



SUMMER INTERNSHIP PROGRAM

at

CLOUDENINE, BENGALURU

From MAY 01 2024 to JULY 1st 2024

A REPORT BY

MERI PAUL

Master of Business Administration

HOSPITAL AND HEALTH MANAGEMENT

2023-25

under the Mentorship of

Dr. Vinod kumar SV

Associate professor

IIHMR University

2nd July, 2024

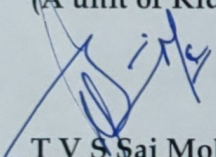
To whomsoever it may concern

This is to certify that Ms. Meri Paul has worked as an “Intern” in the “Operation Department” from 1st May 2024 to 1st July 2024.

We thank her for her contribution and wish her all the very best in her future endeavors.

Thanking you,
With best wishes,

For Cloudnine
(A unit of Kids Clinic India Pvt. Ltd.)


T V S Sai Mohan Krishna
Business Head



Doctor's Name :

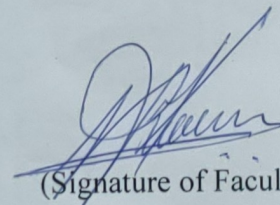
Doctor's Signature :

IIHMR University Faculty Mentor Approval

This is to certify that **MERI PAUL** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

She has carried out her work as per the guidelines. Her poster is approved for presentation.

Date: July 23, 2024

A handwritten signature in blue ink, appearing to read 'Dr. Vinod Kumar S V', written over a horizontal line.

(Signature of Faculty Mentor)

Dr. Vinod Kumar S V
(Professor)

IIHMR UNIVERSITY
JAIPUR

Organization brief history and description

- Cloudnine Maternity Hospital has a well-defined organizational structure that ensures efficient operation and high standards of patient care. The structure includes experienced and skilled medical professionals, dedicated nursing staff, and a supportive administrative team, all working collaboratively to provide exceptional healthcare services.

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.

STRENGTH

- Established Reputation: Strong brand in maternity and neonatal care.
- Skilled Workforce: Experienced and well-trained medical staff.
- Advanced Infrastructure: State-of-the-art facilities and technology.

WEAKNESS

- High Costs: Premium pricing may limit accessibility.
- Staff Shortages: Insufficient nursing and support staff.

OPPORTUNITIES

- Medical Tourism: Potential to attract international patients.
- Growing Healthcare Market: Increasing demand for quality healthcare services.

THREATS

- Competition: Presence of other reputed hospitals like Apollo, Fortis, and Medanta.
- Regulatory Challenges: Compliance with evolving healthcare regulations.

SWOT ANALYSIS

- QUALITY:** Achieve clinical excellence by inculcating a culture of continuous quality improvement across all domains with the center of focus being patient safety.



THEORETICAL INSIGHTS AND PRACTICAL OBSERVATIONS

- Service Efficiency:** Efficient appointment scheduling and queue management reduce waiting times and improve patient flow.
- Healthcare Provider Behavior:** Empathy and professionalism in healthcare providers significantly enhance patient satisfaction.
- Physical Environment:** A clean, comfortable, and accessible hospital environment is crucial for patient comfort and satisfaction.
- Admission and Discharge Delays:** Delays in admission and discharge processes due to insufficient staffing and unclear instructions were noted.
- Patient Safety Protocols:** Adherence to safety protocols is observed, but regular audits and continuous staff training are necessary.

LEARNING:

- Gained insights into patient admission and discharge processes.
- Observed the implementation of patient safety protocols and audits.
- Learned about the importance of effective communication and use of Hospital Management Information Systems (HIMS).

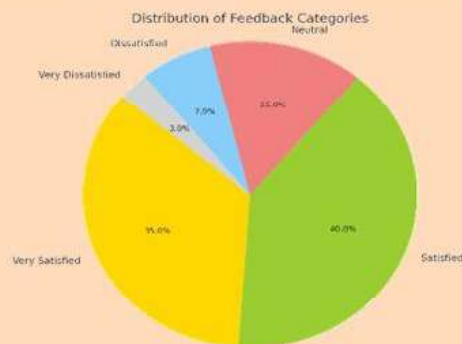
USEFULNESS OF INTERNSHIP:

- Practical exposure to various hospital departments.
- Enhanced communication skills, professionalism, and teamwork.
- Better understanding of patient reactions and ways to manage stressful situations.

CHALLENGES FACED DURING INTERNSHIP:

- Initial difficulties in data collection due to the large organizational size.
- Hesitation from staff to cooperate due to unfamiliarity.
- Managing patient queries and support requests during encounters.

- PROJECT:** Improve patient Satisfaction Level in OPD.
- OBJECTIVE:** Increase overall patient satisfaction scores, Reduce average waiting times.
- SAMPLE:** OPD EMPLOYEES
- SAMPLE SIZE:** 10
- STUDY INTERVAL:** 10:00AM TO 6:00PM
- POPULATION:** OPD
- SAMPLING METHOD USED:** SIMPLE RANDOM SAMPLING



GAPS IDENTIFIED:

- Staff Shortages:** Insufficient nursing and administrative staff impacting service efficiency.
- Admission Delays:** Unclear instructions and insufficient signage leading to confusion during the admission process.
- Discharge Delays:** Late assessments and delayed pharmacy responses slow down the discharge process.

PROPOSED SUGGESTIONS AND SOLUTIONS:

- Increase Staffing:** Hire additional nurses and administrative staff to better manage patient flow.
- Clear Signage:** Install clear and visible signs to guide patients to the admission desk efficiently.
- Streamline Discharge Process:** Improve coordination between nursing staff and pharmacy to expedite the discharge process.

Reporting Format (Weekly)

Name of the Organisation: Cloudnine, Vathur , Bangalore

Area/ Department/ Project of Summer Internship Program: Quality and Operation department.

Name of the Student: Meri paul

Roll no:1751

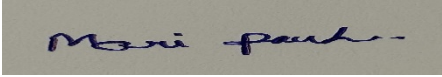
Stream: Hospital and health management.

Week no: 1st

From: 2 may to 8th may

Activity Done	1. Observation and checking all the patient facility. 2. Working on OPD billing facility. 3. Done organization review. 4. Making PPT for doctor.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure.
Gaps identified on the working area.	1. Communication between patient or receptionist. 2. Challenges of limited staff for prompt medication delivery post-order processing across department.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise.
Plan for the next week	1. Improving customer service. 2. Understanding customer need. 3. Attending all phone calls.

Signature of the Student

A rectangular box containing a handwritten signature in blue ink that reads "Mori park".

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: Cloudnine, Varthur , Bangalore

1. Area/ Department/ Project of Summer Internship Program: Rotation through various department.

Name of the Student: Meri paul.

Roll no:1751

Stream: Hospital and health management.

Week no: 2nd

From: 9 may to 11th may

Activity Done	1. Conducted the word rounds for patient's right and responsibility. 2. Working on OPD billing facility. 3. Day by day done the organization review.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training.
Plan for the next week	1. Improving customer service. 2. Understanding customer need. 3. Attending all phone calls regular base.

Signature of the Student



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Reporting Format (Weekly)

Name of the Organisation: Cloudnine, Varthur , Bangalore

1. Area/ Department/ Project of Summer Internship Program: Floor coordinator.

Name of the Student: Meri paul.

Roll no:1751

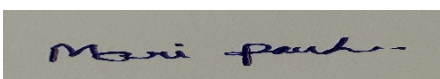
Stream: Hospital and health management.

Week no: 3rd

From: 12th jun to 18th jun.

Activity Done	1. Prepared questionnaire for project work. 2. Working on OPD billing facility. 3. Assted nursing staff in patient care. 4. Working on IPD for patient quality of care. 5. Work in Excel. 6. MRD paper documentation.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Alate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Project objective and methodology for quality improvement in the organization. 4. Collect data for project.

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1. Area/ Department/ Project of Summer Internship Program: Rotation through various department.

Name of the Student: Meri paul.

Roll no:1751

Stream: Hospital and health management.

Week no: 4th

From: 20th may to 25th may

Activity Done	1. Floor coordinating management. 2. Communicate with patient party 3. Working on OPD billing facility. 4. Assisted nursing staff in patient care. 5. Working on IPD for patient quality of care.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Allocate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Understanding customer need. 4. Attending all phone calls regular base.

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1. Area/ Department/ Project of Summer Internship Program: Floor coordinator.

Name of the Student: Meri paul.

Roll no:1751

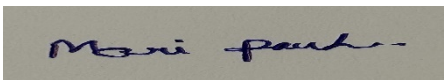
Stream: Hospital and health management.

Week no: 5th

From: 26 may to 1th jun.

Activity Done	1. Prepared questionnaire for project work. 2. Working on OPD billing facility. 3. Assted nursing staff in patient care. 4. Working on IPD for patient quality of care. 5. Work in Excel. 6. Track staff in different departments to observe daily operations and patient facilities.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Alate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Project objective and methodology for quality improvement in the organization. 4. Collect data for project.

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Name of the Student: Meri paul.

Roll no:1751

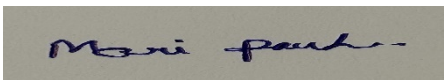
Stream: Hospital and health management.

Week no: 6th

From: 3 jun to 8th jun.

Activity Done	1. Prepared questionnaire for project work. 2. Working on OPD billing facility. 3. Assted nursing staff in patient care. 4. Working on IPD for patient quality of care. 5. Work in Excel. 6. Track staff in different departments to observe daily operations and patient facilities.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Alate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Project objective and methodology for quality improvement in the organization. 4. Collect data for project.

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1. Area/ Department/ Project of Summer Internship Program: Floor coordinator.

Name of the Student: Meri paul.

Roll no:1751

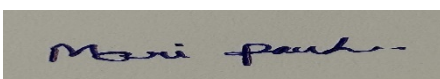
Stream: Hospital and health management.

Week no: 7th

From: 10th jun to 15th jun.

Activity Done	1. Prepared questionnaire for project work. 2. Working on OPD billing facility. 3. Assted nursing staff in patient care. 4. Working on IPD for patient quality of care. 5. Work in Excel. 6. MRD paper documentation.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Alate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Project objective and methodology for quality improvement in the organization. 4. Collect data for project.

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Reporting Format (Weekly)

Name of the Organisation: Cloudnine, Varthur , Bangalore

1. Area/ Department/ Project of Summer Internship Program: IPD Coordinator.

Name of the Student: Meri paul.

Roll no:1751

Stream: Hospital and health management.

Week no: 8th

From: 17th jun to 22nd jun.

Activity Done	1. Prepared questionnaire for project work. 2. Working on OPD billing facility 3. Prepared the project report. 4. Working on IPD for patient quality of care. 5. Conducted gap analyzed.
Linking theory (Classroom learning) with practice at your organisation	1. Classroom learning helps in understanding hospital working environment. 2. Knowledge about hospital work procedure. 3. All the activities that I have done are discussed in class under the module Essentials of hospital services. 4. Applied theoretical knowledge to real world hospital.SS
Gaps identified on the working area.	1. Staff is not clearly aware about organization. 2. Challenges of limited staff for prompt medication delivery post-order processing across department. 3. Inadequate communication between department leading to delays in patient care.
Suggestions for improvement	1. Increasing manpower. 2. Work department wise. 3. Conduct regular staff training. 4. Alate additional resources to department facing resource shortage
Plan for the next week	1. Continue rotating through different department to again comprehensive exposure. 2. Improving customer service. 3. Project objective and methodology for quality improvement in the organization. 4. Collect data for project.

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