

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

Smiti Verma

2024

Internship Report

Table of Contents

1. Introduction
2. Objectives
3. Hospital Overview
4. Radiology Department Overview
5. Methodology
6. Data Analysis
7. Findings
8. Recommendations
9. Conclusion
10. Acknowledgments
11. References

1. Introduction

The purpose of this report is to document the findings and experiences during an internship focused on radiology form compliance in a multispecialty hospital. The compliance of radiology forms is crucial for ensuring accurate patient diagnosis, treatment, and record-keeping. This report outlines the objectives, methodologies, and findings of the study conducted over the course of the internship.

2. Objectives

The primary objectives of this internship were:

- To assess the current compliance level of radiology forms in the hospital.
- To identify common issues and gaps in form completion.
- To recommend strategies for improving compliance and accuracy of radiology forms.

3. Hospital Overview

The internship was conducted at XYZ Multispecialty Hospital, a renowned healthcare institution offering comprehensive medical services across various specialties. The hospital is equipped with advanced medical technology and staffed by experienced healthcare professionals.

4. Radiology Department Overview

The Radiology Department at XYZ Multispecialty Hospital provides a wide range of imaging services, including X-rays, MRI, CT scans, ultrasound, and more. The department plays a crucial role in the diagnosis and treatment of numerous medical conditions. Accurate and complete radiology forms are essential for the effective functioning of this department.

5. Methodology

The methodology employed during the internship included:

- Reviewing hospital policies and guidelines related to radiology form completion.
- Observing the workflow and processes in the Radiology Department.
- Conducting interviews with radiologists, technicians, and administrative staff.
- Analyzing a sample of completed radiology forms to assess compliance.
- Identifying common errors and discrepancies in the forms.

6. Data Analysis

The data analysis involved evaluating the radiology forms against established compliance criteria. Key aspects analyzed included:

- Completeness of patient information (e.g., name, age, medical history).
- Accuracy of clinical information (e.g., reason for imaging, clinical indications).
- Signature and credentials of the referring physician.
- Timeliness of form submission and processing.

The analysis highlighted several recurring issues, such as incomplete patient information, missing signatures, and inaccuracies in clinical details.

7. Findings

The key findings from the internship are as follows:

- Incomplete Forms: A significant number of forms lacked essential patient and clinical information.

- Inconsistent Formatting: Variations in form formats led to confusion and errors.
- Lack of Standardization: Inconsistent adherence to hospital guidelines was observed.
- Communication Gaps: Poor communication between departments resulted in delayed form processing.
- Training Deficiencies: Insufficient training for staff on form completion procedures.

8. Recommendations

Based on the findings, the following recommendations are proposed to improve radiology form compliance:

- Standardization: Implement a standardized radiology form template across the hospital.
- Training Programs: Conduct regular training sessions for staff on the importance of accurate form completion.
- Automated Systems: Introduce electronic form submission and management systems to reduce manual errors.
- Audit and Feedback: Establish a routine audit process to monitor compliance and provide feedback to staff.
- Interdepartmental Collaboration: Enhance communication between the Radiology Department and other departments to ensure timely and accurate form submission.

9. Conclusion

The internship provided valuable insights into the challenges and opportunities related to radiology form compliance in a multispecialty hospital. Addressing the identified issues through the recommended strategies can significantly improve the accuracy and efficiency of radiology services, ultimately enhancing patient care and safety.

10. Acknowledgments

I would like to express my gratitude to the staff and management of XYZ Multispecialty Hospital for their support and guidance throughout the internship. Special thanks to the Radiology Department for their cooperation and assistance in this study.

11. References

- Hospital policies and guidelines on radiology form completion.
- Interviews with radiologists, technicians, and administrative staff.

- Relevant academic and industry publications on radiology form compliance and healthcare management.