

Internship Report



WE KNOW MOMS

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Introduction

This report documents my experiences and insights from a three-month internship at Kids India Clinic Limited (Cloudnine group of hospitals) Bengaluru from 1st April 2024 to 30th June 2024. This internship was integral to fulfilling the requirements of my MBA in Health and Hospital Management. My internship at Cloudnine Hospital was a transformative experience that provided a comprehensive understanding of the hospital industry. The initial induction period familiarized me with the organization's culture, safety protocols, and operational standards. Throughout my internship at Cloudnine Hospital Bengaluru, I encountered diverse methodologies and strategies designed to address intricate challenges within the Hospital sector and patient care.

Objectives of the internship

- Acquire hands-on experience and expertise in hospital administration.
- Gain insights into the daily functions of different hospital units.
- Take part in projects focused on enhancing operational effectiveness.
- Develop skills in documentation, analysis, and management.
- Improve patient satisfaction and optimize hospital operations through strategic initiatives.

Organizational Profile

R. Kishore Kumar is the Founder-Chairman, Senior Neonatologist and inspiration behind Cloudnine. His experience as a neonatologist across the world led him to spark the idea for a world-class woman and childcare facility in India. Together with other co-founders, he set up Cloudnine in 2007. Over the years, Cloud nine has been working hard to fill the need for exceptional maternity care across India. Over the course of time, it has been able to establish different branches across the country, enabling people of different walks of life to have access to state-of-the-art healthcare. It has delivered over 1 Lac healthy new-born to the hands of their delighted parents. The numerous Awards and Accolades to our name is proof of the exceptional service it offers. In line with that,

Cloud nine is dedicated to creating a magical experience for you as you get ready to meet patients' bundle of joy for the very first time.

Vision

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.

Mission

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.

Services provided by Cloudnine Group of hospitals

1) Specialties

- Maternity
- Gynecology
- Pediatric
- Fertility
- Radiology
- Physiotherapy
- Nutrition and Dietetics
- Neonatology
- Breastfeeding support
- Allied Services

2) Home Services

- Home vaccination
- Pharmacy
- Lab tests
- Flu vaccination
- Ear piercing
- Pediatric lab tests
- Physiotherapy

- Lactation
- Nutrition
- Psychology
- Speech therapy
- Nursing

3) Courses provided to patients

- Free pregnancy webinars
- Masters in baby affairs
- BAPIO training programs
- IVF master class services

Key activities undertaken other than dissertation

Fertility Department

It this department I learned about the IVF procedure, IUI procedure. The packages offered by the hospital and the operational efficiency to manage the patients. Also contributed in increasing the IVF rates significantly.

Quality Department

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.

Key learnings from the internship

- **Understanding Hospital Processes:** Gained insights into the various operational processes and workflows within the hospital, including patient admissions, discharge procedures, and patient flow management.
- **Quality Improvement Initiatives:** Participated in quality improvement projects aimed at enhancing patient care standards, reducing errors, and improving overall healthcare outcomes.
- **Documentation and Compliance:** Learnt about documentation requirements and compliance standards necessary for hospital operations, such as maintaining patient records, handling medical reports, and adhering to regulatory guidelines.
- **Data Analysis and Reporting:** Trying to develop the skills required in analysing operational data, identifying trends, and preparing reports that aid in decision-making and process improvement initiatives.
- **Patient Satisfaction Strategies:** Tried to make new strategies employed to measure and improve patient satisfaction levels, including feedback collection methods, analysis of survey data, and implementing targeted interventions.
- **Resource Management:** Gained exposure to managing hospital resources effectively, including staffing levels, equipment utilization, and supply chain management to optimize operational efficiency.
- **Risk Management:** Learnt about identifying potential risks in hospital operations, implementing risk mitigation strategies, and ensuring patient safety protocols are followed.
- **Interdepartmental Collaboration:** Collaborated with various hospital departments to understand their roles in patient care and how they contribute to overall hospital operations and quality improvement efforts.
- **Project Management Skills:** Gained hands-on experience in planning, executing, and evaluating projects aimed at improving operational processes and patient care outcomes.
- **Professional Development:** Enhance communication skills, teamwork, and adaptability in a healthcare environment, preparing for future roles in hospital administration and healthcare management.

Conclusion

My internship at Cloud nine hospital, Bengaluru, has been a highly enriching and educational experience. The hands-on exposure across various departments such as Fertility, quality and the opportunity to work on significant projects have provided me with invaluable insights and skills to increase my operational efficiencies. Also, the competitive advantage I got to enhance my potential to work productively. This experience has solidified my understanding of hospital administration and management, preparing me for a successful career in healthcare management.

