

JAIPUR NATIONAL UNIVERSITY

Jaipur -Agra Bypass near RTO office,
Jagatpura, Jaipur



BEST PRACTICE-I

STATE OF THE ART HEALTHCARE SUPPORT SYSTEM & SERVICES

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Best Practice-I State of the art Healthcare Support System & Services.

1. Title of the practice

State of the art Healthcare Support System & Services

2. Objectives of the Practice

JNU Hospital has been envisioned with the aim of providing highest standards of medical care to the community at large with care, compassion & commitment. JNU Hospital is committed to providing holistic healthcare that includes prevention, treatment, rehabilitation and health education for patients and their families. **Presently we are operating 800 bedded hospital including 80 critical care beds.** Right from the infrastructure to the latest medical technology acquisition, JNU Hospital has always kept its patients first and strived to deliver not only world class but world's best care to its patients since its inception in July 2015.

3. The Context

The hospital offers a tertiary level care, where it brings together state of the art medical infrastructure, cutting edge technology and a highly integrated and comprehensive information system along with the quest for exploring and developing newer therapies in the field of medicine. JNU Hospital is backed up with trained supportive staff, efficient system and modern procedures with an aim to cater to the needs of Rajasthan and people across the globe promoting the international medical tourism. The skilled doctors provide world class treatment for all the diseases. We are one of the biggest partner to the Government of Rajasthan in Ayushman Bharat Beema Yojna and also empanelled with ECHS, Railways, State Government employees and various TPA for cashless services. In addition to all the general specialties like Medicine, Surgery, Obstetrics & Gynecology, Pediatrics, ENT, Ophthalmology, Orthopedics, Skin & VD, Respiratory Medicine & Psychiatry, there are facilities for Cardiac surgery, Urology, Bariatric Surgery, Pediatric


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surgery, Neurosurgery, Oncology & Plastic Surgeries and Advanced Cardiac Cath Lab.

Giving back to our communities remains a cornerstone of our corporate social responsibility (CSR) and we are committed to improving the quality of life in our community. The hospital is proud to be the trusted healthcare provider of the community it is located in, and has instituted extensive measures to benefit the communities it is associated with.

4. The Practice

The hospital conducts regular free Check up and diagnostic camps for the nearby and far flung areas of Rajasthan. During ongoing Covid Pandemic, JNU Hospital has rendered its services to the patients from rural and urban areas of Rajasthan, with an influx of patients from outside the state including Delhi, Punjab, UP, MP, Gujarat reposing their faith in the institution's service and clinical outcome. Some of the activities done by the Hospital in recent past are-

- a. Door to door services for Covid RTPCR testing in which our team of nurses and technicians used to go to houses and collect samples.
- b. 24x7 Covid vaccination centre for treatment of moderate to severely ill covid patients. The centre was well equipped with ventilators, monitors, dialysis machines, Oxygen, medications and patients were provided food and were well taken care of. Psychological counseling was done for patients who suffered from Covid depression. During the recent pandemic, the Hospital staff worked day & night to provide yeoman services to the people of the city, let alone its own teaching / non-teaching staff.
- c. Post covid rehabilitation clinics are run for those patients who suffered massive fibrosis of lungs and had dyspnoea, depression, mucormycosis and other diseases.
- d. Covid Vaccination camps are organized at various societies, villages, industries, school and organizations thus enabling the vaccination reach everyone in the community
- e. Free Health check up camps at various nearby villages like Sankh, Malpura, Bandikui, Hindon, Lalsot and Dausa treating thousands of patients.
- f. Health Camp organized at Sawai Madhopur in association with Diya Kumari Foundation, attended by 1500 patients.
- g. A camp at Bandikui in collaboration with Lion's club.

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- n. Free bus service starting from Karauli for patients in need of indoor services, thus easing out the approach to the treatment.
- i. Free Cataract Operation camps are conducted for patients suffering from cataract.
- j. School Health Camps at Seedling group of schools.
- k. Outstation OPDs at various societies of Jaipur
- l. Public Awareness Talk on various topics related to heart, Kidney, joints etc at regular intervals at club, associations like Rotary, Lions etc in association with banks, PSUs corporate
- m. First responder training to general public and information on how to tackle an emergency
- n. CMEs at important district head quarters with local physicians and surgeons
- o. Camps in super speciality services like cardiology, cardiac Surgery, Neurology, Neurosurgery, urology, Paediatric Surgery & Plastic surgery.
- p. Mental and Psychological counselling sessions are held for children of the university and for general public also.
- q. The Physiotherapy department provides excellent physiotherapy services to patients suffering from orthopaedic problems, paralysis and stroke.

5. Evidence of success


- a. One of the most cherished objectives of the University is to ensure that our students enjoy healthy living for their academic pursuits and the hospital has provided excellent health care support to all the students and faculty in their ailments.
- b. The Hospital is catering to the nearby and far flung areas and almost 5 lakh people have received treatment at the hospital.
- c. The activities done with various organization and societies have brought patients from urban areas to the hospital.
- d. Our doctors, health care workers and front line staff have been awarded and felicitated for their outstanding services during covid pandemic by Government, various eminent societies and Non governmental organizations
- e. More than 50000 operations have been done at JNU Hospital free of cost for the patients.


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- i. In a very short span, JNU Hospital has rendered its services to lacs of patients from rural and urban areas of Rajasthan and even outside the State confirming their faith and trust in this institution

6. Problems Encountered and resources required

- a. The various problems encountered were in the initial phase when the hospital was new and services were being started one by one.
- b. Newer Marketing strategies were applied like free camps, news paper advertisements, Advertisements of TV and Radio, door to door marketing, providing transport services, which brought developed the trust of the patients in the hospital services.
- c. In the covid era when the whole world was in crisis and medical institutions were also collapsing because of scarcity of manpower, medicine and other resources, we stood strong for the patients and were able to deliver best results and hence set an example of efficient functioning in the State.


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