

**INTERNSHIP
AT
APEX HOSPITAL, JAIPUR
(10th April 2024- 10th June 2024)**

**A dissertation on

ASSESSMENT OF MEDICAL
RECORDS(OPEN&CLOSE FILES AND
PRESCRIPTION) FOR QUALITY
IMPROVEMENT
THROUGH INTERNAL AUDIT**

By

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Introduction

The following report outlines my internship experience at Apex Hospital, Jaipur, where I served as an internal auditor. The internship was a valuable component of my MBA program, providing practical insights into hospital operations and the critical role of audits in maintaining high standards of healthcare delivery. My primary focus was on conducting both active and passive audits, ensuring compliance with established protocols and identifying areas for improvement.

Objectives of Internship

The key objectives of my internship at Apex Hospital were:

- To gain hands-on experience in internal auditing within a healthcare setting.
- To understand the processes and protocols involved in conducting active and passive audits.
- To contribute to the hospital's quality assurance and improvement initiatives.
- To develop a comprehensive understanding of the operational dynamics of a hospital.
- To identify gaps in compliance and recommend actionable improvements.

Core Responsibilities

As an internal auditor, my core responsibilities included:

Conducting active audits by directly observing and reviewing hospital operations and patient care processes.

Performing passive audits by examining documentation, records, and reports to ensure compliance with regulatory standards and hospital policies.

Analyzing audit findings and preparing detailed reports outlining areas of non-compliance, potential risks, and recommendations for improvement.

Collaborating with various departments to implement corrective actions and monitor their effectiveness.

Participating in regular meetings with hospital management to discuss audit findings and progress on improvement initiatives.

Organisational Profile

Apex Hospital, located in Jaipur, is a renowned healthcare institution known for its commitment to providing high-quality medical care. The hospital is equipped with state-of-the-art facilities and a team of highly skilled medical professionals. It offers a wide range of services across various specialties, making it one of the leading healthcare providers in the region.

Services Provided by Organisation

Apex Hospital offers an extensive array of medical services, including:

General Medicine

Surgery

Obstetrics and Gynecology

Pediatrics

Cardiology

Orthopedics

Neurology

Oncology

Emergency Care
Diagnostic Services
Rehabilitation Services

Key Activities Undertaken Other Than Dissertation

During my internship, apart from focusing on my dissertation, I engaged in several key activities:

Participated in workshops and training sessions on hospital management and audit procedures.

Assisted in the development and implementation of new audit protocols.

Engaged in cross-departmental projects aimed at enhancing patient care and operational efficiency.

Contributed to the hospital's quality assurance programs by providing feedback and recommendations based on audit findings.

Observed clinical practices and patient interactions to gain a deeper understanding of hospital operations and patient care standards.

Key Learnings from Internship

The internship at Apex Hospital was an enriching experience, providing several key learnings:

Understanding of Audit Processes: Gained comprehensive knowledge of active and passive audit techniques, and the importance of audits in ensuring compliance and quality improvement in healthcare.

Analytical Skills: Enhanced my ability to analyze complex data, identify patterns, and draw meaningful conclusions to inform decision-making.

Communication and Collaboration: Developed effective communication skills, particularly in presenting audit findings and working collaboratively with different departments to implement improvements.

Attention to Detail: Learned the significance of meticulous attention to detail in auditing processes to ensure accuracy and reliability of findings.

Problem-Solving: Improved my problem-solving skills by identifying gaps in compliance and developing actionable recommendations to address them.

Operational Insight: Gained a holistic understanding of hospital operations, the challenges faced by healthcare providers, and the importance of maintaining high standards of patient care.