

Internship Report



WE KNOW MOMS

By – Mr. Anunay Maithani

MBA HM 27

Roll no – 1465

IIHMR University, Jaipur

Introduction

This report documents my experiences and insights from a three-month internship at Kids India Clinic Limited (Cloudnine group of hospitals) Bengaluru from 1st March 2024 to 30th June 2024. This internship was integral to fulfilling the requirements of my MBA in Health and Hospital Management. My internship at Cloudnine Hospital was a transformative experience that provided a comprehensive understanding of the hospital industry. The initial induction period familiarized me with the organization's culture, safety protocols, and operational standards. Throughout my internship at Cloudnine Hospital Bengaluru, I encountered diverse methodologies and strategies designed to address intricate challenges within the Hospital sector and patient care.

Objectives of the internship

- Acquire hands-on experience and expertise in hospital administration.
- Gain insights into the daily functions of different hospital units.
- Take part in projects focused on enhancing Quality effectiveness.
- Develop skills in documentation, analysis, and management.
- Improve patient satisfaction and optimize hospital quality standards through strategic initiatives.

Organizational Profile

R. Kishore Kumar is the Founder-Chairman, Senior Neonatologist and inspiration behind Cloudnine. His experience as a neonatologist across the world led him to spark the idea for a world-class woman and childcare facility in India. Together with other co-founders, he set up Cloudnine in 2007. Over the years, Cloud nine has been working hard to fill the need for exceptional maternity care across India. Over the course of time, it has been able to establish

different branches across the country, enabling people of different walks of life to have access to state-of-the-art healthcare. It has delivered over 1 Lac healthy new-born to the hands of their delighted parents. The numerous Awards and Accolades to our name is proof of the exceptional service it offers. In line with that, Cloud nine is dedicated to creating a magical experience for you as you get ready to meet patients' bundle of joy for the very first time.

Vision

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.

Mission

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.

Services provided by Cloudnine Group of hospitals

1) Specialties

- Maternity
- Gynecology
- Pediatric
- Fertility
- Radiology
- Physiotherapy
- Nutrition and Dietetics
- Neonatology
- Breastfeeding support
- Allied Services

2) Home Services

- Home vaccination
- Pharmacy
- Lab tests

- Flu vaccination
- Ear piercing
- Pediatric lab tests
- Physiotherapy
- Lactation
- Nutrition
- Psychology
- Speech therapy
- Nursing

3) Courses provided to patients

- Free pregnancy webinars
- Masters in baby affairs
- BAPIO training programs
- IVF master class services

Key activities undertaken in dissertation

Quality Department

Tasks performed:

1. Formulated policies and procedures are implemented and monitored across the hospital.
2. Taken up any necessary training programme for the particular department staff as guided by the HOD.
3. Conducted departmental audits based on quality parameters.
4. Organized and coordinate various committee meetings as required by NABH and Quality Department

Key learnings from the internship

1. Coordinated with all the departmental heads and facilitate for effective implementation of quality and accreditation standards in all the departments.
2. Educated the concerned department staff about the particular Quality Indicators to be monitored and to facilitate the monitoring and documenting the QIs in the particular format approved by HOD.
3. Recommend necessary corrective and preventive actions as necessary through respective committee meetings,
4. Prepared the MOMs and follow up the progress of actions to be taken.
5. Reported to the HOD on any delays in the implementation
6. Escalated quality related grievance/non-performance to the Immediate supervisor for the further necessary action,
7. Ensured that internal audits programme is adopted to verify that all the concerned departments conform to the quality standards and is effectively implemented and maintained.
8. Reported all the necessary Quality Indicators after collecting it from various departments to the HOD on monthly basis.
9. Conducted internal assessment of the hospital which is planned in accordance with accreditation and quality standards,
10. Ensured that the evidence of Preventive and corrective actions are recorded and reviewed and to work towards the continuous quality improvement,
11. Ensured that, all the organizational, legal and infrastructure requirements are

fulfilled according to the quality standards and to report to the top management if there is any non-conformity.

Conclusion

My internship at Cloud nine hospital, Bengaluru, has been a highly enriching and educational experience. The hands-on exposure across various departments such as Fertility, quality and the opportunity to work on significant projects have provided me with invaluable insights and skills to increase my operational efficiencies. Also, the competitive advantage I got to enhance my potential to work productively. This experience has solidified my understanding of hospital administration and management, preparing me for a successful career in healthcare management.

