

Internship Report

Submitted to



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Master of Business Administration (MBA)

In

Hospital and Health Management

By

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INTERNSHIP REPORT

Introduction

Internships are a requirement of any MBA program. This internship allowed me to use all my theoretical knowledge from the curriculum in a practical setting, allowing me to observe, analyze and assist in the hospital's day to day activities and process. It provided me with the opportunity to see and experience things first hand . It demonstrates a method for sharing our thought process and brainstorming how simple managerial procedures can lead to exciting results and greatly simplify things. The duration of my internship was from 15th April to 06 of July (12weeks) at Bokaro General Hospital, Bokaro Steel City which is a 600 bedded NABH accredited hospital in the township of Bokaro.

I got a chance to work in the Administrative Department of the hospital. I got to learn how to monitor the various departments which overall run the hospital in an efficient manner. Producing data and reporting on the various aspects of performance, measuring the set standards to implement the highest standards that patients received.

Organizational Profile

Bokaro General Hospital was established in the 1960s to cater to the healthcare needs of the employees of Bokaro Steel Plant and their families. The hospital was part of the comprehensive planning of the Bokaro Steel City, designed to support the large workforce and their dependents.

Over the years, BGH has expanded its infrastructure and services. Initially, it started with basic medical facilities, but it has grown into a multi-specialty hospital equipped with modern medical technologies and specialized departments.



BGH has been affiliated with various medical institutions and has undergone several upgrades to enhance its medical services. The hospital has also collaborated with medical colleges and research institutions to improve its healthcare delivery.

Vision

The vision of Bokaro General Hospital is to become a premier healthcare institution, providing world-class medical services and fostering a culture of excellence in patient care, medical education, and research.

Mission

With perseverance, devotion and compassion delivers holistic quality care at a low cost in a clean atmosphere

Services Provided

Diagnostic Services

1. **Radiology Services:** This includes X-rays, ultrasound, CT scans, and MRI scans, which are crucial for diagnosing a range of medical conditions.
2. **Laboratory Services:** Comprehensive lab services including blood tests, urine tests, and other pathology services
3. **Cardiology Diagnostics:** ECG, echocardiography, and stress tests to assess heart health.
4. **Neurology Diagnostics:** EEG and other tests for diagnosing neurological conditions.
5. **Gastroenterology Services:** Endoscopy and colonoscopy for diagnosing gastrointestinal issues.

Broad specialities

1. General Medicine
2. Neurology
3. Dermatology

4. Orthopaedics
5. Paediatrics
6. Obstetrics and Gynaecology
7. Gastroenterology

Laboratory Services

1. Haematology
2. Biochemistry
3. Microbiology
4. Pathology
5. Serology and Immunology
6. Clinical Pathology

Other Services

1. Pharmacy
2. Electronic Health Records (EHR)
3. Voice Enabled Doctor Desk (VEDD)
4. QR Stamping and Barcode System
5. Queue Management System
6. Mobile Apps and Web Portal

Key Activities/ Projects Undertaken

1. Induction and introduction to various policies, do's and don'ts of the organisation
2. Orientation of all departments and wings of the hospital
3. Observation of process flows of various departments like OPD , wards, ICU's, operation theatres ,TPA , radiology, accident & emergency, CSSD, linen and laundry, food & beverage , quality etc.

4. Observational activity was allotted which included observing and gathering information and giving recommendations for three different ward :

- 1/B (Gynae & Ob. Post - op)
- 2/B (General surgery Post - op)
- ICU

The report included the following information:

- Area of department
- No. of beds utilized on an average
- Facilities
- Equipment
- Staffing
- Flow of activities
- Adjacency and connectivity
- BMW management system
- Signage
- Shortcomings
- Recommendations

An observational study of the Nursing staff was done on three wards namely Medicine, Gynae and OB., and Burn ward as these wards have good influx of patients. The areas to be studied were:

- Staff efficiency
- Policy Compliance
- Coping mechanism of nursing staffs
- Shortages of staff
- Shortcomings
- Recommendations

Learnings

1. Learnt and observed the operations of different departments of the hospital as well as their roles and responsibilities
2. Learnt about the day to day functioning of departments and how they work collectively to deliver quality patient care
3. Learnt process flows of various departments like OPD, IPD, OT, ICU, Wards, Accident & , CSSD,MRD, TPA, Radiology, Quality stores and marketing.
4. Learnt about the various flow of patients,materials inside the OT and how is it managed on a day to day basis, carried out an assessment of optimal utilisation of OT's and what are its implications.