

INTERNSHIP REPORT

Dissertation Submitted to



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Degree of Master of Business Administration

(MBA)

In

Hospital and Health Management

By

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HOSPITAL PROFILE

The vision for Meitra was to create an outstanding tertiary healthcare facility and provide unparalleled clinical care and patient experience in the beautiful city of Calicut. Right from its inception, Meitra was envisioned to be a healthcare centre of international standards. The infrastructure, medical facilities, and clinical services were benchmarked against the world's best hospitals.

Meitra's patient-centric hospital design has resulted in a new kind of hospital concept – 'The Hospitel' – essentially merging the care of a hospital and the luxury of a hotel, to create a unique patient experience.

There are 220 individual rooms and suites including 52 individual intensive care units. The hospital also has 7 futuristic operation theatres and is supported by cutting edge medical diagnostic equipment.

VISION

Create a healthcare delivery system which is globally recognized for an exceptional patient experience with the best possible clinical outcomes, integrated with transparent and ethical practices.

MISSION

Compassionately care for our patients, by providing uncompromised clinical care, quality services integrated with education and research. We strive towards creating a transparent, ethical and patient friendly environment.

VALUES

Integrity and courage

To maintain the highest ethical standards through putting the patients' interest ahead of the institution and demonstrating the courage to do only what is right. At Meitra, patients are always at the heart of our efforts, attention and care; we go the extra mile to deliver that promise.

We aim to be part of the community in every location that we choose to set up a Centre of Excellence.

Collaboration, Learning & Innovation

Promote teamwork and collaboration, welcome change and creativity to encourage innovation and seek better ways to achieve our goals.

Compassion & Service

Fostering a culture where every one of us is committed to care for patients and their caregivers beyond our duty.

Center of Excellence:

Meitra delivers advanced patientcare through integrated practice units called Centres of Excellence (COE). Each centre combines medical and surgical departments associated with the management of one disease area or organ system under a single leadership team.

Meitra has five specialized COEs: Heart and Vascular Care, Bone, Joint and Spine Care, Neurosciences, Gastroenterology and Liver Diseases, and Renal Diseases and Urology. These centres are supported by renowned doctors, state-of-the-art medical facilities, and technology-integrated clinical practices. Meitra's care-path model was developed under the advice of physicians from one of the world's best hospitals. The COEs ensure that patients receive unparalleled clinical care that clearly sets the hospital apart in the industry.

Patient recovery in Meitra is accelerated not just because of the fantastic clinical care one receives but also because of the feel-good environment created through its unique infrastructure.

Certifications & Accreditations

- cGreen OT Accreditation
- Best Hospital - Design & Architecture
- National Accreditation Board of Hospitals & Healthcare Providers

Departments

- Anesthesiology & Pain Management
- Critical Care Medicine
- Dental & Maxillofacial Surgery
- Dermatology
- Emergency Medicine
- Endocrinology
- ENT
- General Medicine
- General & Laparoscopic Surgery
- Gynecology & laparoscopic services
- Hematology
- Ophthalmology
- Physical Therapy & Rehabilitation
- Plastic Surgery
- Psychiatry
- Pulmonology
- Laboratory Medicine
- Clinical Nutrition & Dietary Services
- Radiology & Imaging
- Speech & Audiology

Key Learnings from Internship

The learnings for me at Meitra is impeccable. The learning during the time of internship was working closely with hospital clinical and non-clinical operations. There was a structured plan for internship at Meitra. The first I was in the Inpatient department and was taking care of indicators like discharge TAT and Patient satisfaction. As a team I was working with the department head and the floor managers for streamlining the discharge process. In the way forward with Inpatient department I observed the functionality of Nursing station, Inpatient billing, Inpatient pharmacy, and Insurance. Meitra has a most advance Hospital Information system with no paper records for patients. The Inpatient and outpatient records are on the HIS and they have an application too for feedback collection about the various services they provide.