

INTERNSHIP REPORT

SUBMITTED TO – PROF. ARINDAM DAS

SUBMITTED BY – GARIMA JAIN

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INTRODUCTION

- Internship was pursued in CK Birla Healthcare. Got the initial training in the Corporate Office .
- Mainly worked at Delhi Unit – Punjabi Bagh. It is a 45-bedded hospital with good accessibility.
- The Hospital underwent the NABH Audit in the duration of internship. I was in the Punjabi Bagh Unit for 2 months 10 days.
- Mentored by the Vice President , Deputy Manager and DMS of Medical Services Department during my internship.

OBJECTIVES OF INTERNSHIP :

- To find a relevant research topic and write my dissertation.
- To get the insights of working of medical services department .
- To get to know the real time industry exposure .
- To have learnings for the experience and skill enhancement.
- To put the theoretical knowledge implication in Practical world.

ORGANISATIONAL PROFILE

The CK Birla Hospital is a state-of-the-art multi-disciplinary centre based in West Delhi. The centre is established at a prime and easily accessible location in Punjabi Bagh. It is the latest addition to the \$2.8 billion diversified CK Birla Group that has also been at the forefront of serving India's healthcare needs for over 50 years.

The centre is a leading healthcare institution providing world-class clinical services to the community in and around Delhi. It delivers global standards of clinical quality and service excellence with the highest standards of integrity. It is run by a highly skilled and experienced team of medical experts including those with national and international recognition. Our clinicians are supported by the latest advancements in healthcare technology that enables them to offer seamless, collaborative care as well as the best possible patient experience.

We partner with our patients at every step of the way and offer a 'care team' based approach that allows us to embrace continuous improvement in our services. We are a one-stop destination for you and your family offering personalised care across a wide and comprehensive range of specialties.

Our key values



Commitment to excellence



Compassion

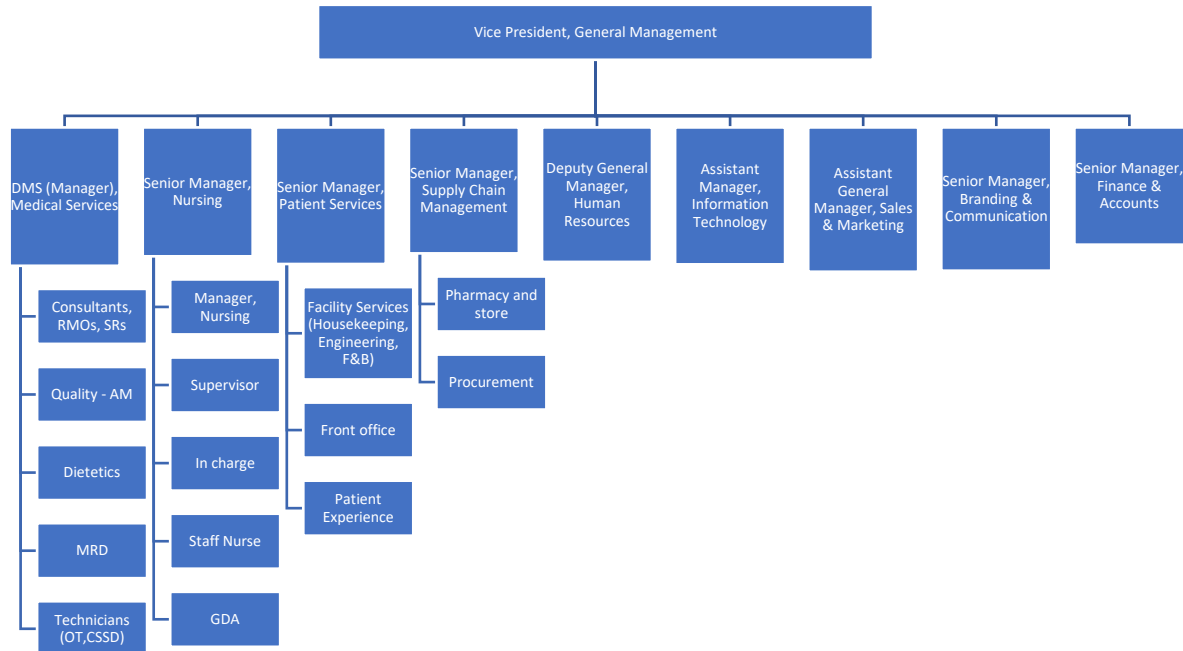


Respect and humility



Integrity

Organogram.



SERVICES PROVIDED BY ORGANISATION

- Multi-disciplinary centre
- Highly experienced doctors of international repute
- Comfortable and spacious patient rooms and amenities
- Nursing team trained as per NHS and national guidelines
- COVID safe centre with stringent protocols
- State-of-the-art modular OTs
- Level III neonatal ICU
- 24×7 Emergency, ICU and Critical Care facilities
- Labour delivery rooms (LDR) with piped Entonox for pain management

- Water-birthing facility
- Chemo daycare centre
- Dialysis centre
- 24×7 Radiology – including CT scan, 4D ultrasound, X-ray, digital mammography, BMD, ECHO
- 24×7 Pathology including advanced genetic testing
- 24×7 Pharmacy
- Studio for fitness, antenatal and post-natal classes & to host medical and educational workshops
- Adherence to international and national guidelines and protocols including NICE guidelines and those from the NHS.

KEY ACTIVITIES

- Forms and formats introduction
- C – Section Data collating and analysing
- Antibiotic Stewardship Plan contribution
- Incident Reporting data analyses and interpretation
- Validation of KPIs

KEY LEARNINGS

- Improved data analyses technique
- Quality aspects of Medical Services
- Conduction of committee meetings
- NABH Audit preparation
- Capturing of Key Performance Indicators
- Important maintenance of Documentation
- Policy writing

