

INTERNSHIP REPORT DISSERTATION

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BATCH - MBA HOSPITAL (MBA HM 27)

ENROLLMENT NO- 1515

NAME OF THE MENTOR – ABHIJEET SINGH (FD)

LOCATION: FORTIS HOSPITAL MANESAR

DEPARTMENT: GENERAL ADMIN

TENURE: 01 / 04 / 2024 - 30 / 06 / 2024.

Introduction

During my internship, I engaged in a multifaceted learning experience that provided deep insights into the planning and management of hospital operations. The focus was on designing and implementing efficient systems within a newly built hospital, particularly in the radiology department.

Organizational Profile

Fortis Hospital Manesar, a premier healthcare institution under Fortis Healthcare, is in Gurugram's Manesar area. It specializes in cardiology, orthopaedics, neurology, oncology, gastroenterology, and urology, equipped with advanced diagnostic facilities like MRI, CT scan, X-ray, and ultrasound. The hospital provides patient-centric care with comfortable inpatient accommodations, efficient outpatient services, and state-of-the-art operation theatres. Its 24-hour emergency department ensures immediate care for critical situations. Fortis Manesar adheres to strict infection control and safety standards. The hospital actively engages in community health through health camps and wellness programs, making it a trusted and accessible healthcare provider in the region.

Key Activities

- **Travel and Visit:** Visit the hospital to observe the radiology department's layout, configurations of the equipment, working policies, and interactions among the staff and patients.
- **Meeting Management:** Learned to schedule meetings and create Minutes of Meetings (MOM).

- **Radiology Department Planning:** Studied how to design a radiology department, visited facilities including fMRI, and applied this knowledge to my project.
- **IT Infrastructure Planning:** Learned and worked on planning IT terminals in a new hospital.
- **Operations Planning:** Worked on operations planning, including the design and layout of departments.
- **Field Visits:** Conducted field visits for hands-on learning.
- **F&B Menu Discussions:** Discussed and planned food and beverage menus.
- **Corporate Meetings:** Attended and learned the dynamics of corporate meetings.
- **Hospital Tariffs:** Worked on hospital tariff planning and billing standard operating procedures (SOPs).
- **Price Comparison:** Conducted price comparisons to ensure competitive and fair pricing.
- **Quality Compliance:** Developed SOPs for billing quality compliance.
- **Service Improvement:** Focused on how to provide excellent services in a newly built hospital.
- **Branding and Signage:** Worked on hospital branding and signage strategies.
- **Checklists:** Created and used checklists for various tasks.
- **Snagging and De-Snagging:** Participated in snagging and de-snagging processes.
- **Project Meetings:** Attended project team meetings to discuss progress and issues.
- **Design Review:** Reviewed hospital design drawings to understand departmental placements.

Key Learnings from Internship

My internship at the Admin Department of Fortis hospital provided me with invaluable insights and learnings, including:

- **Effective Meeting Management:** Learned to schedule meetings and create comprehensive Minutes of Meetings (MOM), ensuring clear communication and documentation of discussions and decisions.
- **Radiology Department Planning:** Gained in-depth knowledge on designing radiology departments, including visiting and studying fMRI facilities, which helped in the practical application of planning and layout in new hospitals.

- **IT Infrastructure:** Acquired skills in planning and implementing IT terminals, crucial for the technological backbone of hospital operations.
- **Operations Planning:** Developed an understanding of how to plan and organize hospital operations, ensuring efficient workflow and department layout.
- **Field Experience:** Conducted field visits, providing practical insights into the real-world functioning of hospital departments and operations.
- **F&B Planning:** Learned the importance of planning and discussing food and beverage menus, which are essential for patient and staff satisfaction.
- **Corporate Engagement:** Gained experience in attending and conducting corporate meetings, understanding the nuances of professional communication and collaboration.
- **Financial Planning:** Worked on hospital tariffs and billing SOPs, learning how to develop fair pricing strategies and ensure efficient billing processes.
- **Price Comparison and Quality Compliance:** Conducted price comparisons and developed SOPs for billing quality compliance, ensuring competitive pricing and adherence to quality standards.
- **Service Excellence:** Focused on strategies to provide high-quality services in a newly built hospital, enhancing patient satisfaction and operational efficiency.
- **Branding and Signage:** Worked on hospital branding and signage, understanding their importance in creating a strong hospital identity and ensuring clear navigation.
- **Checklist Utilization:** Learned to create and use checklists for various tasks, ensuring thoroughness and reducing the chance of errors.
- **Snagging and De-Snagging:** Participated in snagging and de-snagging processes, which are critical for identifying and rectifying issues before hospital commissioning.
- **Project Collaboration:** Attended project meetings, gaining insights into project management, teamwork, and effective communication among stakeholders.
- **Design Review:** Reviewed hospital design drawings, learning how to assess and plan the placement of various departments for optimal functionality.

Conclusion:

My internship provided comprehensive insights into hospital management, emphasizing strategic planning, technological integration, and operational efficiency. Key learnings included effective meeting management, radiology department planning, IT infrastructure setup, and hands-on operational experience. I also gained knowledge in F&B menu discussions, corporate meetings, financial planning, quality compliance, and branding. Participation in snagging processes and design reviews highlighted the importance of detail-oriented planning. Overall, the experience equipped me with essential skills and knowledge to contribute effectively to the planning and management of a newly built hospital, ensuring high-quality healthcare services and patient satisfaction.