

MANGALAM HOSPITAL, JAIPUR (INTERNSHIP REPORT)

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INTRODUCTION:

Mangalam Hospital was established in 2002 as a 50-bedded hospital and has since expanded into a 100-bedded multi-specialty hospital located in Jaipur. It is accredited by the National Accreditation Board for Hospitals & Healthcare Providers (NABH), which underscores its commitment to maintaining high standards of healthcare quality and patient safety. Mangalam Hospital offers a wide range of specialty healthcare services.

Hospital is headed over by founder and managing director Dr. Anju Mathur who is MBBS & MS. (Obs.& Gynae) from S.M.S Medical College, Jaipur.

Key Persons in hospital:

1. Medical Superintendent- Dr. Somya Mathur
2. Head of operations & Quality- Dr. Heena Kausar
3. HR- Apeksha Khandelwal
4. Asst. Nursing Superintendent- Mr. Narendra Singh

Mission and Vision of hospital:

1. **Mission:** To provide quality healthcare that is compassionate, accessible and affordable with commitment to positive patient experience by ensuring patient-centric care.
2. **Vision:** To build a world-class institute of super specialized medical care with an expert community of healthcare professionals.

OBJECTIVES OF INTERNSHIP:

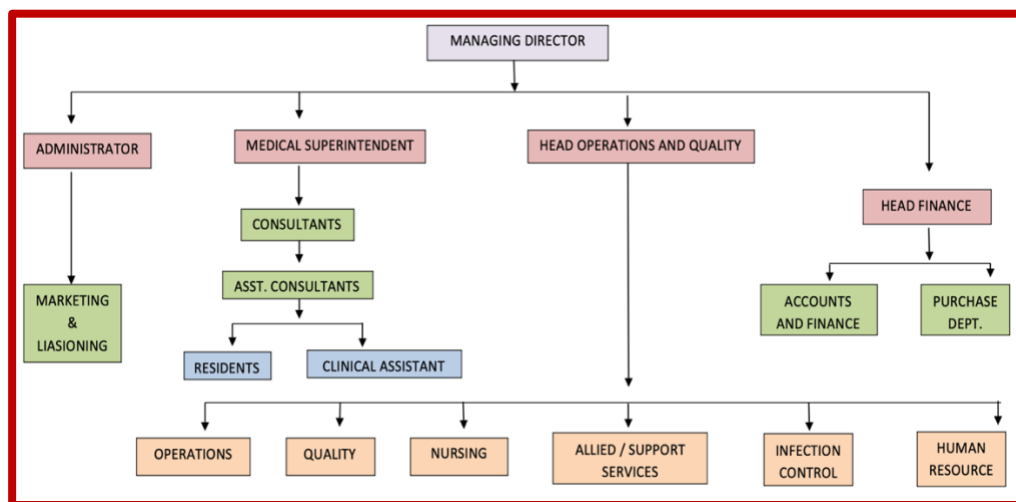
- a. To gain knowledge and practical skills in clinical operations, including patient management, healthcare delivery, and operational efficiency.
- b. To understand workflows and processes involved in hospital operations, from patient admission to discharge, including coordination between different departments.
- c. To learn about and contribute to quality improvement initiatives aimed at enhancing patient care and safety.

- d. To develop skills in analysing healthcare data for improving operational efficiency and patient outcomes.
- e. To work with and understand the roles of various healthcare professionals in providing integrated patient care.
- f. To participate in and possibly lead projects aimed at improving clinical operations, such as reducing patient wait times or optimizing resource utilization.

ORGANISATION PROFILE:

- Mangalam Hospital Started with 50 Bedded Hospital in 2002, later expanded to 100 Bedded and Multi-Specialty Hospital in Jaipur.
- It is a NABH Accredited Hospital.
- These are well known multi-specialty hospital that offers numerous healthcare services to the patients.
- They are recognised for their up to date equipments skilled staff and approach to treating patients at the location.
- This hospital present a population of diverseness and provides both in patients as well as outpatient services.

Organisation organogram:



SERVICES PROVIDED BY ORGANISATION:

- IVF
- Gynaecology
- Infertility
- Orthopaedics

- Psychiatry
- Gastroenterology
- Laparoscopic surgeries
- General Medicine
- Laboratory
- Physiotherapy
- Wellness services (PHC)
- Emergency 24/7

KEY ACTIVITIES UNDERTAKEN OTHER THAN DISSERTATION:

1. File and Record Maintenance in Human Resource Department.
2. Preparation of CV Trackers.
3. Employee training and orientation.
4. Data Maintenance in HMIS.
5. Preparation of duty rosters for shifting of staff.
6. Interview assessment of candidates coming to hospital as new joiners.
7. Data analysis and reporting
8. Assisted in organizing Health awareness camps

KEY LEARNINGS FROM INTERNSHIP:

1. Importance of Healthcare Management.
2. Developed good communication skills by direct interaction with people and knew what language barriers can be seen while taking Realtime data in the diverse environment of a hospital setting.
3. Got an opportunity to work with other healthcare professionals and departments thus gaining experience of how a team works in providing quality care to the patients.
4. Realised the importance of ethical issues related to patient care such as maintaining patient's privacy, obtaining informed consent and patient's rights.
5. This internship assisted me in acquiring new abilities for managing various tasks and people.
6. It also helped me to learn more about how to provide better care for patients with a focus on the patients' needs and preferences.
7. I also realised the importance of building belief in oneself when talking in front of a group of people.