

Internship Report

Dissertation Submitted to



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In

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By

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Organisation -1

Manipal hospitals, Patiala, Punjab

About organization- Although there has been considerable research on patient satisfaction since the late 1970s and early 1980s, it is a relative phenomenon that has existed since the 1960s. As a result, the concept of "quality of life," which places more emphasis on patients' needs, has taken the place of the idea of "quantity of life."

The modern patient has higher expectations of the healthcare system, is more educated and knowledgeable, and has access to information.

As a result, it is more important than ever to address service delivery issues in this environment.

Positive patient impressions are more likely to lead to favourable patient outcomes. Negative patient attitudes and dissatisfaction with medical treatment obtained, on the other hand, leads to low compliance and in certain cases negative word of mouth discouraging others from seeking medical care from the system. Understanding and enhancing patient satisfaction is a multidimensional process that includes consideration of communication, environment, staff behavior, and technological skill. By frequently evaluating and analyzing patient satisfaction levels, healthcare practitioners may make educated decisions to improve the patient experience, resulting in better health outcomes, higher patient loyalty, and overall enhanced healthcare delivery. Patient satisfaction may be described the extent to which the care provided to the patient meets their expectations, goals, and preferences.

It is critical in providing fast, effective, and high-quality care. To be successful and retain patients, hospitals need to put the patient's need on top most priority.

Learning –

Rounds with Guest Relation executive

Took the follow-ups from the patient in OPD (Google review)

Get to Know about the Manipal Patient Pulse (MPP) to resolve the issue of IPD patients

Got exposure on Tele-consultancy and its records

Worked on the ZYKAR Software of Manipal hospital to get the review of patient during the stay discharged patient.

Got exposure to the Drills and trainings in the hospital.

Patient counseling was done for grievance solving.

Organization -2

About Organization- Rai Homeopathy Clinic is situated in Patiala, Punjab. Majorly focuses on the treatment of patient by homeopathic medication, deals with all type of patients, such as Thyroid, Diabetes, Hormone related issue like Growth in children, PCOD and PCOS etc.

Learning-

Got a chance to know about patient counseling process in the single setting clinic.

Use of various tools and techniques to make patient understand about the reason as well as solution to their disease

Got to know that how a small clinic runs , what all questions to be asked , how to take the patient history also guiding them for the treatment procedure.

Organization -3

About Organization- Global Eye Hospital Patiala Punjab Your Eyesight matters to us most! We provide best eye treatments at affordable prices for all segments of society. Quality eye treatments covering all eye diseases are provided at our super specialty eye hospital. We are accredited by NABH for several years in a row. Our team of eye specialists is trained to meet your expectations by giving out the best eye treatments using the latest eye diagnostic and advanced technologies in Ophthalmology. The hospital specializes in blade-free and painless Cataract surgeries, Vision correction procedures besides glass removing laser surgeries medically known as LASIK LASER. It offers modern artificial intelligence (AI) aided robotic eye diagnostics and therapeutics for high accuracy and instant vision laser interventions. Global Eye Hospital has a dedicated team of nurses and support staff who are well-trained in the eye. They assist our surgeons & Ophthalmologists in providing efficient and accurate care to our eye patients. The hospital has an excellent record of patient safety and quality care. Testimony to this, are consistently high ratings on the web coming from our patients, besides the NABH accreditation, patient satisfaction scores, and State government appreciations from time to time. Global Eye hospital Patiala has a well-stocked pharmacy, dispensing eye medications at discounted rates while covering an end-to-end eye medication needs of our patients and visitors. This Eye hospital also covers several emergency eye care services, including eye trauma, besides handling eye-related emergencies such as eye injuries, severe eye infections, and sudden vision loss. The hospital provides a welcoming and comfortable environment, with excellent infrastructure, lifts, modular OT's, Sterile lounges/ Patient waiting areas, easy parking and public transportation access.

Learning-

- Got exposure to the patient counseling in a single specialty hospital
- Counseled patients for Lasik and Cataract surgeries
- Got to know about the paperwork to be done pre and post surgery
- Got exposure for TPA billing department
- Worked on the EASY Software use in the organization
- Got to know the classification of the lens, technique etc which are use in hospital.