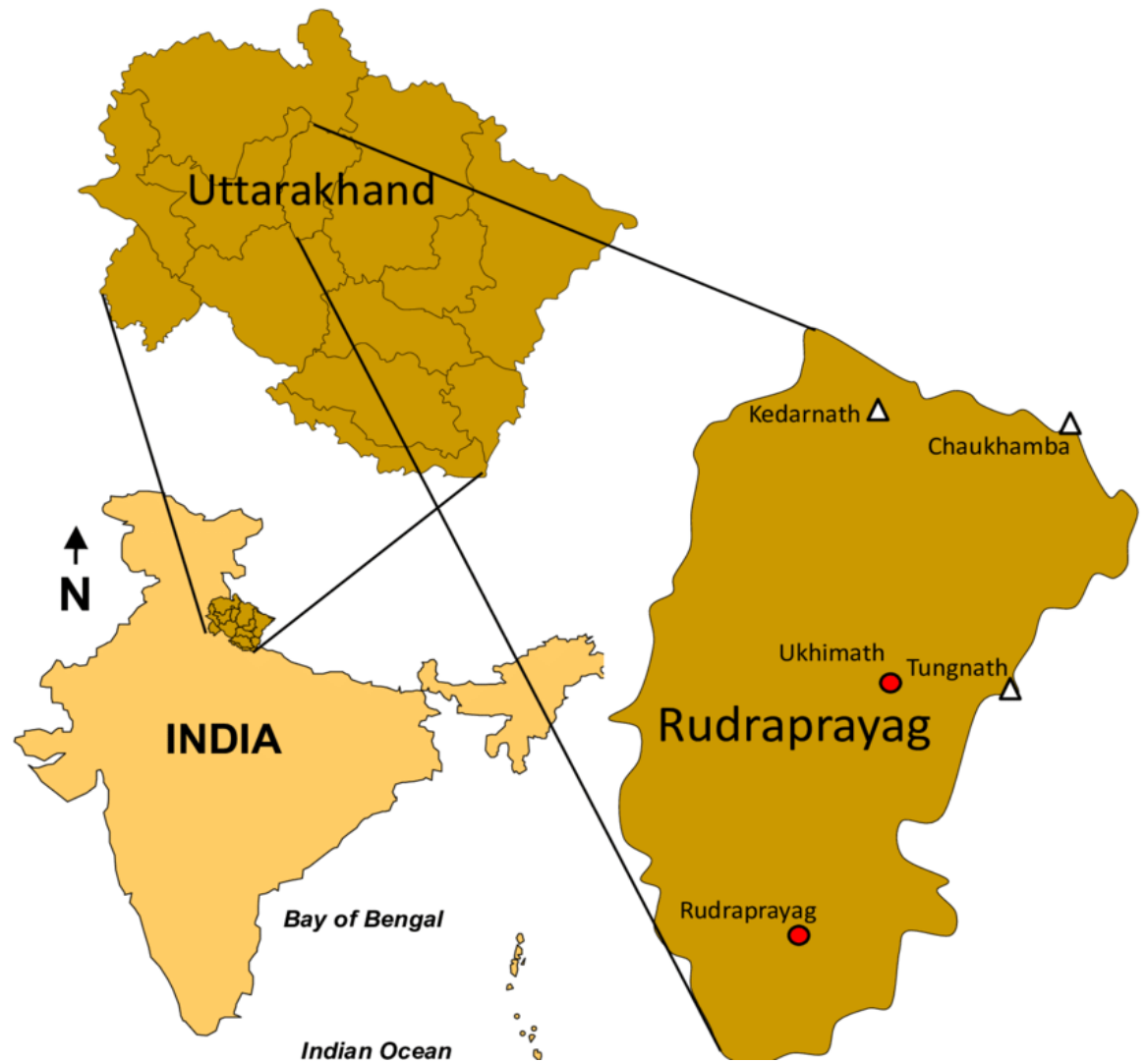


INTERNSHIP REPORT



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INTRODUCTION

This report chronicles my experiences and insights from a three-month internship in Quality Department at District Hospital, Rudraprayag, Uttarakhand, conducted from March 18, 2024, to June 17, 2024. This internship is an essential part of fulfilling the requirements for my MBA in Health and Hospital Management. It offered a valuable, hands-on learning experience in a real-world healthcare environment, enabling me to apply theoretical knowledge practically and grasp the complexities of hospital management.

District Hospital, Rudraprayag, functions as a primary healthcare provider for the area, delivering a wide range of medical services to the local community. The hospital's mission to provide quality healthcare aligned perfectly with my academic objectives, making it an ideal setting to gain practical experience in various facets of health and hospital management. During this internship, I observed and engaged in the hospital's operations, gained insights into patient care dynamics, and analyzed the administrative challenges within a healthcare setting.





KEY OBJECTIVES

I. Understanding Quality Management in Healthcare:

Gain comprehensive knowledge of the principles and practices of quality management within the hospital setting.

Observe and participate in the workflow of the Quality Department, focusing on quality assurance and improvement processes.

II. Monitoring and Evaluation:

Learn the methods used for monitoring and evaluating the quality of healthcare services provided by the hospital.

Assist in data collection and analysis to identify trends and areas for improvement in patient care.

III. Compliance and Standards:

Understand the regulatory and compliance requirements specific to quality management in healthcare.

Study the implementation of national quality standards, such as NQAS (National Quality Accreditation Standards) guidelines, Kayakalp, MusQan, LaQshya programs within the hospital.

IV. Patient Safety and Risk Management:

Evaluate the hospital's patient safety protocols and risk management strategies.

Participate in developing and implementing initiatives aimed at minimizing patient risks and enhancing safety.

V. Quality Improvement Projects:

Contribute to ongoing quality improvement projects within the hospital.

Collaborate with healthcare professionals to design and implement strategies that enhance service delivery and patient outcomes.

VI. Staff Training and Development:

Assist in organizing and conducting training programs for hospital staff on quality management practices and protocols.

Evaluate the effectiveness of these training programs in improving staff competencies and patient care quality.

VII. Patient Feedback and Satisfaction:

Collect and analyze patient feedback to assess satisfaction levels and identify areas for service enhancement.

Develop and implement patient feedback mechanisms to ensure continuous quality improvement.

VIII. Documentation and Reporting:

Learn the processes involved in quality documentation and reporting.

Assist in preparing quality reports and presentations for hospital management and external regulatory bodies.

ORGANIZATION PROFILE

MEDICAL STAFF

SR. NO.	HUMAN RESOURCES/POSITION/RANK	NO. OF STAFF
1.	Chief Medical Superintendent (CMS)	1
2.	Gynecologist and Obstetrician	3
3.	Orthopedic Surgeon	1
4.	Radiologist	1
5.	Pathologist	1
6.	E.N.T. Surgeon	1
7.	General Physician	1
8.	General Surgeon	3
9.	Pediatrician	2
10.	Anesthetist	3
11.	Ophthalmologist	2
12.	Microbiologist	2
13.	Dental Surgeon	1
14.	Medical Officer	6
	TOTAL	28

PARAMEDICAL STAFF

SR. NO.	HUMAN RESOURCES/POSITION/RANK	NO. OF STAFF
1.	Senior Nursing Officer	9

2.	Additional Nursing Superintendent	1
3.	Lab Technician	1
4.	X-Ray Technician	1
5.	Nursing Officer	54
6.	Chief Pharmacist	1
5.	Pharmacist	4
6.	Physiotherapist	1
7.	Dental Hygienist	1
8.	Administrative Officer	1
9.	Head Assistant	1
10.	Junior Assistant	3
11.	Dark Room Assistant	1
12.	Lab Attendant	1
13.	Ward Boy/Ward Girl	9
14.	Blood Bank Technician	2
	TOTAL	91

SUPPORT STAFF

SR. NO.	HUMAN RESOURCES/POSITION/RANK	NO. OF STAFF
1.	Ambulance Driver	2
2.	Electrician	2

3.	Security Staff	1
	TOTAL	5

SERVICES PROVIDED

District Hospital, Rudraprayag in Uttarakhand provides a variety of medical services to cater to the healthcare needs of the local population. Some of the key services offered include:

1. Outpatient Department (OPD) Services:

- General Medicine
- Pediatrics
- Orthopedics
- Ophthalmology
- ENT (Ear, Nose, and Throat)
- Gynecology and Obstetrics
- General Surgery

2. Inpatient Department (IPD) Services:

- General Surgery
- Orthopedic Surgery
- Pediatric Care
- Gynecology and Obstetrics
- General Medicine

3. Emergency Services:

- 24/7 Emergency Care
- Trauma Care
- First Aid

4. Maternity and Child Health Services:

- Antenatal Care
- Postnatal Care
- Immunization Services
- Child Health Check-ups

5. Diagnostic Services:

- Radiology (X-ray, Ultrasound)
- Pathology (Laboratory tests like blood tests, urine tests etc.)
- ECG
- CT scan
- Audiometry

6. Specialized Clinics:

- Tuberculosis Clinic
- HIV/AIDS Counseling and Testing

7. Surgical Services:

- Minor and Major Surgeries
- Elective and Emergency Surgeries

8. Pharmacy Services:

- Dispensing Medicines
- Providing Health Information and Counseling

9. Rehabilitation Services:

- Physiotherapy

10. Public Health Services:

- Health Education and Promotion
- Disease Surveillance and Outbreak Management
- Environmental Health Services

11. Support Services:

- Blood Centre
- Ambulance Services
- Dietary Services for Inpatients

12. Other Services:

- Family Planning Services
- Mental Health Services
- Dental Care

These services ensure comprehensive healthcare delivery, addressing both acute and chronic health issues in the region.

KEY ACTIVITIES UNDERTAKEN OTHER THAN DISSERTATION

During my three-month comprehensive internship at the District Hospital, Rudraprayag, Uttarakhand, from March 18, 2024, to June 17, 2024, I actively participated in various key activities beyond my dissertation work. These experiences provided me with a broad understanding of hospital operations and the intricacies of healthcare management. Below are the significant activities I assisted with during my tenure:

1. Preparation for Kedarnath Yatra:

- Assisted in the logistical and healthcare preparations for the annual Kedarnath Yatra, ensuring the hospital was ready to handle the increased influx of pilgrims. This included coordinating with various departments to ensure adequate medical supplies, staffing, and emergency response plans were in place.

2. Inspection Visits by Director General and Health Secretary:

- Supported multiple inspection visits by the Director General and Health Secretary. These inspections were conducted to verify the hospital's readiness to manage the Yatra load effectively. I was involved in preparing reports, facilitating meetings, and ensuring compliance with the standards and recommendations provided by the authorities.

3. Training Programs on Health and Sanitation:

- Assisted in organizing and conducting training programs focused on health and sanitation for hospital staff. These programs aimed to enhance the knowledge and skills of the staff, ensuring they adhered to best practices in hygiene and patient care.

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

- Played a key role in organizing the International Nurses Day Program. This involved coordinating with the nursing staff, arranging events and activities to celebrate their contributions, and promoting the importance of nursing in healthcare.

5. World Blood Donor Day (June 14, 2024) Activity Preparation:

- Engaged in the preparation for World Blood Donor Day activities, which included planning events to encourage blood donation, raising awareness about the importance of blood donation, and coordinating with local blood banks and volunteers.

6. World Environment Day Plantation Drive (June 05, 2024):

- Participated in organizing and executing a plantation drive in observance of World Environment Day. This initiative aimed to enhance the

hospital's green cover and promote environmental sustainability among staff and patients.

7. Quality Department Activities:

- Participated in various activities relevant to the Quality Department of the hospital. This included assisting in quality assurance processes, helping to implement and monitor quality improvement initiatives, and ensuring compliance with healthcare standards and protocols.

8. Setting Up of Dialysis Centre by Hans Foundation:

- Contributed to the setting up of a new Dialysis Centre in collaboration with the Hans Foundation. This involved coordinating with different stakeholders, overseeing the installation of equipment, and ensuring the center was fully operational and ready to provide dialysis services to patients.

These activities allowed me to gain practical experience in hospital administration and management, enhancing my understanding of healthcare operations.

KEY LEARNINGS FROM INTERNSHIP

Below are the key learnings I gained during this period:

1. Understanding Quality Management in Healthcare:

- I learned about the principles and practices of quality management in a hospital setting. Observing and participating in the workflow of the Quality Department helped me understand how quality assurance and improvement processes are implemented to ensure high standards of patient care.

2. Monitoring and Evaluation:

- I gained hands-on experience in monitoring and evaluating healthcare services. By assisting in data collection and analysis, I learned how to

identify trends and areas for improvement in patient care, which is crucial for enhancing service delivery.

3. Compliance and Standards:

- I understood the importance of regulatory and compliance requirements specific to healthcare quality management. Studying the implementation of national quality standards like NQAS, Kayakalp, MusQan, and LaQshya programs within the hospital gave me insights into how these standards improve healthcare services.

4. Patient Safety and Risk Management:

- I evaluated the hospital's patient safety protocols and risk management strategies. Participating in initiatives aimed at minimizing patient risks and enhancing safety taught me the significance of proactive measures in maintaining a safe healthcare environment.

5. Quality Improvement Projects:

- Contributing to ongoing quality improvement projects allowed me to collaborate with healthcare professionals. Designing and implementing strategies to enhance service delivery and patient outcomes was a rewarding experience, highlighting the impact of teamwork in healthcare.

6. Staff Training and Development:

- Assisting in organizing and conducting training programs for hospital staff on quality management practices improved my understanding of staff development. Evaluating the effectiveness of these training programs showed me the importance of continuous learning and professional growth in improving patient care.

7. Documentation and Reporting:

- Learning the processes involved in quality documentation and reporting was crucial. Assisting in preparing quality reports and presentations for hospital management and external regulatory bodies taught me how detailed and accurate documentation supports quality management.

8. Preparation for Kedarnath Yatra:

- Assisting in the preparations for the Kedarnath Yatra highlighted the importance of planning and coordination in managing large-scale healthcare events. Ensuring the hospital was equipped to handle the increased patient load during the Yatra was a significant learning experience in crisis management.

9. Inspection Visits by Director General and Health Secretary:

- Supporting inspection visits provided insights into the importance of compliance with healthcare standards and the role of regular inspections in maintaining these standards. Preparing reports and facilitating meetings enhanced my organizational and communication skills.

10. Interpersonal Skills and Teamwork:

- Working closely with various departments and healthcare professionals improved my interpersonal skills. I learned the value of effective communication, collaboration, and building positive relationships within a healthcare setting.

11. Environmental and Community Initiatives:

- Participating in the World Environment Day plantation drive and World Blood Donor Day activities emphasized the hospital's role in community engagement and environmental sustainability. These experiences taught me the importance of holistic healthcare that extends beyond patient care to include community and environmental well-being.

12. Varied Healthcare Sector Experiences:

- My previous summer internship at a private hospital that follows NABH and other accreditation standards exposed me to different SOPs and quality benchmarks. Now, working at a District Hospital under the public sector, I have experienced a broader spectrum of healthcare delivery systems. This has significantly widened my horizons, providing a deeper understanding of the diverse operational, regulatory, and patient care approaches in both private and public healthcare settings.

Overall, my three-month internship at District Hospital, Rudraprayag, has been an enriching and transformative experience. It allowed me to apply theoretical knowledge

in a practical setting, gain a comprehensive understanding of quality management, and witness the dynamics of patient care firsthand. The varied experiences between this public sector hospital and my previous internship in a private hospital have broadened my perspective on healthcare management. These insights and skills will be invaluable as I continue my journey towards a career in health and hospital management, equipping me to contribute effectively to the improvement of healthcare services.