

Internship Report

Submitted



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By

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INTERNSHIP REPORT

Introduction:

The internship was carried out in the Operations Management department of a hospital. The department is responsible for managing hospital facilities and maintaining good healthcare services in the hospital. The hospital is located in a densely populated area with a large population base, and therefore, has a high demand for healthcare services.

Objective of Internship:

The main objectives of this internship were to gain practical knowledge in the field of Operations Management and its importance in healthcare management. The main focus of the internship was to observe the various methods used by the department to maintain the quality of the services and how they dealt with the day-to-day challenges in the hospital.

Organization Profile:

The hospital is one of the leading healthcare providers in the region. It provides various specialised healthcare services, including general medicine, surgery, paediatrics, gynaecology, and obstetrics. The hospital is well-equipped with modern medical equipment and technology. Additionally, the hospital employs a large number of professionals, including doctors, nurses, and support staff.

Services Provided by the Organization:

The hospital provides a wide range of services, including general medicine, surgery, ambulatory care, laboratory services, Radiology, Physical therapy, and more. The hospital has a well-equipped Intensive Care Unit (ICU) and a Neonatal Intensive Care Unit (NICU) with highly trained staff. The hospital also provides specialized services such as oncology, cardiology, neurology, and orthopaedics.

Key Activities/Projects Undertaken Other than the Dissertation:

During the internship, I was involved in various key activities such as facilities and equipment management, emergency management, training and development of staff, and assisting in the planning and execution of operational strategies to maintain the quality of healthcare services. This involved critical thinking, decision making, negotiations, counselling in order to provide better facilities to the patients during their stay in hospital.

Key Learnings from Internship:

The major learning from the internship was the importance of Operations Management in healthcare management, and how it plays a vital role in ensuring quality healthcare services to the patients. It was observed that the department needs to be well-organized with well-planned strategies for addressing day-to-day operational issues. Additionally, the internship provided a practical understanding of the importance of team building, communication skills, time management, and critical thinking abilities.

Conclusion:

Overall, the internship was a great learning experience, where practical knowledge was gained towards the importance of Operations Management in healthcare facilities. It provided insight into the processes and strategies used by the department to maintain the quality of healthcare services and operate efficiently. It was an excellent opportunity to learn from experienced professionals, and gain knowledge and practical experience in the field of Operations Management.