

Internship report

Submitted to



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of Master of Business Administration (MBA)

In

Hospital and Health Management

By

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INTERNSHIP REPORT

INTRODUCTION

Internship is mandatory part of any MBA programme. This Internship helps us to apply our theoretical knowledge in a practical scenario and helps to see the ground realities of any organization. It proves a way for broadcasting our thought process and brainstorm how simple steps taken at the managerial level can lead to exciting results. As a inset leg of my MBA Hospital and Health Management, I pursued this internship of 3 months from The Mission Hospital Durgapur. This is a NABH Accredited organization Details will be unveiled in the further sections.

Goals

- The various goals predetermined by me in the 3 months of internship are stated as follows.
- To understand the organization culture
- To understand the process flow of various department
- To measure the compliance and non-compliance of Consent audit
- To carry out open file audit
- To carry out closed file audit

Objective of the Internship

- To understand the profile of the Organizational and functioning of the Organization.
- To observe various protocols followed in the organization and try to acquire skills to accomplish them
- To familiarize with different departments, staffing and equipment used in them.
- To observe work culture of the organization.
- To learn the business model of the organization.

ORGANISATION PROFILE

The Mission Hospital, Durgapur (A Unit Of Durgapur Medical Centre Pvt. Ltd.) a 350 bedded, state of the art super Specialty hospital, with cutting edge technology.

The Mission Hospital started on April 02, 2008. This is the first super Specialty corporate hospital in Eastern India outside Kolkata. The hospital has taken an initiative to integrate the best in healthcare at its best manpower and technology. It has been set up with the vision of providing quality healthcare at affordable cost and within the reach of every individual. The hospital has been able to establish its presence in Eastern India and its neighboring areas through its patient centric with high quality care.

Built in an area spanning of three acres, offers of facilities digital flat panel cath lab, eight major operation theatres with laminar airflow and HEPA filters, 100 bedded critical care unit, dedicated mother and child care unit, 24 hours Accident and Emergency Department, laboratory, blood bank and for the first time, a fully computerized pneumatic chute system

This hospital is with "futuristic" technology and enriched with "brilliant minds" behind the equipment's.

The Mission Hospital is committed to providing affordable, quality health care to patients by incorporating improvement in its everyday schedule.

Mission

The Mission of The Mission Hospital, Durgapur is to decentralize Superspeciality healthcare, and deliver it to every doorstep in Eastern India, beyond the metropolis, and heal Patients with dedication, honesty & tender loving care

Vision

The Mission hospital Durgapur will be recognized as a premier healthcare institute that strives to provide outstanding patient experiences, better clinical outcomes, and improved quality of life for the patients in the context of fiscal and social responsibilities.

Objectives

- To Provide continuous and regular training for the employees to bring out the best in them to achieve quality improvement
- To understand the needs of the patients and uphold standards of professionalism to improve the level of patient satisfaction.
- To Provide quality service that is responsive, efficient, courteous and helpful

Goals

- Continuously improve all our services through quality management.
- Focus on our patients and deliver high quality service
- Involve all our partners in our quality improvement activities.
- Empower employees to make appropriate decisions
- Have the highest degree of respect for one another and value diversity.
- Use training, teamwork and open communication to enable all employees to achieve their full potential.
- Recognize and reward employees contributions Take all reasonable steps to ensure that patients, visitors, staff and all others in contact with the Hospital are afforded the safest possible environment
- Maintain the highest ethical standards in protecting the public and the environment
- Measure the effectiveness of our activities and monitor progress towards achieving our Vision

Core values

The corporate, value system at The Mission Hospital, Durgapur (West Bengal) is founded on three pillars"-Service, Compassion and Integrity"

- Care for customer
- Respect for Associates
- Excellence through Teamwork
- Always Learning
- Trust Mutually
- Ethical Practices

Quality & Safety

QUALITY POLICY AT THE MISSION HOSPITAL DURGAPUR

- Deliver world class patient care through medical excellence.
- Create a patient-centric environment
- Ensure high standards and safety of treatment during the patient's stay
- Continuous Quality Improvement through implementation of robust clinical and non-clinical process and protocols
- Complying with statutory regulations

Floor Wise Department Allocation Of Hospital

LEVEL	DEPARTMENTS
BASEMENT	Executive health check up OPD Auditorium/Conference Room Library Quality Department Sample Collection Room PFT/EEG/NCV/EMG Physiotherapy Yoga
Ground Floor	Accident and emergency department Reception and Registration OPD Chambers Pharmacy Radiology Department Insurance desk/corporate desk Cafeteria Dietician
First Level	OPD Central Laboratory Endoscopy Blood Bank

	General Ward(male and female) Echo/ECG/TMT/
Second Level	MICU Cath Lab CCU
Third Level	Operation Theatre CTVS ITU/CCSD
Fourth Level	Cardiac Ward Administration department IP Pharmacy
Fifth Level	Labor room and Minor OT Dialysis unit, ESWL Room, Telemedicine NICU and Pediatric Ward
Sixth Level	Semi-private patient room Surgical ICU CTVS-HDU/Inpatient billing
Seventh Level	Semi-private patient room General ward- Pediatric Cardiology
Eight Level	Super deluxe Rooms Board room

SERVICES PROVIDED BY HOSPITAL

The Mission Hospital provides the following medical services:

- Accident & Emergency Medicine
- Anesthesiology
- Cardiology
- Pediatric Cardiology
- Cardio Thoracic & Vascular Surgery
- Critical Care
- Dentistry
- Dermatology
- Endocrinology
- ENT
- Gastroenterology & Gastrointestinal Surgery
- General & Laparoscopic Surgery
- General Medicine
- Institute of Laboratory Medicine & Research
- Nephrology
- Neurology & Neuro Surgery
- Obstetrics & Gynecology
- Ophthalmology
- Orthopedics & Spine Surgery
- Pediatrics & Neonatology
- Plastic & Reconstructive Surgery
- Psychiatry
- Pulmonology/Respiratory Medicine
- Radio-Diagnosis & Imaging Sciences
- Transfusion Medicine
- Urology
- The Department of Physical Therapy and Rehabilitation.

Specialty services

- Outreach clinics
- Ambulances services
- Free health camps
- Master's in emergency medicine courses
- Telemedicine
- OPD Outreach clinics

Departments Visited

On the very first, we have visited every department and receive information about the workflow of every department.

Key learnings

- I have learned to work as a team.
- Also, I have developed patience in situations when you disagree with other member(s) of the team.
- This internship introduces me to real-life work problems and hence develops my problem-solving skills.
- Being adaptive to your surroundings easily is one of the most useful soft skills I have learned.
- Communicating well is a gem of a skill which I have learn during your internship experience.
- This internship experience makes me more responsible and accountable for what decisions I make and how I execute what has been allocated to me.
- Lastly as important as the others, is time management.