



**PROJECT REPORT ON
“AN OVERVIEW OF RENAISSANCE HOSPITAL AND ITS
DEPARTMENTS”**



**Project Report submitted in partial fulfilment of the requirement for the Degree of BBAHM
(BACHELOR IN HOSPITAL MANAGEMENT)**

Under

VIDYASAGAR UNIVERSITY

By

MRINAL DAS

REGISTRATION NO: - 0001415 OF 2020-2021

ROLL-72615920. NO- 1029

STREAM – 6th Sem

**GUIDED BY: - Mr. Sisir Ghorai (Coordinator and Assistant Professor in Hospital Management
Department of Allied Health Science)**

MIDNAPORE CITY COLLEGE

KUTURIA, BHADUTALA, PASCHIM MEDINIPUR, WEST BENGAL

PASCHIM MEDINIPUR - 721129



where hope resides



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NABH CERTIFIED HOSPITAL

Date: 09-06-2023

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Mrinal Das** [Address: Dwarpara, Math Bishnupur, Paschim Medinipur, West Bengal - 721136] student of **Midnapore City College** (Vidyasagar University) pursuing **3rd Year (6th Semester), BBA in Hospital Management** has successfully completed his training period at **HUMAN RECOURCE DEPARTMENT** of our Organization.

He was with us from **03-04-2023 to 03-06-2023** as part of the training required for his academic endeavor.

During this period he worked diligently in the assigned area and he has shown keenness to learn.

We wish him success in all future endeavors.

Thanking you,

For & on Behalf of
Renaissance Hospital Pvt. Ltd.

Authorized Signatory



DECLARATION

I, MRINAL DAS, REGISTRATION NO-0001415 of 2020-2021 3rd YEAR 6th SEMESTER student of (BBA in Hospital Management), from MIDNAPORE CITY COLLEGE, PASCHIM MEDINIPUR, West Bengal, hereby declare that this project on internship at RENAISSANCE HOSPITAL, Kolkata, West Bengal, is a bona-fide record submitted by me for the partial fulfillment of the requirement for the award of BBA in Hospital Management (BBAHM) is a record of my own research work. The report embodies the findings based on my study and observation and has not been submitted earlier for the award of degree to an Institute or University.

DATE: -

PLACE: -

.....
STUDENT SIGNATURE

NAME – MRINAL DAS

REG. NO- 0001415 OF 2020-2021

ROLL-72615920, NO-1029

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. First of all, I would like to thank, **Dr. Ranjan Kumar Srivastava (MD)** and **Mr. Satirtha Ghosh (Senior Quality Manager)**, **Dr. Bardhan Ghosh (MS)** of **RENAISSANCE HOSPITAL** from the bottom of my heart for giving me this opportunity to perform my project work in **RENAISSANCE HOSPITAL** on such topic “**AN OVERVIEW OF RENAISSANCE HOSPITAL AND ITS DEPARTMENTS**”.

I take this opportunity to express my cordial thanks to **Mr. Sourav Biswas (Assistant Manager H.R)**, **Miss. Mou Chakraborty (HR Executive)**, and **Miss. Puja Dutta (Jr. HR Executive)** and for guidance, continuous support, recommendations, suggesting, advices and encouragements.

I further extend my gratitude to **Mrs. Swaswati Chakraborty (Operation Manager Of OPD Department)**, for giving me this opportunity to carrying me out the project in this esteemed organization.

I would like to thanks **Ms. Sudipta Paul (Assistant coordinator of OPD)** Who helped me very much.

Apart from this, I want to thank each and every staff of **RENAISSANCE HOSPITAL** as they had guided and helped me so politely and solved each and every problem of me and making me to feel as if I am one among them and not an outsider.

I want to express my gratitude to **Dr. Pradip Ghosh (Director, Midnapore City College)** and **Dr. Kuntal Ghosh (Teacher-in-charge, Midnapore City College)** and **Mr. Sisir Ghorai (Coordinator and Assistant Professor in Hospital Management, Department of Allied Health Science, Midnapore City College)** and **Ms. Ananya Paul (Assistant Professor in Hospital Management, Department of Allied Health Science, Midnapore City College)** and **Ms. Shruti Sengupta (Assistant Professor in Hospital Management, Department of Allied Health Science, Midnapore City College)**. 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

TABLE OF CONTENT

SL.NO		PAGE NO.
1	EXECUTIVE SUMMARY	6
2	TRAINING OBJECTIVES	7
3	HOSPITAL PROFILE	8-14
4	DIFFERENT DEPARTMENTS IN RENAISSANCE HOSPITAL	15-25
5	ACREDITATION	26
6	AWARDS AND RECOGNITION	27-28
7	DIFFERENT SERVICES IN RENAISSANCE HOSPITAL	29-45
8	QUALITY MANAGEMENT	46-48
9	DOCTORS OF RENAISSANCE HOSPITAL	49-53
	TPA AND INSURANCE	54-55
10	SERVICE STANDARDS AT RENAISSANCE HOSPITAL	56-57
11	HEALTH CHECK UP PACKAGES	58-66
12	QUALITY DEPARTMENT	67-70
13	FRONT OFFICE DEPARTMENT	71-85
14	HR DEPARTMENT	86-98
15	PROBLEM FACED IN HR	99
16	RECOMMENDATION	100
17	CONCLUSION	101
18	BIBLIOGRAPHY	102

EXECUTIVE SUMMARY

This report is on the basis of My training in RENAISSANCE HOSPITAL, Nazrul Islam Avenue (VIP Road), Teghoria, Kolkata from **03rd APRIL to 03rd JUN 2023.**

The training opportunity I had with hospital RENAISSANCE HOSPITAL was great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having to meet so many wonderful people and professionals who led me through this training period.

It has my proud privileges to be attached to RENAISSANCE HOSPITAL. A highly professionalized hospital with modern outlook. I have learned a lot during my training duration of 2 month and contain has been fortunate in getting and opportunity of working in this hospital

I further extend my gratitude to Mr. Sourav Biswas (HR Executive), for giving me this opportunity to carrying me out the project in this esteemed organization.

I perceived as this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives.

It is my pleasure to be indebted to various people, who directly or indirectly contributed in the development of this work and who influenced my thinking, behavior, and acts during the course of study.

TRAINING OBJECTIVE

- To understand the proper overall Procedure and principle of functioning of the hospital.
- To have a clear concept of how the Medical Service department work in the hospital and knowing their respective functions.
- To understand the application of managerial tools techniques involved in the organization.
- To put the theoretical knowledge into practical experiences.
- To observe the flow of work with proper coordination and synchronization as it happens.
- To provide opportunities for training and research in all aspects of Hospital Services Health Care Delivery System and Health Care Administration.
- To update the knowledge and skill of the Health & Hospital Administrators and other personnel involved in the management of health care organization through continuous education and research.
- To act as Advisory /Consultative Body, in the best interest of community and country, to Central and State Governments, Public Sector Undertakings, Health Care Delivery Organization, Public Health & Health System Development, Teaching and Training Organization and any other Health related allied organization, when need so arises or services are asked for.
- To provide Health Care Advocacy for the benefit of health system management and to endeavor to become a national advisory body for union and state governments.
- To publish text books and periodic monographs on current and futuristic trends in health and hospital management.

HOSPITAL PROFILE

Renaissance hospital is a reputed medical institution that has carved its niche in the field of cutting-edge technology on the dent of its flawless service, sophisticated facilities and an accomplished team of highly experienced practitioners, technicians, nurses, paramedics and are ready to help administrative staff. Like all multi-specialty hospitals, we have different departments to cater to the needs of all our patients and our state-of-the-art equipment and technology makes it possible to achieve excellence.

Renaissance Hospital marks the beginning of a new genre of hospitals focused at bringing premium quality health care within the reach of common people at an affordable price. We believe in delivering international standard as well as value for money.

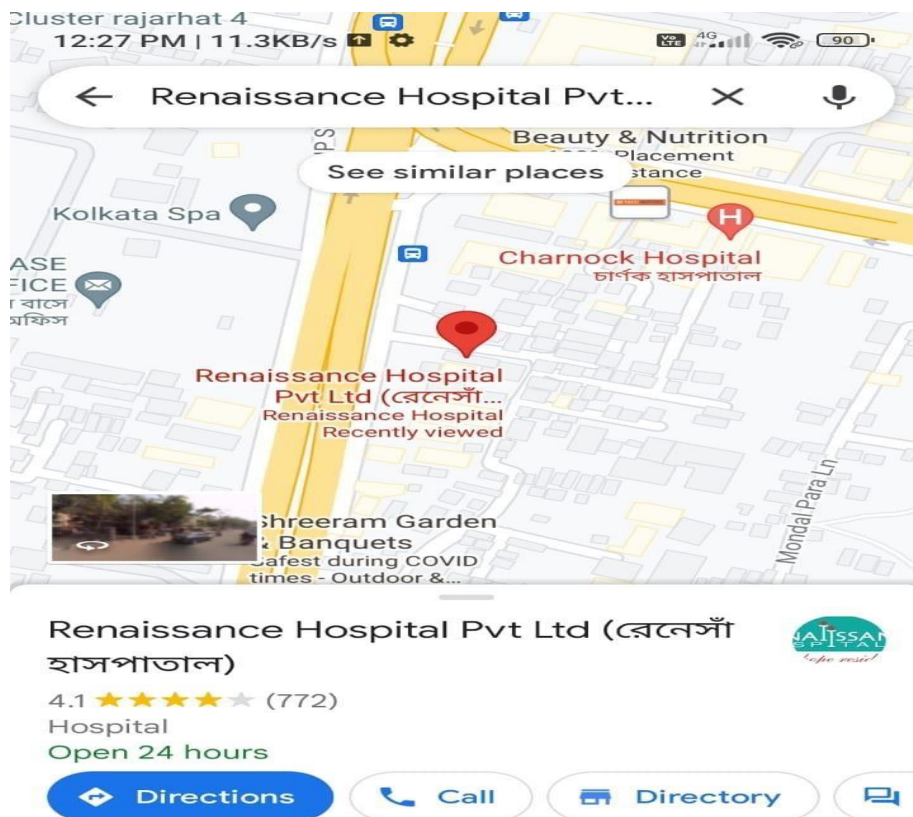
It is a hospital where professional excellence meets care. Our patients are our top – most priority and we take great pride in treating them.



LOCATION:



Renaissance Hospital occupies a prominent location in Nazrul Islam Avenue (VIP Road), Teghoria, Kolkata. It is an effortless task in commuting to this establishment as there are various modes of transport readily available.



ADDRESS: Nazrul Islam Avenue (VIP Road), Dhalipara, Teghoria, Rajarhat, Kolkata, West Bengal 700157

VISION MISSION

THE 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.

- Be cherished as the best place to come for care and best place to work

THE MISSION

To be a globally acclaimed institution setting new benchmarks in the field of medical education and be the center of excellence, recognized 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. a new generation of to create highly trained and ethical doctors, compassionate nurses, and skilled medical technicians who can effectively the community by making serve into a lives better and easier, therefore, transforming the world healthier place.

- To provide health care in a responsibility manner
- To participate in the creation of healthier life
- To create and maintain a committed work environment
- To create the national model of care through relentless pursuit of unparalleled quality & value to the entire satisfaction of patient, customers and staff.

VALUES OF Renaissance Hospital:

- Integrity
- Compassion
- Team work and collaboration
- Excellence
- Respect

ACCREDITATION:

NABH and NABL accredited.



PATIENT SERVICE

INTERNATIONAL PATIENT SERVICE GOAL:

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. Improve effective

communication: -

Consultants can provide verbal orders to doctors only, which has to be documented 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 workers using

SBAR

S- Situation

B-Background

A-Assessment

R-Recommendation

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

Ensure correct-site, procedure, patient surgery:

-Marking the surgical site: -

Location- at bedside. Done by- surgeon.

A preoperative verification process: - Location- at bed side, before transfer Done by- staff nurse.

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

CODES USED IN THE HOSPITAL INFORMATION

Code Blue: - a potentially life threatening situation requiring a response of a team of designated clinicians. Usually a cardiac arrest.

Code Yellow: - situation that may predispose to patients' clinical deterioration and medical emergency other than cardiac arrest.

Code Red: - fire, smoke or order of something burning.

Code Orange: - hazardous spill, which is likely to cause unknown effects, injury, illness or harm to the environment.

Code Pink: - an infant/ child is missing or is known to have been kidnapped.

Code Purple: - patient is missing from the unit.

Code Grey: - verbally or physically escalating situation. Security threat.

SERVICES PROVIDED IN THIS HOSPITAL

SPECIALITIES:

- > Kidney Transplantation & Nephrology
- > Cardiac Surgery

OTHER SERVICES:

- > Cardiology- General & Interventional
- > Orthopedics
- > Critical Care
- > Bariatric Surgery
- > Plastic and Reconstructive Surgery
- > Knee Replacement
- > ENT
- > Pediatrics
- > Gastro Intestinal Surgery
- > Urology
- > Neurology
- > Andrology
- > Rheumatology
- > Gynecology & Obstetrics
- > General Medicine
- > Gland HPB Surgery
- > Physiotherapy

24 HOURS SERVICES:

- > 24×7 Emergency & Ambulance
- > 24×7 Pharmacy
- > 24×7 OT & ICU
- > 24×7 Blood Bank
- > 24×7 Pathology & Radiology

DIFFERENT DEPARTMENTS IN RENAISSANCE HOSPITAL

CARDIOLOGY-GENERAL



> Cardiology-General

The Cardiology Department provides treatment to patients suffering from cardiac ailments. The panel of doctors provides the best of services in terms of prompt diagnosis and quality of care. The department is equipped with all diagnostic facilities significant to cardiac care.

CARDIOTHORACIC SURGERY



> Cardiothoracic Surgery

Cardiothoracic surgery is the field of medicine involved in surgical treatment of organs inside the thorax (the chest)—generally treatment of conditions of the heart (heart disease) and lungs (lung disease).

CARDIOLOGY-INTERVENTIONAL



> Cardiology-Interventional

Interventional cardiology is a branch of cardiology that deals specifically with the catheter-based treatment of structural heart diseases. It also includes diagnosis and treatment of coronary artery disease, vascular disease and acquired structural heart disease; our panel of doctors provides the best service.

DIETETICS



The dietetics & nutrition services department of Renaissance is forward-thinking & totally committed to offering patients the best nutritional programs, cutting-edge nutrition practice, food service & education, patient's diet counselling, day to day diet recall, individually customized diet chart according to their height and weight. Enteral & parenteral nutrition in intensive unit.

ENT



In Renaissance Hospital skilled and dedicated ENT specialists and doctors work together with neurosurgeons, pulmonologists, and cosmetic and reconstructive surgeons to provide total comprehensive care and treatment to patients. Our ENT surgeons are updated with the latest techniques and advances in the various subspecialties of ENT.

General Medicine



Department of General Medicine in Renaissance Hospital provides high-end specialty care and is associated with highly experienced Doctors.

Gynecology & Obstetrics



The Department of Gynecology & Obstetrics at Renaissance Hospital is a multi-specialty department providing high quality patient care.

Department of Gynecology & Obstetrics in Renaissance Hospital provides women with compassionate care at every stage of life led by senior doctors and our team of highly trained experts in the field of Gynecology & Obstetrics through remarkable patient care.

Nephrology



Nephrology Department in Renaissance Hospital provides comprehensive care across the spectrum of kidney diseases. Emerging science, new technology, and improvements in diagnostics and patient care have enabled our nephrologists to treat kidney and renal disease more successfully.

NEURO SURGERY



The panel of neurosurgeons in Renaissance Hospital treat different types of conditions affecting the brain and spinal cord, peripheral nerves and muscles ailments also.

CRITICAL CARE



We believe in providing the best care to our unstable patients in our well-equipped ICU as per the Rapid Response Criteria of International Standards.

The care of such unit is coordinated and delivered by a multidisciplinary team led by a Consultant in Critical Care Medicine, consisting of Critical Care doctors, nurses, physiotherapists, dieticians & consultants of various disciplines.

Due to a large no of experienced paneled doctors, we are able to cater to multidisciplinary medical & surgery management to the patients.

PAEDIATRICS



Renaissance Hospital believes in an achieving goal of providing the best care to newborn's, children and adolescents to improve the health of the future of country. Our highly experienced doctors and nurses, work day and night to make available excellent assistance, outpatient consultation and inpatient care to our little bundles of vow by continuous collaborative efforts. Our specialist doctors have more than a decade of experience in treating child patients.

Endocrinology



Endocrinology is a branch of medical biology deals with the endocrine system, related diseases, and its specific hormones.

The endocrine system consists of several glands, all in different parts of the body that secrete hormones directly into the blood rather than into a duct system. Hormones have many different functions and modes of action. One hormone may have several effects on differently targeted organs, and, conversely, one targeted organ may be affected by more than one hormone.

Gastroenterology



The department of Gastroenterology in Renaissance Hospitals runs by highly skilled gastroenterologists. We provide intensive care services for patients with digestive, liver and pancreatic diseases. Gastroenterology essentially deals with diseases of stomach, small intestine, colon and rectum, pancreas, gallbladder, bile ducts and liver.

General surgical & Laparoscopic Surgery



General surgical procedures cover the full spectrum of inpatient and outpatient care. Our team at Renaissance Hospital is guided by our senior Surgeons for patient's utmost care accountability for outcomes, respect for individuals, commitment to constant improvement, and responsibility for cost-effectiveness.

The types of conditions as we treat include:

- Critical Care
- Trauma
- Non-Trauma Emergency

In Renaissance Hospital Laparoscopic Surgery department is furnished with the most recent innovation and foundation, upheld by an accomplished group of specialists directing modernized Laparoscopic treatments.

HEMATOLOGY



The department offers services related to a wide range of diseases, diagnosis and treatments, as well as relief and support to patients diagnosed with cancer, leukemia, lymphoma, myeloma, anemia, leukopenia, thrombocytopenia and other rare blood diseases.

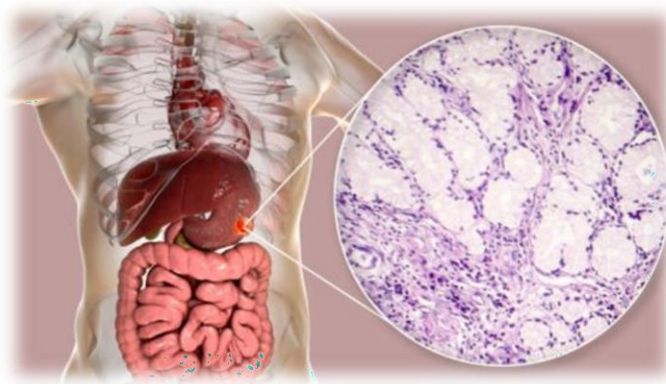
Neuro Medicine



Neuro Medicine is the field of medicine that treats the diseases and disorders of the nervous system including the brain, muscles, blood vessels, and nerves. The areas of neurology are central, autonomic, and peripheral nervous systems. The most common conditions associated with Neurology are stroke, brain tumors, sleep disorders, spinal degenerative diseases, neurovascular diseases/trauma of spine and brain, movement disorders, Parkinson's stroke, and more.

At the Renaissance Hospital, we have a panel of expert doctors, surgeons, and medical staff to treat respective neurology ailments

Onco Medicine



The Department of Onco Medicine in Renaissance Hospital, Kolkata is committed to providing world-class cancer care & onco medicine services with their team of experienced and skilled doctors.

Orthopaedic & Joint Replacement surgery



Renaissance Hospital is among the best multi-specialty hospitals in Kolkata, that offers a wide spectrum of Orthopedic care, Joint Replacement, Trauma care, Sports Injury & Spine surgery. We provide best facilities in Knee Replacement Surgery, Total Knee Arthroplasty & Joint Replacement surgery.

Renaissance Hospital has state-of-the-art intensive care units and other allied specialties, operating microscopes, image intensifiers, arthroscopes, power driver instruments, & excellent-trained Orthopedic team. It is at par with international standards offering Minimally Invasive Surgery for Joint Replacements.

The Department also offers Sports injury treatments & a number of rehabilitation programs including arthroscopic procedures for shoulder, elbow, ankle, knee & hip injuries with dedicated domiciliary rehabilitation & dedicated post-surgery services.

Chest medicine

We have a qualified and experienced team of chest medicine for taking care of the critically ill patients and with their association we have successfully cater the COVID patients with our utmost efforts.

Equipped with modernized equipment's and latest technologies and protocols in consonance with the state and national protocols we are and we will be able to serve any kind of patients with chest discomfort, breathlessness or any kind of pulmonary anomalies.



HOSPITAL INFECTIONS CONTROL

Limit hospital stay. Do not insist on staying in hospital if the doctor feels that you are fit to go home.

Limit attendants and visitors. The risk of infections increases with crowding. Advice elderly and unwell family members not to visit patients. Children below 12years are not allowed as visitors. This is for their wellbeing.

Washing hands frequently while staying as a patient or attendant minimizes the chance infection.

Isolation precautions may be needed for certain types of infection. Please operate with care givers.

Visitors should wash his/her hands before entering into the ward, before & after touching the patients.

Reducing reservoirs of infection: bathing: - use soap and water to remove dried secretions or excess perspiration.



ACCREDITATION

Renaissance Hospital > Accreditation

We are now NABH (National Accreditation Board for Hospitals and Healthcare Providers) Accredited



NABL Accreditation of Pathology Department – Achieved in January 2011



AWARDS & RECOGNITION

Secure First Position in Inter Hospital Poster Competition





DIFFERENT SERVICES IN RENAISSANCE HOSPITAL CLINIC

EMERGENCY SERVICES

> Emergency Services

The Emergency Department services of Renaissance Hospital are available 24 hours a day, seven days a week. The department is well equipped, staffed by emergency medical officers, trained to handle medical and surgical emergencies, to ensure the best care is provided in a timely manner.

It is the goal of our Emergency Department **to care for your medical conditions within an acceptable time frame.**



AMBULANCE SERVICES

AMBULANCE SERVICES

Renaissance Hospital offers 24×7 ambulance services in collaboration with Renaissance Hospital's Employees' Cooperative Society. The vehicles are equipped to provide emergency services without delay, as every second counts in a medical emergency

Basic Life Support Ambulance: For patients' transit from home to hospital and back. Supported by trained staff, providing round the clock service.

Advanced Cardiac Life Support Ambulance: Supported by ACLS trained doctors and technicians, with life-support equipment and emergency drugs.



GENERAL – OPERATION THEATRES

> General – Operation Theatres

The Operation Theatres in Renaissance Hospital are equipped with the Latest Technology and Advanced Equipment meant to perform various Surgical Operations in an aseptic environment.

The Operating Rooms are spacious, easy to clean and well-lit, with overhead surgical lights, viewing screens and monitors. The Theatre Specifications are maintained as per the NABH OT guidelines. Electricity support has backup systems in case of black- outs. Rooms are supplied with Wall Suction, Oxygen, and other Aesthetic Gases.

Operating Theatres are Equipped with Key equipment consisting of Operating Tables and Thean aesthesia carts. Highly skilled teams of Surgeons perform various **Surgical Procedures of different Specialties – Neurosurgery, Plastic and Reconstructive Surgeries, ENT, Maxillofacial Surgeries, Orthopedic Surgeries, Kidney Transplantation, Gynecological Surgical Procedures, Urological Surgeries** etc.



LABORATORY SERVICES

> Laboratory Services

Laboratory Services

- Open 24 hour a day and 7 days a week
- Home collection facility available throughout the day
- STAT Emergency Sample Analysis for Critically ill patients instantly, within defined reporting time for – Dengue, Malaria, Emergency Cardiac and Septicemic Parameters



DEPARTMENTS UNDER PATHOLOGY INCLUDE

- **Haematology**
- **Clinical Chemistry, Special Chemistry and immunoassay**
- **Clinical Pathology**
- **Microbiology**
- **Tissue Typing (HLA Typing) & Cross Matching**
- **Histopathology And Cytopathology (Biopsy & FNAC)**

CLINICAL CHEMISTRY AND SPECIAL CHEMISTRY/ IMMUNOASSAY

Routine Clinical Chemistry

Like Sugar, Urea, Cholesterol, Triglyceride, LFT etc.

Special Chemistry

- **Hormone Panel –**
Full Thyroid Panel, Cortisol
- **Fertility Panel –**
FSH, LH, PROLACTIN, DHEA, TESTOSTERONE

Metabolic Panel –

Vitamin B 12, Folate, Iron, Ferritin, TIBC

- **Infectious Disease –**

Hepatitis (A,B,C,E), Torch, HTV (Combo) Dengue Antigen (within 4 hrs. Reporting)

- **Autoimmune Panel –**

Full ANF Panel.

Instruments

Beckman Synchrony CX-5. DXc600. Access II. Minivoids

- Electrophoresis Apparatus
- Micro lab 300
- Blood Gas Analyzer

Haematology

Tests –

Routine Blood Count by Automated Analyzers (24 hrs)

Special Hematology Tests – Sickle Cell Testing, Osmotic Fragility, Sucrose Lysis Test

- **Thalassemic Panel –**

Haemoglobin HPLC And Electrophoresis. Fetal Plakoglobin. Bone Marrow Studies.Coagulation Tests- P Time. APTT, INR. Clot Retraction Time etc.

- **Instruments –**

Fully Automated Beckman-I I MX Analyzer MS9(5) 5 Part Cell Counter

Vasumati Automated ESR Analyzer D-10 HPLC Analyzer for HPLC Stage Coagulant

Tissue Laboratory

- **Tests –**

Renaissance Hospital is the Oldest Lab in Eastern India to start HLA Typing and Cross Matchingfor Organ Transplantation

- **Instruments –**

Thermocyclers for PCR Analysis. Gel DOC System and sophisticated software for detailed andaccurate analysis

MICROBIOLOGY

Automated Microbial Culture with a wide Range of Antibiotic

Sensitivity TestAutomation in Nucleic Acid Studies for Tuberculosis

(Upcoming Project)

CLINICAL PATHOLOGY

Urine and Stool testing by strips as well as manual gold standard methods

HISTOPATHOLOGV & CYTOPATHOLOGY

Renaissance Hospital is the first lab in Eastern India to start frozen section studies

PHARMACY SERVICES

> Pharmacy

The Renaissance Hospital Pharmacy provides a complete range of Pharmaceutical Services to Inpatients as well as Outpatients. Our Pharmacy Department has a commitment to continuously improve the medication use process, ensuring patient safety and positive health outcomes.

The pharmacy services are available round the clock, seven days a week.



RADIOLOGY SERVICES

Radiology Services

State-of-the-Art Radiology Diagnostics involving much more than simple X-Rays to Diagnose Conditions.

At Renaissance Hospital, we use the Latest High-Tech Systems for Medical Imaging, Including our advanced CT scan.

The radiology services include:

Digital X-Ray

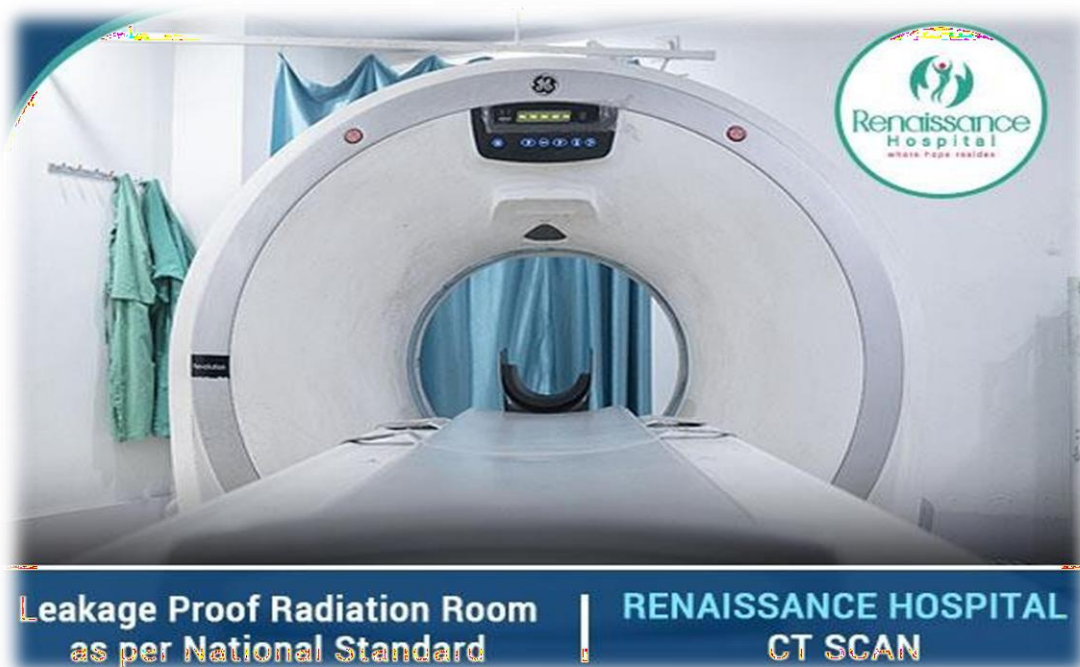
Mammography

Ultra-Sonography with Colour Doppler

CT Scan

M.R.I -1.5T

Bone Densitometry





About MRI

Magnetic Resonance Imaging (MRI) is a non-invasive imaging technology that produces three dimensional detailed anatomical images. It is often used for disease detection, diagnosis, and treatment monitoring. It is based on sophisticated technology that excites and detects the change in the direction of the rotational axis of protons found in the water that makes up living tissues.

BLOOD CENTRE

Blood Centre

The Renaissance Hospital's Blood Centre provides round the clock service to ensure **Safe Transfusions** and quality care to patients. It is equipped with the Latest Equipment for processing Blood and Blood Products with an objective to make Safer Blood and Blood Products available

24×7 service which includes: –

- Blood Donation- Donor Screening & Medical Check-up of Donors
- Checking of Donor Hemoglobin % by Hem control / Hemocoel.
- Screening of Donated Blood Units for HIV 1&2, HBSAG & HCV by TPHA and Chemiluminescence & Malaria by Immunochromatography.
- Supply of various components apart from Whole Blood

- Packed (conc.) Red Blood Cells (with standard shelf life of 35 days as well as extended shelf life of 42 days when collected in sag)
- Fresh Frozen Plasma
- Random Donor Platelet Concentrate (rdp)
- Cross Matching by Column Agglutination (Gel) Technology
- Transfer of Blood/ Blood Components & Neonatal & Pediatrics Use By Sterile Connecting Device.
- Leuko reduced Packed Red Blood Corpuscles

Chemiluminescence enabling us to save precious time required for screening by conventional method.

24×7 Service Which Includes: –

- Blood Donation- Donor Screening & Medical check-up of Donors.



Checking of Donor Hemoglobin % by Hem control /Hemocoel.



- Screening of Donated Blood units for HIV 1&2, HBSAG, HCV & TPHA by Chemiluminescence & Malaria by Immunochromatography.



- Supply of various components apart from whole blood
- Packed (conc.) Red Blood Cells (with standard shelf life of 35 days as well as extended shelf life of 42 days when collected in sagm)
- Leuko reduced Packed (conc.) Red blood cells by automated Component Extractor
- Fresh Frozen Plasma
- Random Donor Platelet Concentrate (RDP)
- Single Donor Platelet Concentrate by single hand or dual hands: (10amto 6 pm)



Cross Matching by Column Agglutination (Gel) Technology



Transfer of blood / blood components & neonatal & pediatrics use by sterile connecting device.



DIALYSIS

Dialysis Unit

The Dialysis unit comprises of 10 beds for providing Hemodialysis support to Inpatients and Outpatients.

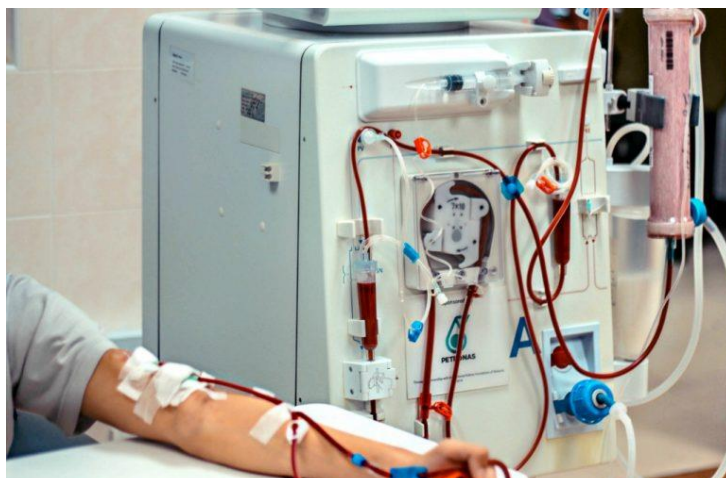
Dialysis is a procedure to remove waste products and excess fluid from the blood when the Kidneys stop working properly. It often involves diverting blood to a machine to be cleaned.

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.

If your Kidneys aren't working properly – for example, because you have Advanced Chronic Kidney Disease (Kidney Failure) – the Kidneys may not be able to clean the blood properly.

Waste products and fluid can build up to dangerous levels in your body. Left untreated, this can cause a number of unpleasant symptoms and eventually be fatal. Dialysis filters out unwanted substances and fluids from the blood before this happens.

Hemodialysis is the most common type of dialysis and the one most people are aware of. During the procedure, a tube is attached to a needle in your arm. Blood passes along the tube and into an external machine that filters it before it's passed back into the arm along another tube.



Peritoneal Dialysis

Peritoneal Dialysis uses the inside lining of your abdomen (the Peritoneum) as the filter, rather than a machine. Like the Kidneys, the Peritoneum contains thousands of tiny blood vessels, making it a useful filtering device. Before treatment starts, a cut (incision) is made near your belly button and a thin tube called a catheter is inserted through the incision and into the space inside your abdomen (the peritoneal cavity). This is left in place permanently. Fluid is pumped into the peritoneal cavity through the catheter. As blood passes through the blood vessels lining the peritoneal cavity, waste products and excess fluid are drawn out of the blood and into the dialysis fluid. The used fluid is drained into a bag a few hours later and replaced with fresh fluid. Changing the fluid usually takes about 30 to 40 minutes and normally needs to be repeated around 4 times a day.

SLEDD Dialysis

Slow, Low, Efficient, Daily Dialysis (SLEDD) is a form of Renal Replacement Therapy for the Critical Care setting. The slow continuous removal of solute and water tends to offer greater Hemodynamic Stability than a Conventional Hemodialysis Treatment.



CARDIOTHORACIC SURGERYCTVS OT

Cardiothoracic surgery – CTVS OT

Our Multidisciplinary Team of Expert Surgeons Diagnose and Treat patients with cardiovascular disease.

The Cardiothoracic Vascular Surgery OT is Equipped with State-of-the-Art facilities and also Advanced Technology for performing Cardiovascular Surgery. The Department is staffed with highly skilled and Trained Surgeons. The CTVS Department offers the following services:

- CABG Surgery
- **ASD Surgery**
- PDA Surgery
- **MVR Surgery**
- AVR Surgery



DIETETICS

The Department of Dietetics at Renaissance Hospital is fully committed to providing the Highest Quality Dietetics Services and to Assess the Nutritional Needs of the patients, ensuring that patients get the required Nourishment for Clinical Improvement. They address complex Nutritional Health issues in order to enhance and improve quality of life.

The Dietary services are available for both Outpatients as well as Inpatients. The services offered by the Dietetics Department include:

- Dietary Consultation and Counselling
- Nutritional Screening and Assessment of patients
- Dietary Planning based on condition of the patient
- Preparation of Diet Chart (Inpatients and Out Patients)
- Homogeneous diet Planning
- Food Testing
- Food service Supervision Outpatient services:

The Department of Dietetics provides Outpatient Nutrition services within the Hospital Premises. Nutrition experts from the department provide Consultation to the Outdoor Patients for Management of Specific Dietary needs in many different areas, including Cardiac Care, Diabetes & Childhood and Renal Diseases.

Inpatient services:

The Department of Dietetics provides Nutritional Care, Advice and Education to Patients during their stay at Renaissance Hospital and also after discharge if required. The Dietitians work in collaboration with the Clinicians to provide a Multidisciplinary Approach to the care of the patient.

FOOD AND BEVERAGES

> Food and Beverages

The Food and Beverage Department provides meals to patients as per the instructions of the Dietitian and Clinician. The Department works in Collaboration with the Dietetics Department to ensure that patients receive meals as per the Diet Order. The Department staff works in continuous communication with Dietitians with respect to making the right Diet available to the patient and ensuring Food Safety.

The department saliently functions on:

- Planning of the volume of Food and Beverages
- Ensuring Food Safety and continuity of services – in terms of storage and availability of cooking materials and
- Safe handling of the food items
- Planning of necessary kitchen equipment's and installations
- Food preparation for the patient and staff
- Managing the staff canteen
- Safe and proper transportation of food to the patient care areas
- The Food and Beverage services for the Outdoor patients and visitors is provided by Garden Café.



Quality Management

In healthcare, quality management refers to the administration of systems design, policies, and processes that minimize, if not eliminate, harm while optimizing patient care and outcomes. The objective of quality management is to ensure that a particular product, service, or organization will consistently fulfill its intended purpose. To achieve this, there is a constant collection of data and alterations in process to create an optimal product or service that fulfills its intention and satisfies the consumer. Further data is then collected to ensure that no additional changes are necessary. Quality management systems (QMS) are tools used to implement quality management and organize, standardize, and improve activities involving a product or service aimed at customers. By measuring outcomes and effects of different factors via data collection, issues within the system are identified, and evidence-based medicine and resources are used to develop or alter processes to improve the quality of care. Information is then collected regarding new outcomes to determine if the changes were beneficial or if other alterations are required. The ultimate goal is to achieve consistent, high-level care with minimal morbidity, mortality, disease, discomfort, and high patient satisfaction while meeting or exceeding all six of the IOM domains (safe, effective, patient-centered, timely, efficient, and equitable care).

Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes. It is based on evidence-based professional knowledge and is critical for achieving universal health coverage. As countries commit to achieving Health for All, it is imperative to carefully consider the quality of care and health services. Quality health care can be defined in many ways but there is growing acknowledgement that quality health services should be:

- **Effective** – providing evidence-based healthcare services to those who need them;
- **Safe** – avoiding harm to people for whom the care is intended; and
- **People-centred** – providing care that responds to individual preferences, needs and values.

To realize the benefits of quality health care, health services must be:

- **Timely** – reducing waiting times and sometimes harmful delays;
- **Equitable** – providing care that does not vary in quality on account of gender, ethnicity, geographic location, and socio-economic status;
- **Integrated** – providing care that makes available the full range of health services throughout the life course;
- **Efficient** – maximizing the benefit of available resources and avoiding waste.

QUALITY POLICY

- Quality Policy
- We are committed to providing patient-friendly, effective, efficient and ethical healthcare services.
- We continuously strive to improve our services through constant monitoring of our service standards, continuing education and adoption of upgraded technology.
- We are committed to establishing a work environment congenial to training and development.
- We continuously strive to create a motivated workforce with a sense of pride.
- We aim to establish a system of policies which are periodically reviewed to ensure continuing suitability and staff efficiency.



MARKETING DEPARTMENT

Marketing is a form of communication between a business house and its customer with the goal of fulfilling of customers' needs and satisfaction. Goods are not complete products until they are in the hands of customers. Marketing is that management process through which goods and services move from concept to the customer.

OBJECTIVES OF MARKETING DEPARTMENT

- The marketing management's first objective is to create demand through various means. A conscious attempt is made to find out the preferences and tastes of the consumers.
- Marketing manager study the demands of customer before offering them any goods or services. Selling the goods or service is not that important as the satisfaction of the customer needs.
- Every business aims at increasing its market share, i.e., the ratio of its sales to the total sales in the economy. For instance, both Pepsi and coke compete with each other to increase their market share.
- The marketing department is the only department which generates revenue for the business. Sufficient profits must be earned as a result of sales of want-satisfying products.

DOCTORS OF RENAISSANCE HOSPITAL

Cardiology- Interventional:

- Dr. Aniruddha Mondal
- Dr. Ranjan Kumar Srivastava
- Dr. S. B. Roy
- Dr. Arindam Maitra

Cardiothoracic Surgery:

- Dr. H. K. Dasmahapatra
- Dr. Santanu Dutta

• **Dermatology:**

- Dr. Sudeshna Mondal
- Dr. Soumya Panda

Endocrinology & Diabetology:

- Dr. Dipanjan Mukherjee
- Dr. Sudipta Dutta

E.N.T:

- Dr. Aviuk Jana
- Dr. Alokendu Bose
- Dr. Dipanjan Chakraborty

Gastroenterology:

- Dr, Pranab Kumar Maity
- Dr. Chayan Roy
- Dr. Indrajeet Kumar Tiwary

Gastro/ Obesity/ Bariatric Surgery:

- Dr. Sarfaraz Baig

General Medicine:

- Dr. Sattwik Giri
- Dr. Raktim Chatterjee
- Dr. Sanjeev Kumar
- Dr. Swarna Subarna Das
- Dr. Debasish Roy Chowdhury
- Dr. Aritra Goshwami
- Dr. Soumitra Bardhan
- Dr. Pradip Kr Sharma

Geriatric:

- Dr. Hemamala Ilango

Gynaecology & Obstetrics:

- Dr. Rimjhim Pal
- Dr. Arpita Das Bera
- Dr. Rahul Kumar Dhariwal
- Dr. Smita Ghatak
- Dr. Sandip Chattopadhyay
- Dr. Partha Sarathi Mitra

Haematology:

- Dr. Subhraneel Baul
- Dr. Nilanjan Sinha

KT/ Vas. Surgery:

- Dr. S. S. Saha

Maxillo Facial Surgery:

- Dr. Nayana Sengupta
- Dr. Subhabrata Ghosh
- Dr. Ramanuj Ghosh

Nephrology:

- Dr. Sougata Kr. Hui
- Rajarshi Dutta
- Dr. Subhasih dey

Neurology:

- Dr. Joydeep Mukherjee

Neuro Surgery:

- Dr. Dibyendu Kumar Roy

Oncology:

- Dr. Bidisha Ghosh
- Dr. Debmalya Banerjee

Orthopaedics:

- Dr. Rajat Banerjee
- Dr. Sugata Biswas
- Dr. Chinmoy Nath
- Dr. Smruti Ranjan Panda
- Dr. Rahul Mandal
- Dr. Deep Chakraborty
- Dr. Rajeev Raman

Paediatrics:

- Dr. Prateep Paul
- Dr. Dip Kumar Chowdhury
- Dr. Shamik dasgupt

Pain Clinic:

- Dr. Subrata Goswami
- Dr. Krishna Poddar

Physiotherapy:

- Dr. Arpa Sarkar

Psychiatry:

- Dr. Kaushik Ghosh

Pulmonology:

- Dr. A. Neogi
- Dr. V. S. Baid

Rheumatology:

- Dr. M. M. Biswas
- Dr. Abhrajit Ray

Surgery- General:

- Dr. Nirmalya Bagchi
- Dr. Subhrajeet Ganguly
- Dr. Praveen Kumar
- Dr. Pritin Kumar Bera
- Dr. Soham Bhattacharjee
- Dr. Sanjeev Kumar Mondal
- Dr. Anuj Kanti Poddar
- Dr. Samir Mukherjee
- Dr. K. A. Mukherjee

Surgery- Oncology:

- Dr. Subhashis Sarkar

Surgery- Paediatric:

- Dr. Utpal Kumar Ray
- Dr. (Prof) A. K. Roy

Surgery- Reconstructive (Plastic):

- Dr. Rajan Tondon
- Dr. S. S. Chatterjee
- Dr. Akhilesh Agarwal

Urology:

- Dr. Amit Agarwal
- Dr. Sayak Roy
- Dr. Amares Ch Ray



TIE UP WITH INSURANCE AND TPA SECTORS

EMPANELLED INSURANCE COMPANY:

- National Insurance
- New India Insurance
- Oriental Insurance
- United India Insurance
- Star Health Insurance
- Aditya Birla Health Insurance
- Bharti-Axa Insurance
- HDFC Ergo General Insurance
- Cholamandalam Insurance
- Future Generali Insurance
- ICICI Lombard General Insurance
- IFFCO Tokio General Insurance
- Liberty General Insurance
- Manipal Cigna Health Insurance
- Reliance General Insurance
- Max Bupa Health Insurance
- Bajaj Allianz Insurance
- Apollo Munich Health Insurance
- TATA AIG General Insurance
- Universal Sompo Insurance

EMPANELLED TPA SECTORS:

- SBI General Insurance (Through TPA)
- Royal Sundaram Insurance (Through TPA)
- Solace TPA Pvt. Ltd.
- Family Health Plan Insurance TPA Ltd.

TPA-LIST

Apollo Munich
Bajaj Allianz
Chola
DHS TPA
FHPL
Future Generali
Genins India
HDFC Ergo
Heritage
ICICI Lombard
IFFCO Tokio
MD India
Mediassist
Medsave
Paramount
Raksha
Religare
Star Health
United Healthcare Paekh
Universal Sompo
Vidal
Vipul Medcorp
Max Bupa (Niva Bupa)

SERVICE STANDARDS AT RENAISSANCE HOSPITAL

AREA / DEPARTMENT	SERVICE STANDARDS
ADMISSION SERVICES	Within 15 minutes of completion of admission process the patient will be placed in his bed.
	Within a 15 minute a RESIDENT DOCTOR will attend the patient and CONSULTANT within 24 hrs. of admission.
DISCHARGE SERVICES	Within 2 hrs. the discharge process will be completed (SELF PAYMENT)
	Within 2 hrs. doctors' advice for discharge the patient will be provided the FINAL BILL.
	Within 1 hour of doctor advice the final discharge summary will be prepared.
AMBULANCE SERVICES	Within 30 minutes the ambulance service will be provided.
MEDICAL RECORDS	Within 48 hrs. of patient discharge medical records of patient will be shifted to MEDICAL RECORDS DEPARTMENT.
	Within 72 hrs. medical records will be made available on request.
NURSING AND CLINICAL SERVICES	Within 5 minutes the nurses will attend the patient of bed after receiving in the ward.
	Patient will be re-assessed every 6-hourly (4 times) in non-critical unit.
	Mortality rate in our hospital will be <2%
	Patient shall be monitored after medicine administration for 15 minutes.
	Re-intubation rate in our hospital shall be <5%
	Average length of stay of patient in our hospital shall be 3-5 days.

AREA / DEPARTMENT	SERVICE STANDARDS
SURGICAL SERVICES	Rescheduling of surgeries will be <0.7%
	Patients shall be administered prophylactic antibiotic within 30 min prior surgery.
	All surgical cases will be adhered to the procedure to ensure right site, right patient, and right surgery.
INFECTION CONTROL SERVICES	SSI rates in our hospital should be <0.5%
	VAP rates in our hospital will be <10%
	Bed sore rate in our hospital will be <1.3%
	NSI rate in our hospital will be <0.04%
	UTI rate in our hospital will be <2.3%
	Safe handling and disposal of the bio medical wastes will be followed.
BLOOD BANK SERVICES	Blood shall be made available on request.
PHARMACY SERVICES	Dispense of all routine medication prescription will be issued within 30 minutes after receiving the requisition.
	Dispense of drugs for urgent medication prescription will be issued within 10 minutes after online requisition is received
	Our pharmacy will ensure that medicine is never out of stock.
MAINTENANCE AND BME	Response time for any breakdown call will be within 30 mins.

HEALTH CHECK-UP PACKAGES IN RENAISSANCE HOSPITAL

- Comprehensive Health Check-up
- Standard Executive Health Check-up
- Senior Citizen Health Check-up
- Well Women Health Check-up
- Master Health Check-up
- Special Cardiac Health Check-up
- Good health Check-up
- Diabetes Health Check-up
- Executive Health Check-up
- Pre-employment Health Check-up
- Children Health Check-up
- Urology Health Check-up
- Bariatric Health Check-up
- Diabetic Laparoscopic Surgery
- Mentally Health Package.

Good health is the foundation of a productive and rewarding life. Stress and strain, inadequate rest, erratic eating habits have become part of today's life style. These factors along with elevated levels of pollution are bound to take their toll on us. In spite of this most of us tend to ignore these facts until we are compelled to confront a crisis. Renaissance Hospital is concerned about your well-being for which it has developed various "Health Check Packages" to know your Health and Lifestyle.



A. RENAISSANCE HOSPITAL'S COMPREHENSIVE

HEALTHCHECK; - A health

check-up package especially designed to cover overall medical screening of your body. It aims to detect indications. indications of infirmity at the earliest stage, at a price you would not regret paying. Urine routine, Stool routine, complete Blood count, E.S.R. Blood Group (Rh), Pap-smear (for ladies), spa (for men), Chest X-ray, U.S.G Screening (whole Abd). P-time, Diabetic evolution: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL

B. RENAISSANCE HOSPITAL'S STANDARD EXECUTIVE **HEALTH CHECK**

For successful Professionals, managers and executives of the new millennium! You have earned your right to join the social elite through your hard work. But have you spared a fleeting through for your health that bears the brunt of all the slog? Let Renaissance Hospital rejuvenate you to take on the world with new zest.

Urine routine, complete blood count, E.S.R. Blood Group (Rh), Pap- smear (for ladies), psa (for men), Chest X-ray, U.S.G Screening (whole Abd). P- time, Diabetic evolution: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, LFT, SGPT, SGOT, Alanine phosphating, total protein, Albumin/ Globulin Ratio, Kidney profile: Blood Urea, Creatinine, Serum Uric Acid.

C. RENAISSANCE HOSPITAL'S SENIOR CITIZEN HEALTH **CHECK**

A gift from Renaissance Hospital to our dear senior citizens a programmer exclusively designed to access your current health and detect the common geriatric problems. Urine Routine, Complete Blood count, ESR, Pulmonary Function test, Chest X-Ray, Diabetic Evolution: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL Choles, LDL Choles, Liver profile: S.G.P.T, Total Protein, Albumin, Kidney profile: Blood Urea, Creatinine.

D.RENAISSANCE HOSPITAL'S WELL WOMEN HEALTH CHECK

For the 21st century woman professional, home maker, nucleus of the family, braving a complete reproductive system, severe stress and all other odds – a professional health care with a personalized touch to look after you to show you – we care. Urine Routine, Stool routine, Complete Blood count, ESR, Blood Group (Rh), pap-smear (for ladies), chest X- Ray, USG Screening (Lower ABD). Diabetic Evaluation: ECG, Lipid Profile: choles, Triglycerides, Liver Profile: SGPT, Kidney Profile: Blood Urea, Serum Uric Acid, Mammosonography Consultation:

E. RENAISSANCE HOSPITAL'S SPECIAL CARDIAC HEALTHCHECK

Modern Day stress and strain almost inevitably takes a toll on your heart a very sensitive organ. Cardiac affections are striking at an early age without any overt symptoms. To protect you, Renaissance Hospital offers a cardiac checkup package at a viable expense.

Complete Blood count, ESR, Blood Group (Rh), pap-smear (foreladies), chest-X Ray, Diabetic Evaluation: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL Choles, LDL Choles, Kidney profile: Blood Urea, Creatinine, Serum Uric Acid.

F. RENAISSANCE HOSPITAL'S MASTER HEALTHCHECK

A series of investigations harmonized into a package that helps maintain and promote your health through prevention and early. detection of health troubles. Urine Routine, Complete blood count, ESR, Pap -smear (for ladies), Chest X-Ray, USG Screening (upper Abd), Diabetic Evaluation: fasting blood Sugar, P. P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL Choles, LDL Choles, Kidney profile. Blood Urea, Creatinine, Serum Uric Acid.

G. RENAISSANCE HOSPITAL'S GOOD HEALTH CHECK

Renaissance Hospital's Good Health package encompasses select investigations necessary to spot the basic health problems latent in the body. Complete Blood Count, Pap-smear (for ladies) Psa (for men), Thyroid (T3, T4, tsh), USG Screening. Diabetic Evolution: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL Choles, LDL Choles, Kidney profile: Blood Urea, Creatinine, Liver Function Test: Bilirubin, SGPT, SGOT, Alkaline Phosphate, GGT, Total Protein, Albumin/ Globulin Ratio.

H. RENAISSANCE HOSPITAL'S DIABETES CHECK

Diabetes – a disease that creeps into our body in a clandestine manner and finally results in serious damages even before it is detected. Complete Blood count, ESR, Diabetic Evaluation: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles,

I. RENAISSANCE-HOSPITAL'S SEX-EXECUTIVE-HEALTH CHECK

For young executives and professionals on the fast track. You will shape tomorrow's world – how can you afford to ignore you. health? Come for the executive health checkup and you will get an overall screening of your health status at a minimal cost. Urine Routine, Complete Blood Count, ESR, Blood Group (RH), Chest X- Ray, Diabetic evolution: fasting blood Sugar, P.P blood Sugar, Cardiac Risk evaluation: ECG, stress test, Echocardiography, Lipid profile: Choles, Triglycerides, HDL Choles, LDL Choles, Liver profile: S.G.P.T, Total Protein, Albumin, Kidney profile: Blood Urea, Creatinine, Serum Uric Acid.

J. RENAISSANCE HOSPITAL'S PRE-EMPLOYMENT HEALTH CHECK

Employees are your assets. Before you take on board a new employee and invest in him, have his health screened to determine his suitability. We will help you employ and maintain a healthy workforce. Urine Routine, Complete Blood Count, E.S.R, Blood Group (Rh), VDRL, Chest X-Ray, Diabetic evolution: fasting blood Sugar, Cardiac Risk evaluation: ECG, Kidney profile: Blood Urea, Creatinine.

k. RENAISSANCE HOSPITAL'S CHILDREN HEALTHCHECK

Help your child grow up into a healthy adult. Renaissance Hospital's Children's health checkup package will help detect the early signs of health troubles in your young ones as well as guide you in taking preventive measures. Urine Routine, Stool Routine, Complete Blood Count, ESR, Blood Group (Rh), Throat swab culture & sensitivity, chest X-Ray, Diabetic Evaluation: Fasting blood sugar, P.P Blood Sugar.

L. RENAISSANCE HOSPITAL'S BARIATRIC INVESTIGATION HEALTH CHECK

Quality of Life improved in 95% of patients.

Mortality reduced by 89% in five-year period.

Routine Hemogram, Creatinine, Diabetes profile, Liver Function Test, Lipid Profile, Hormone Panel, Chest X-Ray, ECG, ECHO, USG Screening Whole abdomen, Lung Function Test, Upper GI Endoscopy and Urease Test, Vi+B12, Insulin (PP).

M.RENAISSANCE HOSPITAL'S UROLOGY HEALTHCHECK

Health check-up package specially designed to cover problems like straining to pass urine, incomplete evacuation of bladder, narrow stream of urine, increased frequency of urination, difficult to postpone urination, etc. urinary problems. Blood: Hb, TC, DC, E.SR, Sugar(F), Urea, Creatinine, P.S.A, Urine: R/E & C/S, USG, W/A Screening with special attention to K.U.B and PVR, Uroflowmetry

N. RENAISSANCE HOSPITAL'S DIABETIC LAPROSCOPIC SURGERY PACKAGE

First Stage:

Blood glucose fasting and 2 hrs. after breakfast, Complete Blood Picture, Bun, SE Creatinine, Prothrombin time, BT and CT, Liver Function test, Lipid profile, SE. Uric acid, SE iron, SE T3, T4, TSH, SE.HbsAg, HIV, HCV, SE. VIT B-12, SE Cortisol, C-Reactive protein, Urine Routine, Urine for micro albumin, X-Ray Chest, ECG, Pulmonary Function Test, 2-D ECHO, Colour Doppler for carotid arteries and lower limbs(venous), ultrasound exam whole abdomen screening, UGI Endoscopy.

Second Stage:

HbA1C, GFR, 24hr.creatinine clearance, Ophthalmic Exam endoscopy.

Third Stage:

C-Peptide Fasting and 1 hr after a good breakfast, SE. Insulin Fasting.

Fourth Stage: Gad Antibody test will be if required

O. RENAISSANCE'S Hospital's Mental Health

CHECKUP

Stress is the mother of most of the disease. Nowadays many of us from a child to an elderly person are under stress. Renaissance Hospital's checkup package for being mentally healthy ensures you a personalized professional touch to help you to overcome stress and thus lead a physically and mentally productive life.

CBC, Blood Sugar (Fasting & PP), Urea, Creatinine, TSH, Prolactin, Uric Acid, LFT, LIPID Profile Na+, K+, URINE R/E, Chest PA, ECG, USG (Whole Abdomen) (Screening).

P. RENAISSANCE HOSPITAL'S BARIATRIC

INVESTIGATIONHEALTH PACKAGE 2

PATHOLOGY - HBIAC

HB, TC, DC, ESR, Creatinine, Serum Albumin, P time, Triglycerides, Hdl Cholesterol, C-Peptide, TSH, Vitamin D3, Vitamin B12, Anti HCV, VDRL, AIDS, Australia Antigen.

Sonography - Ultrasonography whole abdomen Radiology – Chest

X-RayCardiology – ECG

Endoscopy – Upper Gi Endoscopy

PROCESS OF APPLYING MEDICLAIM

- ✚ The first step is to get requisition form from the reception.
- ✚ Then fill it up by giving the required information like (name of the patient, Visiting ID, Consultant's name, Date of admission, Date of discharge, and to tick the correct option that is given on the form required by the patient from the department like treatment sheet or bed head ticket or filling re-imburement form or dialysis charts copy. Applicant should give their detail like phone number and name of the applicant such that after completion of the work applicants are informed to receive their document.
- ✚ After filling it up submit the form to the reception.
- ✚ It will be sent to the medical service department.
- ✚ Then the executive of the department processes the work according to their question filled up by the patient relatives.
- ✚ During collection of the Mediclaim papers patient party should bring an authorization letter from patient where it is written by the patient himself/herself on his/her behalf the applicant will collect it either from the department or from reception after signing the receiving part of the requisition form that they have received their requested documents.
- ✚ The requisition form after filling the receiving part should be taken back after giving the documents to the patient party as it is the prove for the department that they had given all the documents requested by patient part.

DUTY OF A FLOOR COORDINATOR

1. The first and foremost work is to provide feedback form to the discharging patient where they can give suggestions to improve service of the hospital and share their experience.
2. Then collecting the form from the patient when they complete the feedback form.
3. Arrange for the discharge summary for those patients who will be discharged.
4. Checking the files of existing patients' files whether they are completed or not, if not then they should be completed.
5. Doctor's Pricing done by floor co-ordinate.
6. Patient's pricing also done by them.
7. Finally preparing all discharge files and after completing them sending it to the medical records.

INTRODUCTION OF QUALITY DEPARTMENT

The health care sector of today is a dynamic and exciting sector with many opportunities as well as challenges. On one hand, there are opportunities to deliver high quality care to patients thanks to new technical, diagnostic, and therapeutic innovations. On the other hand, there are challenges to decide which patients or groups of patients should be given priority as well as to keep up-to-date with innovations and developments. On one hand, there are opportunities to adapt care and benefit from patient participation created by increasingly knowledgeable and informed patients. On the other hand, there are challenges to master the new skills that are needed to create and sustain successful relationships between patients and professionals. This thesis is about quality systems in hospital departments. Quality systems can be the very tools for department managers and quality coordinators to master the challenges of achieving high quality of care in a complex everchanging environment. In this introductory chapter, the Swedish health care system and its stakeholders will be reviewed. Different concepts of quality and quality systems will be discussed and put into the Swedish regulatory context. Finally, the general and specific aims of this thesis will be outlined.

What is quality?

Quality in healthcare has been defined in many ways. “Quality” in healthcare is defined as everything the healthcare organization undertakes to fulfill the needs of its customer, be it the patient, the payer, the admitting doctor, the employer, or an internal customer within the organization.

“Quality is doing the right things for the right people at the right time, and doing them right first time and every time.

” Quality can refer to the technical quality of care, to nontechnical aspects of service delivery such as clients’ waiting time and staff’s attitudes, and to programmatic elements such as policies, infrastructure, access, and management.

Quality Management: Quality management is that aspect of the overall management function that determines and implements the quality policy. It includes strategic planning, allocation of resources, and other systematic activities for quality, such as quality planning, operations, and evaluations.

Principles for good quality management in healthcare

Principle 1 — Patients focus: Our healthcare organization depends on the patients and therefore should understand current and future patients' needs, should meet patients' requirements and strive to exceed their expectations.

Principle 2 — Leadership: Leaders establish unity of purpose and direction of the organization. They should create and maintain the internal environment in which people can become fully involved in achieving the organization's objectives.

Principle 3 — Involvement of people (employees): People at all levels are the essence of an organization and their full involvement enables their abilities to be used for the organization's benefit.

Principle 4 — Process approach: A desired result is achieved more efficiently when activities and related resources are managed as a process.

Principle 5 — System approach to management: Identifying, understanding, and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

Principle 6 — Continual improvement: Continual improvement of the organization's overall performance should be a permanent objective of the organization.

Principle 7—If you want your business to compete on the global stage, failing to perform regular data analysis won't cut it.

Relying on gut instinct alone to make mission-critical decisions is a mistake. You can't be objective, nor can you accurately assess your previous decisions.

There are three key benefits to a data-driven approach.

First, you take a lot of the guesswork out of the decision-making process. Second, you can be more confident in your decisions. And third, you can review and analyze your past decisions objectively.



Quality improvement

Quality improvement is about ensuring that our focus is on improving, not just maintaining our services at Hospital. Quality improvement involves a focus on the safety, effectiveness, efficiency, acceptability, accessibility and appropriateness of services for consumers (who might be patients, relatives/parents, or the hospital and other health care professionals).

Purpose of quality improvement programme is to-

- Monitor patient and staff satisfaction
- Monitor of quality indicators
- Monitor of Adverse Drug reactions and medication errors
- Monitor patient safety indicators
- Monitor of medical audit results
- Monitor Utilization of Facilities
- Monitor Patient Satisfaction Rate
- Monitor Employee Satisfaction Rate
- Ensuring fire safety mock drill twice in a year
- Ensuring facility safety round twice a year in patient care areas and once a year in non- patient care areas



Quality Objectives and requirements for the services

The need to establish processes, documents and provide resources specific to the service. Required verification, validation, monitoring, inspection and test activities, specific to the service and the criteria for service acceptance. Record needed to provide evidence that the service delivery process meets the requirement.

Determination of requirements related to the Services

Patients/their relatives stated and implied requirements (including if any additional requirements determined by the hospital, legal & regulatory requirements) are identified before delivery of the service, initiating action to provide necessary treatment to the patient which are as per the documented procedure

Review of requirements related to the service

The type of treatment (OPD or indoor) is reviewed for its adequacy based on the information available for the concerned patient or accompanying relative along with the records of vital parameters and investigation results. Any changes required subsequently, its communication to the concerned patient/relative and to the relevant department is done as per the documented procedures. Records of type of treatment identified/ provided are maintained as per the documented procedures. Where the patient is unable to provide enough details the statement of requirements as capture by the concerned doctors are taken as base for providing necessary service and same is conveyed to the patient and/ or the relatives before providing the treatment for acceptance. During the course of the treatment or at the end of one set of treatment the consent of the patient/relative is taken for subsequent treatment, subject to the willingness of the patient and in case of their unwillingness they may be discharged or referred to other hospital as the case may be.

Patient Communication

The arrangements for communication on enquiries and service-related information, approximate charges are carried out at the time of registration or at the time of admission of treatment by the concerned authorities. Patient feedbacks including complaints are handled as per the various service procedures for the different type of treatments.

RENAISSANCE HOSPITAL'S OUT PATIENT DEPARTMENT

INTRODUCTION OF OUTPATIENT DEPARTMENT

Outpatient department is the part of a hospital designed for the treatments of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care. Modern Outpatient departments offer a wide range of treatment services, diagnostic tests and minor surgical procedures.

OBJECTIVES OF OUTPATIENT DEPARTMENT

- Demonstrated a commitment to following the bioethical principles of the medical profession: autonomy, beneficence, no maleficence, truth- telling and confidentiality.
- Demonstrate a commitment to personal excellence (timeliness, attitude, initiative) and professional development (initiative, self- reflection, and seeking constructive feedback).
- Demonstrate sensitivity and competence in working with others of diverse backgrounds, anticipating the influence of culture on illness and health decisions.
- Demonstrate honesty and integrity in accurately conveying information and in documentation.
- Demonstrates teamwork and respect toward all members of department members.



JOB RESPONSIBILITIES OF Renaissance Hospital's OUTPATIENT DEPARTMENT

- Patient registration
- WBHS billing, payment, collecting outstanding amount from doctors.
- Corporate billing
- Booking Appointments
- Handling external as well as internal call flows.

JOB RESPONSIBILITIES PERFORMED BY INTERNS

- Taking care of WBHS and Corporate bills.
- Collection and Interpretation of data provided to the intern by the Superiors.
- Scanning and documenting patient prescription.



INTRODUCTION OF FRONT OFFICE

DEPARTMENT

The Front Office department is an ambulatory care center (also called polyclinic) which provides to all members of a community the whole scope of services that are need to keep them in good state of health, directly or by referral to more qualified institutions.

Patient care is the primary function of the Front Office. In light of changing role of hospitals following Alma Atta declaration (1978), primary health care being a key to achieve health for all, Front Office department has a vital role to extend cost-effective services encompassing health promotion, preventive care, easily diagnosis and treatment.

In India apart from private practitioners' Front Office service in hospitals are the primary means whereby people receive medical care. The focus in medical care has to a considerable extent shifted from entirely inpatient-oriented to the Front Office-oriented.

DEFINITION

FRONT OFFICE is defined as “a part of the hospital with allotted physical facilities and medical and other staff, with regularly scheduled hours, to provide care for patients who are not registered as inpatient”.

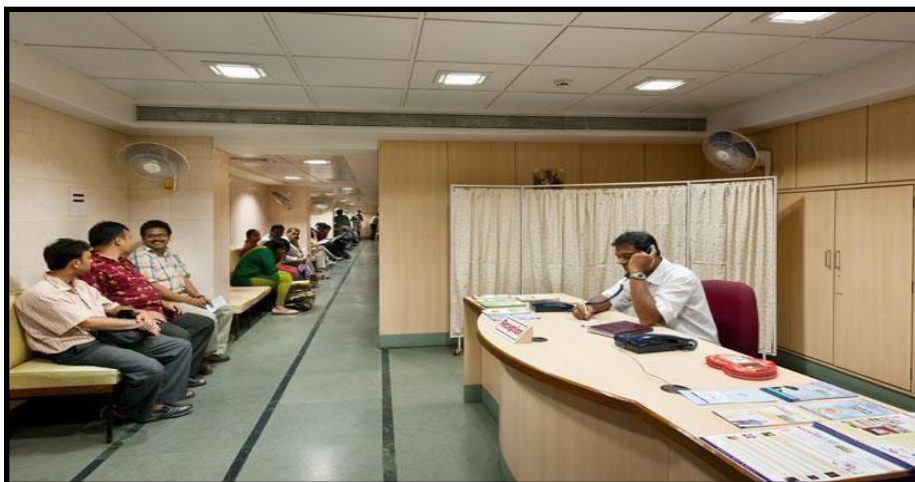
Front Office is the first point of contact between the hospital and community and which, in many instances, can make or mar the reputation of the hospital”.

- Front Office is the inseparable link in the hierarchical chain of the health care facility.
- Front Office contributes to reduction in morbidity and mortality.
- Front Office is a stepping stone for health promotion and disease prevention.
- Front Office helps reduce the number of admissions to the inpatient wards, thus, coveringscarce beds.
- Front Office acts as a filter for inpatient admission, ensuring that only those patients areadmitted who are most likely to benefit for such care.
- Front Office is the “shop window” of the hospital.

IMPORTANCE OF FRONT OFFICE

DEPARTMENT

- A Front Office Department is at the entrance of any hospital. It acts as the first place where the patients and doctors communicate.
- It is a crucial link between the patients and the healthcare system and is hence inseparable.
- It is vital in preventing diseases and ensures fast recovery of the patient.
- It controls the number of patients in the inpatient ward by providing small surgeries and treatments.
- It evaluates the patients, and only those who require a bed or special care are shifted to the inpatient ward. Thus, saving the number of occupied beds.
- Generally, people that visit for the first time and have minor health are treated in Front Office. Doctors conduct tests, provide consultancy, and give prescriptions to the patient in the Front Office.
- It is the first of contact between patient and hospital staff.
- A large section of the community visits each day in hospital as Front Office.
- It is treated as shopping windows in hospital. It provides maximum income of hospital.



OBEJCTIVE OF FRONT OFFICE

- 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 orientated problems.
- To provide medical treatment by less expensive in companion
- To make possible the access to a wide range of clinics/ doctor's medicines.
- To control and surveillance of communicable diseases.
- To provide a database of medical history and research.
- To arrange a training ground for medical, para-medical, nursing staff, management students and future doctors.
- To study and identify the modes of transmission of infection in Front Office.
- To study the modes of prevention of infection (Standard Precautions) in FrontOffice.
- To suggest the management how to improve the Infection Prevention Program inthe organization.

FUNCTIONS OF FRONT OFFICE

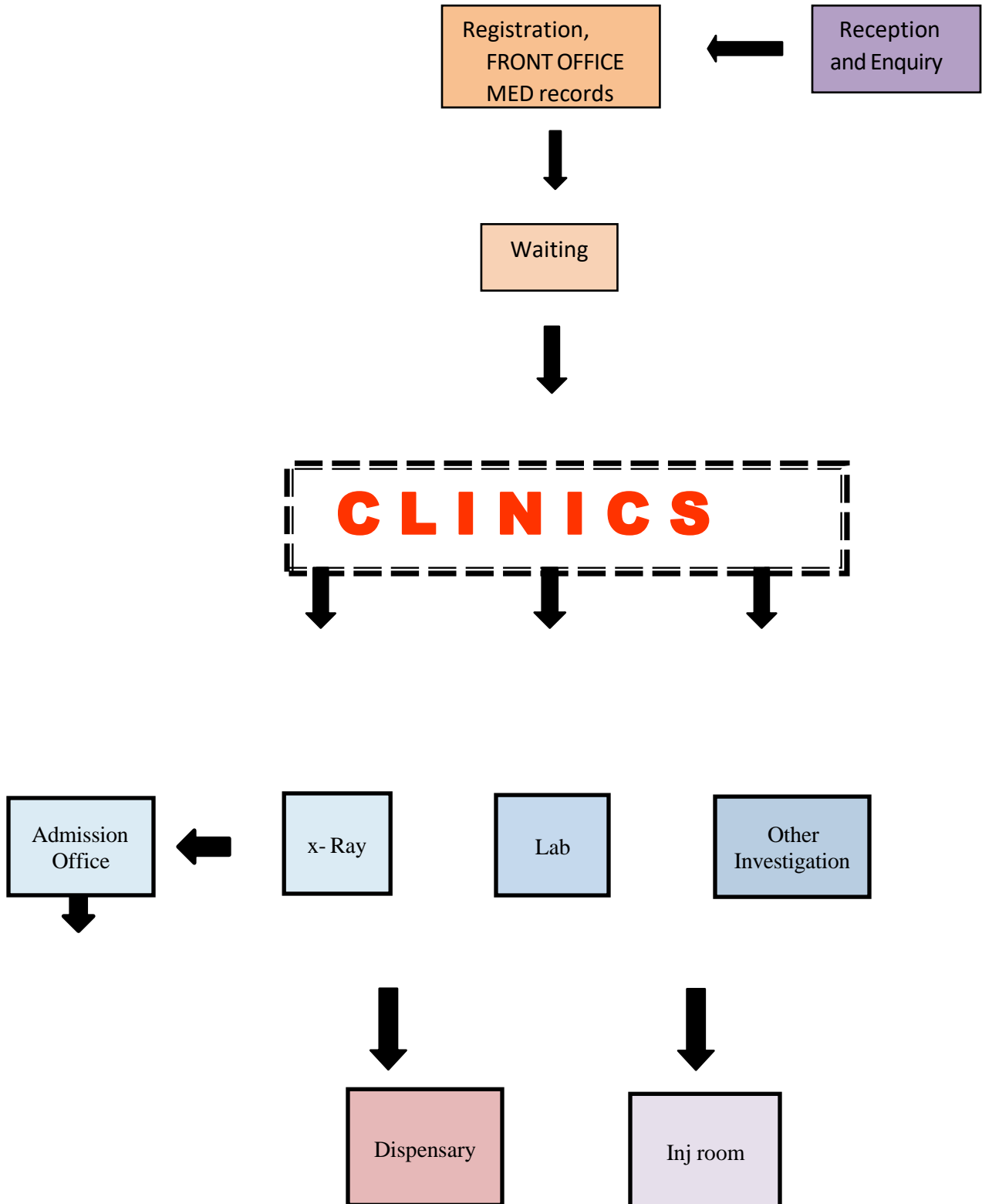
- ✓ Communicable diseases to prevent an outbreak of epidemic and conduct activities in the field of preventive medicine.
- ✓ By early diagnosis and timely treatment
- ✓ To confirm whether or not hospitalization is required
- ✓ On ambulatory basis
- ✓ To discharged patients and their rehabilitation
- ✓ For training of medical, paramedical and nursing staff. May also provide avenue for epidemiology and social research
- ✓ 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 amount break of epidemic.
- ✓ Specialist consultation.
- ✓ Referral services.
- ✓ Follow up care and rehab.

STAFFING PATTERN

Staffing is one of the essential requirements in hospital Front Office department. Front Office 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 Front Office 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 as any organization including hospital. They watch out the interference in the Front Office and control any kind of dispute.
- **HOUSEKEEPING PERSONNEL:** They serve the clean cloths, tray, cotton, bandages and the sterile stuffs at the Front Office as per requirements.
- **RECEPTION EXECUTIVES:** The people with great computer knowledge and communicative power are most required in Front Office reception. They help the Front Offices 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 Front Office.
- **OTHERS:** Some more individuals are needed to scan the prescriptions.

FLOW CHART OF FRONT OFFICE DEPARTMENT



PHYSICAL FACILITIES OF FRONT OFFICE: -

The physical facilities can be divided into following areas:

1. PATIENT AREA
2. CLINICAL AREA
3. ADMINISTRATION AREA
4. CIRCULATION AREA

PATIENT AREA

The patient is can be divided into following facilities:

1. **RECEPTION:** Though full-fledged reception officers are not functional during the night hours, there might become physical facility with a window is to be earmarked for the purpose of reception during the night. This is very important aspect in disaster situation.
2. **TROLLERBAY:** Trolley, stretchers, wheel chairs inadequate number must be parked just at the entrance, so these are easily accessible at the of need.
3. **WAITING AREA:** A separate waiting area for patient's attendants, visitors, members with all the amenities like toilet facilities must be available.
4. **SPACE FOR SECURITY STAFF, POLICE & ATTENDANTST:** This space is utilized by the staff as a change room and rest room.
5. **PCO, FAX, COMPUTER, PRINTERS etc.:** Now these things becoming more of a necessity and very important in the hospital.
6. **PHARMACY:** In all hospitals & nursing homes, they have their own pharmacy or provide a space for chemist's shop. This can serve as standby arrangement, so that the patient's attendants.

CLINICAL AREA: -

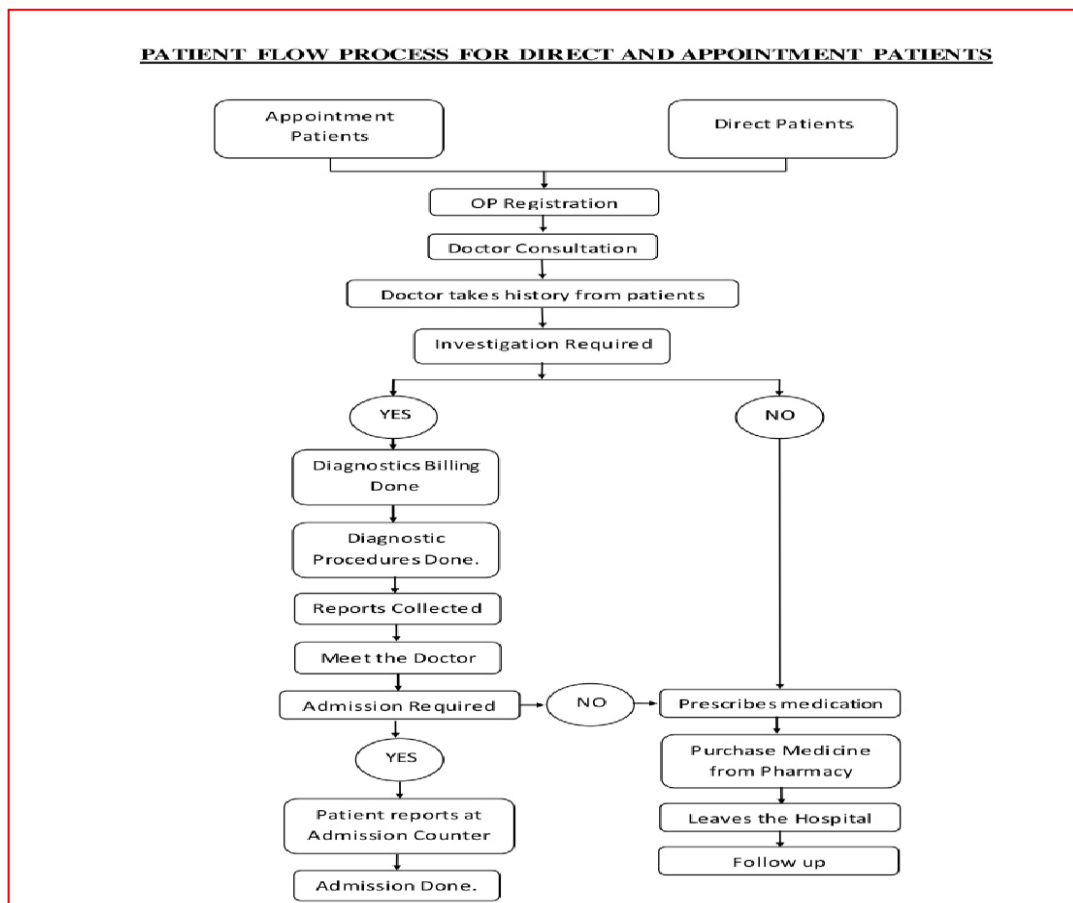
1. Trauma room for emergency procedures, emergency surgery, and plasterroom, OT.
2. Examination room and treatment room.
3. Staff works area.
4. Nursing station.
5. Emergency ward with adequate number of beds.
6. Storage area for drugs, lines, instruments, material etc.
7. Toilets for patients.
8. Duty room for residents, house officer, interns.
9. Lockers of staff.

ADMINISTRATIVE AREA: -

1. Accommodation for casualty medical officer, duty officer and consultant
2. Officer for sister-in-charge of casualty or emergency dept.
3. Officer of assistant/deputy medical superintendent or I/C of the emergency department.
4. Administration office.

➤ Clinical Facilities

- Examination room
- Consultation chamber
- Treatment room
- Observation room
- Nurses' station
- Clean storage
- Dirty utility room
- Wheelchair storage space



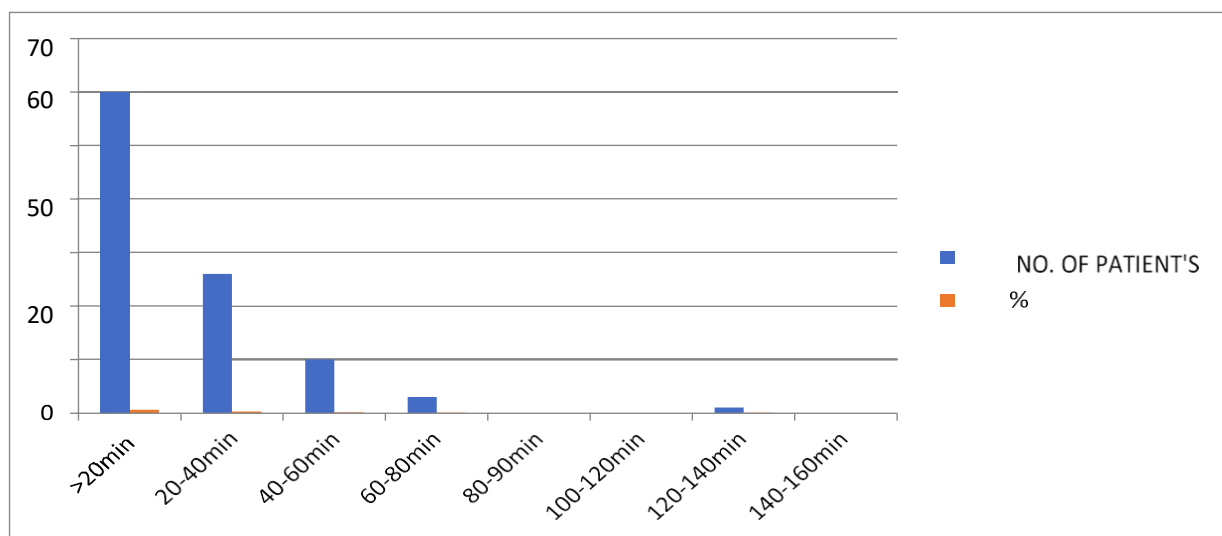
FRONT OFFICE WAITING TIME FORCONSULTATION

Table 1- Distribution of Patient view on Waiting Time spent in FRONT OFFICE for Consultation.

CRITERIA	NO. OF PATIENT'S	%
>20min	60	60%
20-40min	26	26%
40-60min	10	10%
60-80min	3	3%
80-90min	0	0%
100-120min	0	0%
120-140min	1	1%
140-160min	0	0%



Graph 1 Distribution of Patient view on Waiting Time spent FRONT OFFICE forconsultation.



It is evident from the above table that the maximum waiting time spent by the patients in the FRONT OFFICE for consultation with doctors. It shows that out of 100 patients, highest is 71% patients had to wait for 0-20 minutes and lowest 0% patient waited for 80-120 minutes.

Table 1- Distribution of Patient view on Waiting Time spent in FRONT OFFICE for Consultation.



PROBLEMS FACED IN FRONT OFFICE

- 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 Front Office so, patients get lost in the huge area of Front Office.
- 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 Front Office. It takes more time to diagnose the health difficulties without modern devices.
- Heavy patient flow results in improper diagnosis resulting in wrong treatment.
- Unavailability of transport in Front Office creates a problem regarding transferring surgery patients due to their illness.
- Poor housekeeping and cleanliness offer uncomfortable hygiene in the Front Office area. It creates bad smells, dirty curtains and many more equipment used in Front Office.



RECOMENDATION

Clearly indicate the location of Front Office department.

- Provide information regarding the function of Front Office 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 Front Office procedure smoothly.
- The staffs have to propose courteous and patience behavior 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.



RENAISSANCE HOSPITAL'S HR DEPARTMENT

What Is a Human Resource Department?

A human resources department represents the interests of the individual employees and the overall mission of the business. Depending on the size and scope of a company, an HR department can perform a variety of roles and responsibilities. For a small business, a dedicated HR specialist may cover all HR functions, while in bigger companies, specialized departments will handle hiring, benefits, employee development and other processes.

In recent years, the role of HR has expanded as companies recognize that it's cost-effective to invest in employee development and retention. Better-trained and happier employees are more productive. They also tend to innovate and are more invested in their employers' success.

Additionally, employers recognize that increased complexity in employment laws make the expertise of HR professionals increasingly valuable.

HR can be an integral player in the success of companies and many incorporate HR professionals and their expertise in critical company decision-making.

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.

compensated, and effectively trained. The department is also responsible for recruiting, hiring, firing, and administering benefits.

How Does a Human Resource Department Work?

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.

 **Human resource management is therefore focused on a number of major areas, including:**

- Recruiting and staffing
- Compensation and benefits
- Training and learning
- Labor and employee relations
- Organization development
- Managing and using people effectively

- Tying performance appraisal and compensation to competencies
- Developing competencies that enhance individual and organizational performance
- Increasing the innovation, creativity, and flexibility necessary to enhance competitiveness
- Applying new approaches to work process design, succession planning, career development, and inter-organizational mobility
- Managing the implementation and integration of technology through improved staffing, training, and communication with employees.

A Closer Look at Human Resource Management

Human resource management involves developing and administering programs that are designed to increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer-employee relationship.

For most organizations, agencies, and businesses, the human resources department is responsible for:

- Managing job recruitment, selection, and promotion
- Developing and overseeing employee benefits and wellness programs
- Developing, promoting, and enforcing personnel policies
- Promoting employee career development and job training
- Providing orientation programs for new hires
- Providing guidance regarding disciplinary actions
- Serving as a primary contact for work-site injuries or accidents

Human resource management is about:

- **Addressing current employee concerns:** Unlike company managers who oversee the day-to-day work of employees, HR departments deal with employee concerns such as benefits, pay, employee investments, pension plans, and training. Their work may also include settling conflicts between employees or between employees and their managers.
- **Acquiring new employees:** The human resource management team recruits potential employees, oversees the hiring process (background checks, drug testing, etc.), and provides new employee orientation.
- **Managing the employee separation process:** The HR management team must complete a specific set of tasks if an employee quits, is fired, or is laid off.

Paperwork must be completed to ensure that the process was completed legally. Severance pays may be offered or negotiated, benefits must be settled, and access to company resources must be severed via the collection of keys, badges, computers, or sensitive materials from the employee.

- **Improving morale:** Effective HR teams encourage company employees to do their best, which contributes to the overall success of the company. Their work often involves rewarding employees for good performance and creating a positive work environment.

Main Functions of Human Resource Management

1. Employee Recruitment:

Recruitment is the process of identifying talent gaps in a company and finding the right people to fill the roles. There are four stages in the employee recruitment process:

- **Job analysis** – This involves defining the various aspects of a job through job description and specification. Through job description, the HRM department identifies the tasks required for a specific job while the latter defines the requirements an individual need to fulfil that job.
- **Sourcing** – This encompasses the different techniques a company employs to attract potential candidates to fill a given position. This can be achieved through internal and external advertisements.
- **Screening and selection** – This is the process of evaluating the candidates who apply for the job. The evaluation is performed to determine the skills, qualifications, competency, and job-related experience that potential candidates bring to the table.
- **Selection of the right candidates** – Once the best candidate has been selected, the next process that follows is onboarding. This is simply helping the new recruits become productive members of the company.

2. Employee Orientation

Another core function of human resource management is employee orientation. Also known as onboarding, it is the process of teaching new recruits the necessary skills, knowledge, and behaviors so that they can transition to the new company effectively.

Employee orientation is a broad process conducted by the HR department, and it's done through different methods, including lectures, meetings, videos, mentoring, and team- building exercises. The main objective of the orientation is to provide new recruits with adequate information regarding the company's targets, rules, policies, and activities.

3. Employee Development

Employee development refers to all the efforts for improving personal, team, and organizational effectiveness. One aspect the human resource department tackles are talent development. This involves aligning the employees' skills with the company's needs. In addition to hiring, training, and orienting employees, HRM should also improve their career opportunities.

Essentially, it is more economical to improve a company's current workforce than to hire new employees in the future. So, employee development is a trade-off through which human resource management saves money by avoiding the potential costs of hiring new employees.



SCOPE OF HUMAN RESOURCE MANAGEMENT



Scope of Human Resource Management refers to all activities that fall under the umbrella of Human Resource Management. The activities are as follows.

Human Resources Planning:

Human resource planning (or Human Resource Planning) is an approach that allows companies to determine the number of vacant jobs and whether or not the business has excess staff or needs staff, and how to address this surplus or shortage.

Job Analysis Design:

Another vital aspect that is a part of Human Resource Management is job analysis, and job analysis provides a thorough analysis of every job offer by the organization.



The Recruitment and the Selection

Based on information through job analysis, the business creates ads and puts them in the newspaper. Many applications are received following the announcement is posted, interviews are conducted, and the most suitable candidate is selected. Therefore, the **recruitment and selection process** are additional important parts of Human Resource Management.

The experience of an interview can alter the general impression of the business that people want to work in. However, **83% of the people** had an **unpleasant interview experience** that affects their **opinions about the company** and the job they were applying for.

Induction and Orientation:

After we choose the employees, there is an introduction or the orientation program. This program is another crucial area in Human Resource Management. Employees are educated about the story behind the business, and they can explain the company's values and culture, and ethical behavior and introduce other employees.

Training and Development:

Every employee participates in a training course that helps them improve their performance at work. However, training programs are also offered for current staff who have plenty of experience, that refers to as refresher training. **Training and development** are a sector where companies invest an enormous amount.

Performance Appraisal:

After the employee has completed approximately one year of service, there is an appraisal of performance. This is where the way that the Human Resource department checks the performance of the employee. Based on this appraisal, future promotions, incentives, and pay increases are determined.

Payroll Planning and Remuneration:

There are many rules and regulations concerning pay along with other benefits. It is the responsibility of the Human Resource department to investigate remuneration and compensation planning.

Motivation, Welfare Health, and Safety:

Motivation is vital to keep the employees of the organization. HR Human Resource department must look at the various methods of motivation. In addition, certain rules and regulations must be adhered to ensure the benefit of employees. The HR department also manages this.

Industrial Relations:

Another crucial aspect of Human Resource Management is maintaining close relationships with union members. This helps the organization avoid strikes and lockouts and ensure smooth running within the workplace.

- 70% of businesses analyses the data of their employees
- ₹100k represents the average annual salary for HR professionals.
- 60% of applicants abandon the application
- 96% of employees believe empathy is the most important factor.
- 93% of people say that professional development is a top priority
- The population of ethnically diverse workers has a 35% higher activity.

WORKFLOW OF H.R DEPARTMENT

1. **Man power planning**: Manpower Planning which is also called as Human Resource Planning consists of putting right number of people, right kind of people at the right place, right time, doing the right things for which they are suited for the achievement of goals of the organization.

2. **Antecedent Verification (background checking)**: A background check is a process which the HR department use to verify that an individual is who they claim to be, and this provides an opportunity to check and confirm the validity of someone's criminal record, education, employment history, and other activities from their past. There is an antecedent verification form which is filled at the time of background checking of the candidate. The verification can be done by reference check and/ or good conduct certificate. The antecedent verification form is kept in the personnel files of staff.

3. **Credentialing and Privileging of staff**: Credentialing is the process of verifying the credentials submitted by the staff specifically the medical and the nursing professionals. The credentialing of the medical professionals are done by verifying the registration number through the MCI website. The credentialing is performed by the HR department and is documented in the credentialing form.

Privileging is the process used to identify, document, and approve the specific procedures and treatments that may be performed in a specific setting. This is also performed. specifically of the medical and nursing personnel. The privileging is done based on the qualification, training and experience of the staff. The privileges of the staff are communicated to him or her as well as to the department he or she will be working. The privileges are documented in the privileging form and are approved by the privileging committee having CEO, department in-charge, HR and GM operations

Induction Training of Staff: In human resource development, induction training is a form of introduction for new employees in order to enable them to do their work in a new profession or job role within an organization. The features of induction training include:

Training On Mission and Vision.

- i. Training on mission and vision
- ii. Employee's Rights and Responsibilities
- iii. Patient Rights and Responsibilities
- iv. Administrative Policy.
- v. Emergency Codes etc.

Pre-employment health Check-up of staff: It is a significant part of employee benefit for any organization. This ensures and informs the company the present health status and well-being of the newly hired candidate on work.

Pre-employment checkup includes the basic screening investigations needed to determine the candidate's medical fitness required for employment.

Grievance Handling and Disciplinary Action: A grievance is a concern, problem or complaint that a member of staff raises. The grievance could be about anything in relation to the workplace. It could be about another member of staff, management, working conditions, workloads. A grievance policy and procedure give both employers and employees clear guidelines and instructions for what happens during a grievance procedure.

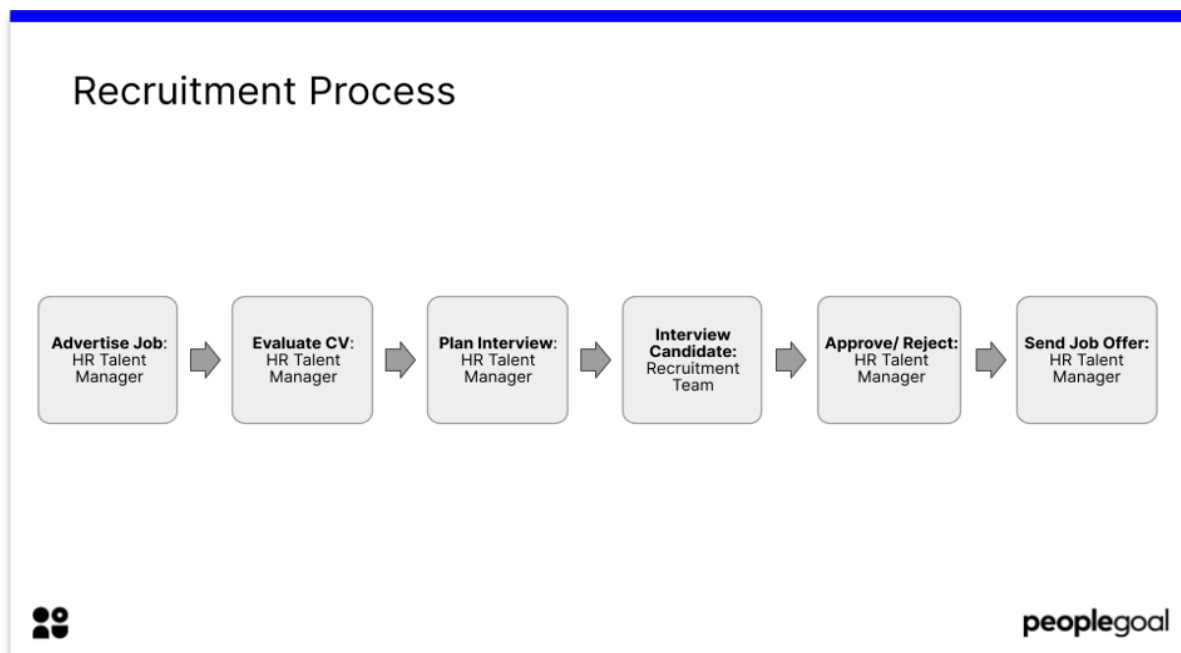
There is a documented policy which governs disciplinary and grievances handling mechanisms.

Periodic training of staff: Periodic training is a form of training for employees in order to enable them to know more about their work in a profession or job role within an organization. It happens periodically to give employees more knowledge about their work to do the work most efficiently: Training is also given when job responsibilities change or new equipment is introduced.

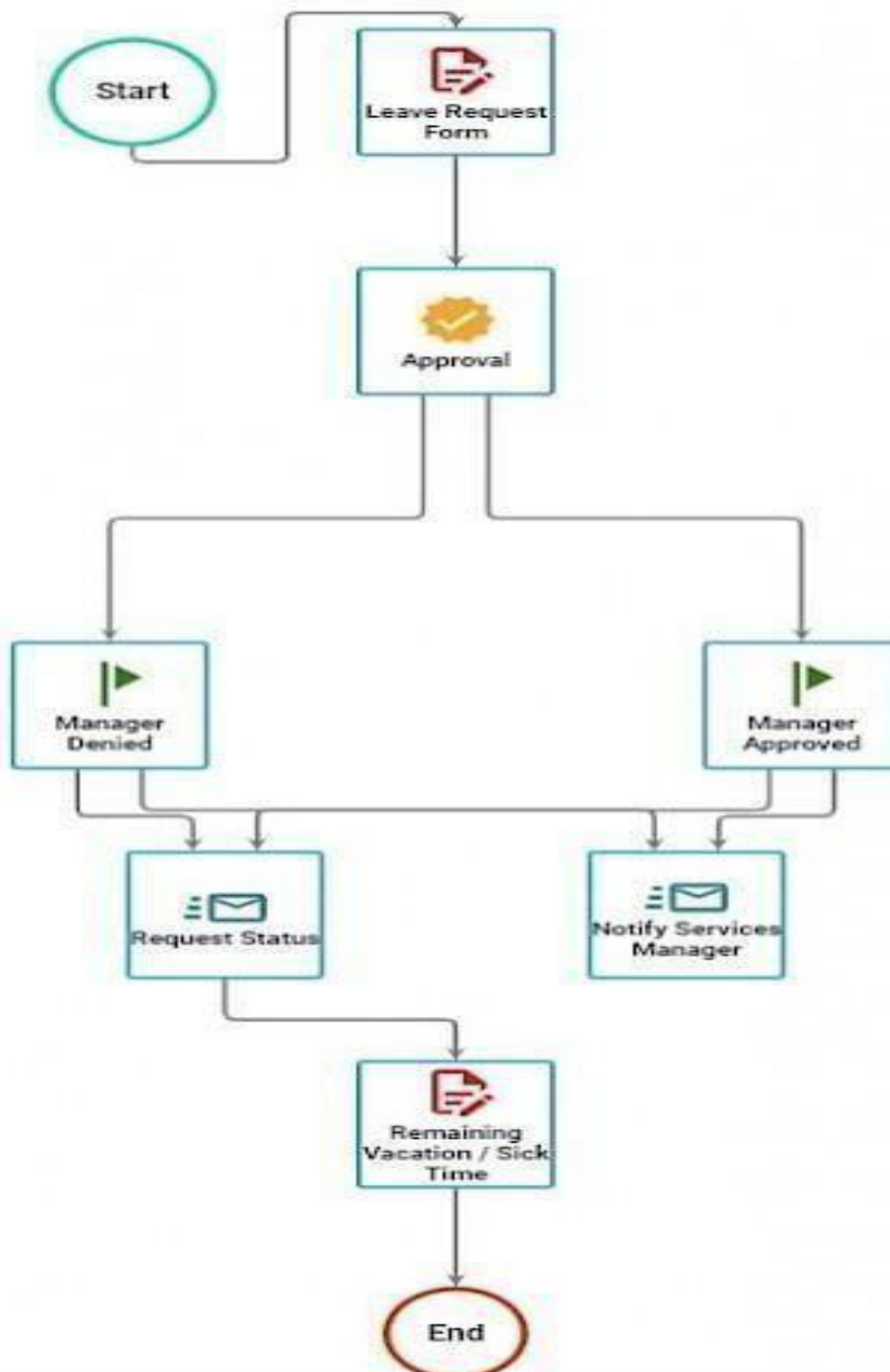
Periodic Training Include:

- Safety Training
- Job based training
- Infection control training

Example 1;- recruitment process Flow



ILLUSTRATED EXAMPLE 2: EMPLOYEE LEAVE REQUEST WORKFLOW



RESPONSIBILITIES OF HUMAN RESOURCE

DEPARTMENT

A human resources manager has various responsibilities in a company

- ✚ Determine the needs of the staff.
- ✚ Determine whether to use temporary staff or hire employees to fill the seats. 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.
- ✚ 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.
- ✚ Deal with discrimination. Deal with performance issues.
- ✚ Ensure that human resources practices conform to various regulations. Motivate employees. Disseminate information in the organization so as to benefit its growth.

Managers need to develop their interpersonal skills to be effective. Organizational behavior focuses on how to improve factors that make organizations more effective.

PROBLEMS FACED IN HUMAN RESOURCE DEPARTMENT

Today's Human Resources Department Challenges

Consider these four major challenges that HR departments often face today:

- Regulatory compliance:** Tougher regulations and shifting political climates make it challenging for some companies to stay in compliance with national, state, and local laws. Even accidentally straying out of compliance can generate lawsuits, penalties, and of course, poor press. It's also important to consider present and potential laws in order to make good business plans.
- Recruiting employees and leadership:** As markets improve for workers and managers, companies have to work harder to recruit and retain the best employees. Businesses may have to work to brand their company as somewhere that good employees want to identify with and not just try to compete on salary or benefits.
- Employee benefits:** All businesses need to provide some basic employee benefits. Increasingly, companies have come to rely upon the right fringe benefits as a way to attract the best employees and reduce turnover. This adds the additional complications of developing useful benefits packages and administering them correctly.
- Tracking future trends:** As populations, technology, economics, and politics change, human resource departments have to stay on top of trends in order to adjust their business practices. Proactive steps can help their businesses enjoy a competitive advantage even when business rivals struggle.

RECOMMENDATION

As part of HR Advisory solutions, this problem is likely to arise due to lack of talent or resources. The next thing that comes in to the purview is training and it is a significant part of the performance when it comes to the employees of a company. To ensure that you get the best performance from the employees, you need to think of HR outsourcing for renewal of knowledge. However, if the problems can be resolved with in-house training, the human resource development team has to keep a track of the overall training procedures such as the number of employees that have received training or whether anyone has missed out the opportunity.

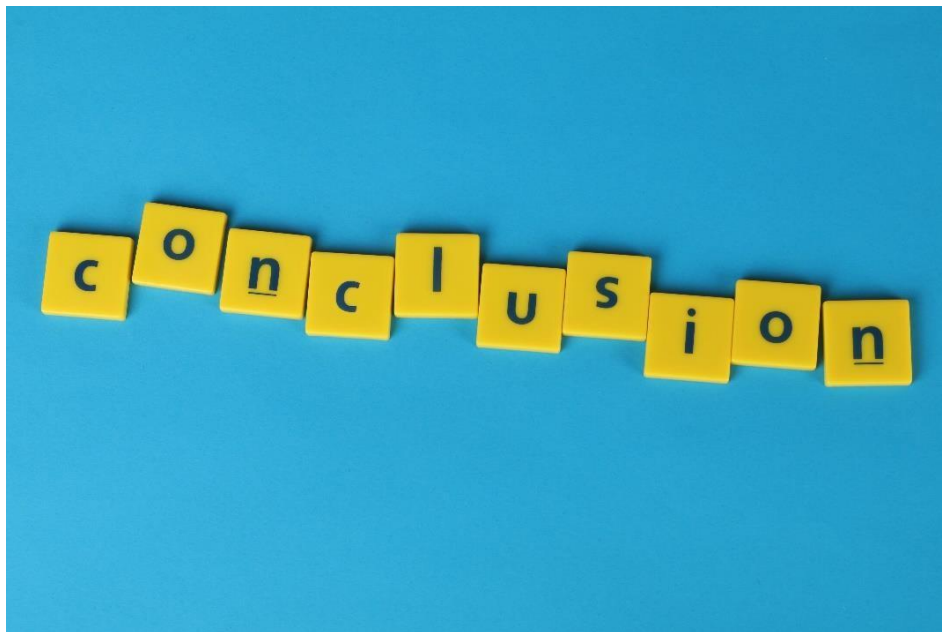
- Clearly communicating the benefits of change to all employees
- Implementing a change management process that outlines how, when, and where employees are informed of process changes
- Ensuring that at least one person on your management team is in charge of understanding local employment laws and regulations
- Giving that person the time and resources needed to study and understand those laws and regulations
- Creating and enforcing health and safety processes at the company.



CONCLUSION

Besides several other factors, the proper functioning or the effective growth of a hospital depends largely on the satisfaction level of the patients with the medical services. Hospitals work not to gain the visitor a patient for once, but to build a long- term relationship with them so that they always come back to the same institution over and over again whenever needed. Through the discussion and data that have been obtained shows that most of the patients are more than happy to visit Renaissance Hospital, in terms of, interaction with the staff, behavior and treatment of the doctors, nursing care and support, laboratory services provided and other facilities.

A hospital has many departments and all the departments are equally important. During my two months internship, I have learnt a lot from these two departments. I would like to conclude this project by saying that if all the departments work effectively and efficiently, only then a hospital can easily flourish and achieve new heights of success.



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In completing this project work, I have taken help from my mentors, who helped me in the ways possible. I have also taken reference from the web and brochures that were provided by the hospital authority.

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