

INTERNSHIP REPORT

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By

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INDRODUCTION:

During my dissertation research, I have completed an internship at Krishna Hospital, Gondal, Gujarat. The internship lasted for 3 months that is 18TH March 2024 to 17th June, 2024. This internship provided an opportunity to gain practical experience in healthcare organization. The focus areas were analysis of patient flow in Outpatient Department (OPD), analyzing turnaround time for the discharge process and recruitment and training of new employees.

OBJECTIVES:

- Develop a research thesis based on the project assigned during the internship.
- To develop leadership and managerial skills that would be helpful for the further procession in an organization.
- To gain a deeper understanding of hospital operations by observing real-world procedures and workflows. For example, identify the gaps and inefficiency in the OPD patient flow.
- Learned the teamwork and communication skills by working alongside hospital staff and also learned about the hospital's culture.
- To conduct the roles and responsibilities across different departments under the guidance of my supervisor within given timeframes.

ORGANIZATION PROFILE:

Krishna Hospital is a premier healthcare institution dedicated to providing exceptional medical care and services. Located in the heart of Gondal City, the hospital has been serving the community with excellence and compassion for over 13 years.

Vision:

Krishna Hospital is dedicated to serving the community by providing excellent medical care. We achieve this by collaborating across all our departments and leveraging the expertise of our entire staff.

Mission:

Krishna Hospital is dedicated to empowering patients on their path to recovery. We achieve this by combining advanced technology with a compassionate and skilled team, all within a supportive and respectful environment. We strive to continuously improve and exceed expectations, building lasting relationships with our patients and their families to become a trusted partner in their well-being.

SERVICES PROVIDED BY ORGANIZATION:

- **Emergency Care:** 24/7 emergency services with a team of skilled professionals ready to provide immediate care.
- **Inpatient and Outpatient Services:** Comprehensive care for various medical conditions, including specialized treatments and surgeries.
- **Diagnostic Imaging:** Imaging technologies for accurate diagnosis.
- **Specialty Clinics:** Expertise in cardiology, anorectal, orthopaedics and more.

Ambulance: The service provides emergency transportation of patient to hospital or other medical facilities.

Ventilated Ambulance: Service for the patient who require mechanical ventilation during transport.

CATH LAB:

A specialized department that is equipped to perform cardiac catheterizations with sophisticated imaging equipment. Here, doctors use catheters, thin tubes inserted into blood vessels, to diagnose and treat heart conditions. Potential procedures include coronary angiograms (to assess heart arteries) and angioplasties (to open blocked arteries).

Anorectal:

- The hospital has a department specializing in anorectal disorders, focusing on the diagnosis and treatment of conditions affecting the rectum, anus, and surrounding area. Common conditions treated are haemorrhoids, anal fissures, and faecal incontinence.

Dentist:

- Hospital offers dental services, providing preventative care like cleanings and fluoride treatments, as well as restorative dentistry procedures like fillings and crowns.

Pediatrics:

- The pediatric department caters to the medical needs of infants, children, and adolescents. During my internship, I have observed routine checkups, immunizations, and management of common childhood illnesses.

Orthopedics:

- The orthopedic department focuses on the musculoskeletal system, including bones, joints, muscles, ligaments, and tendons. Here, doctors diagnose and treat conditions like fractures, sports injuries, and arthritis. Depending on the severity, treatment involve physical therapy, medication, or surgery.

Radiology:

- The radiology department utilizes imaging technologies like X-rays, CT scans, MRIs, and ultrasounds to diagnose and monitor a wide range of medical conditions. Radiologists interpret these images to identify abnormalities and guide treatment decisions.

KEY ACTIVITIES/PROJECTS UNDERTAKEN (Other Than Dissertation)

Orientation of all departments in the hospital to understand its functions and patient process flow.

OPD management as there was long waiting lines for registration and billing.

Other than that, I was also a part of HR department and was part of recruitment process and induction training. File preparation of the new employees.

Analyses of discharge process and finding of causes for the delay in the discharge process.

KEY LEARNING FROM THE INTERNSHIP:

Importance of managing healthcare operations in improving patient experience and hospital efficiency.

Importance of effective communication and collaboration with various stakeholders like doctors, staff in the hospital setting.

As being part of various department, gained practical knowledge about the processes and bottlenecks in the processes of various departments

Learned how to conduct nurses' day celebration and reward and recognition program to enhance the staff satisfaction.

Conduction of induction training along with the scheduling of sessions of various department and learned about the hospital overview during the training.