

INTERNSHIP REPORT

Introduction:

This report documents my three-month internship as an Assistant Medical Superintendent (AMS) at multi-speciality hospital. The primary aim of this internship was to equip me with the necessary skills and knowledge to perform effectively in my role. Throughout the internship, I focused on understanding hospital operations, conducting various audits, managing patient care, enhancing staff training, and improving overall operational efficiency. Additionally, I gained experience in resource management, crisis preparedness, and policy development. This hands-on experience provided a comprehensive understanding of the multifaceted responsibilities of an AMS, ensuring I am well-prepared to contribute to the hospital's mission of delivering high-quality patient care.

Objectives of Internship:

1. Understanding Hospital Operations:

- Gain comprehensive knowledge of the hospital's structure, departments, and services.
- Learn about the workflow and interdepartmental coordination necessary for smooth hospital operations.

2. Audit and Compliance:

- Conduct various audits (e.g., clinical audits, safety audits, compliance audits) to understand quality control measures.
- Learn about the hospital's compliance with health regulations and accreditation standards.

3. Patient Care Management:

- Understand patient management protocols, including admission, discharge, and transfer processes.
- Observe and assist in the coordination of patient care across different departments.

4. Staff Management and Training:

- Learn about staff roles and responsibilities.

- Participate in staff training programs to understand training methodologies and content delivery.

5. Quality Improvement:

- Identify areas for quality improvement and assist in the implementation of quality improvement projects.
- Monitor and evaluate the effectiveness of implemented quality improvement measures.

6. Electronic Medical Records (EMR):

- Gain proficiency in using the hospital's EMR system.
- Assist in troubleshooting and supporting staff in using the EMR system effectively.

7. Resource Management:

- Learn about inventory management, including medical supplies and equipment.
- Understand budget allocation and financial management in healthcare settings.

8. Operational Efficiency:

- Identify and analyze gaps in operational processes.
- Propose and implement strategies to improve operational efficiency.

9. Crisis Management:

- Learn about the hospital's emergency preparedness and response protocols.
- Participate in drills and training sessions related to crisis management.

10. Interpersonal Skills:

- Develop strong communication and leadership skills.
- Build relationships with healthcare providers, administrative staff, and patients to foster a collaborative working environment.

11. Policy Development and Implementation:

- Understand the process of developing hospital policies and procedures.
- Assist in the implementation and monitoring of these policies.

12. Patient Safety and Risk Management:

- Learn about patient safety protocols and risk management strategies.
- Participate in incident reporting and analysis to enhance patient safety.

By focusing on these objectives, the internship will provide a well-rounded experience, ensuring that I am well-prepared to fulfil my role as an Assistant Medical Superintendent efficiently.

Organizational Profile:

Hospital Profile

Fortis Healthcare Limited is an India based integrated healthcare service delivery company having its subsidiary IHH Healthcare Berhad that coming with leading healthcare hospital, diagnostic and day care centre networks across India. Joint ventures, operations and management facilities are not included in the segment's network which has over 28 facilities with over 4,500 beds and more than 400 diagnostic centres. Currently it has a wide operation, and it serves in India, UAE, Nepal and Sri Lanka It is a listed Company in BSE Ltd and National Stock Exchange of India.

Evidently, one can differentiate between the certain priorities and goals of Fortis Healthcare, including use of modern technologies, vast range of medical services, and the essential focus on the patients. Their hospitals are fitted with ultramodern technologies such as the Da Vinci Robot used in robotic surgery, 3-Tesla MRI scan, Elekta Linear Accelerators used in accurate radiation therapy, and Brain Suites. Gamma Knife radiosurgery that has recently joined the list of available treatments at Fortis is recognized as the best treatment to brain tumour surgery. It provides accuracy, effectiveness, non-invasive and one time treatment for the patients. This technological advancement together with a team of experienced and qualified clinical workers of international and national repute shows that the patients are offered the most appropriate solutions.

Staying true to the organization's vision of placing the patient at the centre of care delivery, Fortis provides a range of services to improve patient satisfaction. This is embodied in individual prevention health screening services, round-the-clock emergency services, and elaborate patient support services like visa support for the global clientele, overlay translation services, and comprehensive patient management solutions.

This commitment to quality healthcare is complimented by the numerous accreditations that Fortis Healthcare holds such as the National Accreditation Board for Hospitals & Healthcare Providers (NABH), along with the Joint Commission International (JCI) certifications which endorse the organization's commitment to quality and safe patient care.

Fortis Memorial Research Institute (FMRI) Gurugram is now the flagship that has already been established as the multi-super specialty, quaternary care hospital endowed with the high-tech modern medical facilities and clinically superior specialists.

Mission:

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

Vision:

To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Services Provided by Organization:

Fortis Memorial Research Institute (FMRI) in Gurgaon offers a comprehensive range of advanced medical services across various specialties. Here is a detailed list of the services provided by FMRI:

Medical Specialties:

1. Cardiology and Cardiac Surgery:

- Comprehensive cardiac care, including diagnostics, interventional cardiology, and advanced cardiac surgeries.

2. Oncology (Cancer Care):

- Medical, surgical, and radiation oncology.
- Specialized centers for different types of cancers.

3. Robotic Surgery:

- Minimally invasive surgeries using Da Vinci robotic technology for enhanced precision and quicker recovery.

4. Neurology and Neurosurgery:

- Treatment for neurological disorders and advanced neurosurgical procedures.
- Equipped with a CT-based Brain Suite for precise imaging and surgery.

5. Gastroenterology and GI Surgery:

- Treatment for gastrointestinal diseases and advanced GI surgical procedures.

6. Orthopaedics and Joint Replacement:

- Comprehensive care for musculoskeletal conditions, including joint replacement and sports medicine.

7. Transplant Services:

- Kidney and liver transplants with specialized pre and post-transplant care.

8. Haematology, Haemato-Oncology, and Bone Marrow Transplant:

- Specialized care for blood disorders and bone marrow transplantation.

9. Paediatrics and Neonatology:

- Specialized care for children, including neonatal intensive care units (NICUs).

10. Urology:

- Comprehensive urological services, including robotic-assisted surgeries.
11. Pulmonology and Sleep Medicine:
 - Treatment for respiratory disorders and sleep-related issues.
 12. Radiology and Interventional Radiology:
 - Advanced imaging services and minimally invasive radiological procedures.
 13. Plastic and Reconstructive Surgery:
 - Cosmetic and reconstructive surgical services.
 14. Endocrinology and Diabetology:
 - Treatment for hormonal disorders and comprehensive diabetes management.
 15. Obstetrics and Gynaecology:
 - Comprehensive women's health services, including high-risk pregnancy care and gynaecological surgeries.
 16. Dermatology:
 - Treatment for various skin conditions and cosmetic dermatology services.
 17. Emergency Medicine:
 - 24/7 emergency care services.
 18. Pain Management:
 - Specialized care for chronic pain conditions.
 19. Physiotherapy and Rehabilitation:
 - Services to aid recovery and physical rehabilitation.
 20. Ophthalmology:
 - Comprehensive eye care services including surgeries.
 21. Nephrology:
 - Advanced care for kidney-related conditions.
 22. Bariatric Surgery:
 - Weight loss surgeries and related treatments.

23. Dentistry:

- General and specialized dental care.

24. Psychiatry:

- Mental health services and psychological support.

25. General Surgery:

- A wide range of surgical procedures for various conditions.

26. Nuclear Medicine:

- Advanced diagnostic and therapeutic procedures using nuclear technology.

Additional Services:

- OPD and IPD Services: Outpatient and inpatient services with comprehensive care.
- Ambulance Facility: Round-the-clock emergency transport services.
- Blood Bank: Full-fledged blood bank services.
- Health Awareness Lectures/Workshops: Programs aimed at community health awareness and education.

Key Activities/ Projects Undertaken Other than Dissertation:

after joining i learned about the organisation and the services provided. then i learned and did several audits including, MCH audit which is an audit about deliveries that happened that month. i also did STEMI audit which is an audit about ST elevated myocardial infarction happened that month. another is FAST audit which is an audit about all the patients that had stroke in the hospital that month. learned about patient managing especially in shifting from the OT to the ICU and ICU to the wards. OT planning and gaps which caused the delay or postponement of OT. undertook the case summary and discharge summary and management of the team of MT (medical transcription) to improvise discharge summary efficiency. Undertook EMR learnings and got the responsibility of EMR reach out person for the EMR users. Also learned the audits done with the corporate office and how to comply to the data filling on the portals.

Key Learnings from Internship:

1. Organizational Knowledge:

- Gained an in-depth understanding of FMRI's structure and the extensive range of services offered.

2. Audit Experience:

- Conducted multiple audits, including:
 - MCH Audit: Evaluated deliveries that occurred within the month.
 - STEMI Audit: Reviewed cases of ST elevated myocardial infarction.
 - FAST Audit: Analyzed incidents of stroke in the hospital.

3. Patient Management:

- Learned the intricacies of patient management, particularly in transitioning patients from the Operating Theatre (OT) to the ICU and from the ICU to general wards.
- Identified and addressed gaps in OT planning that caused delays or postponements of surgeries.

4. Documentation and Team Management:

- Oversaw case summaries and discharge summaries.
- Managed the medical transcription (MT) team to enhance the efficiency of discharge summaries.

5. Electronic Medical Records (EMR):

- Acquired knowledge about EMR systems and became the designated EMR reach-out person for users.

6. Corporate Audits and Compliance:

- Learned about the audits conducted with the corporate office.
- Ensured compliance by accurately filling data on the necessary portals.