

Internship Report

Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

Anjali Sahu-

2024

Internship Report

Introduction

Location of the internship – Artemis Hospitals, Gurugram

Duration -3 months 20 March- 20 June

Department -Operations

As part of my MBA in Hospital and Healthcare Management program at IIHMR University, I undertook an internship in the Operations Department at Artemis Hospitals. This internship aimed to provide practical experience and deepen my understanding of hospital operations, complementing the theoretical knowledge gained through my academic coursework.

During my internship, I was exposed to various aspects of hospital management, including patient flow, resource allocation, and administrative processes. I worked closely with healthcare professionals and administrative staff, which allowed me to observe and participate in the day-to-day activities of different departments.

The primary objective of this internship was to gain hands-on experience in real-world healthcare settings and to understand the practical application of theoretical concepts learned in the classroom. This report details the activities, experiences, and learnings from my internship, highlighting the skills and knowledge I acquired and how they will contribute to my future career in hospital management.

Objectives of the Internship

- To gain practical exposure and hands-on experience in real-world hospital operations.
- To understand the application of theoretical knowledge in practical settings.
- To explore career opportunities in hospital management and healthcare operations, integrating academic learning with practical experience.
- To utilize data analysis skills to evaluate hospital operations, patient outcomes, and resource utilization, developing actionable insights.
- To enhance communication and teamwork skills by interacting with healthcare professionals.

Organizational Profile

Established in July 2007 by Apollo Tyres Ltd, Artemis Hospital in Gurgaon stands as a beacon of advanced healthcare in India. Spanning 9 acres, this cutting-edge, multi-specialty hospital features over 400 beds and holds the distinction of being the first JCI and NABH accredited hospital in Gurgaon. Artemis Hospital combines state-of-the-art technology with the expertise of renowned medical professionals from India and abroad, offering a comprehensive array of inpatient and outpatient services.

Designed to set new standards in healthcare, Artemis Hospital is dedicated to delivering top-notch medical and surgical interventions. The hospital's practices and procedures are research-oriented and benchmarked against the highest global standards. Patients receive care in a warm, open, and patient-centric environment, with a focus on affordability and accessibility.

With a team of over 400 full-time doctors, 12 centers of excellence, and 40 specialties, Artemis Hospital ensures unparalleled medical expertise and advanced care across a broad spectrum of disciplines. Its commitment to excellence has made it one of the most respected and revered hospitals in the country.

Vision, Mission & Core Values of Artemis Hospital

Vision Statement To create an integrated world-class healthcare system that fosters, protects, sustains, and restores health through best-in-class medical practices and cutting-edge technology developed through in-depth research conducted by the world's leading scientific minds.

Mission

- Deliver world-class patient care services.
- Excel in the delivery of specialized medical care supported by comprehensive research and education.
- Be the preferred choice for the world's leading medical professionals and scientific minds.
- Develop, apply, evaluate, and share new technology.

- Actively partner in local community initiatives and contribute to its well-being and development.

Core Values The corporate value system at Artemis is founded on three pillars: Service, Compassion, and Integrity.

1. **Care for Customer:** Prioritizing patient-centered care and ensuring the highest level of service.
2. **Respect for Associates:** Valuing and respecting all team members and fostering a supportive work environment.
3. **Excellence through Teamwork:** Achieving excellence by working collaboratively and leveraging collective expertise.
4. **Always Learning:** Committing to continuous learning and improvement to stay at the forefront of medical advancements.
5. **Trust Mutually:** Building and maintaining mutual trust among patients, associates, and stakeholders.
6. **Ethical Practices:** Upholding the highest standards of ethical behavior in all practices and interactions.

Services Provided by the Organization

- Executive Health Checks
- Workplace clinics for counselling
- Outpatient and hospitalisation services
- Healthcare education and awareness programs
- First Aid and BLS Training
- Emergency Services
- Organisational Healthcare Audit

Key Activities done

- Conducted a 15-day observational study in the Emergency Department, identifying key issues and formulating a detailed report with recommended solutions to improve departmental efficiency and patient care.
- Managed patient-related issues on various hospital floors providing effective solutions and ensuring a high level of patient satisfaction and operational efficiency.
- Monitored and analysed the patient discharge process, specifically targeting the Turnaround Time (TAT) for TPA patients, which was approximately 4-5 hours which ideally should be 3 hours.
- Developed an online feedback form for the OPD Department using Google Forms, transitioning the process from manual to digital, thereby enhancing the feedback collection and analysis process.
- Effectively managed patient flow and addressed various queries in the OPD department, ensuring smooth operations and a positive patient experience.
- Collaborated with admission staff to facilitate the admission process for patients, ensuring smooth transitions and timely access to healthcare services. Engaged in patient intake procedures, verifying documentation, and assisting in answering patient inquiries to enhance the admission experience.
- Assisting Patients with Artemis PHR App Registration: Provided guidance to patients visiting Artemis Hospital for the first time on registering in the Artemis PHR (Personal Health Record) app. Educated patients on generating their unique ID through the app, ensuring they could effectively manage their health records and appointments digitally.
- Improving Patient Experience with Artemis PHR App: Recognizing patient challenges in generating IDs through the Artemis PHR app, recommended and facilitated the placement of clear guidelines on hospital walls. These guidelines aimed to enhance patient understanding and usability of the app, ensuring seamless registration and access to personal health records.

Key Learnings from the internship

1. Practical Exposure to Hospital Operations

- **Patient Flow Management:** Gained insights into the efficient management of patient flow within various departments. Observed the critical role of seamless coordination in ensuring patient satisfaction and operational efficiency.
- **Resource Allocation:** Understood the complexities involved in resource allocation, including staff deployment. Learned how effective resource management directly impacts patient care quality.

2. Application of Theoretical Knowledge

- **Healthcare Management Theories in Practice:** Observed the practical application of hospital and healthcare management theories learned during the MBA program. This included concepts such as Lean Management, Six Sigma.
- **Data-Driven Decision Making:** Leveraged data analysis skills to evaluate hospital operations, patient outcomes, and resource utilization. Developed actionable insights to enhance operational efficiency and patient care.

3. Enhancing Patient Experience

- **Patient Interaction and Communication:** Improved communication skills through direct interaction with patients and healthcare professionals. Addressed patient queries and facilitated smoother processes, enhancing overall patient experience.
- **Digital Tools for Patient Engagement:** Developed an online feedback form for the OPD Department and assisted patients in registering on the Artemis PHR app. These initiatives aimed at improving patient engagement and streamlining feedback collection.

4. Administrative Processes and Efficiency

- **Patient Discharge Process Analysis:** Monitored and analysed the patient discharge process, focusing on reducing Turnaround Time (TAT) for TPA patients. Identified bottlenecks and suggested improvements to streamline the discharge process.
- **Operational Efficiency:** Conducted a 15-day observational study in the Emergency Department, identifying key issues and proposing solutions to improve departmental efficiency and patient care.

5. Collaboration and Teamwork

- **Interdepartmental Coordination:** Worked closely with healthcare professionals and administrative staff across various departments. This collaboration enhanced my understanding of the importance of teamwork in achieving operational excellence.
- **Leadership and Problem-Solving:** Demonstrated leadership by managing patient-related issues and formulating solutions.

6. Career Insights and Professional Growth

- **Exploration of Career Opportunities:** Gained a deeper understanding of various career opportunities within hospital management and healthcare operations. This exposure has informed my career aspirations and goals in the healthcare sector.
- **Skill Development:** Enhanced communication, teamwork, and analytical skills through practical experiences. These skills are crucial for a successful career in hospital and healthcare management.

Conclusion

The internship at Artemis Hospitals has been an invaluable experience, providing practical exposure to hospital operations and the application of theoretical knowledge in real-world settings. The hands-on experience, combined with the opportunity to work closely with healthcare professionals, has significantly contributed to my understanding and skills in hospital management. This internship has laid a solid foundation for my future career in healthcare, equipping me with the necessary skills and insights to excel in this field.