

Internship Report Submitted to



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by

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Internship Report

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▪ Introduction:

This internship report documents my experience at Medanta Hospital in the duration of 3 months from 14th March to 18TH June, 2024 where I was worked as a Trainee- Medical Admin & Clinical Ops in different departments and had the opportunity to gain practical insights and apply theoretical knowledge in a real-world hospital setting. Medanta is renowned for its advanced medical facilities and commitment to delivering high-quality patient care.

▪ Objectives:

The primary objectives of my internship at Medanta Hospital were:

- To gain practical experience in different departments where I was posted in Medanta.
- To understand the operations and functioning of a large healthcare institution.
- To observe and learn from healthcare professionals and specialists.
- To contribute to ongoing projects and initiatives within the hospital.
- To develop essential skills required for a career in healthcare management.

▪ Organizational Profile

Medanta – The Medicity is a multi-specialty medical institute located in Gurugram. It was established with the aim of providing top-notch medical care using cutting-edge technology and a team of highly skilled professionals. The hospital is equipped with state-of-the-art infrastructure and offers comprehensive healthcare services across various specialties.

▪ **Services Provided by Organization**

Medanta Hospital offers a wide range of services, including but not limited to:

- Cardiology
- Oncology
- Neurology
- Orthopaedics
- Pediatrics
- Gastroenterology
- Transplant services
- Emergency and trauma care
- Diagnostic services (MRI, CT scan, etc.)

The hospital is renowned for its patient-centric approach and personalized care tailored to meet the specific needs of each patient.

▪ **Key Activities/ Projects Undertaken Other than Dissertation:**

During my internship, I was posted in 4 different departments (Quality, Clinical Pharmacy, emergency and IPD). Key activities are listed below:

1. Quality Department:

- i. NABH and JCI Compliances: Gained understanding of NABH (National Accreditation Board for Hospitals & Healthcare Providers) and JCI (Joint Commission International) compliances essential for healthcare accreditation.
- ii. Incident Reporting: Learned the process of incident reporting, including how to document and report various incidents within the hospital.
- iii. Root Cause Analysis and Corrective and Preventive Action (CAPA): Understood the methodology for conducting root cause analysis and tools for RCA like fish bone diagram and 5 – why analysis. Implementing corrective and preventive actions to address identified issues.
- iv. Data Definition Sheet: Gained skills in creating and using data definition sheets for standardizing data collection and reporting.

- v. **KPI for Different Departments:** Learned about key performance indicators (KPIs) for different departments and how they are used to measure and improve performance.
- vi. **Medication Errors:** Gained insights into identifying, reporting, and preventing medication errors to enhance patient safety.

2. Clinical Pharmacy:

- i. **Indenting of Medication:** Learned the process of indenting (ordering) medication to ensure adequate supply.
- ii. **Inventory Management:** Gained knowledge in managing pharmacy inventory, including stock levels, expiration dates, and reorder points.
- iii. **High-Risk Medications:** Understood the handling and management of high-risk medications to prevent errors and ensure patient safety.
- iv. **Prescription Audits:** Participated in auditing prescriptions to ensure accuracy and adherence to prescribing guidelines.
- v. **Random Pill Count:** Conducted random pill counts as part of inventory control and verification processes.

3. Emergency Department:

- i. **Floor Manager Daily Rounds:** Performed daily rounds as a floor manager to monitor and enhance patient satisfaction and turnaround time (TAT).
- ii. **Medical Records Department (MRD) Audits:** Conducted audits of medical records to ensure compliance with documentation standards and accuracy.

4. In-Patient Department:

- i. **Patient Admission and Discharge Procedures:** Learned the procedures for admitting and discharging patients, ensuring that all necessary documentation and processes were completed efficiently.
- ii. **Patient Care Coordination:** Assisted in coordinating care for inpatients, including scheduling tests, treatments, and consultations with specialists.
- iii. **Patient Monitoring and Support:** Observed and participated in the monitoring of patients' conditions, providing support and communication between patients, families, and healthcare providers.

- iv. **Documentation and Record Keeping:** Gained experience in maintaining accurate and up-to-date patient records, including medical histories, treatment plans, and progress notes.
- v. **Patient Safety and Quality Care:** Learned about the importance of patient safety protocols and measures to ensure high-quality care for all inpatients.

▪ **Key Learnings from Internship**

My internship at Medanta Hospital provided me with invaluable insights and learnings:

- **Hands-on Experience:** I gained practical experience on rounds at different floors and by learning the functioning of different departments.
- **Interdisciplinary Collaboration:** I learned the importance of teamwork and collaboration among healthcare professionals from different specialties.
- **Patient-Centric Care:** I understood the significance of providing compassionate and patient-centric care and importance of patient feedbacks.
- **Healthcare Management Skills:** I developed skills in healthcare management, including organizational skills, time management, and effective communication.
- **Professional Growth:** My internship helped me grow both personally and professionally, preparing me for a career in healthcare.

In conclusion, my internship at Medanta Hospital was a rewarding experience that deepened my understanding of healthcare practices and equipped me with skills essential for a successful career in the healthcare industry.

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