

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

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INTERNSHIP REPORT

DISSERTATION LOCATION: - ARTEMIS HOSPITAL, GURGAON

DEPARTMENT: - OPERATIONS

TENURE: - 3 MONTHS

INTRODUCTION

Internships play a crucial role in providing practical experience to students and young professionals, bridging the gap between academic knowledge and real-world application. This report provides an overview of my internship experience in the Operations Department at Artemis Hospital, a leading healthcare institution. The internship lasted for three months and offered invaluable insights into the healthcare sector, particularly in terms of operational management, patient care processes, and administrative functions.

OBJECTIVES

The primary objectives of the internship were:

- To understand the functioning and management of the Operations Department in a hospital setting.
- To gain hands-on experience in hospital operations and administrative tasks.
- To observe and learn about the coordination between various departments to ensure efficient patient care.
- To develop problem-solving skills in a dynamic and high-pressure environment.
- To apply theoretical knowledge in a practical setting and contribute to the improvement of hospital operations.

ORGANIZATIONAL PROFILE

About Artemis Hospital

Artemis Hospital, established in 2007, is a multi-specialty healthcare facility located in Gurgaon, India. It is renowned for its state-of-the-art infrastructure, advanced medical technology, and highly qualified medical professionals. The hospital offers a wide range of medical services, including cardiology, oncology, orthopedics, neurology, and more, catering to both domestic and international patients.

VISION AND MISSION

Vision: To create an integrated world-class healthcare system, fostering, protecting, and sustaining health and well-being across all communities.

Mission: To provide comprehensive and compassionate patient care through innovative and advanced medical practices, continuous learning, and research.

SERVICES PROVIDED BY THE ORGANIZATION

Artemis Hospital offers a comprehensive range of medical services designed to meet the diverse healthcare needs of patients. Some of the key services include:

- **Cardiology and Cardiac Surgery:** Advanced treatments for heart diseases, including minimally invasive surgeries and interventional cardiology.
- **Oncology:** Comprehensive cancer care with cutting-edge treatment options like chemotherapy, radiotherapy, and surgical oncology.
- **Neurology and Neurosurgery:** Specialized care for neurological disorders and brain surgeries using the latest technology.
- **Orthopedics and Joint Replacement:** Treatment for musculoskeletal issues, including joint replacement surgeries and sports injuries.
- **Emergency and Trauma Care:** 24/7 emergency services with a dedicated trauma center equipped to handle critical cases.
- **Obstetrics and Gynecology:** Comprehensive maternal and reproductive health services, including high-risk pregnancy management.
- **Pediatrics and Neonatology:** Specialized care for infants, children, and adolescents, including neonatal intensive care.
- **Gastroenterology:** Treatment for digestive disorders, liver diseases, and advanced endoscopic procedures.
- **Urology and Nephrology:** Comprehensive care for kidney and urinary tract diseases, including dialysis and renal transplant.
- **Diagnostic Services:** Advanced imaging and laboratory services for accurate and timely diagnosis.

KEY ACTIVITIES

During my internship in the Operations Department, I was involved in various activities that provided a well-rounded experience of hospital operations. Some of the key activities included:

- **Patient Flow Management:** Observing and assisting in managing the flow of patients from admission to discharge, ensuring a smooth and efficient process.
- **Coordination with Departments:** Facilitating communication and coordination between different departments such as radiology, pharmacy, and nursing to ensure timely patient care.
- **Quality Assurance:** Participating in quality assurance activities, including monitoring patient feedback and implementing improvement measures.
- **Data Analysis:** Analyzing operational data to identify trends, bottlenecks, and areas for improvement.
- **Inventory Management:** Assisting in the management of medical supplies and equipment, ensuring availability and proper usage.
- **Staff Scheduling:** Observing the process of staff scheduling and allocation to ensure optimal staffing levels.
- **Emergency Response:** Understanding the protocols for emergency response and disaster management within the hospital.
- **Patient Communication:** Enhancing patient communication by providing information and addressing queries related to hospital services and procedures.

KEY LEARNINGS FROM INTERNSHIP

My internship at Artemis Hospital's Operations Department was an enriching experience that provided several key learnings:

- **Importance of Coordination:** Effective coordination between different departments is essential for ensuring timely and quality patient care. Understanding the interdependencies and facilitating communication can significantly improve operational efficiency.
- **Patient-Centric Approach:** The hospital's focus on patient-centric care highlighted the importance of empathy, communication, and responsiveness in healthcare. Building trust and providing a positive patient experience are critical.
- **Operational Efficiency:** Observing the various processes and workflows underscored the need for efficiency in hospital operations. Streamlining processes, reducing bottlenecks, and leveraging technology can enhance overall productivity.
- **Quality and Safety:** Ensuring quality and safety is paramount in healthcare. Participating in quality assurance activities and understanding the importance of adhering to protocols and standards was a key takeaway.

- **Crisis Management:** Witnessing the hospital's preparedness for emergencies and disasters emphasized the importance of having robust crisis management plans and the ability to respond swiftly and effectively.
- **Leadership and Teamwork:** Observing the leadership styles and teamwork within the hospital provided insights into managing teams, motivating staff, and fostering a collaborative work environment.
- **Continuous Learning:** The healthcare sector is constantly evolving, and continuous learning and professional development are vital. Staying updated with the latest advancements and best practices is necessary for providing high-quality care.

CONCLUSION

The internship at Artemis Hospital's Operations Department was a transformative experience that provided a deep understanding of hospital operations and the complexities of managing a healthcare facility. The practical exposure complemented my academic knowledge, enhancing my skills and preparing me for a career in healthcare management. The insights gained from this internship will be invaluable as I pursue my professional goals and contribute to the improvement of healthcare services.

Overall, the internship not only met but exceeded my expectations, offering a comprehensive and immersive experience in hospital operations. I am grateful to Artemis Hospital for the opportunity and look forward to applying the lessons learned in my future endeavors.