

INTERNSHIP REPORT

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Introduction

This report provides a comprehensive overview of my internship experience at Fortis Escort Hospital Jaipur. My internship period from 03 April, 2024, to June 22, 2024. Throughout these three months, I was involved in various activities that allowed me to gain valuable insights and practical experience in the Hospital.

Objectives of Internship

The primary objectives of my internship at Fortis Escort Hospital Jaipur were as follows:

The objective of an internship at Fortis Escort Hospital Jaipur might include the following goals:

1. **Clinical Experience:** Gaining hands-on experience in various medical departments to understand day-to-day hospital operations and patient care.
2. **Skill Development:** Developing practical skills in medical procedures, patient management, and the use of hospital equipment.
3. **Knowledge Enhancement:** Learning about different medical conditions, treatment protocols, and healthcare practices.
4. **Professional Growth:** Building professional relationships with healthcare professionals and understanding the dynamics of working in a multidisciplinary team.
5. **Research and Education:** Participating in research projects, attending seminars, and contributing to academic discussions to enhance medical knowledge and research skills.
6. **Patient Interaction:** Improving communication skills and bedside manner by interacting directly with patients and their families.
7. **Administrative Insight:** Understanding the administrative and management aspects of running a hospital, including healthcare policies, patient records management, and hospital logistics.
8. **Ethics and Compliance:** Learning about medical ethics, patient confidentiality, and compliance with healthcare regulations and standards.

Organization Profile

Fortis Escorts Hospital Jaipur (FEHJ) is the first NABH (National Accreditation Board for Hospitals & Healthcare Providers) Accredited Hospital in Rajasthan, since July 2008. It is also the proud recipient of Nursing Excellence from NABH in 2016. These accreditations ensure that the highest and strictest patient safety standards are followed in the hospital. It is the veritable torch bearer of super specialty centres of excellence across the country. With over 245 beds, this tertiary care hospital has established itself as one of the best tertiary care hospitals in the region.

The Fortis Hospital Mission is to create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Services Provided by Fortis Escort Hospital Jaipur:

Fortis Escort Hospital in Jaipur offers a comprehensive range of medical services and specialties. Key services include:

1. **Cardiac Sciences:** The hospital provides advanced cardiac care, including adult and paediatric cardiac surgery, interventional cardiology, non-invasive cardiology, and emergency cardiac services. Facilities include a high-end Cath lab and specialized paediatric cardiac care.
2. **Nephrology and Transplants:** Comprehensive care for kidney diseases and transplants, including dialysis and ABO incompatible transplants.
3. **Orthopaedics and Joint Replacement:** Specialized treatments in trauma recovery, spinal injuries, joint replacements, and arthroscopy. They also offer robotic and computer-navigated joint replacement surgeries.
4. **Gastroenterology and Hepatology:** Diagnostic and therapeutic endoscopies, treatment of GI bleeding, cancer treatments, and more.
5. **Women's Health:** Services include management of high-risk pregnancies, gynaecological cancer surgery, robotic hysterectomy, and more.
6. **Paediatrics:** Includes neonatology, paediatric surgery, paediatric neurology, and other subspecialties.
7. **Critical Care and Emergency Services:** ICUs for neonatal, paediatric, cardiac, and neuro patients, along with 24/7 emergency services and in-house pharmacy.
8. **Radiology:** Advanced diagnostic equipment including 64-slice CT scans, 1.5 Tesla MRI, and interventional radiology.
9. **Mental Health:** Psychiatry and mental health services are also available.

Key Activities/Projects Undertaken:-

During my 3-month dissertation at Fortis Escort Hospital Jaipur, I focused on evaluating and improving the medicine dispensing turnaround time. My work involved collecting data on current dispensing processes and tracking times at various intervals. I mapped the workflow from prescription to delivery, identifying key steps and potential bottlenecks. By conducting interviews with pharmacists, nurses, and doctors, I gained valuable insights into their roles and the challenges they face. I performed time-motion studies to measure each step's duration, comparing actual times with standard procedures. Analysing the data helped me identify patterns and common causes of delays. Based on this analysis, I pinpointed specific areas for improvement and suggested process changes to reduce turnaround times. I collaborated with hospital management to implement these changes and monitored their impact. My findings, analysis, and recommendations were compiled into a detailed report, which I presented to hospital management and relevant departments, discussing potential strategies for ongoing improvement.

Key Learnings from Internship

My internship at Fortis Escort Hospital Jaipur was a rich learning experience that provided me with several key insights and skills:

- ☐ **Process Optimization:** I learned the importance of process mapping and time-motion studies to identify bottlenecks and streamline workflows, particularly in medicine dispensing.
- ☐ **Data Analysis:** I enhanced my skills in data collection and analysis, using statistical tools to measure and evaluate turnaround times, which helped in identifying patterns and areas for improvement.
- ☐ **Interdisciplinary Collaboration:** Working closely with pharmacists, nurses, and doctors provided me with a deeper understanding of their roles and the importance of effective communication and teamwork in a healthcare setting.
- ☐ **Problem-Solving:** By identifying common causes of delays and suggesting process changes, I developed my problem-solving skills and learned to implement practical solutions in a clinical environment.
- ☐ **Project Management:** Managing the various stages of my dissertation, from data collection to presenting findings, improved my project management abilities, including planning, execution, and monitoring.
- ☐ **Stakeholder Engagement:** Conducting interviews and presenting my findings to hospital management and relevant departments taught me how to engage with stakeholders effectively and convey my recommendations clearly.