

Internship Report
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1. INTRODUCTION

As part of my dissertation, I did my internship in Hospital Administration , Godrej Memorial Hospital, Mumbai from 1st April to 30th June 2024. I got placed under the Administrative Medical Officer Dr. Swapnil Kamble, Head of Hospital and Medical Administration. During this period I worked on multiple projects like Empanelment of CGHS/ECHS,TAT, Corporate discharge process, and TPA Department.

Hospital Administration works on different projects where there are some issues with their process and showing non-compliance with the standardized TAT and quality indicators.

2. OBJECTIVES OF INTERNSHIP

- a. To equip myself with the information and abilities needed to resolve managerial difficulties within an organization.
- b. To take on certain duties and fulfill my responsibilities during this time in multiple departments, which I will do under the Preceptor's supervision while according to a set timeframe.
- c. During this internship time, I expect to learn how to work with colleagues, work in teams, assist administrators, grasp organizational culture, and develop analytical and documenting skills.
- d. To develop managerial and leadership skills which are needed for my future growth in the organization.
- e. To understand the ground level process and procedures by working on field, so that I can develop my skills and knowledge from the grass root level

3. Organizational Profile



Established in 2004 under the auspices of the Godrej Memorial Trust, which has been serving the community since 1984 with a clinic in Okhla, New Delhi, Godrej Memorial Hospital in Mumbai exemplifies a steadfast commitment to providing high-quality healthcare services at affordable costs. This modern, multi-specialty 110-bedded hospital stands as a beacon of healthcare excellence, addressing the diverse medical needs of the community while upholding rigorous standards of care and compassion. Godrej Memorial Hospital was commissioned with a mission to deliver compassionate healthcare in a rational and ethical manner, ensuring that quality healthcare remains accessible to all segments of society. The hospital operates on a sustainable charity model, reflecting its dedication to serving the healthcare needs of the masses without compromising on standards.

Vision : To be a Center of Medical Excellence with focus on Emergency Medical Care.

Mission : To provide Compassionate Health care to all at affordable cost in a Rational and Ethical manner with focus on quality.

Accreditation: Accredited by both NABH in 2009 (National Accreditation Board for Hospitals & Healthcare Providers) and NABL in 2008 (National Accreditation Board for Testing and Calibration Laboratories), Godrej Memorial Hospital adheres to stringent quality protocols. These accreditations underscore the hospital's commitment to excellence in patient care, clinical outcomes, and operational efficiency. By meeting these high standards, the hospital ensures that patients receive reliable and safe healthcare services.

The hospital's vision extends beyond providing basic medical care; it aspires to be a center of medical excellence, particularly renowned for its emergency medical services. This vision drives continuous improvement in medical practices, technological integration, and patient-centered care approaches. Godrej Memorial Hospital strives to set benchmarks in emergency care response times, critical care management, and overall patient satisfaction.

In recognition of its contributions to healthcare and societal welfare, Godrej Memorial Hospital has garnered several accolades. Notably, it received the Big Impact Award in 2023, which highlights its significant role in transforming healthcare delivery. Additionally, the hospital has been recognized for its ethical business practice contributions to social infrastructure, earning accolades such as the D. L. Shah National Award for Economics of Quality and the BMC Award in 2018.

Also Received 35 Jamnalal Bajaj Award for Ethical Business Practices

Beyond its clinical achievements, Godrej Memorial Hospital remains deeply rooted in community service. The hospital's foundation, the Godrej Memorial Trust, established in 1984, continues to support healthcare initiatives aimed at benefiting underprivileged communities. This charitable ethos permeates the hospital's operations, ensuring that healthcare remains accessible and affordable to those in need. Integral to the success and ethos of Godrej Memorial Hospital are the dedicated professionals and staff who work tirelessly to uphold its mission and vision. From medical specialists to support staff, everyone at the hospital plays a crucial role in delivering compassionate care and maintaining high standards of professionalism.

Moreover, the leadership of Godrej Memorial Hospital, including the CEO Lt Col (Retd) Dr L.C. Verma , deserves special acknowledgment for their continuous support and guidance. Their insights and strategic direction have been instrumental in shaping the hospital's growth and enhancing its capabilities to meet evolving healthcare challenges.

Godrej Memorial Hospital stands as a testament to the transformative power of dedicated healthcare and philanthropic endeavours. Through its unwavering commitment to quality, affordability, and community service, the hospital continues to redefine standards of excellence in healthcare delivery while positively impacting the lives of countless individuals and families in Mumbai.

4. Service Provided By Organization:

Godrej Memorial Hospital in Mumbai offers a wide array of specialized medical services to cater to diverse healthcare needs

The hospital features departments in Internal Medicine & Chest Medicine, Cardiology & Cardiovascular Thoracic Surgery (CVTS), Orthopaedics & Joint Replacement, Rheumatology & Immunology, Medical & Surgical Oncology, Neurology & Neurosurgery, Endocrinology, Nephrology & Urology (including Organ Transplant), Gastroenterology & Surgery, Plastic & Bariatric Surgery, General & Laparoscopy Surgery, Diabetic Foot Medicine & Surgery, Gynaecology & Obstetrics, Paediatrics (including sub-specialties), Sleep Medicine, Haematology, Ophthalmology & Vitro-Retinal Surgery, Dentistry & Maxillofacial Surgery, Dermatology & Venereology, ENT and Audiology, Occupational & Speech Therapy, and Psychiatry & Counselling.

With accreditations from NABH and NABL, the hospital upholds high standards of care across all specialties, ensuring quality healthcare delivery. Specialized teams of doctors and surgeons provide compassionate and comprehensive treatment, making Godrej Memorial Hospital a centre of medical excellence committed to serving the community's healthcare needs effectively and affordably.

Allied Services

In addition to its specialized medical departments, Godrej Memorial Hospital, Mumbai offers a comprehensive range of allied services to support patient care and recovery. These include Physiotherapy & Rehabilitation services aimed at restoring mobility and

function post-surgery or injury. Home Healthcare Services cater to patients requiring medical attention in the comfort of their homes, ensuring continuity of care. Dietary & Nutrition services provide personalized nutrition plans to promote healing and manage chronic conditions effectively. Hyperbaric Oxygen Therapy is available for treating conditions like non-healing wounds and certain infections. The hospital's Ambulance Service ensures swift and safe transportation of critically ill patients to the facility. Pathology & Laboratory services provide accurate diagnostic testing, while Radiology Imaging offers advanced imaging techniques for precise diagnosis. A well-equipped Pharmacy ensures timely availability of medications, enhancing convenience for patients. These allied services complement the hospital's core medical specialties, ensuring comprehensive and integrated healthcare solutions for all patients.

5. KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Empanelment of ECHS/ CGHS – Work for CEO office project on empanelling of ECHS/CGHS scheme either its good for our hospital or not, rate list were compared to assess along with market research.
- To observe the discharge process of insurance patients in hospital and to identify the issues- Delay in start of discharge process, delay in completion of discharge summary, file preparation delay by nurses, delay in preparation of IP approx. bill by the floor biller.
- Improve coordination with govt. authorities for MLC cases- As we are only tertiary care hospital near by to highway we have a lot of cases of accident one of the important thing in this is MLC cases I was majorly looking over completion of these MLC cases with coordination with doctors and police.

6. KEY LEARNING AND VALUE ADDITIONS

- Visited multiple departments of the hospital and enquired about the quality indicators of those particular departments and checked the previous performances in quality perspective.

- While working for one of my project- Post auth submission TAT, I observed and learned about the billing process in different departments like in-patient wards, ICU, Emergency.
- Attended training sessions and got in depth knowledge about the hospital policies and their procedures of different departments. 9
- Attended Induction event and came to know about the hospital HR policy and its committees, Employee rights and responsibilities, Basics about ergonomics, organization structure, Facility management services and its plans, Infection control, Fire management etc.
- I read about various services available in the hospital like utility, administrative etc but during the internship I understood their functioning and the importance of them to the hospital industry.
- By experiencing and studying, practical knowledge enables us to be self-sufficient and work on our own.
- While studying the theory I really didn't understand how the other services like utility and IT are crucial to hospital functioning, but during my practical exposure, I got a clear idea about this

References-<https://godrejhospital.com/GodrejMemorialHospital/l/index.aspx?id=371>