

SUMMER INTERNSHIP PROGRAM

at

CLOUD NINE HOSPITAL, BENGALURU

From: 6th may to 30th June

A REPORT BY

ANKIT JANGIR

Enrollment no.: IIHMR-U/01/2023-25/1679

MBA in Hospital and Health Management

2023-25

under the Mentorship of

Anupam Mehrotra



29th June, 2024

To whomsoever it may concern

This is to certify that **Mr. Ankit Jangir** has worked as an “Intern” in the “Operations Department” from 1st May 2024 to 29th June 2024.

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

Thanking you,
With best wishes,

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

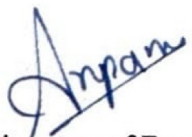

Priyanka Baghel
Center Head


Annexure B**IIHMR University Faculty Mentor Approval**

This is to certify that Dr./Mr./Ms. Ankit Jangir of academic year 2023 - 2025 of the INSTITUTE OF HEALTH MANAGEMENT RESEARCH has prepared a poster with respect to his/her summer internship held during May-June 2023.

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

Date: 22/7/24


(Signature of Faculty Mentor)
Dr. Anupam Mehrotra

Name: Anupam Mehrotra

Designation: Assistant Professor

About Hospital

At Cloudnine, we believe that a child is life's greatest gift and pregnancy is one of the most magical experiences nature can offer.

This gift deserves to be nurtured and cared for, not just at birth, but for the entire duration of your pregnancy. Which is why, to ensure a healthy and happy pregnancy, Cloudnine provides you with world-class medical expertise, state-of-the-art facilities, a space filled with love and laughter and staff dedicated to the holistic well-being of you and your baby.

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.

SWOT Analysis

Strength :-

- **Wide Network:** Multiple branches across major cities in India, making it accessible to a larger population.
- **Specialized Care:** Focus on maternity, gynecology, neonatology, and pediatrics with advanced medical technology and facilities.

Weakness :-

- **High Costs:** Services at Cloudnine are often more expensive compared to many other maternity hospitals
- **Limited Services for Complex Cases:** While excellent for routine maternity care, Cloudnine may lack the comprehensive multi-specialty services required for extremely complex medical cases.

Opportunity :-

- **Technological Advancements:** Adopting the latest medical technologies and digital health services can enhance patient care and operational efficiency.
- **Partnerships and Collaborations:** Collaborating with other healthcare providers and insurance companies can broaden service offerings and patient access.

Threat :-

- **Competition:** Intense competition from other well-established maternity hospitals and emerging players offering similar services at competitive prices.
- **Patient Safety and Satisfaction:** Any incidents related to patient safety or dissatisfaction can damage the hospital's reputation and brand.

Learning during Internship

- **Clinical Skills:** Hands-on experience in patient care, diagnostics, and treatment procedures.
- **Medical Knowledge:** Exposure to various medical conditions, treatments, and best practices in maternity, fertility, and childcare.
- **Healthcare Technology:** Familiarity with hospital information systems, medical devices, and technology used in patient care.
- **Team Collaboration:** Working effectively within multidisciplinary teams, understanding roles, and coordinating care.
- **Professionalism:** Adhering to ethical standards, maintaining patient confidentiality, and developing a professional demeanor.

Challenges Faced

- **Workload Management:** Balancing multiple tasks and duties can be overwhelming. **High-Pressure Environment:** Dealing with critical medical situations and emergencies. **Learning Curve:** Adapting to hospital protocols, medical terminology, and technology. **Communication Barriers:** Effective interaction with patients, families, and staff. **Emotional Stress:** Handling difficult cases, patient outcomes, and maintaining professionalism.
- **Time Management:** Prioritizing tasks and managing time efficiently. **Limited Practical Experience:** Applying theoretical knowledge in real-life scenarios can be challenging

Organisation structure



Report Objectives

Assess the overall outpatient department (OPD) performance, including the number of visits and tests conducted.

- Evaluate the efficiency of laboratory services by comparing the number of prescribed and completed tests.
- Analyze specific departments' performance, such as obstetrics and gynecology (OBG), pediatrics, and fertility, by tracking their OPD visits and lab test conversions.
- Provide detailed statistics on individual doctors' performances, including the number of OPD visits and tests prescribed and completed.

Findings

Total OPD	2136	Total OPD	2135	Total OPD	2136
Total paediatric OPD	801	Total Fertility OPD	136	Total paediatric OPD	801
Prescribed lab test	56	Prescribed test	58	Prescribed lab test	56
Done	44	Done lab test	43	Done	44
Lab conversion	78%	Lab conversion	74.00%	Lab conversion	78%

Theoretical Understanding

- **Medical Knowledge:** Understanding anatomy, physiology, and pathology related to maternity, neonatology, and pediatrics. Learning about different medical conditions, diagnostic criteria, and treatment options.
- **Clinical Guidelines:** Studying hospital protocols and standard operating procedures. Familiarity with clinical guidelines and evidence-based practices.
- **Ethics and Professionalism:** Knowledge of medical ethics, patient confidentiality, and informed consent. Understanding the importance of professionalism and patient-centered care.
- **Healthcare Systems:** Insight into healthcare management, hospital administration, and policy-making.

Practical Exposer

- **Clinical Skills:** Conducting physical examinations, taking patient histories, and performing diagnostic tests. Assisting in procedures like deliveries, surgeries, and neonatal care.
- **Patient Care:** Developing bedside manners and effective communication skills with patients and families. Providing holistic care, including emotional and psychological support.
- **Technical Proficiency:** Operating medical equipment and technology, such as ultrasound machines, ventilators, and electronic health records (EHR) systems.

Suggestion

- Establish a Hospital Canteen.
- Improve Appointment Scheduling and Patient Flow.
- Reduce Lab Test and Scan Costs.
- Enhance the Refund Process.
- Enhance Communication for Patient Discharge.

Usefulness of Hospital Internship

- Hands-on clinical experience.
- Exposure to diverse medical cases.
- Learning from experienced healthcare professionals.
- Interprofessional collaboration

Reporting Format (Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program:

Operations Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 1st

From:6th May 2024 to 11th May 2024

Activity Done	6th May: Taken the hospital reviews from the patients and visitors. Posting in the IPD Department. Received an overview of the hospital's billing procedures. Gathered Google reviews for further analysis. 7th May: Delved into detailed billing procedures, understanding the hospital's billing system intricacies. Explored AMS and LT systems. Explored Ayu Health, the hospital's insurance partner. Learned about various scans offered, focusing on early pregnancy, NT, anomaly, IV scans. 8th May: Initiated a project for Mother's Day celebrations. Interacted with 6 patients in the IPD Department, gathering valuable feedback. Made 80 calls to patients for event participation. Acquired knowledge about the range of tests conducted in the hospital, including HB%, RBC. Deepened understanding of billing. 9th May: Conducted 150 patient calls for event coordination. Learned about the hospital's home service offerings. Further understanding of billing intricacies and available package options. 10th May: Confirmed event participation with patients. Managed IPD billing, laboratory billing, and scan billing procedures. Meeting with the central head to discuss
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	Conducted feedback calls for process improvement. Orchestrated the Mother's Day event, overseeing everything from refreshments to activities and prize distribution. <u>11th May</u>: Launched the Mother's Day event, extending a warm welcome to the chief guest. Facilitated patient registration and ensured the seamless execution of the event. Assisted with billing procedures in the afternoon session.
Linking theory (Classroom learning) with practice at your organization	Healthcare Operations Management, Healthcare Marketing and Strategy, Leadership and Human Resource Management Healthcare Quality and Patient Safety, Contingency theory, Human Relations Theory
Gaps identified on the working area.	Absence of Canteen Facilities, Extended Waiting Times, Few Tests are not available, Malfunctioning Equipment in the IPD.
Suggestions for improvement	• Explore options to establish a canteen within the hospital. • Conduct a thorough analysis of patient flow and appointment scheduling processes. • Assess the demand for additional tests and prioritize the introduction of new tests based on clinical relevance.
Plan for the next week	• PCPNDT Training • EDT Capture • Marketing management

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 2nd

From:13th May 2024 to 18th May 2024

Activity Done	1. Learn the OPD functions and management of OPD. 2. Taken all the information about the tests and scans from the technician. 3. Started working on the hospital reception, billing, appointments of the patient and how to handle the patients or customers. 4. Worked on the Lab conversion of the hospital to enhance and increase the lab tests and scans. Appointment confirmation calls to the patients 5. Started NR calling for the patients reviews and feedback about the hospital visit. 6. Also visited the PCPNDT lab and learn how it works and what are the measures of PCPNDT.
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Linking theory (Classroom learning) with practice at your organization	Leadership, Human Resource Management, Healthcare Marketing and Strategy, and Operations Management Human relations theory, contingency theory, and healthcare quality and patient safety
Gaps identified on the working area.	Absence of Canteen Facilities, Extended Waiting Times, Few Tests are not available, Malfunctioning Equipment in the IPD. Availability and timings of doctors are not appropriate.
Suggestions for improvement	• Investigate possibilities for opening a hospital canteen. • Perform a detailed examination of the processes involved in scheduling appointments and patient flow. • Evaluate the need for more testing and rank the introduction of new tests according to their clinical applicability. . Doctors have proper time schedule for the patients' appointments.
Plan for the next week	1. Lab conversion 2 EDD Capture 3.Patient experience and quality improvement.

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 3rd

From:20th May 2024 to 26th May 2024

Activity Done	1. Learn all the the working of scans and lab tests in the hospital. 2. Learned how to handle the patients at reception. Get some knowledge about the hospital maternity packages and all other packages. 3. Started working on the hospital reception, billing, appointments of the patient and how to handle the patients or customers. 4. Worked on the Lab conversion of the hospital to enhance and increase the lab tests and scans. Appointment confirmation calls to the patients 5. Started NR calling for the patients reviews and feedback about the hospital visit. 6. Also visited the PCPNDT lab and learn how it works and what are the measures of PCPNDT. - Asked the patients about the hospital experience and feedback of the patients and the query faced by the patients during the walkin.
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Linking theory (Classroom learning) with practice at your organization	Leadership, Human Resource Management, Healthcare Marketing and Strategy, and Operations Management Human relations theory, contingency theory, and healthcare quality and patient safety
Gaps identified on the working area.	Shortage of staff, Extended Waiting Times, Few Tests are not available, Malfunctioning Equipment in the IPD. . High cost of the lab tests and scans and appointment fees.
Suggestions for improvement	. Availability of the canteen. . IPD facilities for the attender of patients. • Perform a detailed examination of the processes involved in scheduling appointments and patient flow. . low cost for the lab tests and scans done in the hospital. . Doctors have proper time schedule for the patients' appointments.
Plan for the next week	1 Hospital goggle ratings. 2 EDD Capture 3.Relationship building between patients and staff.

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 4th
2024

From: 28th May 2024 to 2nd June

Activity Done	1. Done the lab conversion for the week. 2. Converted the patient who are not supposed to do the tests and scans in the hospital, convinced them to get hem done in the hospital only. 3. Explained many hospital packages to the patients which are beneficial to them related to the cost of treatment. 4. Worked on the Lab conversion of the hospital to enhance and increase the lab tests and scans. Appointment confirmation calls to the patients 5. Started NR calling for the patients reviews and feedback about the hospital visit. 6. Learned the role and responsibilities of a manager in the hospital or organization, how a manager handles a critical situation. 7. Learned how the finance department of the hospital works and manages all the funds of the hospital. - Asked the patients about the hospital experience and feedback of the patients and the query faced by the patients during the Walkin.
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Linking theory (Classroom learning) with practice at your organization	Teamwork and the following of system for the proper management of the organization. Human relations theory, contingency theory, and healthcare quality and patient safety. The relationship between the employees and the customer is the most important key for the success of the organization.
Gaps identified on the working area.	. Increment in the consultation fees of the doctors. . Hospital payment refund system is too slow, takes weeks or months also
Suggestions for improvement	. the consultation fees should be less. . The refund to the patients should be quick. • Perform a detailed examination of the processes involved in scheduling appointments and patient flow. . low cost for the lab tests and scans done in the hospital. . Doctors have proper time schedule for the patients' appointments.
Plan for the next week	1 OT functions 2 Hospital pharmacy visit 3. NR callings

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 5th
2024

From: 3rd June 2024 to 8th June

Activity Done	1. Done the lab conversion for the week. 2. Persuaded patients who weren't supposed to have tests and scans done in the hospital to have them done there exclusively. 3. Went to OT and seen the C section surgery and learned about the equipment used in the OT. 4. worked on the hospital's lab conversion to improve and expand the lab tests and scans. 5. Started NR calling for the patients reviews and feedback about the hospital visit. 6. Learned the role and responsibilities of a manager in the hospital or organization, how a manager handles a critical situation. 7. Learned how the finance department of the hospital works and manages all the funds of the hospital. 8. Went to the IPD department and taken the feedback from the IP patients about the hospital facility and the care provided to them. 9. Visited the hospital lab and seen how all the tests are been performed and how the reports are prepared.
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Linking theory (Classroom learning) with practice at your organization	To ensure that the organization is managed properly, teamwork and system compliance are essential. Contingency theory, human relations theory, patient safety, and healthcare quality. The most crucial factor in the organization's success is the bond between its employees and its clients.
Gaps identified on the working area.	. The location of the hospital is at sewerage system. . Availability of canteen in the hospital. . Hospital payment refund system is too slow, takes weeks or months also
Suggestions for improvement	. The surroundings of the hospital should be neat and clean. . The refund to the patients should be quick. • Any food court should be available in the hospital. . low cost for the lab tests and scans done in the hospital. . Doctors have proper time schedule for the patients' appointments.
Plan for the next week	1 Quality improvement initiatives. 2. Patient satisfaction survey.

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 6th

From:10th June 2024 to 15th June

Activity Done	1. Learned from tools and techniques from operation manager to analyze the data. 2. Got the understanding of how nurses prepare the medical records digitally and on paper before shifting documents to the MRD. 3. Went to OT and seen the C section surgery and learned about the equipment used in the OT. 4. Utilized multiple other data collection sheets and understood their importance to complete the analysis. 5. Started NR calling for the patients reviews and feedback about the hospital visit. 6.Learned the role and responsibilities of a manager in the hospital or organization, how a manager handles a critical situation. 7.Practiced a mock code in hospital and observed everybody's role and reaction. 8. Went to the IPD department and taken the feedback from the IP patients about the hospital facility and the care provided to them. 9. Visited the hospital lab and seen how all the tests are being performed and how the reports are prepared.
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	Learned F&B person role in hospital and their work in hospital.
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Linking theory (Classroom learning) with practice at your organization	Essential of Hospital management –Code management, Mom Management of Medication Importance of Nursing Department and role of nursing manager, Data Analysis tools and techniques, Laboratory protocols in hospital. Importance and utility of MRD, Market analysis and importance to plan marketing activities.
Gaps identified on the working area.	Delay in lab reports delivery. Hospital personalized lab is yet to be established. Less trained lab manager to make process smooth and to complete required projects. Coordination issue between pharmacy and nursing staff. Untrained Nursing staff are more than the trained staff. Staff have no proper training in code management.
Suggestions for improvement	Training to lab manager, Personalized communication system should be in between lab and the patients. Small IPD pharmacy to improve coordination with Nursing department. More training for nursing staff. Code management training should be done more often.
Plan for the next week	1.Working on the hospital rating and feedback. 2.OT 3. Visit Supportive department of hospital.

Reporting Format

(Weekly)

Name of the Organization: Cloudnine Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Ankit Jangir

Roll no: 1679

Stream: MBA HM

Week no: 7th

From:17th June 2024 to 22nd June

Activity Done	1. Converted the lab tests in hospitals of patients who do not want to do the tests in the hospital. 2. Collected the lab data from the lab of the hospital. 3. Learned about the bed booking of the hospital and the other delivery delated packages. 4. Utilized multiple other data collection sheets and understood their importance to complete the analysis. 5. Started calling to the patients who have not prefer to do the tests in the hospital and asks the reason for not doing in the hospital and provide the home sample collection service to all of them to increase the lab retention of the hospital. 6.Learned the role and responsibilities of a manager in the hospital or organization, how a manager handles a critical situation. 7.Practiced a mock code in hospital and observed everybody's role and reaction. 8. Went to the IPD department and taken the feedback from the IP patients about the hospital facility and the care provided to them.
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Linking theory (Classroom learning) with practice at your organization	Organization behaviour- Adaptability, Communication style Importance of inter & intra communication Hospital management. – Supportive services importance & role in the hospital Marketing-Product/Services length, depth & width Market Analysis & variables for the analysis Data validation and accuracy of data visualization
Gaps identified on the working area.	Inadequate work distribution among supportive staff. Poor quality work by few people in supportive staff. Insufficiency of staff to handle important project of hospital. No proper training provided also about the way of doing some specific personalized tasks of hospital.
Suggestions for improvement	Required Training must be provided to people who are concerned with specific work. Work distribution among supportive staff should supervised properly. Quality assessment of the work of supportive staff should be done on a daily basis.
Plan for the next week	Final Report Submission for the whole project Will sit with the finance person of the hospital to understand P&L of hospital. Visit HR department to get a brief idea about the department. Visit with hospital planning person to understand how hospital building planning is done from scratch. Present the final presentation to the Business head of the hospital.

Reporting Format

(Weekly)

Name of the Organisation:

Area/ Department/ Project of Summer Internship Program:

Name of the Student:

Roll no: 1679

Stream:

Week no: 8th

From: 24th July to 30th July

Activity Done	1. Collected and compiled all the data related to the project. 2. Prepared the ppt presentation for the given project. 3. Visited the OT of the hospital and seen the C section surgery and got to know about the equipment used in surgery. 4. Done all the lab conversion of the day with the good revenue of the lab. 5. Presented the PPT to the central head of the hospital. 6. Enjoyed an unforgettable farewell given by the organization staff and the respected HR of the organization.
Linking theory (Classroom learning) with practice at your organisation	1. Total Quality Management (TQM): Focuses on continuous improvement in all hospital processes. In a maternity hospital, this includes improving patient safety, reducing infection rates, and enhancing patient satisfaction. 2. PDCA Cycle (Plan-Do-Check-Act): An iterative method used for continuous improvement. For example, implementing and refining protocols for managing labour and delivery can be structured using this cycle.
Gaps identified on the working area.	1. Communication gape in patient care, nursing care and inventory management inefficiencies. 2. Lack of clear communication strategies for patient discharge instructions. 3. Delay in the discharge process affects patients' satisfaction.
Suggestions for improvement	1. There should be a teamwork by that things can go on softly. 2. The number of the staff in the hospital should be increased according to the level and working of the hospital.

Compiled Reporting Format

Name of the Organisation:

Area/ Department/ Project of Summer Internship Program:

Name of the Student:

Roll no:

Stream:

Activity Done	Week 1: • Collected reviews from patients and visitors. • Learned billing procedures and hospital systems. • Coordinated Mother's Day event and gathered patient feedback. Week 2: • Learned OPD functions and patient management. • Assisted at the reception and worked on lab conversion. • Conducted patient review calls and visited the PCPNDT lab. Week 3: • Continued learning about scans, lab tests, and hospital packages. • Assisted at the reception and collected patient feedback. Week 4: • Completed lab conversions and explained hospital packages. • Learned managerial roles and finance operations. • Collected patient feedback on hospital facilities. Week 5: • Continued lab conversion and observed C-section surgeries.
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	- Conducted patient review calls and visited the lab. Week 6: - Learned data analysis techniques and observed medical record preparation. - Participated in a mock code and collected patient feedback. Week 7: - Continued lab conversion and data collection. - Enhanced lab retention with home sample collection services. Week 8: - Compiled data and prepared project presentation. - Achieved significant lab conversion revenue and presented the project.
Linking theory (Classroom learning) with practice at your organisation	Week 1: - Applied concepts of Healthcare Operations Management, Healthcare Marketing and Strategy, Leadership and Human Resource Management, Healthcare Quality and Patient Safety, Contingency theory, and Human Relations Theory. Week 2: - Applied theoretical knowledge to nursing scenarios and hospital supply chain management.

	• Integrated patient satisfaction theories with practical data collection and analysis. Week 3: • Focused on Leadership, Human Resource Management, Healthcare Marketing and Strategy, Operations Management, Human Relations Theory, Contingency Theory, and Healthcare Quality and Patient Safety. Week 4: • Emphasized teamwork and system compliance for organizational management. • Applied Human Relations Theory, Contingency Theory, and principles of Healthcare Quality and Patient Safety. • Highlighted the importance of employee-customer relationships. Week 5: • Continued emphasis on teamwork and system compliance. • Applied Contingency Theory, Human Relations Theory, and principles of Healthcare Quality and Patient Safety. • Reinforced the importance of employee-client relationships. Week 6: • Covered Hospital Management essentials, including Code Management, Medication Management, and the role of the Nursing Department. • Learned Data Analysis tools, laboratory protocols, the importance of MRD, and market analysis.
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	Week 7: - Studied Organizational Behaviour, adaptability, communication styles, and the importance of inter- and intra-communication. - Explored supportive services, marketing strategies, market analysis, data validation, and visualization. Week 8: - Focused on Total Quality Management (TQM) for continuous improvement in hospital processes. - Used the PDCA Cycle (Plan-Do-Check-Act) for improving protocols in managing labour and delivery.
Gaps identified on the working area.	Week 1: - No canteen facilities - Extended waiting times - Some tests unavailable - Malfunctioning IPD equipment Week 2: - Issues from Week 1 - Inadequate doctor availability and timings Week 3: - Staff shortages - High lab test and scan costs Week 4: - Increased consultation fees

	• Slow refund process Week 5: • Hospital near sewerage system • No canteen facilities Week 6: • Delayed lab reports • No personalized lab • Insufficiently trained lab manager • Poor coordination between pharmacy and nursing staff • Predominance of untrained nursing staff Week 7: • Poor work distribution and quality among supportive staff • Insufficient staff for key projects • Lack of training for specific tasks Week 8: • Communication gaps in patient care • Inefficient discharge process • Inventory management inefficiencies
Suggestions for improvement	Week 1: • Establish a canteen within the hospital. • Analyse patient flow and appointment scheduling. • Introduce new clinically relevant tests. Week 2: • Explore opening a hospital canteen. • Improve appointment scheduling and patient flow. • Introduce additional clinically applicable tests.

	• Ensure proper scheduling for doctors. Week 3: • Ensure canteen availability. • Improve IPD facilities for patient attendants. • Lower costs for lab tests and scans. • Ensure proper scheduling for doctors. Week 4: • Reduce consultation fees. • Expedite patient refund process. • Lower lab test and scan costs. • Improve appointment scheduling and patient flow. Week 5: • Maintain clean surroundings. • Expedite refund process. • Establish a food court in the hospital. Week 6: • Train lab managers and improve lab-patient communication. • Establish a small IPD pharmacy to enhance coordination with nursing staff. • Provide more training for nursing staff, including code management. Week 7: • Provide specific work-related training. • Supervise work distribution among supportive staff. • Conduct daily quality assessments of supportive staff work.
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	Week 8: • Foster teamwork for smooth operations. • Increase staff numbers according to hospital needs.
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29th June, 2024

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

Thanking you,
With best wishes,

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


Priyanka Baghel
Center Head


About Hospital

At Cloudnine, we believe that a child is life's greatest gift and pregnancy is one of the most magical experiences nature can offer. This gift deserves to be nurtured and cared for, not just at birth, but for the entire duration of your pregnancy. Which is why, to ensure a healthy and happy pregnancy, Cloudnine provides you with world-class medical expertise, state-of-the-art facilities, a space filled with love and laughter and staff dedicated to the holistic well-being of you and your baby.

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

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Organisation structure



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Practical Exposer

- **Clinical Skills:** Conducting physical examinations, taking patient histories, and performing diagnostic tests. Assisting in procedures like deliveries, surgeries, and neonatal care.
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Suggestion

- Establish a Hospital Canteen.
- Improve Appointment Scheduling and Patient Flow.
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- Enhance the Refund Process.
- Enhance Communication for Patient Discharge.

Usefulness of Hospital Internship

- Hands-on clinical experience.
- Exposure to diverse medical cases.
- Learning from experienced healthcare professionals.
- Interprofessional collaboration

ORIGINALITY REPORT

0%

SIMILARITY INDEX

0%

INTERNET SOURCES

0%

PUBLICATIONS

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STUDENT PAPERS

PRIMARY SOURCES

Exclude quotes On

Exclude bibliography On

Exclude matches < 14 words