

INTERNSHIP REPORT

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By

Dr. Sapna Patel

Under the Supervision and Guidance of

Dr. Pallavi Choudhary Agarwalla

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1. INTRODUCTION

Babylon Hospital is a Super Specialty Institute of Mother and Child Health caring Women and Children (aged 0 – 18 years). Babylon Hospital was established 15 years ago with an aspiration to provide specialized & comprehensive women, neonate & child health care. Babylon Hospital has emerged as the leading, most reputed & trusted children hospital in the Rajasthan state. It has established a reputation as the fastest growing super specialty hospital for mother & child. It is situated in the heart of the city, close to the commercial hub Raja Park.

The Hospital is known for its critical care of new-born & older children. It serves not only to affluent class but also the poor & under-privileged people of the society. In view of its distinctive status, it has one of the largest and well-equipped Women Health Care and Advanced Neonatal & Pediatric Intensive Care Unit. Babylon Hospital's popularity known as its ethical, evidence based, guideline oriented Pediatric and Neonatal Care by a team of highly skilled, sensible pediatricians, Neonatologists, subspecialists & specially trained Nursing staffs in a very positive environment. It has outstanding recognition & awards.

It is also a model hospital for specialized doctors practicing in group. Over the period, this hospital has admitted large number of children for intensive care with ventilation facilities for the critical babies. Premature baby of 26 weeks gestation weighed only 447 gms survived with good neurological outcome which reflects the level of care in this special unit for the new born. This was achieved owing to hospital's highly qualified professionals, trained medical staff & the parents of babies who placed their faith in services of hospital. Now Babylon Hospital has become a landmark for specialized mother and child health care center. It is running a highly reputed post graduate (post MD, DCH, DNB) Neonatal fellowship programme in neonatology under National Neonatology Forum (NNF), INDIA.

1. OBJECTIVES OF INTERNSHIP

- To learn the organizational structure and functions of every department.
- To learn about current and potential sources to support patients, attendants, staff.
- To learn skills in establishing and maintaining relationships with every staff and patients, clients, including persons of different cultural and ethnic backgrounds.
- To learn how role of every department fits into the hospital system for effective results and patient satisfaction.
- To acquire an understanding of the management related issues/problems.
- To gain experience in assessing the root cause of such issues and to deal with them.
- To gain experience in developing solutions and to organize training based on sound principles.
- To provide better experience to the patients at every level of patient's treatment and stay in the hospital.
- To develop and to utilize interpersonal communication skills.
- To gain experience in the evaluation of hospital.
- To suggest some ideas for coordination and cooperation amongst staff for effective working and for the growth of the hospital.

2. ORGANIZATIONAL PROFILE

Specialties at Babylon hospital

1. Neonatal care
 2. Child and Adolescent Care
- Pediatric Intensive Care
 - Neonatal & Pediatric Surgery
 - Pediatric Cardiology
 - Pediatric Gastroenterology
 - Pediatric ENT
 - Pediatric Neurology
 - Pediatric Ophthalmology
 - Pediatric Nephrology
 - Pediatric Orthopedic
 - Pediatric Dermatological & Allergy
 - Pediatric Pulmonology & Asthma
 - Pediatric Dentistry
 - Pediatric Nutrition & Dietetic Care
 - Pediatric Development
 - Pediatric Genetics
 - Pediatric Audiology & Speech Therapy
 - ABA Specialty
 - Pediatric counselling
 - Pediatric Radiology &ECHO
 - Pediatric Pathology
 - Pediatric Anesthesiology
 - Child birth & Gynecology
 - Fetal Care
 - Gynecologic Laparoscopic Surgery
 - Gynecologic Radiology & Pathology
 - Emergency

3. SERVICES PROVIDED BY BABYLON HOSPITAL

Obstetric & gynecological facilities

- Facilities are available for Mother and Women Health Care as Followings:
- Antenatal & High-Risk Pregnancy Clinic.
- Child Birth-Normal, Assisted, Cesarean Section.
- Genetic & Fetal Medicine
- Menopause Clinic
- Female Adolescent Clinic

Neonatal intensive care

- Rajasthan State's First National Neonatology Forum Accredited (NNF) Advanced NICU for extreme premature & critically ill new borns, those who require surfactant & ventilatory support and exchange transfusion for neonatal jaundice.
- Unit is equipped with siemens-300 SLE-5000 Plus High Frequency Neonatal Ventilators; Servo Controlled Radiant Heat Warmers, CFL phototherapy units, CPAP, Infusion Pumps, Multipara System, Pulse Oximeter.
- NICU team includes nurses trained in neonatal-care, a group of Neonatologists, Pediatricians with special training to work with new-born and Therapeutic Early Interventionist, Retina Specialist, Audiologist are always available 24 hrs for caring critical newborns.

Pediatric intensive care unit

- Babylon Hospital has Fully Air Conditioned 08 Bedded State-Of-Art Pediatric Intensive Care Unit.
- It has modern equipment as Invasive & Noninvasive Ventilators, Multipara Monitors, Pediatric Defibrillator, Invasive & Noninvasive Hemodynamic Monitoring & Pharmacologic Cardiac Support to handle all type Pediatric Emergencies related to Respiratory, Cardiac, Metabolic & Neurologic Disorders.

Surgical units

- GYNECOLOGY & CHILD BIRTH
- NEONATAL SURGERY
- PEDIATRIC SURGERY

Child development and support centre

- Integrated solution to varied problem of children and adolescent by a team of interdisciplinary health care professional for children with special needs: -
- Children with problems in newborn period preterm.
- Low birth weight, infection etc.
- Physical and Mental growth retardation.
- Birth Defects (Congenital anomalies)
- Diseases of Muscles and bones/cerebral palsy.
- Hearing Impairment/poor vision
- Seizures/Headaches/Migraine/Vertigo
- Learning/Memory problems
- Hyper activity/ Mental retardation/autism
- Inappropriate Behavior- Behavioral issues.
- Poor academic performance.
- School refusal
- Mental Problems- Depression / Anxiety

4. KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- HR policies
- Operation department work
- Monitoring of the day-to-day work of all department
- Conflict Management
- Participated in quality department survey.
- Marketing
- Logistic management
- Coordination with stakeholders for other projects

5. KEY LEARNINGS FROM INTERNSHIP

An internship is a learning experience of its own kind. I have not only learned the basics of work life but also the soft skills required for a brighter professional career.

- Teamwork

The first thing I need to mention is definitely team work. My internship experience is unlike mine college project where one person did all the work and the grades were shared among the rest. Here, it is more professional and each one in a team needs to work together to finish the task. I also developed patience in situations when I disagree with other members of the team.

- Problem Solving Skills

What real-life problems have we solved till now other than to decide what to wear the next day and how to dodge the upcoming assignment deadline? This internship introduced me to real-life work problems and hence developed my problem-solving skills.

- Work Ethics

We won't really learn about work ethics until we are in a tangible work environment. In college education, we are used to making excuses for late submissions, short attendance. But it is only when we are introduced to the actual environment that we learn work ethics.

- Adaptability Skills

Not everyone is adaptable from the beginning. In fact, we can refuse to be so even during our internship experiences but the loss is only ours. Being adaptive to our surroundings easily is one of the most useful soft skills not only desirable to employers but also important to our self-growth. So, I had made the most of my internship experiences and learned some adaptability skills.

- Communication Skills

Talking of soft skills, can the importance of communication skills be ever put into words? It's one of the top listed skills that recruiters look for in a resume and something that can get me from bottom to top. Communicating well is a gem of a skill which I have learned during my internship experiences.

- Responsibility

Often missed out in the list of soft skills, being responsible is an integral skill required in the job arena. My internship experience made me more responsible and accountable for what decisions I made and how I executed what's been allocated to me.

- Time Management

Last, but still as important as the others, is time management

Hence, it helped me to learn to manage time better by maintaining a balance between work and personal life, without harming any of them.

- Conflict management- When patient was angry, how to deal with them. And sometimes staff also do not cooperate, so patience and getting work done with them was another thing I learnt.

- I started Practice applying skills and knowledge learned in the classroom.

- Acquired skills and knowledge useful to my further career.