

Internship Report

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Introduction

Towards the end of the second year of MBA Hospital and Health Management course at IIHMR University, gives an opportunity for three-month Internship which is mandatory for all the students to attain fulfilment of the degree. The Intern was placed at Cloudnine Hospital, Kanakpura Road, which focuses on maternity. The internship period started from 1st April to 1st July.

Roles and Responsibilities (given by the organization)

Week	Activity	Objective	Key process(es)	Key learning
01/04/2024 to 13/04/2024	Understanding the process flow of a maternity hospital	To learn how a maternity hospital works from when customer arrive to when they leave and its management.	- facility rounds - HMIS - customer journey of 9 months	Better understanding of flow of the hospital
14/04/2024 to 20/04/2024	Developing a streamlined PDF that clearly outlines package details.	Create a clear and concise PDF document that clearly explains inclusions and exclusions of the package.	Formulating the PDF and insuring its implementation by staff training.	-Effective communication -Customer centricity
21/04/2024 to 02/05/2024	Queue Management	-To optimize patient flow -minimize waiting lines	-waiting area management -monitoring queue and staffing	-optimizing resources -effective communication with customer.
03/05/2024 to 12/05/2024	Voice of Customer	Improving service quality and meeting	-Preparing Questionnaire -Taking feedback	-quality control -process improvement

		customer expectations.		
13/05/2024 to 01/05/2024	Lab, Radiology and Pharma continuum of services.	Seamless coordination and delivery of services	-developing strategies to enhance the laboratory services	- improving processes

Objectives of Internship

- To gain valuable insights about health management related to maternity and women's health services within a hospital setting.
- To apply classroom learning to real-world scenarios, enhancing practical understanding of managerial functions in healthcare.
- To develop proficiency in key areas such as process flow management, customer service improvement, and operational efficiency in a specialized healthcare environment.

Organizational Profile

Vision – “To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.”

Mission – “Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.”

Services Provided by Organization

- Maternity
- Fertility
- Paediatrics

Key Activities Undertaken during the Internship (present in the context of managerial functions).

- Understanding the process flow of a maternity hospital.
- Developing a streamlined PDF that clearly outlines package details.
- Queue Management
- Voice of Customer
- Lab, Radiology and Pharma continuum of services.

Key Learnings from Internship (as health manager)

- Operational Insight
- Customer-Centric Approach
- Strategic Development
- Leadership Skills
- Adaptability and Problem-Solving
- Delivering Quality care