

INTERNSHIP REPORT

Medicover Hospital, Navi Mumbai

Aarya Ashok

MBA HM-27 (1444)

1. INTRODUCTION

The internship at Medicover Hospital, Navi Mumbai provided a comprehensive learning experience, offering a deep dive into the healthcare sector's operational intricacies. This immersive experience allowed for active participation in various tasks aimed at understanding patient feedback mechanisms, data collection processes, and service evaluation methodologies. By engaging in these activities, I gained practical knowledge of how a leading healthcare institution functions and the critical importance of continuous service improvement to enhance patient care and satisfaction.

2. OBJECTIVE OF THE INTERNSHIP

The primary objective of the internship was to gain practical insights into healthcare management, with a particular focus on patient feedback analysis, data entry procedures, and service utilization assessment. This objective was supplemented by goals to enhance skills in data management, effective communication, and problem-solving within a healthcare setting. Additionally, the internship aimed to provide a comprehensive understanding of the dynamics of healthcare service delivery and the importance of quality assurance in maintaining high standards of patient care.

3. PROFILE OF ORGANIZATION

Medicover Hospital is a prominent healthcare institution located in Navi Mumbai, known for its commitment to providing high-quality medical services to the community. Equipped with state-of-the-art facilities and staffed by a team of skilled professionals, the hospital offers a wide range of healthcare services. These include consultations, diagnostics, surgeries, and specialized treatments. Medicover Hospital's mission is to deliver patient-centered care that meets the highest standards of medical excellence and compassion.

4. SERVICES PROVIDED BY THE ORGANIZATION

Medicover Hospital offers comprehensive healthcare services across various specialties including:

- General Medicine
- Pediatrics
- Gynecology
- Orthopedics
- Cardiology
- Neurology
- Oncology
- Radiology
- Laboratory Services
- Health Checkups
- Rehabilitation Services

5. KEY ACTIVITIES OTHER THAN DISSERTATION

During the internship, several key activities were undertaken beyond the scope of the dissertation, including:

- **Collection of Google Ratings and Reviews:** Actively gathering and analyzing patient feedback from Google reviews to gauge patient satisfaction and identify areas for improvement.
- **Feedback Collection through Practo:** Utilizing the Practo platform to gather detailed patient feedback, providing insights into their healthcare experiences.
- **Data Entry and Analysis:** Managing and analyzing health checkup data, focusing on patient demographics and the range of services availed, to identify trends and patterns.
- **Cross-referencing Data:** Ensuring data accuracy and completeness by cross-referencing information from various sources.

- **Collaboration with Departments:** Working closely with different hospital departments to understand service utilization patterns and identify opportunities for enhancement.
- **Participation in Meetings:** Joining departmental meetings and brainstorming sessions to discuss and develop strategies for improving healthcare delivery.
- **Report and Presentation Development:** Assisting in the creation of comprehensive reports and presentations based on collected data, aimed at informing and guiding quality improvement initiatives.

6. KEY LEARNINGS FROM THE INTERNSHIP

The internship at Medcover Hospital offered numerous valuable insights and learning opportunities, including:

- **Importance of Patient Feedback:** Understanding how critical patient feedback is in driving service improvements and enhancing patient care.
- **Data Management Skills:** Developing proficiency in techniques for data collection, entry, and analysis, which are essential for accurate service evaluation.
- **Communication Skills:** Enhancing communication and interpersonal skills through direct interaction with patients and healthcare professionals, facilitating effective information exchange.
- **Operational Insights:** Gaining a thorough understanding of the operational aspects of a healthcare facility, including the workflow and coordination required for efficient service delivery.
- **Quality Assurance and Service Evaluation:** Learning about the importance of quality assurance measures and continuous service evaluation in maintaining high standards of healthcare.
- **Healthcare Management Practices:** Acquiring practical knowledge of healthcare management practices and protocols, essential for ensuring effective and efficient patient care.

In conclusion, the internship at Medcover Hospital, Navi Mumbai, was a highly rewarding experience that significantly contributed to my professional growth and understanding of healthcare management processes. Through hands-on involvement in various activities, I acquired

valuable skills and insights that will be instrumental in pursuing a promising career in the healthcare industry. The practical knowledge and experience gained during this internship have laid a strong foundation for future endeavors in healthcare management and service improvement.