

INTERNSHIP REPORT

(Batch 2022-24)

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Enrolment no.- 1587

MBA - HM 27

Internship organization - CK Birla Healthcare pvt
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Introduction (CK Birla healthcare pvt. Ltd)

The CK Birla Group, with a revenue of USD 3 billion, is an Indian multinational conglomerate. With over 35,000 employees, the group operates 52 manufacturing facilities across India and internationally, with a presence in diverse sectors, including technology, automotive, home and building and healthcare.

Known for its long-standing partnerships, trust-based relationships and philanthropy, the group has built a rich heritage of over 150 years with presence across five continents and has been catering to the rapidly changing needs of customers, partners and communities.

CK Birla Healthcare is a venture designed to transform the provision and culture of healthcare in India. It is a chain of world-class hospitals focused on the healthcare needs of the family delivered with warmth, responsiveness and sensitivity. The hospitals include state-of-the-art facilities that offer exceptional clinical care in an ethical, compassionate and patient-led environment. The centres are located in Gurgaon and West Delhi serving the needs of the community in Delhi NCR.

VISION-

Aspire to transform the future of healthcare through outstanding clinical outcomes, research, education and compassionate care.

MISSION-

We are committed to bringing global standards of clinical expertise and care to patients and their families.

PROPOSITION

- a) Deliver global standards of clinical quality
- b) A promise of service excellence
- c) Integrity in healthcare delivery

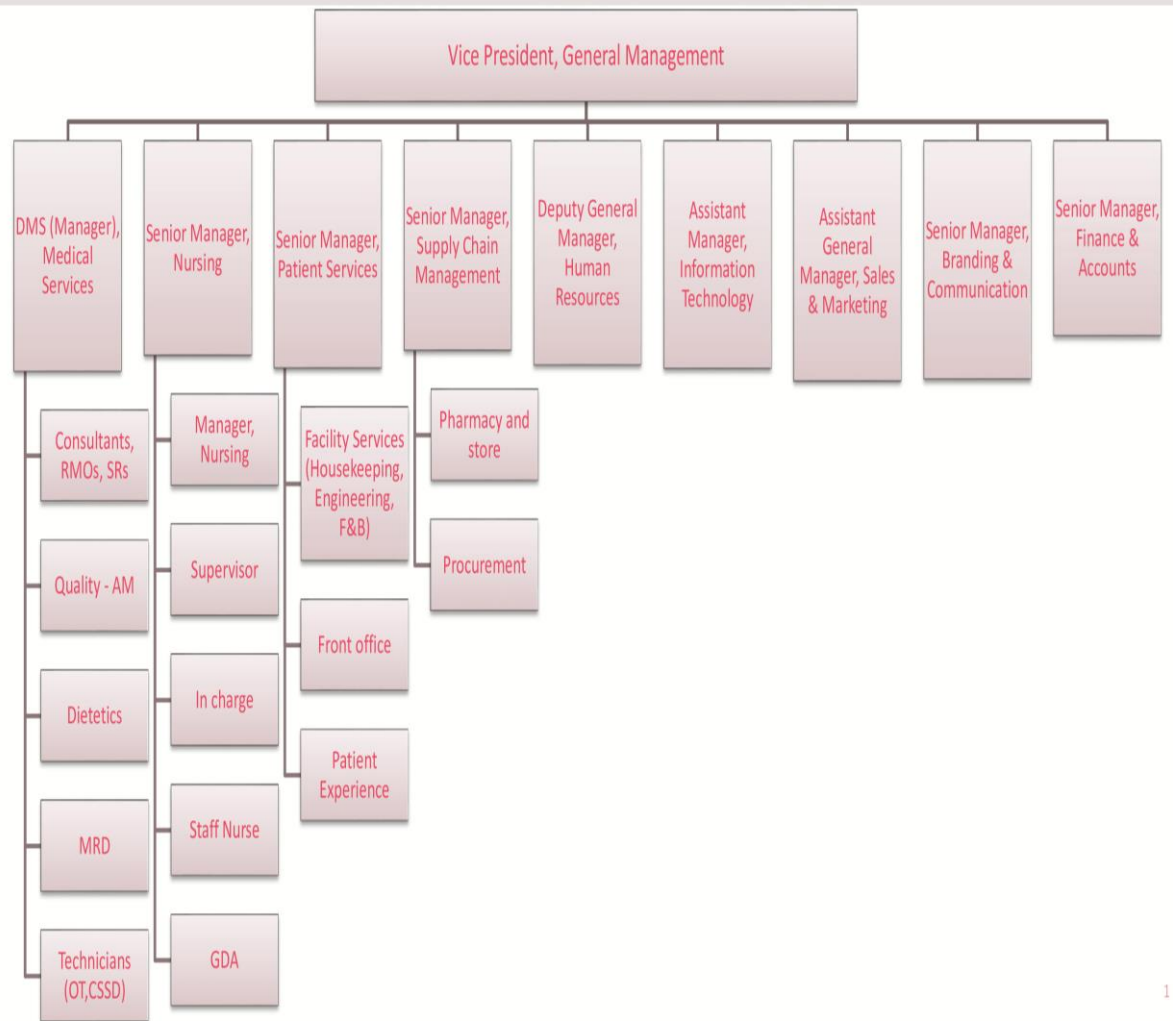
CODE OF CONDUCT FOR STAFF -

- A) Patient first
- B) Excellence
- C) Integrity
- D) Teamwork
- E) Agility

Objectives of Internship

- 1). Comprehend hospital standards related to quality and operations.
- 2). Gain insights into routine hospital operations, including the discharge process and patient flow for various treatment procedures.
- 3). Understand the functionality of the Hospital Information System (HIS) and Electronic Medical Records (EMR), including data/document retrieval processes.
- 4). Develop a comprehensive database for the 5th edition NABH Key Performance Indicators (KPIs).
- 5). Identify and track various KPIs, understand their data sources, and assess the relevance of each indicator in enhancing the quality of care, including the numerator and denominator calculations for each KPI.
- 6). Enhance Excel skills for managing large datasets.
- 7). Learn to create dashboards for KPI analysis and performance evaluation.
- 8). Explore different methods for conducting root cause analysis, such as the fishbone diagram and the five-step method.
- 9). Understand the implementation of Corrective Action and Preventive Action (CAPA) for addressing issues and improving performance.
- 10). Learn to create checklists for departmental audits and conduct manual audits effectively.
- 11). Familiarize with the different types of documentation required in patient files.
- 12). Analyze the root causes of high discharge turnaround times for cash patients.
- 13). Provide recommendations for improving the quality of care.
- 14). Understand the NABH 5th edition standards and objective elements of each standard.
- 15). Understand how to conduct meetings in a hospital setting and presentation preparation on a topic.
- 16). Improve communication skills to address patient concerns.

Organization Profile



Services provided by the organization

- 1) Preventive health
- 2) Dermatology
- 3) Pain management
- 4) ENT
- 5) Mental health
- 6) Fitness and wellness
- 7) Diagnostics
- 8) Urology
- 9) Pulmonology
- 10) Obstetrics
- 11) Neonatology and pediatrics
- 12) Orthopaedics
- 13) Oncology
- 14) Gynaecology
- 15) GI, Minimal access & Bariatric Surgery
- 16) Gastroenterology
- 17) Breast Centre
- 18) Internal medicine
- 19) Fetal medicine
- 20) Plastics & Aesthetics centre
- 21) Nephrology & dialysis
- 22) Emergency & critical care
- 23) Fertility & IVF

Key activities and projects undertaken other than dissertation

1) Conduct audits and analyze the underlying causes of patients returning to the emergency department within 72 hours. Propose and implement strategies to reduce these cases.

2) Perform data analysis to identify the usage patterns of restricted antibiotics, focusing on consultants and total dosage across three units of CK Birla. Aim to reduce usage through consultant counseling.

3) Conduct a root cause analysis for lower segment cesarean sections in the hospital and assist top management in initiatives that encourage normal deliveries among women.

4) Analyze the factors contributing to prolonged hospital stays and provide recommendations to reduce the length of stay.

5) Develop key prompts and research findings on:

A). Value-driven procurement strategies

B). Strategies to foster staff engagement and satisfaction in healthcare settings

C). Effective interventions to improve hand hygiene compliance

-:Use these findings to conduct staff training sessions on these topics.

6) Conduct root cause analysis of increased time for initial assessment in IPDs and error prone abbreviations and suggest methods of improvement.

Key learning's from internship -

During my internship, I achieved significant progress in various areas, reflecting the objectives set at the outset. Here are the key learnings from each objective:

1) Hospital Standards:

Gained a thorough understanding of hospital standards related to quality and operations, including compliance requirements and best practices.

2) Routine Hospital Operations:

Developed insights into routine hospital operations, including patient flow, the discharge process, and treatment procedure management, ensuring efficient and patient-centric care.

3) Hospital Information System (HIS) and Electronic Medical Records (EMR):

Acquired knowledge of the HIS and EMR systems, particularly in data/document retrieval processes, enhancing the ability to manage and utilize patient information effectively.

4) NABH Key Performance Indicators (KPIs):

Established a comprehensive database for the 5th edition NABH KPIs, facilitating accurate tracking and analysis.

5) KPI Tracking and Relevance:

Learned to identify and track various KPIs, understand their data sources, and assess their relevance in improving care quality, including calculating numerators and denominators for each KPI.

6) Excel Skills:

Improved proficiency in Excel, enabling efficient management and analysis of large datasets.

7) Dashboard Creation:

Acquired skills to create dashboards for KPI analysis and performance evaluation, providing visual insights into operational efficiency and quality metrics.

8) Root Cause Analysis Methods:

Explored and applied different methods for conducting root cause analysis, such as fishbone diagrams and the five-step method, to identify and address underlying issues.

9) Corrective Action and Preventive Action (CAPA):

Understood the principles and implementation of CAPA for addressing issues and improving performance, ensuring continuous quality improvement.

10) Departmental Audits:

Learned to create checklists for departmental audits and effectively conduct manual audits to ensure compliance and identify areas for improvement.

11) Patient Documentation:

Familiarized with the various types of documentation required in patient files, ensuring accurate and complete medical records.

12) Discharge Turnaround Analysis:

Analyzed the root causes of high discharge turnaround times for cash patients and identified strategies for improvement.

13) Quality of Care Recommendations:

Provided recommendations for improving the quality of care, contributing to enhanced patient outcomes and satisfaction.

14) NABH 5th Edition Standards:

Gained a deep understanding of the NABH 5th edition standards and the objective elements of each standard, ensuring alignment with accreditation requirements.

15) Hospital Meetings and Presentations:

Learned how to conduct effective meetings in a hospital setting and prepare presentations on various topics, enhancing professional communication skills.

16) Communication Skills:

Improved communication skills to effectively address patient concerns, ensuring a patient-centered approach to care.

These learnings have equipped me with a comprehensive skill set and knowledge base, enabling me to contribute effectively to hospital operations and quality improvement initiatives.

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