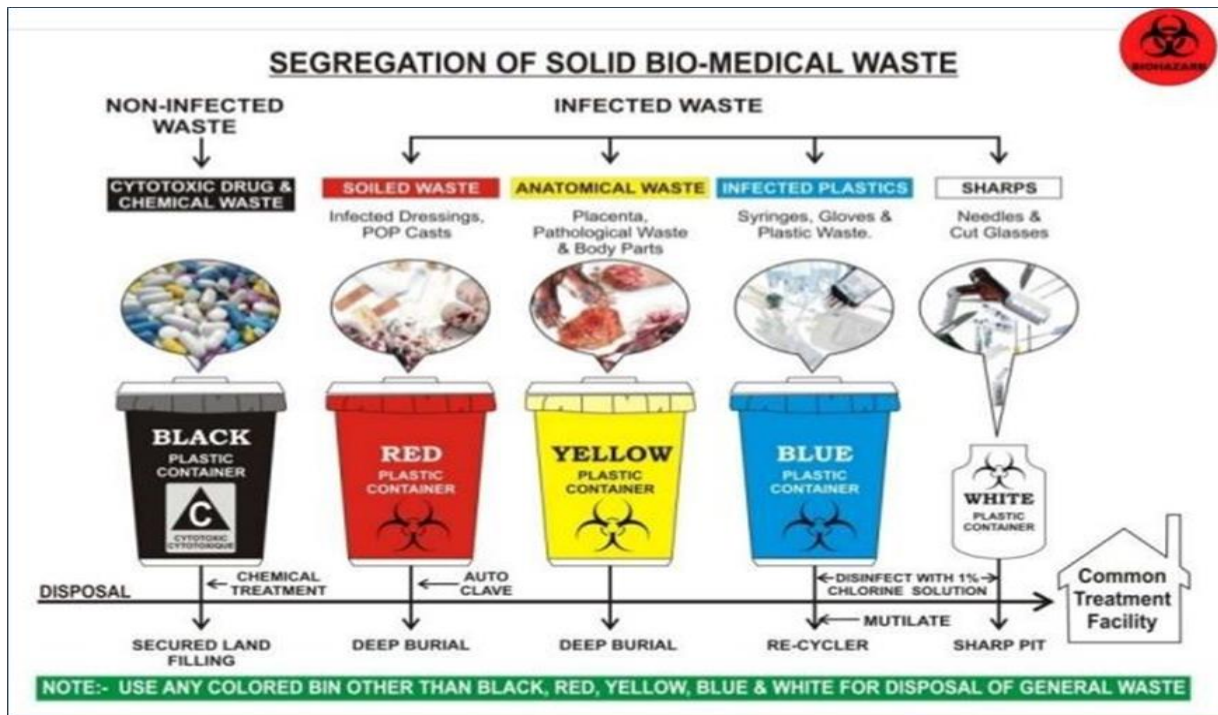
Objective:

- The main objective of this service is to keep the environment clean with the ultimate goal of reducing hospital associated infections, thereby decreasing the average length of stay of the patient.
- Proper management of the biomedical waste according to the statutory regulations is a mandatory legal obligation on the part of the hospital.

Categories of BMW:

Option	Waste Category	Treatment & Disposal
Category No 1	Human Anatomical Waste	Incineration/ Deep burial
Category No 2	Animal Waste	Incineration/ Deep burial
Category No 3	Microbiology & Biotechnology Waste	Local autoclaving/ Microwaving/ Incineration
Category No 4	Waste sharps	Disinfection by chemical treatment/ autoclaving/microwaving and shredding
Category No 5	Discarded medicines and cytotoxic drugs	Incineration/ destruction and drugs disposal in recurred landfill
Category No 6	Solid waste	Incineration/ autoclaving/ microwaving
Category No 7	Solid waste	Disinfection by chemical treatment/ autoclaving/microwaving and shredding
Category No 8	Liquid waste	Disinfection by chemical treatment and discharge into drains
Category No 9	Incineration Ash	Disposal in municipal landfill
Category No 10	Chemical waste	Chemical treatment and discharge into drains for liquids and secured land for solids.

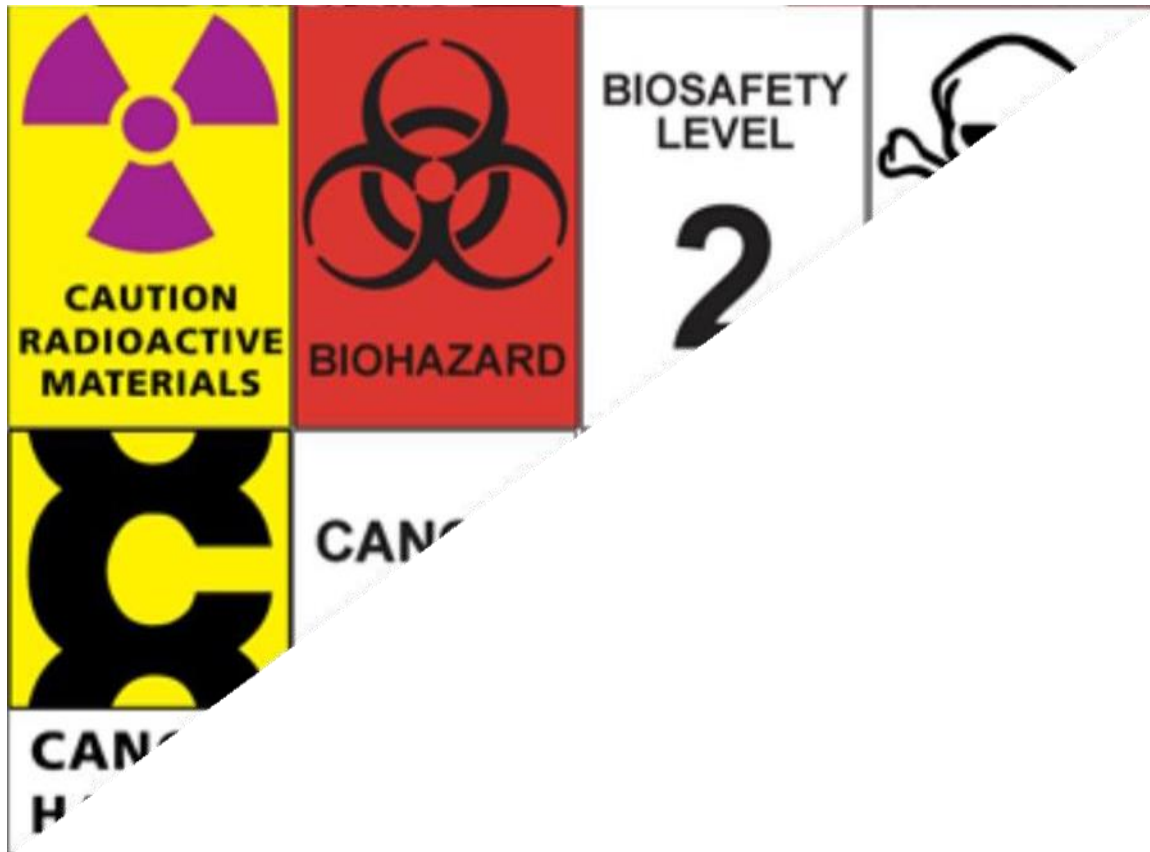
COLOUR CODING SYSTEM



Emergency Colour Codes in Hospitals-



Important signs in Hospitals-



Fire action
if you discover a fire

-  Operate nearest fire alarm point
-  Fire Brigade will be called automatically
-  Leave the building by the nearest exit
-  Report to your assembly point at _____
-  Do not stop to collect personal belongings
-  Do not use lift



HOSPITAL ACCOUNTS DEPARTMENT

Today, most finance departments continue to fulfil general bookkeeping duties, such as fulfilling purchase orders for equipment or supplies, finalizing sales of merchandise and services, maintaining receipts from purchases for the business, and managing payments made by or to the healthcare organization. The finance department is also responsible for negotiating contracts with service providers and contractors, running payroll, and maintaining cash reserves for unexpected or planned expenses. Most finance departments maintain these records electronically with databases or specialized accounting software. Hospital accounting is a particular system of accounting which accumulates, communicates and interprets historical and projected economic data that are useful for the purpose of ascertaining the financial position and operating results of a hospital.



Importance:

- The finance department of a healthcare organization collects revenue,
- pays bills,
- provides an overview of financial records that enables senior executives to make data-driven decisions about a company

TPA DESK IN HOSPITAL

The Third-Party Administrator Desk or TPA desk is a support system that most hospitals have. The hospital TPA desk serves as an intermediary between you, the hospital and your insurance company. The hospital TPA desk is the 'desk' or service that connects your insurer to you and the hospital. All TPA desks need to be licensed by India's Insurance Regulatory and Development Authority (IRDAI). That allows them to function as a support system for claim settlements. Think of them as your insurer's representative at the hospital.

Here are some of the things the hospital TPA desk does-

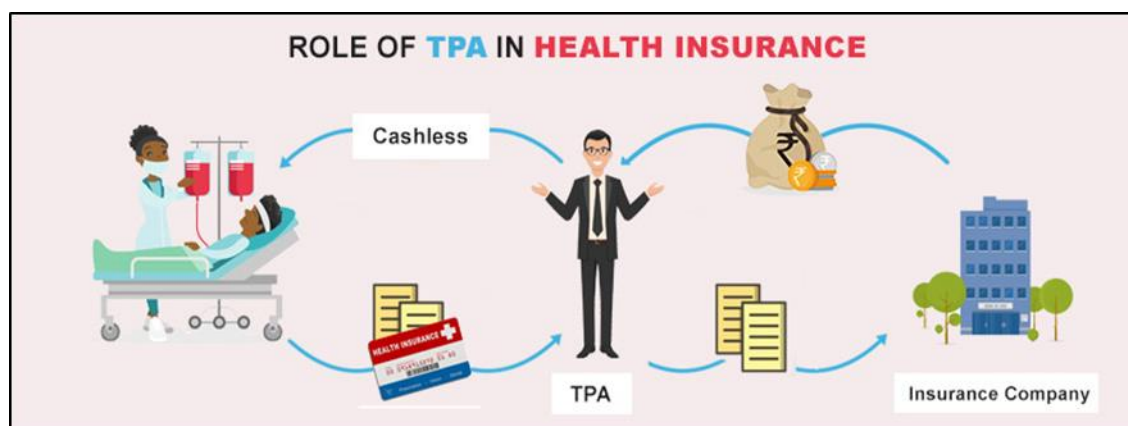
- Provide a no-cost service to verify your health insurance policy and claims request.
- Guide you on what will be applicable for claims, and what you will have to pay as out-of-pocket costs.
- Act as a knowledge resource for all details on health insurance protocols, claims, exclusions and inclusions.

Role of TPA: A TPA plays a vital role in the total processing of health insurance claims. In the practical world of insurance, some of the jobs of a TPA may refer to the following kind:

- Issue the Health Cards to the insured.
- Smooth Claim Processing and Settlement.
- Arrange for Value-Added Services.
- Strengthens the Hospital Networks.

Some TPAs, IQ CITY HOSPITAL Accepts

APOLLO MUNICH	MEDICARE
BAJAJ ALLIANZ	MEDI ASSIST INDIA
CHOLA MS GENERAL	MEDSAVE
DEDICATED HEALTHCARE	MAX BUPA
FAMILY HEALTH PLAN	PARAMOUNT
GENINS INDIA	RAKSHA
GOOD HEALTH	RELIGARE
GRAND HEALTH CARE (GHS)	RELIANCE
HEALTH INDIA	STAR HEALTH & ALLIED
HERITAGE HEALTH SERVICES	SBI LIFE
HDFC ERGO	TATA AIG
IFFCO TOKIO	UNIVERSAL SOMPO
KOTAK MAHINDRA	VIDAL HEALTH
LIBERTY VIDEOCON	VIPUL MED CORP



SWASTHYA SATHI

The Chief Minister of West Bengal Ms. Mamata Banerjee has launched a new health scheme. Swasthya Sathi Scheme 2022. Application forms have already been invited by the government also. Before this, The CM has initiated Duare Campaign for people i.e., Swasthya Sathi Scheme. So that, the government can understand the requirement of the common public. After those various schemes has released by the West Bengal state government.

Feature Of This Scheme:

- At first, the basic health cover given under the scheme has the amount of 5 Lakh Rs. And also, it will be given to every eligible family.
- Also, the amount given in Health cover will be annually disbursed.
- It is based on Smart card Facility. So, Cashless & paperless processes will be done.
- As a result, the scheme covered all the existing diseases also.
- Then for the size of the family, there should be no bar. Benefits will not vary as per the size of the family.
- The insurance cover is also given to beneficiaries. The benefit amount allotted under the scheme for insurance is Rs 1.5 Lakh.
- Insurance cover has been provided by insurance partners with government schemes.
- Insurance partners will be National Insurance companies. United India Insurance Company and Orientals Insurance Company as well.

Swasthya Sathi Services List:

- Empanelment of Hospitals
- Also, Grading of the hospital (That is based on infrastructure & services)
- Cashless Procedure
- E-Health Records (Maintains data after discharge of patient)
- Interest Charging on Delay of Payment.
- Online Grievances
- Also, 24X7 Call support available
- Real-Time data
- SMS Alerts about Card issues.
- Smaller Turn Around Time of 30 Days
- Swasthya Sathi Android App for mobile assistance.



Swasthya Sathi Scheme Documents Required:

- Aadhar Card
- Identity Proof-Like Voter Card, Ration card etc
- Permanent Residence Proof
- BPL Certificate
- Registration Certificate from Medical Organization

HOSPITAL SECURITY SERVICES

Security service in a hospital is a service responsible for ensuring the security and safety of the hospital plant, personnel, patients and public as well as regulating the traffic within the hospital premises. A hospital is a busy public dealing place trying to provide care, comfort and cure to the patient.

Hospital Security Service is must be because:

- Hospital is a people intensive place.
- Anybody has an access to any part of the hospital any time for advice and treatment.
- The hospital atmosphere is always filled with emotions, excitements care and happiness, death and sorrow.
- Hospital uses very costly equipment, fixtures, and machines whose safety is essential.
- Not only hospital but also safety of patients, attendants and their property are the moral duty of the hospital.



Objectives:

- I. Hospital buildings and fixtures security.
- II. Hospital property patients' belongings security.
- III. Hospital staff patient visitors.

INTERNATIONAL PATIENT SERVICE GOAL

1. Identify Patients Correctly:

- Use a name and UHID number as two identifiers across the hospital.
- Requirement of wrist bands (name tags) to be worn at all times.
- Color tag: all patient tags are blue in color.

2. Improve Effective Communication:

- Consultants can provide verbal orders to doctors only, which has to be documents and signed.
- Doctor to nurse verbal orders is not allowed, except emergency situation.
- Labs and radiology have to report critical test results immediately.

❖ Handover – all healthcare worker using SBAR

S- Situation

B-Background

A-Assessment

R-Recommendation



3. Improve the Safety of High Alert Medications:

- medications that are part of the patient treatment plan but are critical to ensure patient safety.

4. Ensure Correct-Site, Procedure, Patient Surgery:

❖ Marking the surgical site: -

Location- at bedside.

Done by- surgeon.

❖ A pre-operative verification process:

Location- at bedside, before transfer

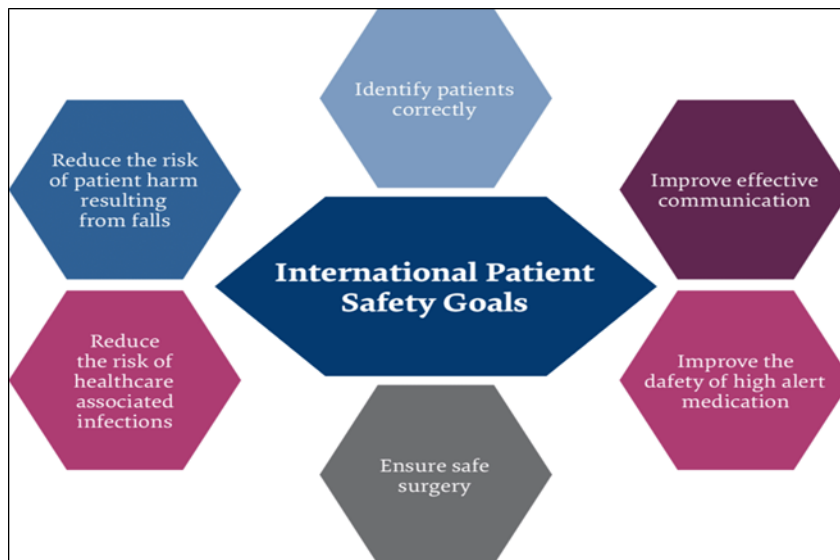
Done by- staff nurse.

5. Reduce the Risk of Health Care Associated Infection:

WHO (World health organization) hand hygiene guidelines may 2009.

- Before touching a patient.
- Before clean / aseptic procedure.
- After body fluid exposure risk.
- After touching a patient.
- After touching patient surroundings.

6. Reduce the risk of patient harm resulting from falls.



HUMAN RESOURCE DEPARTMENT

A company's human resource department is tasked with the training and development of its workers, who are considered some of the company's most important resources. Also known as human resources (HR), the human resource department's mission is to make sure the company's employees are adequately managed, appropriately compensated, and effectively trained. The department is also responsible for recruiting, hiring, firing, and administering benefits. A human resource department is involved with making sure the company has a solid roster of employees, who are trained to fulfil their roles and compensated appropriately for doing so. The human resource department provides effective policies, procedures, and people friendly guidelines and support. Additionally, the human resource function serves to make sure that the company's mission, vision, and values are part of the company culture.

The 7 Basics of HR- When we talk about Human Resource Management, several elements are considered cornerstones for effective HRM policies. These cornerstones are:

1. Recruitment & selection
2. Performance management
3. Learning & development
4. Succession planning
5. Compensation and benefits
6. Human Resources Information Systems



Objective: The primary objective of resource management is to ensure a seamless experience for the staff and other people associated with management and organizational goals. Objectives of HRM include ensuring availability of resources, easy access to data, on-time payroll, ensuring compliances, Etc.

- To assist Employees in achieving their personal goals, at least in so far as these goals enhance the individual's contribution to the organization. Personal objectives of employees must be maintained, retained and motivated.
- To maintain the contribution of department at an appropriate level organization should fulfil the needs. Resources are wasted when HRM is either more or less sophisticated to suit the organizations demands.
- To recognize the role of HRM in bringing about organizational effectiveness, HRM is not an end in itself but it is only a mean to assist the organization with its primary objectives' organization.
- To be ethically & socially responsible for the needs and challenges of society while minimizing the negative impact of such demands upon the organization to use their resources for society's benefits in ethical ways may lead to restriction.
- Accomplish the basic organizational goals by creating and utilizing an able and motivated workforce.
- To establish and maintain organizational structure and desirable working relationships among all the members often organization.
- Develop co-ordination among individual and group within organization to secure the integration of organization.

Function: HR has many important functions in the organization. These include recruitment, performance management, learning and development, and many more. Human resources functions are-

- **Job Design and Job Analysis:** Job analysis investigates and identifies the duties, tasks, responsibilities, skills and knowledge, essential qualifications for a certain job profile. Job Design focuses on integrating the requirements and needs of an employee with the objectives of the organization
- **Employee Hiring and Selection:** Recruitment and selection is the process of identifying the need for a job, defining the requirements of the position and the job holder, advertising the position and choosing the most appropriate person for the job. Undertaking this process is one of the main objectives of management.
- **Employee Training & Development:** Employee training and development is a program that helps to learn a particular skill as well as knowledge to improve employee productivity & performance in their current organization or job role. It developed future performance & helps focused on more employee growth.
- **Employee Performance Management:** Employee performance management is a dynamic and strategic approach to sustain a high-performance culture within an organization. Its goal is to bring out the best in every employee and align it with the organization's long-term vision and mission.
- **Labor Relations:** Labor relations are the term used to define the process between employers and employees, management and unions in order to make decisions in organizations.

Duties of A HR Department: HR department is, primarily deals with the most uncomfortable aspects of work: HR violations, layoffs, and firing. But the truth is that human resources are there to support employees. It's quite literally a resource for humans. Some of the tasks HR department is busy completing every day.

1. **Recruit Candidates:** HR needs to understand the organization's needs and make sure those needs are met when recruiting for new positions.
2. **Hire the Right Employees:** Human resources is in charge of arranging interviews, coordinating hiring efforts, and on boarding new employees. They're also in charge of making sure all paperwork involved with hiring someone is filled out and making sure that everything from the first day to each subsequent day is navigated successfully.
3. **Process Payroll:** Payroll is its own beast. Every payday must have taxes calculated and hours collected. Expenses need to be reimbursed and raises and bonuses need to be added in as well.
4. **Conduct Disciplinary Actions:** This responsibility may be why HR tends to get a bad rap. When navigated inappropriately, disciplinary actions can lead to the loss of a valuable employee and can even result in litigation or a poor reputation. But when handled appropriately, disciplinary action can result in the success of an employee.
5. **Update Policies:** Policies need to be updated (or at least examined) every year as the organization changes. It's HR's job to make official updates to policies and to suggest changes to policies when they no longer serve the company or the employees. HR should always be included in and consulted with regarding these decisions.

Activities of Human Resource Manager:

A human resources manager has various functions in a company

- Determine the needs of the staff.
- Determine whether to use temporary staff or hire employees to fill these needs.
- Determine do's & don'ts.
- Recruit the best employees
- Train employees and upgrade their learning knowledge.
- Supervise the work.
- Evaluate the work.
- Establish 'Discipline work culture' in the organization.
- Avoid politics in the office.
- Apply 'HR Software' for the ease of work in the organization.
- Manage employee relations. If there are unions, perform collective bargaining.
- Prepare employee records and personal policies.
- Manage employee payroll, benefits, and compensation.
- Ensure equal opportunities

HR Support Employees:

After all, employees are the single biggest asset to any organization. It follows, then, that protecting their well-being is of utmost importance. Here are four ways HR helps support the emotional and career needs of employees:

1. **Providing Career Growth:** Stagnation is bad for business, and it's smart to keep your best employees with the company. HR can provide career paths to help guide each employee to a long future within the company. HR can then check in periodically to further guide employees on their career paths.
2. **Offering Continuing Education:** Sometimes the career growth mentioned above requires additional training. Your organization may provide educational assistance, and HR can help determine which classes and training programs would be best for an employee on his or her designated career path. HR can also work with managers to ensure that the employee's work schedule is flexible enough to allow the employee to attend classes.
3. **Training and Supporting Managers:** Managers aren't born. They're created. HR can help provide management guidance to managers, making sure that department and teams are as healthy and functional as possible. This may include periodically sending managers to formal trainings and retreats.
4. **Supporting Health and Wellness:** It's important to remember that employees are people. They'll need help weathering mental illness, health issues, debt, pregnancies, adoption, and myriad other life occurrences. HR can help support employees through any of these and other circumstances.

SUGGESTIONS & RECOMMENDATIONS

I am overwhelmed to get the opportunity of doing an internship at The IQ CITY MEDICAL COLLEGE AND HOSPITAL. In my eyes the hospital is providing health care services in a suitable way but there are some lacks. I think adding more accessibility will give the hospital a big field in healthcare. This is how the hospital can fulfil both, patient's and organization's objectives. Those are:

OPD Management:

- More consultants for different medical diagnosis.
- More pathological tests should be available there.
- Management should be more careful inpatient-flow handling.

IPD Management:

- Short-term language classes can be provided for the nurses.
- The discharge summary must be written one day before of the day of discharge.
- Behavior of nurses towards patients and patient-parties must be checked.

O.T Management:

- O.T schedule should be declared to all the departments of the hospital a day before.
- Surgical instruments of surgeons should be delivered at operation theatre in time.

Laboratory Management:

- Instructions of each pathological tests should be printed in a handbill and distributed among the patients and their families.
- Test reports should be released as soon as possible.

Pharmacy Management;

- Requisition system of medicines or any product from pharmacy should be performed in computer.
- Pharmacy-team should be more improved and faster at their work.

TPA Desk:

- The employees work in TPA Desk should be more professional and should achieve organizational gesture.
- There should be better coordination between hospital and the TPA Desks.
- Staffs should more focused on organizing the documentations.

Swasthya Sathi Department:

- The procedure of discharge should be performed more carefully and faster by the staffs.

Hospital Security Services:

- The recruited security staffs need to be educated about the hospital security system.
- The respected employees working as security guards should be fit from both, mentally and physically.

CONCLUSION

It was a wonderful and learning experience for me while working on this project. This project took me through the various phases of project development and gave me real insight into the world of the hospital. The joy of working and the thrill involved while handling the various problems and challenges gave me the feel of the hospital industry.

In terms of in patients care management, effective and efficient functioning and providing quality services, IQ City hospital is one of the best healthcare providers in the Durgapur. IQ City has a well – established system of patient’s information, very good documentation, speedy communication and effective management system to carry out patients’ services. IQ City has efficient laboratory and radiology services, and pharmacy, exquisite dietary services; prompt housekeeping department and all binding management system. In IQ City hospital, patient’s services are provided through the efficient management staff, well trained nursing staff along with the best skilled and experienced doctors. Not only is IQ City an abundant hospital with the latest technological advancements at its disposal but also an infrastructure where the best hospitality is catered to the healthcare seekers and provide quality experience.

I enjoyed each and every bit of work I had put into this project.

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Thank You!