



PROJECT REPORT ON SWASTHYA SATHI

IN BINAYAK HOSPITAL DUM-DUM



SUBJECT: INTERNSHIP BBA (HM) 594(B) - 5TH SEMESTER

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COLLEGE: KINGSTON SCHOOL OF MANAGEMENT AND SCIENCE

STREAM: Bachelor of Business Administration (HOSPITAL MANAGEMENT)

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YEAR: 2021 - 2024

DATE OF SUBMISSION:

DECLARATION

I, Abir Mondal, hereby declare that the project work entitled "SWASTHYA SATHI IN BINAYAK HOSPITAL DUM-DUM" submitted in partial fulfilment of the requirements for the Internship of BBA (HM) 594(B) - 5th Semester at Kingston School of Management and Science, is the result of my independent research and practical experiences during the internship period.

This project aims to provide a comprehensive analysis of the Swasthya Sathi initiative implemented in Binayak Hospital Dum-Dum. The information presented in this report is based on original data collected first-hand, including interviews, observations, and documentation provided by the hospital staff.

I affirm that this project is entirely my own work, and no part of it has been copied or submitted as a project in any other institution. Furthermore, I declare that this project has not been shared with any other institution or individual and is the only version submitted for assessment.

Throughout the course of this internship, I have strived to provide an in-depth understanding of the Swasthya Sathi program's impact on healthcare management at Binayak Hospital. The insights presented here reflect my personal interpretation of the experiences and observations gained during the internship period.

I understand the gravity of making a false declaration, and I am aware that any violation may result in severe disciplinary action as per the rules and regulations of Kingston School of Management and Science.

1. Date : _____
2. Place: _____
3. Signature: _____

ACKNOWLEDGMENTS

I expand my heartfelt gratitude to the Chief Administrative Manager, Mr. Sukhomoy Ghosal, for his unwavering support and steering for the duration of my internship at Binayak Hospital Dum-Dum. His mentorship has been instrumental in shaping my expertise of health facility administration and control. I would like to express my sincere appreciation to our Medical Superintendent, Dr. Dipak Kumar Ray, for sharing treasured insights and presenting me with the possibility to witness the intricacies of clinical management at Binayak Hospital. A special way to our Nursing Superintendent, Ms. Payel Banerjee, for her continuous encouragement and for facilitating my involvement in numerous components of nursing control. Her dedication to affected person care and nursing excellence has been simply inspiring. I am grateful to Mr. Bibhas Ghosh, our Floor Manager, for his aid and cooperation for the duration of my time at Binayak Hospital Dum-Dum. His insights into the daily operations on the medical institution floor have enriched my mastering enjoy. I could also like to thank Ms. Mili Saha, our Head of Department, for her guidance and encouragement during my internship. Her commitment to schooling and training has been a source of proposal. A unique mention to Mr. Raja Dutta, Training and Placement Officer, and Mr. Sougata Chakrabarty for his or her valuable contributions to my professional improvement. Their aid has been instrumental in enhancing my skills and knowledge. I extend my thanks to Rakesh Bhadra, my senior, for his guidance and teaching, helping me navigate through all the work. Lastly, my thanks to all the staff at Binayak Hospital for their cooperation and willingness to share expertise, significantly enhancing my learning experience.

Lastly, I specific my gratitude to all the body of workers at Binayak Hospital whose cooperation and willingness to percentage their information have drastically contributed to my studying enjoys.

HOSPITAL PROFILE

The hospital care solution is the charge of BINAYAK. Founded in 2007, Binayak is a social venture that aims to provide State of Art Healthcare to the rural population in India through an integrated model of block level comprehensive primary & secondary care hospitals, digital dispensaries, and technology. It is a tech and process based platform to make healthcare affordable, accessible, and accountable. Binayak represents localised delivery of worldwide quality. In order to offer locals access to inexpensive healthcare at a fair price, a hospital (Baranagar) was founded in 2007. Along with additional emergency and clinical services, it has one hundred beds. It offers 24-hour emergency service in addition to in-patient, out-patient, and laboratory services. Services are well-suited for a variety of challenging surgeries, including orthopedic and gynecological ones. Binayak has significantly reduced the cost of providing people with healthcare services. At every new site, the hospitals have built a strong presence by collaborating with the local healthcare ecosystem. The goal of providing healthcare to all people and reaching every region of the nation is an ambitious one. Binayak wants to offer complete primary and secondary healthcare through a logical, standardized platform driven by technology. A social enterprise called Binayak aims to provide cutting edge medical care to underprivileged and uneasy regions of India.

VENUE: BINAYAK MULTISPECIALITY HOSPITAL & ONCOCARE CANCER CENTRE

ADDRESS: 59 KC Ghosh RD, West Bengal, 700050,

LANDMARK: Hospital is located at Binayak Enclave, Sadhan Pally, Baranagar, North 24 Parganas

FOUNDED: 2007

STUDY AREA: Whole area of the hospital.

EXCLUSIVE SUMMARY

I successfully concluded my comprehensive report, which focused on exploring the various departments of Binayak Hospital with a keen emphasis on elevating patient happiness, optimizing general ward operations, and ensuring the delivery of top-notch services to our valued clients. Throughout the project, my primary areas of focus were assessing waiting time analysis services, observing staff and physician behaviour, evaluating time management by physicians, and gauging the overall hospital atmosphere. In my pursuit of enhancing service quality and fostering customer contentment, I underwent specialized training to understand the intricacies of maintaining a high level of customer satisfaction within healthcare institutions. This invaluable experience also provided insights into the proactive approaches adopted by hospital management in addressing and resolving diverse issues. My report's methodology was rooted in a combination of first-hand observations and the analysis of data from various sources such as books and pamphlets. During the training period, I made several positive observations that highlighted areas for improvement. Specifically, I noted opportunities for enhancing communication and coordination among the different departments. Additionally, I identified initiatives to elevate staff behaviour to the highest standards of professionalism. Furthermore, I recognized the importance of language as a critical factor in patient care. To address this, strategies were proposed to overcome language barriers between nurses and patients, ultimately aiming to reduce delays in discharges caused by incomplete discharge summaries. Binayak Hospital, with its commitment to excellence, offers a comprehensive range of diagnostic tests and state-of-the-art equipment. The hospital's dedication to continuous technological advancements and adherence to ethical medical practices contribute significantly to the community's well-being. It is a privilege to witness the hospital's unwavering commitment to providing necessary preventive and curative measures to our community. In conclusion, this project has been a rewarding journey, shedding light on areas of improvement and showcasing the hospital's dedication to positive change and continuous enhancement.

OBJECTIVES OF THE PROJECT

Based on my training, I had several goals for my internship at BINAYAK HOSPITAL. These are their names:

- Understanding the organization's structure.
- Research the functions of each department.
- To put the management philosophy into action in the real world.
- Determine the patient's degree of satisfaction with the hospital.
- To understand how the hospital works in detail.
- Understand the course curriculum.
- Gaining an understanding of the work of diverse administrative staffs.
- Research the hospital's infrastructural support.
- Difficulties in offering high-quality services.
- Adoption of those methods and practises that can increase service quality.

DATA COLLECTIONS

Primary Data:

My dissertation extensively drew insights from Binayak Hospital's operational dynamics, concentrating on the functions of specific departments and the broader organisational structure. Personal observations, direct interactions with patients and their families, and in-depth discussions with hospital executives and various staff members formed the cornerstone of my research. The importance of patient surveys cannot be emphasised, as they provided vital insights into satisfaction levels with catering services, physical amenities for inpatients, and healthcare facility accessibility.

Secondary Information:

Secondary sources were thoroughly investigated to supplement the primary data. This entailed gathering data from the hospital's official website, conversing with executives and personnel to get additional insights into my project area, and exploiting details from hospital booklets and brochures. A thorough analysis of several literature on Hospital Administration supplemented the secondary data, contributing to a more comprehensive understanding of the issue.

Methodology:

This project's research technique includes a methodical strategy to gathering information necessary for the research objectives. It entails a series of sequential stages aimed to ensure that the project's objectives are met.

I sought to give a well-rounded and thorough review of the hospital's operations, organisational structure, and patient satisfaction levels by merging primary and secondary data sources. The triangulation of data from several sources adds depth and trustworthiness to the conclusions, thus improving the research's overall quality.

VISION

At Binayak Hospital, our dedicated team is committed to redefining the healthcare experience and establishing ourselves as leaders in comprehensive healthcare solutions. We aim to be recognized as a valued partner in the community, contributing to positive transformations in the health sector. Our vision extends beyond borders, as we aspire to become the foremost healthcare service provider both nationally and internationally, employing a PPP model to ensure that healthcare facilities reach even those who might struggle with the high costs of treatment.

We Envision:

1. **Patient-Centric Excellence:** Striving for patient-centric healthcare, we pledge to uphold excellence in quality care, service, and accessibility. Our commitment is to make Binayak Hospital synonymous with brilliance in every aspect.
2. **Best Place to Work and Receive Care:** We envision our organization as the best place to work, practice, and receive care. Our goal is to foster an environment where every individual can rest assured that they are in capable and caring hands.

Our Goals Include:

1. **International Standards:** Bringing healthcare of international standards to our region, we aim to evolve into a premier hospital in the country, making a significant impact on the lives of the people we serve through excellence in clinical care, quality, and commitment.
2. **Benchmark in Quality Healthcare:** Our aspiration is to be a benchmark in providing quality healthcare that is accessible to one and all.
3. **Community Well-being:** We are dedicated to creating a community where everyone achieves their full potential for health and well-being across the lifespan. We strive to earn the trust of our patients, be a valued partner in the community, and contribute to positive change.
4. **Excellence in Services:** Our objective is to achieve excellence in healthcare services by offering unique expertise, state-of-the-art technology, and compassionate patient care.
5. **Leading Patient-Friendly Hospital:** Binayak Hospital aims to be a leading, patient-friendly institution, providing quality patient care and education grounded in love and compassion.

At Binayak Hospital, our vision propels us forward, guiding our efforts to create a lasting impact on the healthcare landscape and the lives of those we serve.

MISSION

At Binayak Hospital, our mission is centred on building and nurturing a robust, diverse team comprising individuals from various backgrounds and walks of life. We are dedicated to assembling a cohesive workforce, including civilians, ex-defence personnel, and individuals from vulnerable sections of society, such as disabled women and widows from deprived homes. Through comprehensive skilling programs, we aim to equip them with the necessary knowledge and education, fostering a united team that recognizes and embraces responsibilities, becoming the flag bearers of the company's growth.

Our Mission Encompasses:

- 1. Inspiring Hope and Well-being:** We aspire to inspire hope and contribute to the overall health and well-being of our community. This commitment is manifested through cost-effective healthcare practices, integral clinical approaches, and a dedication to healthcare education and research.
- 2. Technology-Enhanced Access:** Utilizing technology to enhance healthcare access, we strive to make cutting-edge medical services readily available to all, ensuring that our community benefits from the latest advancements in the field.
- 3. Affordable Healthcare for All:** Our mission includes making healthcare affordable, thereby ensuring universal reach and breaking down barriers that hinder access to essential medical services.
- 4. Continuous Improvement System:** We are committed to creating a system of continuous improvement, fostering a 360-degree cycle of data collection, intervention, and feedback. This approach ensures that we consistently evolve to meet the dynamic needs of our community.
- 5. Providing Hope, Care, and Cure:** Our overarching goal is to provide hope, care, and cure, embodying our commitment to being a beacon of support for those in need.
- 6. Compassionate, Accessible Healthcare:** We strive to provide compassionate, accessible, high-quality, and cost-effective healthcare to one and all. Our mission revolves around breaking down barriers to healthcare and ensuring that everyone can receive the care they deserve.
- 7. Patient-Centred Care:** Our focus is on serving with a patient's first motto, working towards a patient-centred care approach that prioritizes the well-being and satisfaction of our patients.

At Binayak Hospital, our mission guides us in every endeavour, driving us to create positive transformations in healthcare, one individual and one community at a time.

QUALITY POLICY

At SPECIFIXON HEALTHCARE LLP, our commitment is to provide comprehensive and reliable healthcare, encompassing both preventive and curative measures, surgical operations, and therapeutic management. We uphold a relentless pursuit of continual improvement in the following areas:

1. **Timely and Adequate Attention:** We prioritize delivering timely and sufficient attention to ensure our patients receive the care they need promptly.
2. **Development of Specialists:** Our commitment extends to the on-going development of specialized healthcare professionals, fostering a team of experts dedicated to the highest standards of medical practice.
3. **Modern State-of-the-Art Diagnostic Facilities:** We invest in and maintain modern, state-of-the-art diagnostic facilities to ensure accurate and up-to-date medical assessments.
4. **Streamlined Operations:** Our goal is to provide a seamless healthcare experience through streamlined operations, optimizing efficiency and minimizing any disruptions to patient care.

SCOPE OF SERVICES

1. Diagnostics Services:

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

2. Laboratory Services:

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

3. Special Care Units:

- ICU
- HDU

4.Clinics:

- Diabetic & Endocrinology Clinic.
- Liver Clinic.
- Pancreatic Clinic.
- Child Guidance Clinic.
- Stone Clinic.
- Pacemaker Check-up Clinic.
- Paediatrics Asthma and Allergy Clinic.
- Lifestyle, Hypertension & IHD Clinic.
- ENT.
- Bone & Joint Clinic.
- Well Baby Clinic.
- Stone Clinic.
- Infertility Clinic.
- Sexual Dysfunction Clinic.
- Menopause Clinic.
- Specialty & OPD Clinic

5.(24/7) hour services:

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

Services provided by BINAYAK hospital

- 1.** Lung Abscess
- 2.** Respiratory Conditions
- 3.** Interstitial Lung Disease Treatment
- 4.** Allergy Treatment
- 5.** Hypertension Treatment
- 6.** Diseases of the Chest
- 7.** Chest Pain Treatment
- 8.** Chest & Abdomen & Upper Extremity
- 9.** Lung Infections Treatment
- 10.** Respiratory Tract Infection
- 11.** Chronic Obstructive Pulmonary Disease (COPD) Treatment
- 12.** Bronchial Asthma Treatment
- 13.** Doppler Ultrasound
- 14.** ERCP
- 15.** ABG 7
- 16.** EEG
- 17.** ENG & NCV
- 18.** TMT/ PFT
- 19.** Computerized Haematology
- 20.** Clinical Pathology
- 21.** Cytology
- 22.** FNAC
- 23.** Holter monitoring
- 24.** Medclaim Collection for all insurance Co. & TPA
- 25.** Orthopedics & Joint Replacement
- 26.** Serology
- 27.** Home collection service for pathological
- 28.** Dialysis Unit
- 29.** Uro Surgery & Other Disciplines
- 30.** 2 Well Equipped Operation Theater
- 31.** Permanent Pacing
- 32.** Chemo therapy

FRONT OFFICE

The Front Office serves as the welcoming face of the hospital, directly engaging with patients upon their arrival. This dynamic department is highly visible, leaving a lasting impression on patients and their families. It operates as the central hub of communication within the organization, maintaining comprehensive records of all hospital patients. The Front Office is instrumental in shaping overall perceptions of the services offered by the hospital.

The role of Front Office Executive is crucial, often being the first point of contact for patients or their well-wishers. These professionals play a pivotal role in representing the organization, extending a warm and competent presence to all who interact with the hospital.

Front Office Department includes:

- Front desk
- Uniformed services
- Front Office Accounting System
- Private Branch Exchange (PBX), a private telephone network used within the organization.

The Front Office team is responsible for developing and maintaining a robust patient database, coordinating patient services, and ensuring overall patient satisfaction. Serving as the face of the hospital, this department acts as the nerve centre, supporting patient transactions and services.

Functions & Importance:

The Front Office team's functions go beyond creating a warm environment; they are critical in:

- Scheduling appointments accurately and efficiently.
- Listening attentively to clients and communicating positively and confidently, whether over the phone or in person.
- Handling billing errors and detailing client invoices.
- Collecting payments to ensure the financial health of the practice.
- Addressing complaints promptly and efficiently.
- Facilitating the retrieval of medical records for healthcare professionals.
- Managing administrative tasks such as copying, faxing, and emailing documents between clinics, hospitals, and clients.
- Ensuring the cleanliness and organization of the reception area.

Front Office Executive:

A Front Office Executive holds a pivotal role within the administrative staff, serving as the first point of contact and providing essential support to the organization. Their responsibilities include answering calls, scheduling appointments, and overseeing front office operations. They play a vital role in introducing clients and guests to upper management, controlling the flow of people through the organization, and ensuring receptionists fulfil their tasks in a timely manner.

Roles and Responsibilities of a Front Office Executive:

A Front Office Executive is responsible for:

- Answering incoming calls, responding to them, and transferring calls to the appropriate department.
- Greeting customers or guests at the office.
- Maintaining important documents, files, and records in an organized manner.
- Providing assistance to heads in the administration department.
- Keeping stationary items up to date and ordering fresh stock.
- Supervising the housekeeping department and ensuring adequate stock.
- Attending to visitors or customers present physically at the office.
- Providing information about the organization's services and products.

Admission:

Hospital admission involves staying at a hospital for a minimum of one night. It may be planned, such as for elective surgeries, or unplanned, as in emergency cases. Admission procedures include preparation, assessment, vital sign checks, and orientation.

Discharge:

Discharge involves preparing the patient and records to leave the hospital. Types of discharge include cured, discharged against medical advice (DAMA), discharged on request, absconded, transferred to another hospital, or death. Proper nursing procedures ensure a smooth discharge process, and leaving against medical advice requires the patient to sign a form releasing the hospital from legal responsibility.

The Front Office and Admission/Discharge processes collectively contribute to a patient-centric and efficient healthcare experience, ensuring a positive and seamless journey for all individuals served by the hospital.

OUTPATIENT DEPARTMENT (OPD)

The Outpatient Department (OPD) serves as a vital section of the hospital dedicated to providing care for patients who do not require inpatient treatment. This department serves as a critical interface between the hospital and the community, playing a pivotal role in shaping the hospital's reputation.

Key Points:

- Over 30 crore patients annually seek treatment in the OPD, making it a significant contributor to the hospital's community engagement.
- Patients experience 2 to 4 episodes of sickness each year, ranging from mild to severe.
- OPD acts as the first point of contact between patients and hospital staff, making it a crucial element in creating a positive hospital experience.
- Often considered the "shopping window" of the hospital, the OPD generates a substantial portion of the hospital's income.
- Efficient OPD services can alleviate the workload on the Inpatient Department (IPD) and contribute to preventive and primitive health activities.
- It serves as a stepping stone for health promotion and disease prevention.

Objectives:

The OPD aims to achieve the following objectives:

- Provide high-quality care.
- Utilize modern techniques for investigation and treatment.
- Create facilities for total patient satisfaction.
- Foster good public relations.
- Identify patient-oriented problems.
- Provide cost-effective medical treatment compared to inpatient hospitalization.

Functions:

The OPD performs several crucial functions, including:

- Disease control through early diagnosis and timely treatment.
- Screening and investigation to determine the need for hospitalization.
- Surveillance of communicable diseases to prevent outbreaks.
- Specialist consultations.

- Referral services.
- Follow-up care and rehabilitation.
- Health education.
- Modern treatment facilities.
- Preventive care.
- Training for medical, Para-medical, and management students.

Departments:

The OPD is organized into various specialized departments such as Neurology, Orthopedics, Gynaecology, General Medicine, and more.

Staffing:

The OPD requires a diverse team of skilled professionals, including:

- Medical Staff: Doctors specializing in various fields, along with compounders.
- Nursing Staff: Qualified nurses posted on a rotating basis.
- Paramedical Staff: Individuals responsible for explaining tests to patients, collecting samples, and guiding them through procedures.
- Technicians: Experts in operating modern medical devices and performing medical tests.
- Security Staff: Essential for maintaining order and resolving disputes.
- Housekeeping Personnel: Responsible for providing necessary supplies to the OPD.
- Reception Executives: Computer-savvy individuals facilitating patient navigation and information.
- Billing Staff: Multitasking individuals managing the billing counter.
- Others: Additional roles to scan prescriptions and support various administrative tasks.

Importance:

- OPD serves as the first point of contact for patients and medical personnel.
- It covers various specialized departments, offering immediate and preventive care.
- OPD acts as the shop window of the hospital, influencing the hospital's image in the community.
- Patients attending OPD consultations can often cover their costs.
- The department covers diagnostic costs, ensuring financial constraints do not hinder treatment.
- Treatment and minor surgeries can be conducted in the OPD, eliminating the need for patient admission.

INPATIENT DEPARTMENT (IPD)

The Inpatient Department (IPD) is a critical unit within a hospital or healthcare facility designed to provide comprehensive care to patients requiring extended medical attention. Equipped with beds, medical facilities, and a dedicated medical team, the IPD ensures round-the-clock care for admitted patients.

Types of Inpatient Care:

Inpatient care in the IPD covers a range of medical conditions and treatments, including:

- Severe burn injuries
- Serious illnesses like stroke and cardiac attacks
- Traumatic head injuries
- Treatment for serious mental illnesses or disorders
- Chronic diseases such as COPD and cancer
- Certain cosmetic surgeries

Objectives:

The primary objectives of the IPD are:

- Provide the highest quality medical and nursing care for admitted patients.
- Ensure the availability of essential equipment, drugs, and other necessities for patient care.
- Create a comfortable and home-like environment for patients during their stay.
- Fulfil basic needs such as eating, toiletry, sleeping, and entertainment.
- Facilitate visits from attendants and visitors.
- Provide a conducive atmosphere for the job satisfaction of medical and nursing staff, along with high levels of patient satisfaction.

Functions:

The IPD is a crucial component of a hospital's healthcare delivery system, constituting a significant portion (35-50%) of the entire hospital complex. Functions include:

- Continuous day and night operation for patient-related activities.
- Accommodation for patients during the peak dependency phase of their illness.

- Nursing units designed to achieve functional goals, including the provision of medical care, essential equipment, and a comfortable environment.

- Opportunities for education, training, and research in healthcare.

Departments:

Various specialized wards operate within the IPD, catering to specific medical needs, including:

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

Staffing for Inpatient Department (IPD):

Effective staffing is crucial for the smooth functioning of the Inpatient Department (IPD) in a hospital. Adequate and well-qualified staff ensures that patients receive the necessary care, treatment, and support during their stay. The staffing for IPD typically includes various categories of professionals to cover different aspects of patient care and management.

1. Medical Staff:

- Doctors/Specialists: Provide medical expertise and oversee the treatment plan.
- Residents/Interns: Assist in patient care under the supervision of senior doctors.
- Medical Officers: Responsible for coordinating patient care and treatment.

2. Nursing Staff:

- Registered Nurses: Provide direct patient care, administer medications, and monitor vital signs.
- Nursing Assistants: Support nurses in patient care activities.
- Ward Sisters/Charge Nurses: Supervise nursing staff and coordinate patient care.

3. Paramedical Staff:

- Lab Technicians: Conduct diagnostic tests and handle laboratory procedures.
- Radiology Technicians: Perform imaging tests like X-rays.
- Pharmacists: Dispense medications and provide drug-related information.
- Physiotherapists: Assist in rehabilitation and physical therapy.

4. Administrative Staff:

- Ward Secretaries: Assist in the coordination of patient admissions, transfers, and discharges.
- Billing Staff: Handle financial transactions related to patient care.
- Medical Record Keepers: Manage patient records and documentation.

5. Support Staff:

- Housekeeping Personnel: Ensure cleanliness and hygiene in patient areas.
- Security Staff: Maintain a secure environment for patients, staff, and hospital property.

6. Specialized Staff:

- Dietitians: Plan and manage patient diets according to medical requirements.
- Counsellors/Psychologists: Provide mental health support when needed.

Importance of Adequate Staffing in IPD:

1. **Patient Care:** Adequate staffing ensures that patients receive timely and quality care, contributing to their well-being and recovery.
2. **Monitoring:** Nurses and healthcare providers can closely monitor patients, ensuring prompt response to any changes in their condition.
3. **Efficient Operations:** Proper staffing leads to smooth and efficient operations, reducing waiting times and enhancing overall patient experience.
4. **Safety:** Having an appropriate number of staff members promotes a safe environment for both patients and healthcare providers.
5. **Quality of Care:** Well-staffed IPD allows healthcare professionals to deliver comprehensive and specialized care, meeting the diverse needs of patients.
6. **Coordination:** Coordination among different staff members, from doctors to administrative personnel, ensures streamlined processes and effective patient management.
7. **Emergency Response:** In emergencies, having a sufficient number of medical and support staff enables swift response and effective crisis management.
8. **Patient Satisfaction:** A well-staffed IPD contributes to positive patient experiences, leading to increased satisfaction with hospital services.
9. **Compliance:** Proper staffing ensures compliance with regulatory standards, maintaining the quality and safety of healthcare delivery.
10. **Professional Development:** Adequate staffing allows healthcare professionals to focus on their respective roles, contributing to their job satisfaction and professional development.

In summary, adequate staffing in the Inpatient Department is essential for providing optimal patient care, ensuring safety, and maintaining efficient hospital operations. Each category of staff plays a unique and critical role in contributing to the overall well-being of patients.

Emergency Department (ED)

Emergency Departments (EDs) play a critical role in providing immediate and life-saving care to individuals experiencing serious illnesses or injuries. They are equipped with highly trained medical professionals who assess, treat, and stabilize patients in need of urgent care. EDs are essential components of hospitals, and their personnel are trained to respond to emergencies, including cardiac arrests within the hospital. Here is an overview of the Emergency Department:

Major Functions:

1. **Treatment:** Provide immediate and appropriate lifesaving care to both life-threatening and routine cases.
2. **24/7 Operation:** Operate 24 hours a day, 7 days a week, 365 days a year to ensure continuous access to emergency care.
3. **Lifesaving Care:** Deliver efficient and effective services, with a focus on providing immediate appropriate lifesaving care.
4. **Emotional Support:** Be sensitive to the emotional needs of patients and their families.

Subsidiary Functions:

1. **Ambulance Service:** Provide ambulance services for transporting patients to the ED.
2. **Porter Service:** Assist in the movement of patients within the hospital.
3. **Information and Communication:** Ensure effective communication and information dissemination within the ED.
4. **Research, Training, and Education:** Conduct research, training, and educational activities related to emergency medicine.

Triage:

Triage is a crucial component of the ED, involving the prioritization of patient care based on the severity of injury or illness. The triage system typically consists of four levels:

1. **Priority I (Immediate):** Patients with life-threatening injuries or conditions requiring immediate treatment.
 - Examples: Airway compromise, cardiac arrest.
 - Red colour bands are used for identification.
2. **Priority II (Delayed):** Patients requiring definitive treatment but not an immediate threat to life.
 - Examples: Limb injuries, lacerations with controlled haemorrhage.
 - Yellow colour bands are used for identification.

3. **Priority III (Minimal):** Patients with minimal injuries or minor conditions who are ambulatory.

- Examples: Sore throat, minor lacerations.

- Green colour bands are used for identification.

4. **Priority 0 (Expectant/Dead):** Victims with lethal injuries or conditions not survivable despite treatment.

- Examples: Devastating head injuries, extensive burns.

- Black colour bands are used for identification.

Staffing:

1. **Specialists:** Physicians, Surgeons, Orthopedic Surgeons, Anesthetists, Resident Staff, General Duty Medical Officers (GDMOs).

2. **Nurses:** Registered Nurses and Nursing Assistants.

3. **Technicians:** Radiographers, Lab Technicians, ECG Technicians, Ambulance Drivers, Ambulance Attendants, OT Technicians.

4. **Administrative Staff:** Record Clerks, Registration Clerks, Admission Clerks.

Equipment:

1. Essential medical equipment, including Ventilators, Defibrillators, Monitors, OT facilities, X-ray, Ultrasound, Computed Tomography, and Path Labs.

2. Central Gas Pipeline, IV lines, Catheters, and other medical supplies.

3. Vital medications, nebulizers, dressing materials, plasters, and minor operating trays.

4. Air Conditioning, Standby Generator, Water Supply, and Fire Safety measures.

The ED is designed to handle a wide range of emergencies and is equipped with the necessary infrastructure, personnel, and resources to provide immediate and comprehensive care to patients in crisis.

Radiology Department

The Radiology Department, also known as the Diagnostic Imaging Department, is a crucial component of a hospital, providing various imaging techniques to diagnose and treat diseases. Radiology encompasses two primary areas: Diagnostic Radiology and Interventional Radiology.

1. Diagnostic Radiology:

Diagnostic Radiology involves non-invasive imaging scans using various modalities to diagnose patients. It includes the following imaging techniques:

a. X-ray:

- Uses electromagnetic waves to create images of the inside of the body.
- Different tissues absorb varying amounts of radiation, producing shades of black and white.
- Common uses include checking for fractures, pneumonia, and mammograms for breast cancer detection.

b. Ultrasound:

- Utilizes sound waves to create images of organs, tissues, and structures inside the body.
- Does not involve radiation.
- Applications include confirming pregnancy, assessing the unborn baby's size and position, and identifying abnormalities in various organs.

c. CT Scan (Computed Tomography):

- Integrates X-rays and computer technology to produce detailed images of the body's internal structures.
- More detailed than standard X-rays.
- Used for diagnosing tumors, internal bleeding, injuries, and conducting tissue or fluid biopsies.

d. MRI (Magnetic Resonance Imaging):

- Utilizes a magnetic field and radio waves to create detailed images of organs and tissues.
- Particularly useful for observing brain structures and assessing neurological status.
- Does not involve ionizing radiation.

2. Interventional Radiology:

Interventional Radiology is a minimally-invasive sub-specialty that uses image-guided procedures to both diagnose and treat diseases across various organ systems. Common procedures include:

a. Biopsy:

- Involves taking a tissue sample for closer examination, often to detect cancer or other abnormalities.

b. Angioplasty:

- Opens narrowed or blocked blood vessels, especially coronary arteries.
- May involve placing a stent to prevent re-narrowing.

c. Cardiac Catheterization:

- Guides a catheter through blood vessels to the heart, diagnosing and treating conditions like clogged arteries.

Equipment Used:

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

Functions:

1. Diagnostic and Therapeutic Support:

- Assists physicians in diagnosing and treating diseases using radiography, fluoroscopy, radioisotopes, and high-voltage acceleration.
- Provides reliable radiological services to patients.

2. Research and Advancement:

- Engages in essential research for medical advancement.

3. **Clinical Diagnosis:**

- Establishes and confirms clinical diagnoses through imaging.

Importance in Healthcare:

Radiology is indispensable in healthcare for:

- Detecting various diseases and ailments.
- Offering detailed analysis of structural changes in the patient's body.
- Enabling early identification and efficient treatment of issues.
- Utilizing the latest diagnostic imaging machines for accurate results.

The Radiology Department is a cornerstone in the medical field, facilitating precise diagnostics and enhancing the overall quality of patient care.

DIALYSIS DEPARTMENT

Dialysis is a crucial medical procedure designed to remove waste products and excess fluids from the blood when the kidneys are unable to perform this function adequately. The process involves redirecting blood to a specialized machine for cleansing, compensating for the impaired kidney function.

Purpose of Dialysis:

1. **Waste Removal:** Dialysis eliminates harmful waste products, preventing their accumulation in the body.
2. **Fluid Balance:** By removing excess water and salt, dialysis helps maintain a proper fluid balance.
3. **Chemical Regulation:** Dialysis ensures a safe level of essential chemicals in the blood, including potassium, sodium, and bicarbonate.
4. **Blood Pressure Control:** It contributes to controlling blood pressure, a critical aspect of overall health.

Advantages of Peritoneal Dialysis (PD):

One notable form of dialysis is Peritoneal Dialysis (PD), offering distinct benefits:

- **At-Home Procedure:** PD allows patients to undergo dialysis in the comfort of their homes, reducing the need for frequent hospital visits.
- **Minimal Requirements:** Patients require a washroom with running water, a sterile area for the procedure, and space to store dialysis fluid.
- **Flexibility for Travel:** The at-home nature of PD provides patients with the flexibility to travel without compromising their treatment.
- **Assisted Administration:** Trained caregivers or community nurses can assist elderly patients who may need support with the procedure.

The Dialysis Department plays a crucial role in providing life-sustaining treatment to individuals with compromised kidney function. The focus on innovative methods like PD not only ensures effective waste removal but also enhances the overall quality of life for patients undergoing dialysis.

TPA Desk

The Third-Party Administrator Desk, commonly known as the TPA desk, is an integral support system within hospitals, acting as an intermediary between patients, healthcare providers, and insurance companies. Licensed by India's Insurance Regulatory and Development Authority (IRDAI), the TPA desk facilitates seamless claim settlements and serves as a crucial link between insurers and individuals.

Functions of TPA Desk:

1. Verification of Insurance Policies:

- Provides a complimentary service to verify health insurance policies and claims requests.
- Ensures accurate information on policy coverage and terms.

2. Guidance on Claims:

- Guides individuals on applicable claims, including coverage details and out-of-pocket costs.
- Offers insights into health insurance protocols, claims processes, and information on exclusions and inclusions.

3. Knowledge Resource:

- Acts as a comprehensive knowledge resource for all aspects of health insurance.
- Provides information on policies, procedures, and addresses queries related to insurance.

Role of TPA:

The Third-Party Administrator plays a pivotal role in the overall processing of health insurance claims, contributing to the practical implementation of insurance processes. The key responsibilities of a TPA include:

1. Health Card Issuance:

- Issues health cards to insured individuals, facilitating streamlined access to healthcare services.

2. Claim Processing and Settlement:

- Ensures smooth processing and settlement of health insurance claims.
- Coordinates between the insured, hospitals, and insurance companies to facilitate efficient claim resolution.

3. Value-Added Services:

Arranges and oversees value-added services that enhance the overall experience of insured individuals.

- Focuses on improving the quality and accessibility of healthcare services.

4. Strengthening Hospital Networks:

- Collaborates with hospitals to strengthen and expand the network of healthcare providers.
- Facilitates partnerships that benefit both insurers and healthcare facilities.

The TPA desk serves as a liaison to streamline communication and processes, contributing to a more efficient and transparent health insurance system. Through its multifaceted role, the TPA desk plays a crucial part in ensuring that individuals receive the necessary support and information related to their health insurance coverage.

Accepted TPAs at BINAYAK:

BINAYAK accepts the following Third-Party Administrators (TPAs) for processing health insurance claims and facilitating smoother interactions between patients, hospitals, and insurance companies:

- 1. Alankit**
- 2. Bajaj Allianz**
- 3. Dedicated Health Services**
- 4. E Meditek**
- 5. Family Health Plan**
- 6. Future Generali**
- 7. Genins India Limited**
- 8. Happy TPA**
- 9. Health India**
- 10. Heritage Health Services**
- 11. ICICI Lombard**
- 12. ICCI Prudential**
- 13. IFFCO Tokyo**
- 14. Max Bupa**
- 15. MD India**

- 16. Medi Assist**
- 17. Medicare**
- 18. Medsave**
- 19. Paramount**
- 20. Raksha**
- 21. Reliance**
- 22. Religare**
- 23. Royal Sundaram**
- 24. Star Health**
- 25. TTK Health Care / Vidal TPA**
- 26. United Health Care**
- 27. Vipul**

Patients covered by these TPAs can benefit from streamlined claim processing and efficient services at BINAYAK. It ensures a wide network of support for individuals with health insurance coverage under the mentioned TPAs.

SWASTHYA SATHI

Swasthya Sathi is a health scheme launched by the Chief Minister of West Bengal, Ms. Mamata Banerjee. The scheme aims to provide a comprehensive health cover to eligible families in the state. Here are the features and services provided under the Swasthya Sathi scheme:

Features:

1. **Basic Health Cover:** Eligible families receive a basic health cover of Rs 5 lakh annually.
2. **Annual Disbursement:** The health cover amount is disbursed annually.
3. **Smart Card Facility:** The scheme utilizes a smart card for cashless and paperless processes.
4. **Coverage of Existing Diseases:** The scheme covers all existing diseases.
5. **Family Size:** There is no restriction on the size of the family, and benefits remain consistent.
6. **Insurance Cover:** Beneficiaries receive an additional insurance cover of Rs 1.5 lakh.
7. **Insurance Partners:** The insurance cover is provided by National Insurance companies, including United India Insurance Company and Oriental Insurance Company.

Swasthya Sathi Services:

1. **Empanelment of Hospitals:** Hospitals are empaneled under the scheme.
2. **Grading of Hospitals:** Hospitals are graded based on infrastructure and services.
3. **Cashless Procedure:** The scheme facilitates a cashless procedure for medical expenses.
4. **E-Health Records:** Patient data is maintained electronically after discharge.
5. **Interest Charging on Delay of Payment:** The scheme includes provisions for charging interest on delayed payments.
6. **Online Grievances:** Beneficiaries can register grievances online.
7. **24X7 Call Support:** Continuous call support is available.
8. **Real-Time Data:** The scheme operates on real-time data.
9. **SMS Alerts:** Beneficiaries receive SMS alerts about card issues.
10. **Smaller Turnaround Time:** The scheme ensures a turnaround time of 30 days.
11. **Swasthya Sathi Android App:** An Android app is available for mobile assistance.

The Swasthya Sathi scheme is designed to provide accessible and efficient healthcare services to the people of West Bengal, offering financial protection against medical expenses.

My Overview of Swasthya Sathi Coordination Role

In my role as a Swasthya Sathi Coordinator, I played a pivotal role in facilitating seamless healthcare experiences for patients. My responsibilities encompassed the entire patient journey, from admission to discharge, ensuring a smooth and efficient process.

Admission Process:

I actively participated in the admission process by handling patient inquiries, registering them for admission, and collecting essential pre-reports. This involved meticulous data collection and the scanning of documents, which were subsequently uploaded onto the Swasthya Sathi portal.

Document Verification and Uploading:

After thorough verification and approval, I uploaded both pre-investigation and post-investigation reports on the Swasthya Sathi portal. This step was crucial in initiating the approval process for further medical procedures.

Financial Coordination:

Working closely with doctors, I facilitated the financial aspect of the patient's journey. This included blocking the necessary amount with the help of the Swasthya Sathi card, ensuring a seamless flow of funds for the patient's treatment.

Data Compilation and Reporting:

I meticulously compiled and organized patient data and reports, maintaining an updated record on the Swasthya Sathi portal. This not only facilitated efficient decision-making but also ensured a comprehensive overview of the patient's treatment history.

Discharge Process:

Upon completion of the treatment, I managed the patient discharge process. This involved collecting discharge summaries and uploading them for approval on the Swasthya Sathi portal. This step was crucial in enabling patients to return to their respective homes.

Observations and Specialized Cases:

Through my observations, I noted a significant number of cancer patients availing themselves of Swasthya Sathi benefits, particularly for chemotherapy, dialysis, and implant surgeries. Swasthya Sathi emerged as a crucial lifeline, alleviating the financial burden associated with these high-cost treatments.

Critical Analysis of Swasthya Sathi Project:

Strengths:

1. **Comprehensive Coverage:** Swasthya Sathi offers a substantial health cover of Rs 5 lakh annually, providing a significant financial safety net for eligible families.
2. **Smart Card Facility:** The use of smart cards enables cashless and paperless transactions, streamlining the healthcare process and reducing administrative burdens.
3. **Insurance Partnerships:** Partnering with reputable insurance companies enhances the credibility of the scheme and ensures efficient claim processing.
4. **No Family Size Bar:** The absence of restrictions based on family size promotes inclusivity and ensures that benefits remain consistent for all eligible families.
5. **Additional Insurance Cover:** The provision of an additional insurance cover of Rs 1.5 lakh further enhances the financial protection offered by the scheme.
6. **Empaneled Hospitals:** The empanelment of hospitals increases accessibility, allowing beneficiaries to choose from a network of healthcare providers.

Weaknesses:

1. **Limited Information:** The details provided about the scheme are somewhat brief, and more comprehensive information about the application process, eligibility criteria, and specific coverage details would enhance transparency.
2. **Application Process:** Clarity on the ease of the application process and documentation requirements is crucial for ensuring that eligible families can easily enroll in the scheme.

Opportunities:

1. **Awareness Campaigns:** Conducting targeted awareness campaigns can help ensure that eligible families are informed about the scheme, its benefits, and the application process.
2. **Collaboration with Healthcare Providers:** Strengthening collaborations with healthcare providers can improve the quality and efficiency of healthcare services delivered under the scheme.

Threats:

1. **Changing Regulatory Environment:** Changes in the regulatory environment, especially in the insurance sector, could impact the scheme's operations and sustainability.
2. **Insurance Claim Challenges:** Potential challenges in the claim settlement process, such as delays or disputes, could lead to dissatisfaction among beneficiaries.

Overall Assessment:

Swasthya Sathi appears to be a commendable initiative to improve healthcare accessibility and affordability in West Bengal. The strengths lie in its comprehensive coverage, smart card technology, and partnerships with reputable insurance companies. Addressing potential weaknesses related to information dissemination and the application process is essential for maximizing the scheme's impact. Opportunities for awareness campaigns and collaborations with healthcare providers can further enhance the scheme's success. The project's sustainability will depend on adaptability to changing regulatory landscapes and the efficient management of insurance claim processes. Continued monitoring and evaluation will be crucial for ensuring that Swasthya Sathi achieves its objectives and contributes positively to the well-being of the people it serves.

Conclusion:

The internship at Binayak Hospital was a transformative experience, providing a deep understanding of healthcare administration. It facilitated personal growth by emphasizing adaptability in the dynamic healthcare environment, refining communication and problem-solving skills, and underscoring the significance of proactive engagement. The exposure to Binayak Hospital's operations, including outpatient and inpatient services, emergency department protocols, and the radiology department, offered practical insights into the complexities of hospital management. Additionally, the exploration of the Swasthya Sathi scheme, with its comprehensive health coverage, smart card facilities, and insurance partnerships, broadened perspectives on public healthcare initiatives. This internship serves as a robust foundation for continued learning and professional development within the healthcare sector. The experience at Binayak Hospital and the insights gained from the Swasthya Sathi scheme have ignited a lasting interest in contributing to the advancement of healthcare administration and delivery.

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