

INTERNSHIP REPORT

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Introduction

I began my internship at Medanta, Gurugram on March 18, 2024, as a Medical Administration Trainee. The internship spanned 3 months and provided an immersive experience across various departments within the hospital. The initial induction period familiarized me with the organization's culture, safety protocols, and operational standards. Subsequent rotations through different departments facilitated practical learning and engagement with diverse aspects of hospital administration and management.

Objectives of Internship

- To gain practical knowledge and skills in hospital management.
- To understand the day-to-day operations of various hospital departments.
- To engage in specific projects aimed at improving operational efficiency.
- To develop documentation, analytical, and managerial skills.
- To enhance patient satisfaction and overall hospital efficiency through targeted interventions.

Organizational Profile

Medanta - The Medicity

Medanta - The Medicity is one of India's foremost multi-super specialty hospitals, located in Gurugram, Haryana. Established in 2009 by renowned cardiovascular and cardiothoracic surgeon Dr Naresh Trehan, Medanta was conceived to address the challenges faced by Indian patients who were unable to afford treatment abroad. Dr Trehan envisioned a healthcare institution that combines advanced technology with affordable, high-quality care, integrating modern and traditional Indian medical practices.

Vision: Medanta is governed by the principle of providing affordable medical services to patients, ensuring access to high-quality healthcare.

Mission: The mission of Medanta is to deliver high-quality, comprehensive, cost-effective healthcare through a dynamic organization that prioritizes the advancement of knowledge and people.

Core Values

- **Patient-Centric Care:** Foster an environment where everyone is committed to patient care and support for their caregivers.
- **Leadership & Quality:** Strive for excellence in all activities and behaviours.
- **Integrity & Courage:** Adhere to the highest moral standards, prioritize patient needs, and have the courage to act ethically.
- **Collaboration, Learning & Innovation:** Promote teamwork, embrace change and creativity, and foster innovation.

Services Provided by Medanta

Medanta offers a wide range of medical specialties and services, including but not limited to:

Specialties Offered

- Institute Of Musculoskeletal Disorders and Orthopaedics
- Cancer Institute
 - Breast Cancer
 - Head and Neck Oncology
 - Medical and Haematoma Oncology
 - Radiation Oncology
- Institute of Critical Care and Anaesthesiology
- Institute of Digestive and Hepatobiliary Sciences
 - Gastroenterology
 - GI Surgery, GI Oncology, and Bariatric Surgery
- Institute of Chest Surgery-Chest Onco Surgery and Lung Transplantation
- Heart Hospital
 - Clinical and Preventive Cardiology

- Cardiac Surgery
 - Electrophysiology and Pacing
 - Interventional Cardiology
- Kidney and Urology Institute
 - Nephrology
 - Urology and Andrology
- Institute of Liver Transplantation and Regenerative Medicine
- Institute of Neurosciences
- Ayurvedic Medicine
- Clinical Immunology and Rheumatology
- Dental Sciences
- Dermatology
- Emergency and Trauma Care
- Endocrinology and Diabetology
- Gynaecology and Gynae Oncology
- Internal Medicine
- ENT, Head & Neck Surgery Hospital
- Laboratory Medicine
 - Pathology and Blood Bank
- Ophthalmology
- Paediatrics
- Peripheral Vascular and Endovascular Sciences
- Radiology and Imaging
- Respiratory and Sleep Medicine
- Plastic, Aesthetic and Reconstructive Surgery

Facilities and Services Offered

- Emergency & Trauma Care
- Critical Care Units
- Lab Tests & Diagnostics
- Wards & Rooms
- eCLINIC-Telemedicine Services
- Day Care

- Home Sample Collection
- Patient Support Services
- Homecare Services
- Medicine Delivery

Medanta Mediclinic

Medanta Mediclinic, a network of outpatient clinics, extends the hospital's commitment to providing specialized treatment in a more accessible format. These clinics offer advanced medical facilities and services in various specialties, including neurology, pulmonology, gastrointestinal, orthopaedics, cardiology, and endocrinology. They are designed for patients requiring specialized medical care without hospital admission, providing consultations, diagnostic tests, and minor surgeries in a comfortable setting.

Unit Overview

- **Medanta – The Medicity, Gurugram:** Established in 2009, the flagship facility with 1,391 installed beds and 271 ICU beds.
- **Medanta Hospital, Lucknow:** Established in 2019, with 475 installed beds and 130 ICU beds.
- **Medanta Abdur Razzaque Ansari Memorial Weavers' Hospital, Ranchi:** Commenced operations in 2015, with 200 installed beds and 54 ICU beds.
- **Medanta Super Speciality Hospital, Indore:** Commenced operations in 2014, with 175 installed beds and 53 ICU beds.
- **Jai Prabha Medanta Super Specialty Hospital, Patna:** Launched in 2020, with 330 operational beds including 57 ICU beds.
- **Medanta Hospital, Noida:** Scheduled to commence in FY25, with 300 expected installed beds.

Medanta continues to expand its footprint across India, committed to providing high-quality healthcare and advanced medical services through its network of hospitals and clinics.

Key Activities/Projects Undertaken Other than Dissertation

1. Radiology + NM + Lab (April 2024)

During this period, I worked in the Interventional Radiology Department and focused on enhancing operational efficiency and patient satisfaction. Key learnings included:

- Understanding the OPD workflow, patient registration, consultation, and procedure scheduling.
- Efficiently managing unscheduled IPD patient procedures.
- Overseeing financial clearances and the operational aspects of the OT module.
- Engaging in patient feedback collection and analysis.

2. ICU (May 2024)

I undertook three projects aimed at improving ICU efficiency:

- **Shifting TAT from ICU 9 to Ward:** Reduced Turnaround Time (TAT) for patient transfers, achieving a compliance increase from 33.3% to 55.6%.
- **Improving Critical Alert Documentation:** Enhanced compliance from 0% to 81.8%.
- **Improving Cross Consult Documentation:** Increased compliance from 16.7% to 93.8%.

Key learnings included patient transfer processes, EMR app navigation, LAMA patient procedures, MRD & IPSG audits, TPA queries handling, and approval processes for panel patients.

3. Quality Department (June 1-15, 2024)

Tasks performed:

- Conducted MRD audits for DVT compliance.
- Performed Mortality Risk Audits using Euro SCORE and APACHE Score in various ICUs.
- Revised the Code Blue mock drill checklist.
- Learned about Clinical Pathways and feedback mechanisms.

Key learnings:

- Importance of standardized clinical pathways for evidence-based healthcare.

- Significance of Code Blue mock drills for preparedness and patient safety.
- Standardization and quality enhancement through MRD forms.
- Effective feedback mechanisms for continuous improvement.

4. Clinical Pharmacy Department (June 16-30, 2024)

I conducted a project analysing the impact of using home/outside medications versus IPD Pharmacy medications on hospital revenue. This involved:

- Comparing potential revenue losses due to home/outside medications.
- Analysing reasons behind the use of non-hospital medications and their financial implications.

Key Learnings from Internship

- Gained comprehensive insights into various hospital workflows and operational processes.
- Enhanced understanding of interdisciplinary collaboration for comprehensive patient care.
- Improved documentation skills and knowledge of regulatory compliance.
- Developed analytical skills through project-based interventions.
- Recognized the importance of effective communication and teamwork in healthcare settings.
- Acquired practical knowledge of patient management, financial processes, and quality control.

Conclusion

My internship at Medanta, Gurugram has been a highly enriching and educational experience. The hands-on exposure across various departments and the opportunity to work on significant projects have provided me with invaluable insights and skills. This experience has solidified my understanding of hospital administration and management, preparing me for a successful career in healthcare management.