

INTERNSHIP REPORT

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By

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1. INTRODUCTION:

During my dissertation, I interned at the fertility department of Cloudnine Hospital, Malleshwaram, Bangalore, from April 1st to June 30th 2024. I worked under the Business Head of Operations, gaining practical experience in various monthly reports including OBS LOAD, VACCINATION RETENTION like that. Gained hands on experience in OPD billing, appointment scheduling, and the overall workflow of the fertility department. I was working on a project to improve scan turnaround time (TAT) for NABH accreditation.

2. OBJECTIVE OF INTERNSHIP:

- To understand the ground level process and procedures of all departments by working on field so that I can develop my skills and knowledge from the grass root level.
- To cultivate managerial and leadership abilities essential for my career progression within the organization.
- To undertake and fulfill responsibilities across different departments under the guidance of my supervisor within specified timeframes.
- To learn effective teamwork, adapt to organizational culture and enhance analytical capabilities.

3. ORGANISATION PROFILE:

Cloudnine Hospital India's leading chain of women, childcare and fertility hospitals headquarter in Bengaluru spread across 36 facilities across 12 cities. Headquarter in Bengaluru (12 hospitals), Cloudnine has its presence in Gurugram, Mumbai, Pune, New Delhi (3 hospitals), Chennai (2 hospital), Chandigarh, Ludhiana, Noida, Panchkula, Mohali, Faridabad (1 hospitals). It is one of the top maternity hospital chains in India that specializes in handling high risk pregnancies and critical cases. It also has nation's leading fertility and neonatal care specialists.

It was founded by Dr. R. Kishore Kumar & Mr. Ramchandra in 2007. Their flagship unit is located in Jayanagar. It offers a broad spectrum of specialities including Maternity, Gynaecology, Paediatric, Fertility, Radiology, Nutrition & Dietetics, Physiotherapy, Stem Cell Banking, NICU, Breast feeding Support, and Allied Services. Celebrating over 1lakh births across regions, with a strong team of more than 5000 employees and 2000+ doctors of 35+ years of average experience. Cloudnine has expanded its reach to multiple facilities across India while continuing to maintain and excel in international standards of care.

VISION OF THE HOSPITAL:

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 OF THE HOSPITAL:

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.

VALUES OF THE HOSPITAL:

- RESPECT
- INNOVATION
- CUSTOMER CENTRICITY
- INTEGRITY

ACHIEVEMENTS:

- In 2016, awarded as No.1 gynaecology services in Bengaluru by Times health survey.
- In 2017, awarded as Best Birthing centre by Kids stop press.
- In 2018, India Today Healthcare Excellence awards to Cloudnine Hospital.
- In 2018, Insight care award for the most advanced IVF & Fertility centres.
- In 2019, Cloudnine Fertility, Chennai ranked as India's No1 Single speciality Hospital –All India Critical Care Hospital Ranking Survey 2019 by Times of India
- In 2019, IT Excellence Award from The Indian Express Group for adoption of IT in our Business – It's Our Baby App
- In 2021, Best places to work certified by GPTW Institute for the year 2021 which continued to the years 2022, 2023-2024.
- In 2023, ET HealthWorld.com Fertility awards for Excellence in Digital Innovation & Excellence in Safety of Patients.

4. SERVICES PROVIDED BY THE ORGANIZATION:

Cloudnine Hospital offers a broad spectrum of specialities including Maternity, Gynaecology, Paediatric, Fertility, Radiology, Nutrition & Dietetics, Physiotherapy, Stem Cell Banking, NICU, Breast feeding Support, and Allied Services.

Prominent departments are:

- **MATERNITY:** Cloudnine aims to make the transition of a women into being a mother as smooth and delightful as possible. With that goal, they bring the best maternity services under one roof. The Department of Obstetrics is fully equipped to take care of all maternity needs, right from pregnancy to delivery of the little one, covering all prenatal and postnatal requirements. The team includes experienced Gynaecologists, Fetal Medicine Experts, Radiologists, Dieticians, Physiotherapists and Experienced Paramedical staff. They are supported by a Level III NICU. For the convenience, they also have an in-house pharmacy, diagnostic lab and blood bank in all the centres. The state-of-the-art labour & delivery rooms have been aesthetically designed to provide an ideal setting for bringing the little one into this world. They are not only fully

equipped for a normal delivery but also have been strategically positioned in the centres to cater to C-Sec or other emergencies.

- **FERTILITY:** Known for its high success rate, Cloudnine Fertility is counted among the best fertility hospitals in India. A team of fertility experts consisting of specialists in Reproductive Medicine, Embryologists, Andrologists, Ultrasonologists and Counsellors work with partners to make their baby's dream come true. Cloudnine, values the trust that patients put in Hospital and therefore they follow a completely transparent and ethical process involving and seeking the consent of partners at each step. Cloudnine is equipped with the latest infertility tools and technologies and provide superior, personalised care for the patients. The comprehensive infertility treatments include: IUI, IVF, ICSI, FET, Blastocyst transfer etc. Before coming up with a fertility treatment plan, they perform end-to-end diagnostic assessments and reproductive health exams to identify treatment solutions that will work best for the patient. Their techniques have reflected a success rate of between 60% and 70% for those patients who have remained on a consistent treatment programme for up to a year.
- **GYNAECOLOGY:** The Department of Gynaecology at Cloudnine aims to provide superior treatment for each of the stages addressing conditions in areas of adolescence, pre-marital counselling, managing complications in conception and early pregnancy, sexual health, breast care, hysterectomy, urinary incontinence, abnormal pap smears and other gynaecological issues. Trained in minimally invasive gynaecological surgery and aided by state-of-the-art technology, the specialists are well-experienced and well-equipped to handle complicated cases too. Whether it is a minor condition which needs to be treated on an outpatient basis or surgery requiring you to stay at the hospital.
- **PEDIATRIC:** Cloudnine Department of Paediatrics provides a wide range of outpatient and inpatient services to children right from pre-term babies up to the age of 12. The department provides comprehensive paediatric services like Neonatal ICU (NICU), Paediatric ICU (PICU) and General Paediatrics including Immunisation Services etc. A distinguishing feature of neonatal and paediatric care at Cloudnine Hospitals is the newborn screening, specifically the newborn hearing test. Fulfilling our aim to provide international standards of paediatric care, we are the only medical facility in the country to provide these tests. With dedicated play areas, friendly doctors and attractive consultant rooms, the paediatric wards make kids feel comfortable and welcome.

5. KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- To improve the scan TAT: The radiology department was receiving many complaints regarding scan turnaround time (TAT). The waiting time for scans was too long. To address this, I identified delays and issues, conducted a root cause analysis, and initiated a quality improvement project focused on reducing scan TAT.
- Handling various monthly reports: I worked on various monthly reports for the hospital under the guidance of my supervisor.
- Managing the OPD department during rush times: I managed the outpatient department (OPD) during peak times to ensure smooth operations.
- Gaining hands-on experience in the fertility department's processes: I gained hands-on experience with the processes in the fertility department.
- Understanding patient flow in all departments: I developed an understanding of patient flow across all departments.

6. KEY LEARNING AND VALUE ADDITIONS:

- Apart from theoretical knowledge, the internship helped me understand the functioning of the hospital more practically.
- Attended the NABH training sessions and gained in-depth knowledge about the NABH standards for each department.
- While working in the fertility department, I gained more knowledge about the different procedures of fertility treatment and the counselling sessions.
- Attended several hospital events like baby showers and helped in conducting special functions like Mother's Day and Father's Day.
- During my internship, I learned more about stem cell banking in the hospital, how it works, and the importance of stem cell banking.
- Attended the induction program and learned about the hospital policy and its committees, employee rights and responsibilities, basics of the organization structure, interacted with various hospital heads, and got an overview of how a hospital runs.

7. REFERENCE:

CLOUDNINE HOSPITAL: - <https://www.cloudninecare.com/>