

Internship Report

Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

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INTRODUCTION

This report details my experiences and insights gained during a three-month internship at Fortis Memorial Research Institute in Gurugram, which took place from April 1, 2024, to June 30, 2024. This internship was a crucial component of completing the requirements for my MBA in Health and Hospital Management. It provided a significant, practical learning opportunity in a real healthcare setting, allowing me to apply theoretical knowledge in a practical context and understand the intricacies of hospital management.

The hospital's mission to achieve clinical excellence and provide exceptional patient care perfectly aligned with my academic goals, making it an ideal environment for gaining practical experience in health and hospital management. Throughout this internship, I actively observed and participated in the hospital's operations, gained valuable insights into patient care dynamics, and critically analyzed the administrative challenges inherent in a healthcare setting. This immersive experience not only enriched my understanding but also honed my skills in effectively managing healthcare facilities.

OBJECTIVES OF INTERNSHIP

1. Patient Rounds and Service Evaluation

- Conducted daily patient rounds to identify and address any challenges faced by patients during their stay. This included assessing the quality and effectiveness of the services provided.
- Evaluated services across various departments such as doctors, nursing staff, housekeeping, dieticians, and food and beverage staff, ensuring comprehensive patient care and satisfaction.

2. Discharge Process

- Gained a thorough understanding of the discharge process by actively participating in it. This included observing and assisting in the coordination required for a smooth discharge.

- Identified and analyzed the challenges faced by healthcare providers during the discharge process, with a focus on improving efficiency and patient experience.

3. VIP Delegate Management

- Accompanied VIP delegates on detailed hospital tours, ensuring they had a comprehensive understanding of the hospital's facilities and services.
- Developed skills in handling patient grievances by engaging directly with patients and addressing their concerns promptly and effectively.

4. Departmental Coordination

- Acquired in-depth knowledge of the operations of various hospital departments, including Outpatient Department (OPD), Emergency Department, Radiology Department, and Intensive Care Unit (ICU).
- Observed the collaborative efforts required to provide coordinated care, ensuring seamless interaction between departments for optimal patient outcomes.

5. ICU Operations and Bed Management

- Gained insights into the daily operations of the ICU, including patient care protocols and emergency procedures.
- Learned the strategies for managing bed availability and rotations, including the coordination of new admissions, operation theatre patients, and ICU shift-outs, ensuring efficient use of resources.

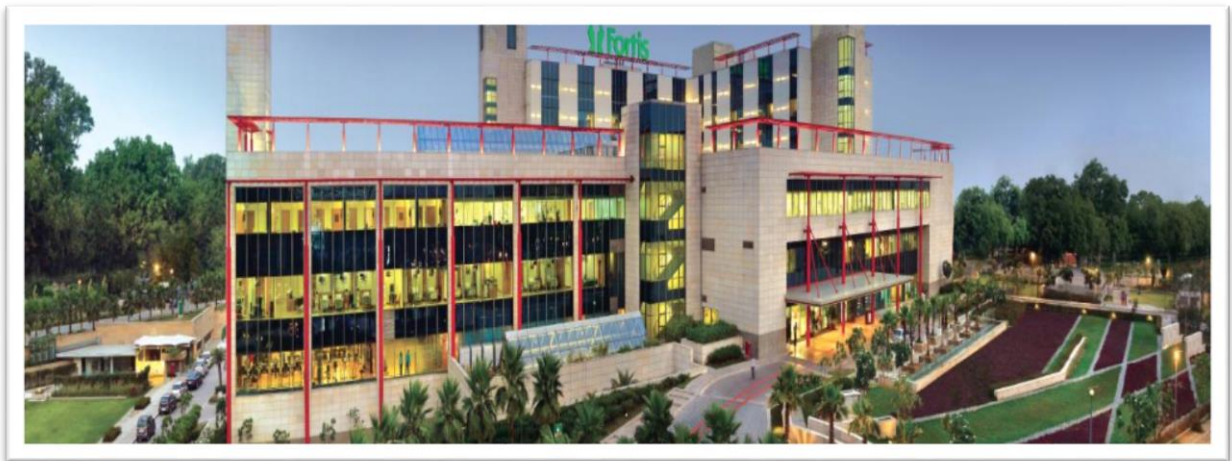
6. Medblaze Software Utilization

- Learned to use Medblaze software to analyze feedback collected from various sources such as social media, Google reviews, and internal feedback links.
- Understood the processes for addressing complaints and recognizing appreciations, and how these efforts contribute to improving the Net Promoter Score and Patient Satisfaction Index.

7. Induction and Training

- Participated in the induction sessions for new recruits at Fortis Manesar, introducing them to the hospital's patient experience protocols and standards.
- Conducted training sessions aimed at familiarizing new staff members with the expectations and practices related to patient care and experience, ensuring a smooth transition into their roles.

ORGANIZATIONAL PROFILE



Fortis Healthcare Limited, a subsidiary of IHH Healthcare Berhad, is a leading integrated healthcare provider in India, renowned for its extensive network of hospitals, diagnostic centers, and day care facilities. As one of the largest healthcare organizations in the country, Fortis operates 28 facilities with over 4,500 beds (including O&M facilities) and more than 400 diagnostic centers (including joint ventures). The company has a significant presence in India, the UAE, Nepal, and Sri Lanka, and is publicly traded on the BSE Ltd and the National Stock Exchange of India.

Fortis Memorial Research Institute (FMRI) Gurugram is the flagship branch, a premier multi-super specialty, quaternary care hospital renowned for its advanced medical infrastructure and top-tier clinical expertise.

FMRI has been consistently recognized for its excellence in healthcare, featuring in Newsweek's top 25 'World's Best Smart Hospitals 2021', '1st hospital in South-Asia to

introduce Gamma Knife Radiosurgery' and received multiple awards for its outstanding contributions to medical science and patient care.

Strategically located in Sector 44, opposite HUDA City Centre in Gurugram, FMRI is easily accessible for both local and international patients. The hospital offers comprehensive support services including airport pickups, language interpretation, and assistance with follow-up appointments and medical records.

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 Gurugram is a multi-specialty, quaternary care hospital known for providing a wide range of healthcare services. The services provided by FMRI typically include:

1. Cardiology and Cardiothoracic Surgery

- Interventional cardiology
- Electrophysiology
- Pediatric cardiology
- Cardiothoracic and vascular surgery

2. Neurology and Neurosurgery

- Treatment for stroke, epilepsy, and other neurological disorders
- Advanced neurosurgical procedures
- Pediatric neurology and neurosurgery

3. Oncology (Cancer Care)

- Medical oncology
- Radiation oncology
- Surgical oncology
- Hematology and bone marrow transplant

4. Orthopedics and Joint Replacement

- Joint replacement surgery (hip, knee, shoulder)
- Sports medicine
- Spine surgery
- Trauma care

5. Gastroenterology and Hepatology

- Diagnostic and therapeutic endoscopy
- Liver transplant and hepatobiliary surgery
- Treatment for gastrointestinal disorders

6. Urology and Nephrology

- Kidney transplant
- Treatment for kidney stones and other urological disorders
- Dialysis services

7. Pulmonology and Respiratory Medicine

- Treatment for asthma, COPD, and other respiratory conditions
- Advanced diagnostic procedures like bronchoscopy
- Sleep disorders management

8. Gynecology and Obstetrics

- Comprehensive prenatal and postnatal care
- High-risk pregnancy management

- Gynaecologic oncology
- Minimally invasive gynaecologic surgery

9. Pediatrics and Neonatology

- Pediatric intensive care unit (PICU)
- Neonatal intensive care unit (NICU)
- Pediatric surgery
- Child development and behavioral disorders

10. Emergency and Trauma Services

- 24/7 emergency care
- Advanced trauma care
- Critical care and intensive care units

11. Ophthalmology

- Treatment for cataracts, glaucoma, and other eye conditions
- Advanced surgical procedures for vision correction

12. ENT (Ear, Nose, Throat)

- Treatment for hearing loss, sinusitis, and other ENT disorders
- Head and neck surgery
- Audiology services

13. Dermatology and Cosmetology

- Treatment for skin conditions and diseases
- Cosmetic dermatology procedures
- Laser treatments

14. Rheumatology

- Treatment for arthritis and autoimmune diseases
- Advanced diagnostic and therapeutic services

15. Psychiatry and Mental Health

- Counselling and therapy services
- Treatment for mental health disorders
- Addiction treatment

16. Endocrinology and Diabetes Care

- Treatment for diabetes, thyroid disorders, and other endocrine conditions
- Comprehensive diabetes management programs

17. Plastic and Reconstructive Surgery

- Cosmetic surgery
- Reconstructive procedures after trauma or cancer surgery

18. Radiology and Imaging Services

- MRI, CT scan, X-ray, and ultrasound
- Advanced diagnostic imaging services
- Interventional radiology

19. Laboratory Services

- Comprehensive diagnostic testing
- Pathology and microbiology services
- Blood bank services

20. Rehabilitation and Physiotherapy

- Physical therapy and rehabilitation programs
- Occupational therapy
- Speech therapy

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

During my three-month comprehensive internship at Fortis Memorial Research Institute in Gurugram, Haryana, from April 1, 2024, to June 30, 2024, I engaged in numerous key activities beyond my dissertation work. These experiences offered me a deep understanding of hospital operations and the complexities of healthcare management. Below are the significant activities I was involved in during my tenure:

A. Induction and Training:

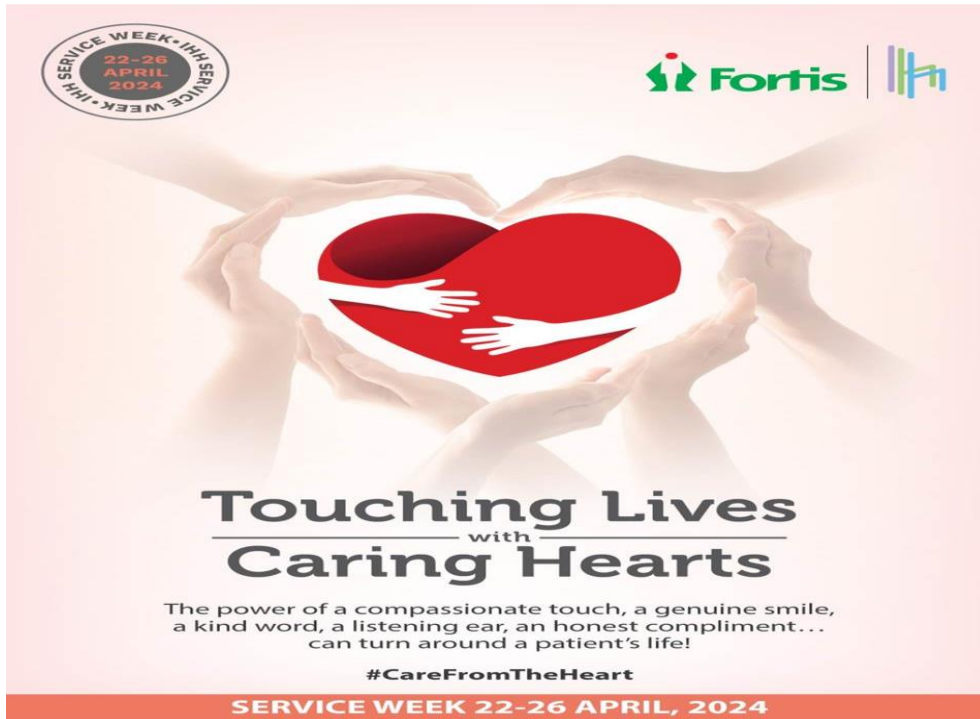
- Participated in the induction sessions for new recruits at Fortis Manesar, introducing them to the hospital's patient experience protocols and standards.
- Conducted training sessions aimed at familiarizing new staff members with the expectations and practices related to patient care and experience, ensuring a smooth transition into their roles.

B. VIP Delegate Management and Handle With Care Patients:

- Accompanied VIP delegates on detailed hospital tours, ensuring they had a comprehensive understanding of the hospital's facilities and services.
- Developed skills in handling patient grievances by engaging directly with patients and addressing their concerns promptly and effectively.

C. IHH Service Week (Touching Lives with Caring Heart):

- Participated and helped in organising the event for IHH service week from April 22-26, to celebrate the holistic patient focused care through collective impact of skilful touch and compassionate hearts.
- It included informative webinar with the renowned speaker Jin Kang Moller and various other renowned doctors. Along with the various team bonding events like flash-mob, educational skits and various other performances.



D. Celebrated International Nurses Day Program (May 12, 2024):

- Assisted in organising a week long celebrations to honor the dedicated nurses. The celebrations included various cultural programs and insightful talks.

E. Patient Experience Department Activities

- Got engaged in daily activities of the patient experience team which included daily patient rounds, managing discharges, shifting patients according to their investigation needs, maintaining interactions sheet and conducting Patient Experience meetings daily with supervisors of different departments engaged in patient care.

KEY LEARNINGS FROM INTERNSHIP

1) Staff Training and Development:

Organizing and conducting training programs for hospital staff on coordinated care through Patient Experience practices enhanced my understanding of staff development.

Assessing the effectiveness of these programs highlighted the significance of continuous learning and professional growth in enhancing patient care.

2) Networking Opportunities:

I had a daily interaction with smart dedicated professionals, including administrators, doctors, nurses, and other staff members. The relationships I build here are going to stay forever.

3) Practical Experience:

This internship provided a hands-on experience in a real healthcare environment, allowing me to apply theoretical knowledge to practical scenarios. It offered me a chance to observe and participate in day-to-day operations, giving a comprehensive understanding of how a hospital operates.

4) Industry Exposure:

FMRI, Gurugram is a renowned healthcare institution, and it provided exposure to the best practices, advanced medical technologies, and specialized care. This exposure enhanced my knowledge of the healthcare industry and definitely prepared me for future roles in healthcare management.

5) Resume Enhancement:

A dissertation at FMRI, Gurugram carries significant weight on a resume. It demonstrates practical experience, industry exposure, and a commitment to professional development. It will set me apart from others while applying for future job opportunities or advanced academic programs in healthcare management.

6) Personal and Professional Growth:

The dissertation experience at FMRI, Gurugram provided me with an opportunity for personal and professional growth. I gained confidence in my abilities, developed a strong work ethic, and improved my problem-solving and decision-making skills.

Overall, my three-month internship at FMRI, Gurugram, has been an enriching and transformative experience. It enabled me to apply theoretical knowledge in a practical setting, and observe the dynamics of patient care firsthand. These insights and skills will be invaluable as I pursue a career in health and hospital management, preparing me to effectively contribute to the enhancement of healthcare services.

Being from the medical field, I had an upper hand and it was easier to grasp new learnings every day.

I am grateful for everyone who enhanced my journey throughout these three months.