

INTERNSHIP REPORT

Submitted to



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Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Introduction

This report provides a comprehensive overview of my internship at Cloudnine Hospital, highlighting the various aspects of my role, the skills acquired, and the knowledge gained. My internship involved hands-on experience in billing processes, floor coordination, inpatient rounds, data analysis, report preparation, home care services, and quality assurance.

Objectives of Internship

- To gain practical experience in hospital billing processes.
- To understand the coordination and management of Gyneac and Pediatric OPDs.
- To observe and participate in inpatient rounds.
- To develop skills in data analysis and report preparation.
- To handle home care services and understand its operations.

Organization Profile

Cloudnine Group of Hospitals was set up in 2007 by the internationally renowned Neonatologist Dr. R. Kishore Kumar as India's premier destination for comprehensive woman & child healthcare. The organisation's vision is to effectively bridge the gap between Indian and international standards through a combination of clinical excellence, comprehensive care and an atmosphere of celebration, to ensure world-class standards.

Cloudnine Hospital is a leading healthcare provider specializing in maternity, gynecology, pediatrics, and fertility treatments. The hospital is recognized for its patient-centric approach, advanced medical technology, and a commitment to clinical excellence. Cloudnine has earned NABH accreditation, reflecting its adherence to high standards of quality and patient safety.

Vision:

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.

Mission:

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.

Quality Policy:

Achieve clinical excellence by inculcating a culture of continuous quality improvement across all domains with the center of focus being patient safety.

Services Provided by Organization:

- **Maternity and Gynecology:** Comprehensive services including prenatal and postnatal care, labour and delivery, gynecological surgeries, and consultations.
- **Pediatrics:** Pediatric consultations, vaccinations, growth and development monitoring, and specialized pediatric care.
- **Fertility Treatments:** In vitro fertilization (IVF), intrauterine insemination (IUI), and other advanced fertility treatments.
- **Neonatology:** Neonatal intensive care unit (NICU) services for premature and critically ill newborns.
- **Home Care Services:** Nursing care, ear piercing, pediatric vaccination, lab sample collection provided in the comfort of the patient's home.
- **Diagnostic Services:** Comprehensive diagnostic services including laboratory tests, imaging, and other diagnostic procedures.

Cloudnine Hospital – HRBR

Cloudnine Hospital – HRBR Unit was set up in 2017. Over the last 6 months, it has a proven track record of ZERO Maternal mortality rate and superior Neonatal survival rates.

OPD & IPD Volume:

OPD	2023	2024 (till May)
OBG	24270	12476
PEAD	29352	14227
Total	53622	26703

IPD	2023	2024 (till May)
OBG	2029	845
PEAD	2002	883
Total	4031	1728

Key Activities/Projects

- **Billing Process**
 - **Learning the System:** I familiarized myself with the hospital's billing software, understanding the various codes and procedures for different services.
 - **Patient Registrations:** Handled patient registrations, ensuring accurate entry of patient details and billing information.
 - **Invoice Management:** Processed invoices, ensuring all services rendered were accurately billed and recorded.
 - **Insurance Claims:** Assisted in processing insurance claims, understanding the documentation required, and ensuring timely submission.
- **Floor Coordination in Gyneac and Pediatric OPDs**
 - **Patient Flow Management:** Managed the flow of patients in the OPD, coordinating with doctors, nurses, and administrative staff to minimize waiting times.
 - **Appointment Scheduling:** Assisted in scheduling appointments, ensuring efficient use of the doctors' time and maintaining a smooth workflow.
 - **Communication:** Acted as a liaison between patients and medical staff, addressing patient queries and concerns promptly.
- **Inpatient (IP) Rounds**
 - **Observation:** Participated in daily IP rounds, observing the interaction between doctors, nurses, and patients.
 - **Patient Care:** Gained insights into patient care protocols, treatment plans, and the importance of multidisciplinary collaboration in patient management.
 - **Documentation:** Assisted in updating patient records, ensuring accurate documentation of treatment and progress.
- **Monthly Data Analysis and Report Preparation**
 - **Obstetrics Load Target and Achievement Report:** Collected and analyzed data on obstetrics cases, comparing actual performance against targets and identifying trends and areas for improvement.

- **Monthly Pediatric Vaccination Report:** Tracked vaccination rates, retention of patients, and reasons for any drop-offs, providing insights for improving vaccination programs.
- **New Registration Retention Report:** Analyzed data on new patient registrations and their retention rates, helping to identify factors influencing patient retention.
- **Home Care Services**
 - **Service Coordination:** Managed and coordinated home care services, ensuring timely and efficient delivery of nursing care, physiotherapy, and medical support.
 - **Patient Interaction:** Communicated with patients and their families to understand their needs and provide appropriate home care solutions.
 - **Quality Assurance:** Ensured the quality of home care services met the hospital's standards, addressing any issues or concerns promptly.
- **NABH Assessment Assistance**
 - **Documentation Preparation:** Helped the quality team in compiling and organizing the necessary documentation for NABH assessment.
 - **Audit Participation:** Assisted in conducting internal audits, ensuring compliance with NABH standards and identifying areas for improvement.

Key Learnings from Internship

- **Billing Process:** Gained a thorough understanding of hospital billing processes, the importance of accuracy, and the challenges associated with insurance claims.
- **OPD Coordination:** Developed strong organizational and communication skills, essential for managing patient flow and ensuring efficient OPD operations.
- **Clinical Exposure:** Gained valuable insights into patient care through participation in IP rounds, understanding the importance of a multidisciplinary approach.
- **Data Analysis:** Enhanced analytical skills by working on various data reports, understanding how to interpret data, identify trends, and provide actionable insights.
- **Quality Assurance:** Learned about the standards and procedures involved in maintaining hospital quality, the importance of documentation, and the role of internal audits.

Conclusion

My internship at Cloudnine Hospital provided me with a well-rounded experience, exposing me to various aspects of hospital operations and patient care. The hands-on experience and the opportunity to work with experienced professionals have significantly contributed to my professional growth and understanding of the healthcare industry. This internship has equipped me with the skills and knowledge necessary to pursue a successful career in healthcare management.

THANK YOU