

INTERNSHIP REPORT

Mahatma Gandhi Medical College and Hospitals, Jaipur

Submitted By:

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The IIHMR University, Jaipur

For The Partial Fulfillment for The Award of The Degree Of

Master of Business Administration (MBA)

In

Hospital and Health Management

BATCH – HEM'27

DEDICATION

I would like to portray my special thanks to IIHMR University, Jaipur to provide such a great opportunity for permitting to work in one of the elite healthcare organisations. I would like to dedicate my successful completion of internship to the faculty **(Dr. Nutan P. Jain)** and the institution who guided me throughout the **3 months journey of internship at Mahatma Gandhi Medical College and Hospital**, as the change of life stages from a student to a professional is not always very simple. Students have to face many challenges when they enter into professional life. They have to adjust themselves according to the professional environment by implementing their conceptual knowledge in the new world of work. Academic internships are a bridge to link the theory and practice by taking part in supervised and scheduled work. These internship programs not only improve student's personal skills but also polish their professional growth and experience. Internship programs enable students to get training during their course programs and save organization's supervision and training costs by providing them trained employees.

ACKNOWLEDGMENT

The meaning of life is to find your gift. The purpose of life is to give it away and in the same way I have received a pool of knowledge through my seniors and peers in my department. I truly feel blessed to be a part of such a great organization where I continuously learnt and was able to find better version of myself every following day. I would like to portray my special thanks to Dr. Shubhi Shrivastava, who first gave me the opportunity to enhance my existing skills and for continuously guiding me to become a better management trainee. I want to shower my gratitude towards my mentors to help me to be able to develop into a better management professional by working on me which greatly helped me to improve my skills. It is because of their continuous support and guidance I was able to complete my internship period successfully.

Table of Contents

- Introduction
- Objectives of Internship
- Organizational Profile
- Services Provided by Organization
- Key Activities/ Projects Undertaken Other than Dissertation
- Key Learnings from Internship

INTRODUCTION

Mahatma Gandhi Hospital (MGH) was formally inaugurated on 2nd October, 2000. At present this multi - specialty teaching hospital has 1400 beds. MGH also provides adequate clinical teaching materials as envisaged by Medical Council of India, Dental Council of India, and Indian Nursing Council.

The world - class infrastructure with the state- of- art medical equipment and highly reputed and experienced medical consultants / doctors / paramedical staff of MGH provides clinical support to the faculty of medicine resulting into most efficient teaching in these institutions.

MGH has a fully developed central diagnostic laboratory in biochemistry, microbiology and pathology. A well-trained and senior faculty supervises this lab which is one of the biggest in the State. MGH provides well-developed, unique services in the field of Advanced Reproductive Techniques (ART), medical and surgical endoscopy and modern blood banking with component therapy. MGH has started its Regional Emergency and Trauma Center approved for Medico Legal Cases (MLC) along with well - equipped ambulance facilities meant to save lives of the victims of road accidents.

The efficient and effective emergency department is well equipped with intensive care therapy, diagnostics, radio-diagnostic including ultrasonography and CT-Scan, MRI, Hematology and fully equipped operation theaters manned by eminent professionals and experts round-the-clock. This is the first trauma center in the state approved by the Govt. of Rajasthan to deal with medico-legal cases including road traffic accident and post mortem under the Dept. of Forensic Medicine of MGMCH.

MGH has recently been upgraded with a state-of-art Cardiac & Critical Care Centre. The services at Cardiac & Critical Care Centre are available for patients by experienced Cardiologists & Cardiothoracic surgeons round the clock along with latest equipment's & ultra-modern technology.

The Hospital has a modern Kidney Transplant & Urology Centre namely Mahatma Gandhi Kidney Transplant Center which has started its functioning under expert Kidney Transplant Surgeons and Nephrologists. This center gives quality medical services with ultra-modern techniques at affordable cost for all kinds of kidney ailments. A full-fledged Department of Oncology is launched with two linear accelerators for Radiotherapy services.



OVERVIEW

SPECIALITIES/ SERVICES OFFERED BY MAHATMA GANDHI HOSPITAL

S. No	Scope of Services
A	Medical Specialty
1.	Cardiology
2.	Clinical Immunology
3.	General Medicine including Geriatrics
4.	Family Medicine
5.	Emergency Medicine
6.	Palliative Medicine
7.	Physical Medicine & Rehabilitation

8.	Neurology
9.	Nephrology and dialysis
10.	Urology
11.	Medical Gastroenterology including Hepatology
12.	Neonatology
13.	Nuclear Medicine
14.	Endocrinology
15.	Paediatric
16.	Paediatric Gastroenterology
17.	Respiratory Medicine
18.	Critical Care
19.	Anaesthesiology including Neuro anaesthesia
20.	Cardiac Anaesthesia
21.	Medical Oncology
22.	Haemato Oncology
23.	Medical Genetics
24.	Psychiatric
25.	Skin & Dermatology
26.	Radiation Oncology

B.	Surgical Specialty
1.	Orthopaedics including Joint Replacement Surgery and Arthroscopy
2.	CTVS
3.	Neurosurgery
4.	Plastic and Reconstructive Surgery

5.	Surgical Oncology
6.	General Surgery including Laparoscopic and Bariatric Surgery
7.	Paediatric Surgery
8.	Paediatric Haemato Oncology
9.	ENT
10.	Ophthalmology
11.	Reproductive Medicine (IVF)
12.	Obstetrics & Gynaecology including Gynaecological Oncology
13.	Organ Transplant
14.	Burn Unit
15.	Surgical Gastroenterology including Hepato-Pancreato-Biliary Surgery

C.	Clinical Support Services
A.	Laboratory
1.	Clinical Biochemistry
2.	Clinical Microbiology and Serology
3.	Clinical Pathology
4.	Cytopathology
5.	Haematology
6.	Histopathology
7.	Molecular Biology
B.	Radiology & Imaging Services

1.	2-D ECHO
2.	Bone Densitometry
3.	CT Scanning
4.	DSA Lab
5.	EEG
6.	EMG/EP
7.	Gamma Camera
8.	Holter Monitoring
9.	MRI
10.	Mammography
11.	PET CT
12.	Spirometry
13.	Tread Mill Testing
14.	Ultrasound
15.	Urodynamic Studies
16.	X-Ray
17.	Blood Bank
18.	Dietetics, Food and Nutrition
19.	Physiotherapy
20.	Psychology
21.	Occupational Therapy
22.	Speech & Language Therapy
23.	Audiometry

PLAN OF INTERNSHIP PROGRAM

Our internship program is very carefully planned to offer the young and dreaming healthcare people to gain practical experience and moreover receive powerful knowledge about standards and actions needed to achieve the JCI accreditation.

Interns will be involved in several departmental workings as they be exposed to the aspects of quality management, patient's safety, clinical services, and administration.

They will be engaged in workshops, seminars, and mock audits based on the practical experience of mentors, who managed to lead our hospital to JCI certification. The intended outcome of this type of experience is to increase the internalization of norms and practices in global healthcare systems and ready interns for career opportunities in health services administration and management.

OBJECTIVES OF INTERNSHIP

Thus, the goal of this internship is to help the interns get the clear understanding of the JCI accreditation process, importance of which goes beyond the healthcare facilities and extends to the improvement of the overall quality and safety of the healthcare services for patients. Interns are to gain understanding and practical knowledge on how to on roll and sustain the JCI standards among them the audits, risk management and organizational culture.

Also, the program's development of critical thinking and problem-solving skills will help interns to pinpoint and solve existing issues within the health-care facilities.

Thus, at the end of the internship, the participants will be ready to respond to the needs of any healthcare institution where they will work to improve the healthcare quality accreditation systems and promote the enhancement of everything connected with the points described above.

ORGANIZATIONAL PROFILE

Mahatma Gandhi scientific university and hospital, Jaipur, is a main healthcare organization known for its wide variety of scientific services, research, and great instructional applications. The health centre is committed to providing healthcare services, supported via advanced scientific generation and a crew of exceedingly skilled experts.

1. Area: Jaipur, Rajasthan
2. Established: 2000
3. Affiliations: diagnosed by using the medical Council of India and affiliated with Mahatma Gandhi university of medical Sciences & generation.
4. Potential: 1400 beds
5. Specialties: The medical institution gives multi-uniqueness offerings, along with but no longer constrained to Cardiology, Neurology, Oncology, Orthopaedics, Gastroenterology, and Nephrology.

VISION, MISSION

Vision

1. To develop MGUMST as an Institution of Excellence, at par with Global standards, in the field of healthcare and allied sciences.
2. To amalgamate our colleges, departments, students and alumni to impart world class research and education, aimed at making a positive difference in the healthcare at the national and global level.
3. To achieve overall development of learners, including character and moral values, by imbibing a culture of inquisitiveness, inclusion, collaboration and innovation.
4. To ensure equality amongst diversity in all respects, reflecting the true Gandhian principles, so that everyone gets a fair opportunity and the best of minds and talent may be recognised and allowed to flourish in the ever-changing competitive environment.

Our Mission

1. To develop dynamic, self-dependent and world class Healthcare Institution dedicated in providing the best medical education and clinical treatment.
2. To develop the best healthcare practices in the community, with a spectrum ranging from preventive health measures to excellence in tertiary care, with an aim to establish a healthy, disease-free society.
3. To enrol students, staff and faculty in various clinical and non-clinical programs based on the principle of merit and impartiality, and without any discrimination of race, sex, non-disqualifying disability, caste, religion, and national or ethnic origin.
4. To utilise the latest technology, as well as, to identify the best possible use of upcoming technology such as Artificial Intelligence to predict, prevent and treat various ailments and illnesses before they affect an individual or the community.

KEY ACTIVITIES PERFORMED

During the course of this project for acquiring hospital accreditation under the JCI, I undertook several activities like; performing of the extensive gap analysis to forge out the areas which require changes for providing the hospital accreditation, creation and implementation of policies and procedures to match with the JCI requirement and coordination of the training sessions to make all the staff aware of the accreditation standards.

In the campaigns, I was active in the organization and execution of simulation audits, creating documents, and ensuring cooperation between the departments in driving the change for quality and safety.

Moreover, I also complemented the analysis of performance changes confirming the efficiency of introduced changes, making daily, weekly, and monthly reports to the leadership team concerning the ongoing work, and participating in the process of constant improvement of the organization's procedures in order to provide patients with the highest quality of services as well as achieve maximal organizational effectiveness.

KEY LEARNINGS FROM INTERNSHIP

As a result of this process to JCI accreditation, several important lessons have been realized that is critical for the sustenance of our hospital.

Firstly, it has to be noted that preparation and adherence to details are crucial. Consequently, doing the detailed gap analyses we were able to identify the areas that require improvement in order to maintain and provide the level of service that complies with the JCI standards.

Secondly, the communication between departments must be efficient and clear. Encouraging team work and being open about the organisation has helped in increasing the chances of proper implementation of these policies and procedures.

Thirdly, learning that is carried out on a continuous basis is necessary in the process of working and evolving as a professional. Mock audits and other training activities that are held do not only help in the process of accreditation, but also help the staff to get more practice in the principles of maintaining high levels of patient care in the long run.

These learnings thus support the commitment of providing quality healthcare services as well as enhances on the evaluation on the principles as well as guidelines set in the international level.