

Internship Report

Submitted



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for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

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INTERNSHIP REPORT DISSERTATION

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LOCATION- FORTIS MEMORIAL RESEARCH INSTITUTE, GURGAON, INDIA

DEPARTMENT: - MEDICAL ADMINISTRATION

TENURE: - 1 / 04 / 2024 - 1 / 07 / 2024.

Introduction The Medical Administration department at Fortis Memorial Research Institute (FMRI), Gurgaon, play important role hospitals are crucial for ensuring that healthcare facilities run smoothly and efficiently. These roles encompass a range of responsibilities, from overseeing daily operations to managing budgets, staffing, and compliance with healthcare regulations.

Objectives of Internship

The primary objectives of my internship were to:

- Gain practical exposure to the functioning of a Medical administration in a multispecialty hospital
- . • Understand the complexities involved in medical administration that includes operational management which contain some key aspects like coordination of service, resource allocation and policy implementation.
- Understand the following process of hospital setting
 - **Staff Recruitment and Retention:** Recruiting qualified medical and administrative staff, providing training, and implementing retention strategies.
 - **Employee Relations** Addressing employee concerns, managing performance, and ensuring a positive work environment.
 - **Compliance with Labor Laws** Ensuring that the hospital complies with relevant labor laws and regulations.

- **Compliance and Regulation: Healthcare Regulations:** Ensuring the hospital complies with state and local healthcare regulations and accreditation standards. Patient Privacy Implementing and maintaining policies to protect patient privacy.
- **Quality Assurance Monitoring** and improving the quality of care through continuous improvement initiatives and compliance audits.
- Develop skills in data management, Patient service, and communication within a healthcare setting

Organizational Profile Fortis Memorial Research Institute (FMRI) is a leading multi-specialty hospital located in Gurgaon, known for its advanced medical facilities and patient-centric care. Fortis Memorial Research Institute (FMRI), Gurugram is a 330-bedded Super Specialty Hospital known nationally and internationally. As a part of the larger Fortis Healthcare network, which is one of the leading healthcare providers in the country, FMRI is the Flagship hospital of the group. FMRI is known for its advanced diagnostic and therapeutic capabilities including Robotic surgery, Organ & Joints Transplantation, Stem cell therapy, and precision medicine. The hospital is also the only ELSO Certified Training Centre for training in ECMO program in the country. **Services Provided by Organization** FMRI provides comprehensive healthcare services including • Diagnostic services (imaging, pathology, etc.)

- Inpatient and outpatient care across various medical specialties.
- Emergency medical services.
- Surgical procedures (both routine and specialized).
- Rehabilitation services.

Key Learnings from Internship

- During my internship in the Medical administration department of FMRI have learn some with invaluable insights that includes the following-
- First of all about the discharge processes in which my role is to lead and supervises the patient discharge process ensuring smooth transitions from hospital to home or other care facilities, coordinating with doctors, nurses and other relevant personnel.

- Conducted multi-disciplinary team (MDT) meetings to facilitate comprehensive patient care, planning, and decision-making various healthcare professionals.
- Conducts regular audits of doctor's records to ensure accuracy, completeness and compliance with regulatory standards, implementing corrective action as necessary.
- Participates in ICU rounds, collaborating with critical care teams to manage patient progress.
- During my internship I have manage the junior resident roster, ensuring that duty assignments are effectively organized to maintain optimal patient care and operational efficiency.
- During my internship at Fortis Memorial Research Institute Gurugram I gained hands-on experience in medical administration by assisting with daily operational tasks such as managing staff (Medical Transcriptionist, Floor doctors , coordinating patient services, and maintaining electronic health records. I collaborated with Medical superintendent to develop and implement policies aimed at improving patient care and operational efficiency. Additionally, I was involved in Human resource allocation, which enhanced my understanding how to manage the human resource in aspects of hospital management. This internship provided me with a comprehensive understanding of the complex aspects of healthcare administration and strengthened my organizational and communication skills.
- I hereby declare that I have done this much work in my organization till my date of dissertation over there and all the things I have mention over here is my actual work I have done in my organization (Fortis memorial research institute, Gurugram.

