

INTERNSHIP REPORT

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in

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by

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INTRODUCTION

In the realm of healthcare, radiology departments play an important role in diagnosing and managing various medical conditions. Efficient operation within these departments is extremely crucial to ensure timely patient care, reduce waiting times, and improve overall hospital performance. Radiology departments, often characterized by high patient volumes and complex workflows, face significant challenges in maintaining operational efficiency while delivering high-quality care.

Manipal Hospital, located on Varthur Road in Bengaluru, stands as a vital healthcare institution renowned for its comprehensive medical services and advanced diagnostic capabilities. However, like many other hospitals, it faces challenges related to waiting times and operational efficiency in its radiology department. Long waiting times can lead to patient dissatisfaction, delayed diagnoses, and increased operational costs. Hence, optimizing waiting time and improving operational efficiency in the radiology department is of paramount importance for both patient outcomes and the hospital's overall effectiveness.

Objective of Internship

Practical Knowledge and Skills Development: Gain practical experience in the day-to-day operations of a multi-specialty hospital, focusing on understanding and contributing to operational processes across different department.

Managerial Exposure: Learned to handle managerial issues under the guidance of a Dr. Sumeetha Chawla-Operations Manager at Manipal Hospital), Dr. Amrutha A Reddy - Manager Medical services, gained insights into decision-making, resource management, and operational efficiency within the Hospital.

Responsibility and Task Management: Undertake specific responsibilities assigned by the organization, ensuring tasks are completed within designated timelines while adhering to hospital policies and procedures.

Teamwork and Collaboration: Develop effective teamwork skills by working with co-workers across different departments, supporting leaders in achieving departmental goals, and understanding the collaborative dynamics within a hospital environment.

Organizational Culture and Professionalism: Immerse yourself in the culture of Manipal Hospital Varthur Road, understanding its values, norms, and professional standards. Enhance documentation skills required for healthcare operations and cultivate analytical thinking to address operational challenges.

Ethical and Integrity Standards: Uphold high ethical standards and integrity in all aspects of your work, ensuring compliance with hospital regulations and maintaining patient confidentiality and safety.

Learning and Feedback: Seek continuous learning opportunities, actively seeking feedback from your Preceptor and peers to enhance your skills and knowledge throughout the internship period.

The internship was, focused on both practical skill development and professional growth within the operational aspects of a healthcare institution.

Organization Profile

Manipal Hospital Varthur Road (formerly Columbia Asia Hospital) in Whitefield, Bangalore, is a leading multispecialty hospital renowned for its international standard services and compassionate care. Established in 2016, the hospital aims to provide comprehensive patient care across various specialties. It is recognized for medical excellence and offers a wide range of services including Cardiology, Neurology, Orthopedics, Cancer Care, and more. With 150 beds, NABH Accredited, the hospital features specialized departments equipped to handle complex medical cases and emergencies. The hospital prides itself on its team of skilled doctors, nurses, and paramedical staff dedicated to delivering high-quality care with empathy and commitment.

Organization's Mission and Vision

Vision

Be the destination of Choice to the communities we serve

Be the most preferred and respected health care organization in every location that we operate

Mission

To Enhance “GRWOTH, DIFFERENTIATION & POPL” & To serve our patient with smile

Growth

To augment patient Volume in existing and new location through current and new Engines of growth

Differentiation

By innovation in delivering clinical excellence and enhancing

People

Constantly endeavour to uphold and improve the organization values

Core values

Clinical excellence, Patient Centricity, Ethical Practices

Our Motto

“Life's On”

Services Provided by Organization

Manipal Hospital Varthur Road Whitefield is 150-bedded NABH accredited inpatient facility and provides specialized medical and quaternary care services with out-patient Centre of Excellence departments Cardiology, Cardiothoracic Vascular Surgery, Gastrointestinal Science, Nephrology, Neurology, Neurosurgery, Obstetrics and Gynaecology, Organ Transplant, Orthopaedics, Paediatric Aand Child Care,

Rheumatology, Spine Care, Urology, Cancer Care and Other Specialties Dermatology, Diabetes and Endocrinology, Ear Nose Throat, Fetal Medicine, General Medicine, General Surgery, ICU and Critical Care, Infectious Disease, Internal Medicine, IVF and Infertility, Laparoscopic Surgery, Liver Transplantation Surgery, Microbiology, Neonatology & NICU, Accident and Emergency Care, Anaesthesiology, Bariatric Surgery, Clinical Psychology, Dental Medicine, Nutrition And Dietetics, Ophthalmology, Pain Medicine , Pathology, Pharmacy, Physiotherapy, Plastic And Cosmetic Surgery, Podiatric Surgery, Psychiatry, Psychology, Pulmonology (Respiratory and Sleep Medicine), Radiology, Rehabilitation Medicine, Reproductive Medicine, Sports Medicine, who delivers the best care for the patient. Manipal Hospital Whitefield has a qualified team of doctors, nurses, & paramedical staff who are committed to providing quality patient care with love and warmth.

Key Activities/ Project Undertaken Other than Dissertation.

- The key activities were to Optimize the Operations at different Departments during the three months.
- Identify the Gap in the existing processes.
- Make improvement plan and implement new ideas and solutions.
- Understand the managerial Challenges and overcome those.

The Projects Under taken other than dissertation are:

- Optimize the billing and Admission Department.
- Work on improving the **Net Promoter Score (NPS)** based on patient feedback, which rates satisfaction on a scale of 1 to 10. Feedback scores are categorized as follows:
Passive: Scores of 7 or 8
Promoter: Scores of 9 or 10
Detractor: Scores from 1 to 6
- Provide hands-on support to organize a Health Check Camp in collaboration with the Marketing Team for AUTO LIVE, an automobile industry. The camp was designed to cater to over 2300 employees and spanned a duration of two weeks.

Key Learning from Internship

Key Learnings from Internship in a Multispecialty Hospital

During my three-month internship at a 150-bedded multispecialty hospital, I gained valuable insights and experiences through the following key activities and projects:

- **Optimization of Operations:** I actively participated in optimizing operations across various departments. This involved analyzing existing processes, identifying inefficiencies, and proposing and implementing improvement plans to streamline workflows.
- **Process Improvement and Implementation:** I learned how to identify gaps in existing processes and develop actionable improvement plans. By implementing new ideas and solutions, I contributed to enhancing efficiency and quality of services within the hospital.
- **Managerial Challenges:** I encountered and tackled various managerial challenges during the internship. These challenges included resource management, decision-making under pressure, and fostering effective teamwork to achieve departmental goals.

Project Highlights:

- **Optimization of Billing and Admission Department:** I worked on improving processes in the billing and admission department to enhance patient experience and operational efficiency.
- **Improving Net Promoter Score (NPS):** I focused on analyzing patient feedback and categorizing it based on the NPS scale. By addressing feedback and implementing strategies, I aimed to increase patient satisfaction levels and loyalty.
- **Organizing a Health Check Camp for AUTO LIVE:** I provided hands-on support in organizing a health check camp in collaboration with the marketing team for over 2300 employees of AUTO LIVE. This experience improved my project management skills and taught me the importance of cross-functional collaboration.

Key Takeaways:

- **Practical Application of Healthcare Management:** I gained practical experience in healthcare management by actively participating in operational improvements and project implementations.
- **Problem-Solving and Analytical Skills:** Through identifying gaps and implementing solutions, I honed my problem-solving and analytical skills in a real-world healthcare setting.
- **Teamwork and Collaboration:** Collaborating with various departments and teams taught me the importance of teamwork in achieving organizational goals and delivering quality patient care.

Overall, my internship at the multispecialty hospital provided me with a comprehensive learning experience, equipping me with valuable skills and insights that will be instrumental in my future career in healthcare management.