

INTERNSHIP REPORT

Submitted to



The IIHMR University, Jaipur

The IIHMR University, Jaipur

Master of Business Administration (MBA)

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2024

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INTRODUCTION

This study focuses on assessing the quality of care provided at Mission Hospital, Durgapur, specifically within the Health Checkup Department and Dietetics department.

Quality healthcare not only improves patient outcomes but also enhances patient satisfaction and reduces medical errors {Agency for Healthcare Research and Quality. (2018). The Six Domains of Health Care Quality}.

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) is an esteemed body in India that sets stringent standards for healthcare quality and safety. NABH accreditation signifies adherence to standardized protocols and best practices, underscoring a hospital's commitment to delivering high-quality care {National Accreditation Board for Hospitals & Healthcare Providers (NABH). (2020)}NABH Standards for Hospitals, 5th Edition.) The Health Checkup Department and Dietetics Department at Mission Hospital face unique challenges that impact service delivery and patient care.

Due to inefficient processes, inadequate staffing, and improper patient flow management can not only affect patient satisfaction but also compromise the timely diagnosis and management of health issues. By pinpointing areas that meet or fall short of NABH standards and identifying gaps that cause delays in the Health Checkup Department, can implement targeted interventions to enhance patient care, staff practices, and overall departmental effectiveness.

The Dietetics Department plays a crucial role in patient recovery and overall health management by providing tailored nutritional advice and interventions. Challenges in this department include maintaining up-to-date dietary protocols, ensuring individualized patient care, and effectively communicating with other healthcare providers. Assessing the quality of care in this department against guidelines provided by Health of Ministry and Family Welfare will highlight areas for improvement in dietary services, which is vital for enhancing patient outcomes and promoting optimal health.

Despite the focus on quality standards by NABH, there is a noticeable gap in research regarding the real-time monitoring of Dietetics and Health Checkup departments in Indian hospitals.

Most current studies focus on overall hospital performance or specific clinical specialties, creating a significant gap in understanding the unique operational and quality challenges these departments face. This lack of targeted research results in an insufficient foundation for developing strategies to address the specific needs of these critical areas.

The Dietetics and Health Checkup departments are critical for preventive care and patient nutrition, which are vital for long-term health outcomes. Without in-depth research into these areas, opportunities for focused quality improvement may be overlooked.

The study aims to provide detailed data on how well the Dietetics and Health Checkup departments comply with NABH standards in real-time, identifying areas needing improvement and the reasons behind non-compliance. The findings will offer benchmarking data that other hospitals can use for comparison, promoting the adoption of best practices across institutions.

OBJECTIVES OF INTERNSHIP

1. **To Develop real-time monitoring checklists** specifically aligned with NABH guidelines and the Ministry of Health & Family Welfare for Dietetics departments and also at Mission Hospital, Durgapur.
2. To identify and analyze the factors and the gaps occurring during the processes leading to delays in service delivery in Health checkup department.

ORGANIZATIONAL PROFILE

- The Mission Hospital, Durgapur, is a 14-year-old state-of-the-art tertiary-care, NABH accredited (since 2013) hospital, dedicated to providing comprehensive medical services to the community of Durgapur and surrounding areas of West Bengal, Jharkhand and Odisha.
- The Mission Hospital (A Unit of Durgapur Medical Centre Pvt. Ltd.) is a 550-bed super-specialty hospital located in Durgapur, West Bengal, India, built in an area spanning three acres.

MISSION:

To provide affordable quality healthcare to patients by incorporating improvement in its day-to-day schedule.

VISION:

To become a centre of excellence in health care by bringing tertiary level healthcare to the people of eastern India.

VALUES:

1. Quality
2. Compassion
3. Integrity
4. Teamwork
5. Service
6. Innovation
7. Stewardship

SERVICES PROVIDED BY ORGANIZATION

- Equipped with advanced technology, experienced medical professionals, and a patient-centric approach, we strive to deliver high-quality healthcare services tailored to the diverse needs of our patients.
 - Patients can have a convenient access to a wide range of medical specialties, including but not limited to:
 - Cardiology - Adult and pediatric
 - Cardiac surgery - Adult and pediatric
 - Neurology
 - Neurosurgery
 - Orthopedics
 - Spine surgery
 - Gynecology and Obstetrics
 - Neonatology and Pediatrics
 - Oncology - Oncomedicine, oncosurgery and oncogynaecology
 - Endocrinology
 - Nephrology
 - Urology
 - Dentistry
 - Psychiatry
 - Plastic and Cosmetic Surgery
 - Gastro-enterology and Hepatology
- Other important facilities include 11 Operation Theatres, 2 Cath Labs, in-house Blood centre, Laboratory and Imaging services including interventional radiology, physiotherapy, etc.

Key Activities/Projects Undertaken other than Dissertation

Besides my dissertation, I was involved in various projects and tasks, including:

- Quality Assurance Project and NABH compliance for the ICU.
- Clinical Audit for Dietary Services.
- Development of a handbook for Dietary Services, adhering to the guidelines and quality indicators outlined by the Ministry of Health and Dietary Services, as well as NABH Edition 5.
- Monitoring and improving quality indicators of IPD.
- Analysis of OPD patient tracking and turnaround times to identify process gaps and contributing factors to waiting times.
- Observing and auditing the Medical Record Department's procedures for filing, including open and closed file audits.
- Participation in various quality assurance activities for the NABH audit during the dissertation period.

Key Learnings from Internship

During my internship, I gained several key insights and skills. Following are the insights-

- Quality Assurance and Compliance: I learned the importance of quality assurance in healthcare settings and how to ensure compliance with NABH standards, particularly in critical areas like the ICU.
- Clinical Audits: I gained expertise in performing clinical audits, particularly for food services, which entailed evaluating and enhancing the quality of the services provided in accordance with set standards.
- Handbook Development: I acquired experience in creating comprehensive handbooks, ensuring they meet specific guidelines and quality indicators set by health authorities.
- Quality Indicators Monitoring: I learned to monitor and analyze quality indicators for inpatient departments, which is crucial for maintaining high standards of patient care.
- Process Analysis: Through tracking OPD patient flow and turnaround times, I gained insight into identifying process inefficiencies and determining factors contributing to delays.

- Medical Records Management: Observing and auditing the Medical Record Department's filing procedures helped me understand the importance of accurate and efficient record-keeping in healthcare.
- Participation in Quality Assurance Programs: I actively participated in quality assurance activities for NABH audits, enhancing my understanding of the standards and procedures required for successful accreditation.

These experiences provided me with a comprehensive understanding of healthcare quality management and the practical skills necessary to contribute effectively to healthcare improvement initiatives.