

Internship Report

Submitted



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Master of Business Administration (MBA)
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By

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Introduction

During my internship at Only Braces Dental Clinic, Jaipur, I had the opportunity to delve into the realm of patient satisfaction in dental care, specifically focusing on clinics specialized in Invisalign treatments. This report encapsulates my experiences and learnings from this internship.

About the organisation

The "Only braces" facility for personalized orthodontist has been managed by orthodontic specialist Dr. Anirudh Agarwal since its establishment in the year 2000, for the past 21 years. He passed with highest honours in 1996 from the BVP dentistry College at the University of Pune, where he did his dentistry schooling. Dr. Anirudh Agarwal did his three years of post-graduation in orthodontics (MDS, orthodontics) from Government Dental College, Trivandrum in 2000. He was the All-India Pre-PG second rank holder soon after graduating from dental school. After studying at MDS Orthodontics, Dr. Anirudh did his M. Orth lived at the prestigious Royal College of Surgeons in Edinburgh, U.K. In 2014, he was awarded an honorary Fellowship by the prestigious institution for his clinical and academic excellence. Reach for betterment and research and striving for perfection made Dr. Anirudh Agarwal pursue his PhD 2015 in the same branch.

Dr. Anirudh Agarwal actively participates in Lingual Braces, nearly invisible, with individual interest in treating adult patients himself. He is certified to apply lingual braces by Incognito, a division of 3M.

Apart from creating beautiful faces and smiles, Dr. Anirudh Agarwal is also a renowned academician with an experience of over eighteen years of teaching both undergraduate and graduate students. He remained posted as principal and dean, and professor at the dental colleges in Jaipur and Rajasthan.

This clinic treats patients mainly using Invisalign. With 20 years of research and more than 900 patents to its name, touting the world's largest 3D printing facility, and data from more than 9 million smiles, Invisalign assumes the position as the best clear aligner system. Studies have shown conclusively that Invisalign aligners work miracles even in really difficult cases like overcrowding, spacing, protruding teeth, small arches, crossbites, overbites, and underbites.

Objectives of Internship

The primary objective of my internship was to explore the factors influencing patient satisfaction in a specialized dental setting offering Invisalign treatments. Through this, I aimed to understand the dynamics of patient experience, identify areas for improvement, and propose actionable insights to enhance overall clinic performance.

Organizational Profile

Only Braces Dental Clinic, led by Dr. Anirudh Agarwal, specializes in orthodontic treatments with a significant focus on Invisalign. Established in 2000, the clinic has earned a reputation for its expertise in personalized orthodontics and innovative treatment approaches.

Services Provided by Organization

The clinic primarily offers Invisalign treatments, leveraging advanced 3D printing technology for precise aligner fabrication. Services include consultation, digital planning, aligner manufacturing, delivery, and follow-up appointments, tailored to enhance patient comfort and treatment effectiveness.

Key Activities/Projects Undertaken Other than Dissertation

1. **Patient Satisfaction Survey:** Conducted surveys to assess patient satisfaction levels regarding appointment booking, wait times, clarity of treatment explanations, staff professionalism, and overall clinic environment.
2. **Data Analysis:** Utilized MS Excel for data analysis, employing graphical representations such as bar graphs and pie charts to visualize survey results and identify key insights.
3. **Recommendations for Improvement:** Based on survey findings, proposed recommendations to enhance patient satisfaction, including improvements in appointment scheduling processes, staff communication skills, and facility amenities.

Key Learnings from Internship

- **Understanding Patient Experience:** Gain insights into the critical factors influencing patient satisfaction in dental care settings.
- **Research Methodologies:** Hands-on experience in conducting cross-sectional surveys, data collection, and analysis using statistical tools.
- **Practical Application of Findings:** Translating survey results into actionable recommendations for clinic improvement, emphasizing the importance of continuous quality enhancement in healthcare settings.
- **Professional Development:** Exposure to clinical operations, patient interaction strategies, and ethical considerations in healthcare research.

Conclusion

My internship at Only Braces Dental Clinic provided invaluable practical exposure to the nuances of patient satisfaction in specialized dental care. The experience has equipped me with essential skills in research, analysis, and recommendation formulation, crucial for contributing effectively to the healthcare industry. This internship has significantly enriched my understanding of patient-centric care and reinforced my commitment to pursuing excellence in healthcare service delivery.

Future Directions

Future initiatives could focus on expanding patient outreach through targeted marketing strategies, enhancing digital patient engagement tools, and further integrating patient

feedback into quality improvement processes. These efforts aim to sustain and elevate patient satisfaction levels while maintaining clinical excellence.

This internship provided valuable insights into operational dynamics and patient satisfaction strategies within a specialized dental care setting, equipping me with practical knowledge and skills applicable to future endeavours in healthcare management and patient care.