

**Internship at
Jindal Institute of Medical Sciences Hisar, Haryana**

By

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ABOUT THE ORGANIZATION

Jindal Institute of Medical Sciences is a multispecialty, upgraded secondary level charitable hospital managed by **O.P. Jindal Group running under auspices of N.C. Jindal Charitable Trust and Om Savitri Jindal Charitable Society**. This hospital has 560 beds at present and is the biggest referral hospital in south Haryana and neighboring Rajasthan & Punjab, covering a population of about 70 lacs. With almost 48 years of dedicated service, constant up gradations and expansion to keep pace with improving medical technology, this medical institute has won the trust of community and is approached by one and all with confidence for ethical, affordable, reliable and quality health care services. The management has kept the pricing low and within reach of the community to maintain charitable character of the hospital. Jindal family gives liberal donations for any new project, costly medical equipment and technology. Otherwise, this institute is financially self sustaining due of high volume and turnover of patients. Hospital is located in the Model Town area of Hisar city with 15 acres of land having state of art buildings, lush green lawns, spacious parking, in-house pharmacy, cafeteria, shopping complex and multi storey residential campus to house doctors and staff.

INTRODUCTION

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on February 6th 2017 at Jindal Institute Of Medical Sciences, Hisar Haryana.

First day was induction program, wherein we were supposed to verify our certificates and submit the photocopy of Documents.

We were introduced to the Vision, Mission, Values and best practices of JIMS Hospital and organization briefing was given. On the third day our training schedule was given to us. I was sensitized to the Service Standards of the hospital in order to deal with general population of Haryana who visit to us as our patients.

Later from the third week onwards I was put into a project. We started receiving project specific trainings after that. Simultaneously I started working with my specific head, whom I had to report on daily basis. It was a 600 bedded hospital, so it took time for me to get accustomed to the ways and locations of different department of the Hospital.

GOALS OF INTERNSHIP

1. To identify a specific problem area/areas of interest for the dissertation.
2. To assist the Sr. managers in day-to-day operations. Through this process I expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.
3. To observe various protocols observed in the organization and try to acquire skills to accomplish them.
4. To diagnose critical problems within an operational area
5. To provide the management with a set of alternative solutions, and
6. If possible, design and implement a plan to carry out the most feasible solutions.

KEY LEARNINGS

Major Learning which I take away from the project is that running a multispecialty charitable Hospital requires a lot of patience, constructive thought process, problem solving approach and effective listening. Patients come with a faith in the hospital and that faith once tarnished can't be restored. Patients don't only want themselves to get treated but also a strong management in place who would listen to their grievances if they came across with some.