

Internship Report

Submitted



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By

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INTERNSHIP REPORT

About Sharma Hospital

Sharma Hospital is a 50-bedded multi-specialty hospital located in Neem ka Thana. The hospital is committed to providing high-quality healthcare services to the community. The hospital is equipped with state-of-the-art medical technology and staffed by a team of highly qualified and experienced healthcare professionals.

Mission: To deliver compassionate, high-quality, and affordable healthcare services to all patients.

Vision: To be a leading healthcare provider recognized for clinical excellence and patient-centred care.

Values: Integrity, Compassion, Excellence, Innovation, and Teamwork.

Scope of Services

Sharma Hospital offers a wide range of medical services across various specialties, including:

1. **General Medicine:** Comprehensive care for acute and chronic medical conditions.
2. **Surgery:** Advanced surgical procedures, including minimally invasive and laparoscopic surgeries.
3. **Cardiology:** Specialized care for heart-related conditions, including diagnostic and interventional cardiology.
4. **Orthopaedics:** Treatment of musculoskeletal conditions, including fractures, joint replacements, and sports injuries.
5. **Obstetrics and Gynaecology:** Comprehensive care for women's health, including prenatal, antenatal, and postnatal care.
6. **Paediatrics:** Healthcare services for infants, children, and adolescents, including immunizations and paediatric surgeries.
7. **Emergency Services:** 24/7 emergency care for all types of medical and surgical emergencies.
8. **Diagnostic Services:** Advanced diagnostic facilities, including radiology, pathology, and laboratory services.
9. **Specialty Clinics:** Specialized clinics for diabetes, hypertension, cancer, and other chronic conditions.

Detailed Analysis of the Project

Study of Discharge Process:

Hospital services can be categorized into IPD and OPD services. An Outpatient Department is an establishment, which cares for ambulatory patients who come for diagnosis, treatment or follow up care. Unit refers to health care services provided on a same-day basis. The patient is examined and given treatment in OPD up to the time hospitalization may become necessary. In-patient services or ward area is the most important and largest single component of the hospital, forming 35-50% of the whole hospital complex. The prime objective of in-patient area is to provide accommodation for patients at the point in an illness when dependence on others is at its highest. The inpatient care area, ward or nursing unit, would thus include nursing station, the bed Discharge it serves, and the necessary services, work, storage and public areas needed to carry out the patients nursing care. Operational costs are very high, which directly affects the hospital budgets. It is essential for all hospital administrators to be fully aware of the cost intensive nature and to focus on effective planning and efficient utilization of in-patient services.

It is very important for Hospitals that admitted patients are Discharged from hospital care in an innocuous and well-organized way that is beneficial to both the patients and organization. Studies witnessing rising disease trend Discharge & growing number of geriatric populations clearly indicates the need for frequent need for healthcare services. Rising demand of healthcare comes with a great competition. Sustained customer confidence is integral to the success of an organization. Systems & processes are designed to satisfy customers on a continuous basis. Our customers Patient & Attendant not only want satisfactory treatment but also psychological satisfaction, prompt services, accessibility & affordability of services, Courteous behaviour, Privacy & dignity, Informed treatment and cure during their journey that starts from Admission to Leaving the Hospital i.e. Patient Discharge. Despite the Hospital's efforts for a timely and effective Discharge, research has shown that a number of events occur in the process of the patient Discharge that affects all involved in the process. During the Discharge of the patient, after the necessary interventions, a number of procedures have to be performed by engaging various staff members and departments making the process complex but effective.

The Discharge process starts from the moment consultant approves that the patient health is well enough, patient can continue on home care services, or need Discharge to be shifted to additional category of facilities (rehabilitation, psychiatric). The admission and Discharge

processes can act as bottlenecks in many of the hospitals and thus adversely affect the efficiency of the hospital.

Hospital costs are unpredictable, and people usually refrain from admitting to hospitals and are eager to get treated and continue their routine life following Discharge from the Hospital. Any undue delay in Discharge process is hurtful to patients as well as organization. For patients, lack of knowledge and communication makes patient unaware of the process and time consumption that often results in irritation, disheartening, and dissatisfaction. It also increases the chances of patient exposure to Hospital Acquired Infections. For organization, delay results in prolonged bed occupancy i.e. cost to company and take a toll on hospital's image even after satisfactory stay.

- **Objective:** To evaluate the discharge process and identify bottlenecks causing delays.
- **Methodology:** Collected data from patient records and interviews with staff. Analysed the average time taken from discharge decision to actual discharge.
- **Findings:** Identified key delays in discharge summaries preparation, medication clearance, and final billing.
- **Recommendations:** Streamlined discharge protocols, implemented a checklist for discharge procedures, and enhanced coordination between departments.

Turnaround Time Analysis:

- **Objective:** To assess the turnaround time for various hospital services, including laboratory tests, imaging, and patient transfers.
- **Methodology:** Timed various processes and compared them with industry benchmarks.
- **Findings:** Delays were primarily due to inefficient scheduling and lack of interdepartmental communication.
- **Recommendations:** Introduced a centralized scheduling system and regular interdepartmental meetings to improve communication.

Cause & Effect Diagram Analysis:

- **Objective:** To identify root causes of operational inefficiencies using cause & effect diagrams.
- **Methodology:** Collaborated with staff to create diagrams for different processes, identifying factors contributing to delays and errors.
- **Findings:** Common issues included staff shortages, inadequate training, and outdated equipment.
- **Recommendations:** Addressed staff shortages through recruitment drives, implemented regular training programs, and updated critical equipment.

Key Objectives of Internship

The primary objectives of my internship at Sharma Hospital were:

1. **Understanding Hospital Operations:** Gain in-depth knowledge of the day-to-day operations of a hospital, including patient admission, discharge processes, and overall patient flow.
2. **Project on Discharge and Turnaround Time:** Conduct a comprehensive study on discharge procedures and turnaround times to identify inefficiencies and areas for improvement.
3. **Cause & Effect Analysis:** Utilize cause & effect diagrams to analyze various clinical and operational processes to identify root causes of delays and inefficiencies.
4. **Skill Development:** Develop management skills specific to the healthcare sector, including process improvement, data analysis, and strategic planning.

Key Learnings

1. **Operational Workflow:** Understanding the intricacies of hospital operations, including patient admissions, discharge procedures, and coordination among various departments.
2. **Process Improvement:** Identified key areas for improvement in discharge procedures and turnaround times, and suggested practical solutions to enhance efficiency.
3. **Analytical Skills:** Developed skills in creating and analyzing cause & effect diagrams, which helped in pinpointing the root causes of operational delays.
4. **Interdepartmental Coordination:** Learned the importance of effective communication and coordination among different hospital departments to ensure smooth operations.
5. **Patient-Centric Care:** Emphasized the significance of patient-centric approaches in all hospital processes to enhance patient satisfaction and care quality