

Internship Report

Submitted



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in
Hospital and Health Management

By

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Introduction

This report outlines my experiences and learnings during my internship at IIHMR University, Jaipur, under the mentorship of Dr Vinod Kumar SV. The internship focused on the feasibility assessment of Jubicare Clinics as part of my dissertation project under Dr Anupam Mehrotra. Despite working at NABH, which did not permit me to undertake a dissertation, I was able to successfully complete this project during my internship under my mentor.

Objectives of Internship

The primary objectives of my internship were:

- To assess the feasibility for Smart Health Centres in Jhajjar, Haryana
 - a. To identify potential sites for the facility with respect to infrastructure and quality of care.
 - b. To identify the specific healthcare needs of the local population in the target region
 - c. To analyse the market potential for a new health facility, including potential patient volumes and capacity to pay.

To develop a model framework for replicating Jubicare health centres in different geographic locations

Organizational Profile

IIHMR University, Jaipur

IIHMR University, Jaipur, is a premier institution specializing in research, education, and training in the field of health management. Established in 1984, IIHMR University is known for its commitment to improving healthcare systems and policies through evidence-based research and innovative solutions. The university's mission is to develop leaders and professionals in health management, and it is dedicated to fostering excellence, integrity, and innovation in its programs.

Key Services Provided by IIHMR University

IIHMR University offers a range of services including:

1. Educational Programs: Various undergraduate, postgraduate, and doctoral programs in health management, hospital management, pharmaceutical management, and rural management.
2. Research and Consultancy: Conducting extensive research and providing consultancy services to improve healthcare delivery systems.
3. Training and Capacity Building: Organizing workshops, seminars, and training programs for healthcare professionals.

Jubicare Clinics and Jubilant Foundation

Jubicare Clinics are an initiative of the Jubilant Foundation, the CSR arm of Jubilant Life Sciences Limited. The foundation aims to improve healthcare access and quality in underserved communities. Jubicare Clinics provide primary healthcare services with a focus on affordability and accessibility, aiming to bridge the gap between rural healthcare needs and urban healthcare facilities.

Key Services Provided by Jubicare Clinics

Jubicare Clinics offer a variety of healthcare services, including:

1. Primary Healthcare: Basic health services, including consultations, treatments, and preventive care.
2. Health Awareness Programs: Initiatives to educate communities about health and wellness.
3. Cost Effective Services: Providing cost effective healthcare services to increase accessibility.

NABH (National Accreditation Board for Hospitals & Healthcare Providers)

NABH is a constituent board of Quality Council of India, set up to establish and operate accreditation programs for healthcare organizations. NABH aims to enhance the quality of healthcare services by establishing standards and evaluating healthcare organizations through accreditation.

Key Services Provided by NABH

NABH offers several services to improve healthcare quality, including:

1. Accreditation Programs: Accrediting hospitals, clinics, and other healthcare providers to ensure they meet established quality standards.
2. Training and Capacity Building: Providing training programs for healthcare professionals to improve service quality.
3. Healthcare Facility Accreditation: Accreditation programs for various healthcare facilities including small healthcare organizations, primary health centers, and community health centers.
4. Laboratory Accreditation: Accreditation of medical laboratories to ensure the accuracy and reliability of lab results.

Key Activities Taken Other Than Dissertation

During my internship, I engaged in various activities beyond my dissertation project on Jubicare Clinics. These included:

1. **Surprise Inspections of Homeopathic Medical Colleges:** I was part of surprise inspections of Homeopathic colleges in Jharkhand and West Bengal as part of NABH Team.
2. **Part of NABH Strategic meet in Gujrat:** I was part of NABH Strategic meet in Vadodara Gujrat on 28th March 2024.
3. **Sarpanch Samvaad Field Visits:** I was a part of Field visits to Saharanpur, UP for program 'Sarpanch Samvaad' by NABH.

Key Learnings from Internship

The internship at IIHMR University was a significant learning experience, and I gained valuable insights in several areas:

1. *Data Analysis:* Enhanced my research skills, including data collection, analysis, and interpretation.
2. *Presentation:* Improved my communication, and presentation skills.
3. *Systematic Identification of healthcare Needs:-* I learn how to systematically identify healthcare needs of a local population through community survey and assessments, Stakeholder engagement. This provide practical skill in market analysis and strategic planning.
4. *Resource Mapping:* Identifying where healthcare resources and facilities are located to determine where there are enough service and where more are needed.
5. *Healthcare Utilization patterns:* Analysing patterns of healthcare utilization to understand which services are most in demand and where gaps in service provision exist.

In conclusion, my internship at IIHMR University was an enriching experience that provided me with practical skills and knowledge in healthcare management and research. The insights gained during this period will be invaluable in my future career endeavors. I am grateful to my mentor, Dr Vinod Kumar SV, and the IIHMR University for their guidance and support throughout the internship.