



The IIHMR University, Jaipur

Master of Business Administration (MBA)

IN

Hospital and Health Management

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By

Dr. REENA ROY SHARMA

Internship Report, 2024

Introduction

This report tells all about my 3-month internship at **ARTEMIS HOSPITAL GURGAON**. It explains the different things I did, like working on projects to improve patient care and safety, and helping the hospital run more smoothly. during internship I have worked on few projects and majorly worked on IP SG-4 .

The World Health Organisation (WHO) define patient safety as “the absence of preventable harm to a patient during the process of health care and reduction of risk of unnecessary harm associated with health care to an acceptable minimum”. According to the **World Health Organisation (2019)** each year, 134 million adverse events occur in hospitals in low and middle income countries, due to unsafe care, resulting in 2.6 million deaths. They also note that globally, as many as 4 in 10 patients are harmed in primary and outpatient health care. The most detrimental errors are related to diagnosis, prescription and the use of medicines. Ensuring patient Safety is an ongoing concern for all healthcare providers as it is a fundamental component to the delivery of safe high-quality healthcare. However, even with the best of healthcare and quality systems in place, adverse events can still occur. This is why during Patient Safety Awareness Week, it was beneficial to reflect on the International Patient Safety Goals (IPSG) accredited by Joint Commission International (JCI) under the International Standards for Hospitals.

The purpose of the International Patient Safety Goals is to promote specific improvements in patient safety. The goals highlight problematic areas in health care and describe evidence- and expert-based consensus solutions to these problems

Objectives

1. To gain experience in the practical application of quality management principles.
2. To contribute to initiatives that enhance patient safety.
3. To develop skills in data collection and analysis for quality improvement.
4. To participate in quality improvement projects to drive positive change.
5. To gather patient feedback and identify opportunities to improve patient satisfaction.
6. To develop my professional skills in a healthcare setting.
7. To contribute to a positive and quality-focused work environment.

Organizational Profile: Artemis Hospital Gurgaon

Artemis, established in 2007, is a 550 plus bed hospital known for its excellence in healthcare. It was the first hospital in Gurgaon to receive Joint Commission International (JCI) accreditation in 2013 and National Accreditation Board for Hospitals & Healthcare Providers (NABH)

accreditation within three years of its inception.

Vision and Mission

Vision: To create an integrated world-class healthcare system fostering health through best-in-class practices and cutting-edge technology.

Mission:

Our mission is to be a leader in healthcare excellence. Artemis strives to deliver world-class patient care while staying at the forefront of medical advancements through research and education. Artemis is committed to attracting the best minds in medicine and science, developing cutting-edge technology, and giving back to the communities to serve.

Services provided by the organization

- 1) **Heart Care:** Equipped with the latest technology, the cardiology department offers preventive consultations and advanced cardiac interventions.
- 2) **Cancer Care:** The oncology department provides multidisciplinary care, including diagnosis, surgery, radiation, chemotherapy, and targeted therapies.
- 3) **Orthopedic Care:** Specialists offer advanced diagnostics and minimally invasive surgeries for sports injuries and joint replacements.
- 4) **Brain and Nervous System Care:** The neurology department treats conditions like epilepsy, stroke, and spine disorders.
- 5) **Surgical Expertise:** The general surgery department performs a wide range of procedures, from laparoscopic surgeries to complex interventions.

Key Activities

- 1) **Quality Improvement Projects-** Worked on initiatives to enhance patient care and safety, implemented changes, and monitored results.
- 2) **Patient Safety Initiatives-** Participated in safety programs, investigated incidents, and promoted a safety culture.
- 3) **Training and Education-** Organized training sessions on quality and safety for staff.
- 4) **Patient and Staff Feedback-** Collected and analyzed feedback to find improvement areas.
- 5) **Documentation and Record Keeping-** Kept accurate records of quality activities and helped prepare documents for accreditation.
- 6) **Communication and Coordination-** Coordinated quality improvement efforts across departments and communicated with stakeholders.

- 7) **Research and Benchmarking-** Researched best practices and compared hospital performance to industry standards.

Key Learnings

During my internship, I gained a solid understanding of NABH standards and clinical guidelines. I learned how to collect data and use statistical tools to analyze quality indicators, and applied Lean and Six Sigma methodologies to improve processes. I understood the importance of patient safety protocols and risk management, and emphasized accurate documentation for regulatory compliance.

I improved interdepartmental coordination and stakeholder engagement, and focused on enhancing service quality and patient satisfaction. I managed quality improvement projects, monitored their outcomes, and stressed the importance of patient confidentiality and ethical decision-making.

The internship helped me learn how a top hospital works.

Conclusion

My internship at Artemis Hospital Gurgaon provided valuable insights into healthcare quality management. The hands-on experience in quality improvement projects, patient safety initiatives, and policy development will significantly contribute to my professional growth and future career in healthcare management.

