

Internship Report

Submitted



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Master of Business Administration (MBA)
in
Hospital and Health Management

By

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Internship Report

Introduction

The internship at Medcover Hospital, Navi Mumbai provided a comprehensive learning experience in the healthcare sector. During the internship, various tasks were undertaken to understand patient feedback mechanisms, data collection processes, and service evaluation methodologies.

Objectives of Internship

The primary objective of the internship was to gain practical insights into healthcare management, particularly focusing on patient feedback analysis, data entry procedures, and service utilization assessment. Additionally, the internship aimed to enhance skills in data management, communication, and problem-solving within a healthcare setting.

Organizational Profile

Medcover Hospital is a leading healthcare institution located in Navi Mumbai, committed to providing quality medical services to the community. With state-of-the-art facilities and a team of skilled professionals, the hospital offers a wide range of healthcare services including consultations, diagnostics, surgeries, and specialized treatments.

Services Provided by Organization

Medcover Hospital offers comprehensive healthcare services across various specialties including:

- General Medicine
- Pediatrics
- Gynecology
- Orthopedics
- Cardiology
- Neurology
- Oncology
- Radiology
- Laboratory Services
- Health Checkups
- Rehabilitation Service

Key Activities/ Projects Undertaken Other than Dissertation.

- Acceleration of Discharges
- Patient's feedback regarding services
- Sending patient's clinical update to their corporate
- Managing corporate (PSU) patients
- Handling patients in ER

Key Learnings from Internship

1. Understanding of Hospital Workflow and Processes

- I have learned about the intricate workflows that ensure the smooth operation of hospital services. This includes patient admission and discharge processes, coordination between different departments, and the management of patient records.

2. Role of Technology in Operations

- Technology plays a pivotal role in modern hospital operations. I have learned about various healthcare information systems and software that facilitate patient management, scheduling, and communication. The use of electronic health records (EHR) and other digital tools has shown me how technology can enhance data accuracy, accessibility, and overall efficiency.

3. Interdepartmental Collaboration

- Effective hospital operations require seamless collaboration among various departments. During my internship, I observed how the operations department works closely with clinical staff, administrative personnel, and other support services to ensure cohesive service delivery. This has highlighted the importance of teamwork and communication in achieving organizational goals.

4. Patient-Centered Approach

- Ensuring patient comfort, safety, and satisfaction is a primary goal that guides the operations department's efforts. I have learned that prioritizing patient needs and continuously seeking to improve their experience is fundamental to the success of hospital operations.

5. Data-Driven Decision Making

- The use of data analytics to drive decision-making has been a significant learning point. I have seen how data is collected, analyzed, and utilized to monitor performance, identify areas for improvement, and implement changes.

6. Understanding the importance of team work

- Teamwork is fundamental to the success of hospital operations. Throughout my internship, I have observed the critical role that cohesive teamwork plays in ensuring effective service delivery.

Conclusion

In conclusion, the internship at Medicover Hospital, Navi Mumbai was a rewarding experience that contributed significantly to professional growth and understanding of healthcare management processes. Through hands-on involvement in various activities, valuable skills were acquired, paving the way for a promising career in the healthcare industry.