

SUMMER INTERNSHIP PROGRAM

at

Cloudbine Hospital, Bengaluru.

From 01 MAY 2024 TO 01 JUNE 2024.

A REPORT BY

Name of the student -Adarsh Anand

Master of Business Administration

Hospital and Healthcare management

2023-25

under the Mentorship of

Jagajeet Prasad SINGH

Associate Professor

IIHMR University, Jaipur





1st July, 2024

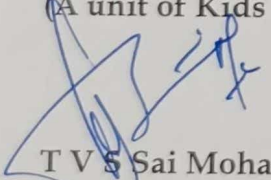
To whomsoever it may concern

This is to certify that **Mr. Adarsh Anand** has worked as an “**Intern**” in the “**Operation Department**” from **1st May 2024 to 1st July 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.)


T V S Sai Mohan Krishna
Business Head



Doctor's Name :

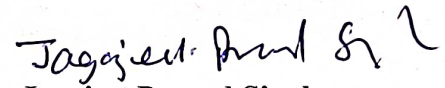
Doctor's Signature :

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Adarsh Anand** of academic year 2023- 25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to his summer internship held during May-June 2024.

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

Date:


Jagajeet Prasad Singh

Professor

IIHMR University, Jaipur



Name :- Adarsh Anand
Roll No. :- 1663, MBA HM

Faculty Mentor :- Mr. J.P. Singh
Organization Mentor :- Mr. SaiMohan

About hospital

Cloudnine Hospital, headquartered in Bengaluru, is a premier healthcare provider specializing in maternity, childcare, and fertility services. Established in 2007, Cloudnine has rapidly grown to become one of India's leading hospital networks, renowned for its high standards of care and patient-centric approach. It provides compassionate care that respects the dignity and individuality of every patient.

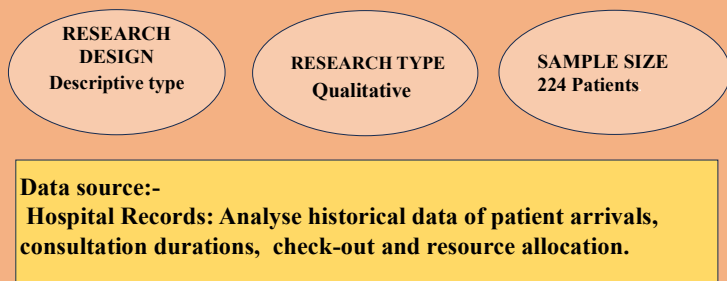
SWOT Analysis

Strength 1. Expert radiologist. 2. Patient-centric care / services 3. Specialized care. 4. Strong brand image.	Weakness 1. Over all services are good in OPD but few services has moderately high waiting time. 2. High costs. 3. Limited services.
Opportunities 1. Access good exposure. 2. Technological advancement. 3. Quality improvement initiatives	Threats 1.Competition to other hospitals. 2.Patient satisfaction and safety.

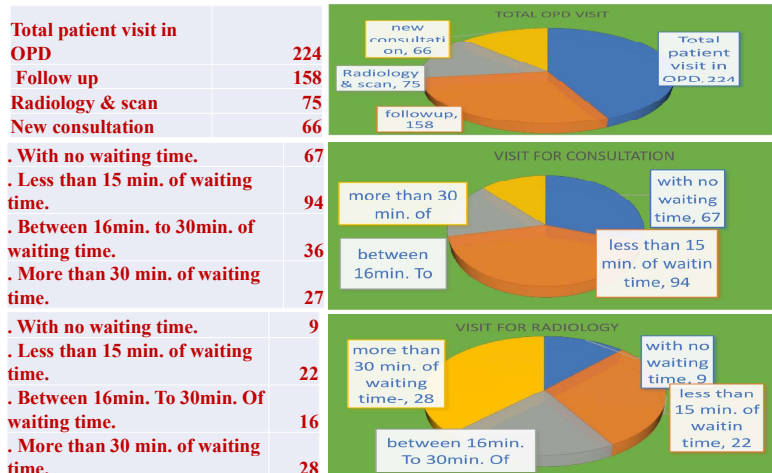
Objectives Of Study

- . Assess overall OPD performance, including the number of visits and test prescribed.
- . To understand different determinants and factors which are causing delay to patient service delivery in OPD.
- . Analyze flow of patient related to OPD services like consultation, follow up, scan or lab. Focusing on different aspects such as waiting times, quality of care, and overall experience.

Methodology



Results



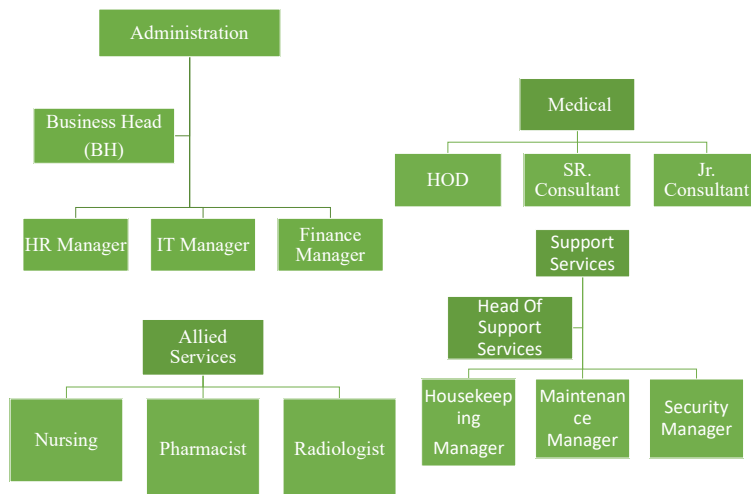
Conclusion

The project has demonstrated with targeted interventions and a strategic approach, OPD waiting times can be significantly reduced, leading to a more efficient healthcare delivery system. Continuous improvement and adaptation to emerging technologies and patient needs will ensure that benefits are sustained over time. By implementing these measures, Cloudnine Hospital in Bengaluru, can continue to provide high-quality care while maintaining operational efficiency and patient satisfaction.

Mission And Vision

- . Hospital aim is to be the foremost healthcare provider for women and children, recognized for its excellence in clinical care, patient safety, innovative healthcare solutions.
- . To provide exceptional healthcare services with a focus on patient safety, comfort, satisfaction and implementing advanced technology, innovative health care practices to improve patient outcomes and experiences.

Organisation Structure



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.
- . **Patient Interaction:** Improved communication skills through interactions with patients and their families.
- . **Quality and Patient Safety:** Learned about importance of quality management & patient safety in health service delivery.
- . Developed the understanding about hospital management system.
- . Understanding the hospital organization working culture.

Challenges Faced

- Workload Management:** Balancing multiple tasks and duties.
- High-Pressure Environment:** Dealing with critical medical situations and emergencies.
- Challenges in patients data collection due to multiple rescheduling of patients.

Usefulness of Internship

- . Exposure to diverse medical cases.
- . Hospital industry exposure.
- . Networking with Hospital industry member.
- . Hands-on clinical experience.
- . Learning from experienced healthcare Professionals.

Suggestion

- . The proper appointment should be followed for patients amongst radiology OPD patients.
- . Reduce Lab Test and Scan Costs.
- . Establish proper space for canteen.

Reporting Format

(Weekly)

Name of the Organisation: Cloud nine Hospital, VARTHUR. Bangalore

Area/ Department/ Project of Summer Internship Program: Rotating through various departments.

Name of the Student: Adarsh Anand.

Roll no: 1663.

Stream: Hospital and Health Management.

Week no: 1st

From: 01 May 2024. To: 04 May 2024.

Activity Done	. Track staff in different departments to observe daily operations and patient facilities. . Working on OPD billing facility. . Taking NPS (Net Promoting Score) feedback from Clients.
Linking theory (Classroom learning) with practice at your organisation	. Integrated classroom learning with practical experiences to enhance understanding of healthcare processes. . Applied theoretical knowledge to real- life scenarios encountered in various departments.
Gaps identified on the working area.	. Limited resources in certain departments disturbed work efficiency. . Inadequate communication between departments leading to delays in patient care.
Suggestions for improvement	. Organised regular interdisciplinary meeting to improve communication and coordination. . Allocate additional resources to departments facing resource shortage.
Plan for the next week	. Continue rotating through different departments to gain comprehensive exposure. . Actively participate in departmental activities to further understand workflow and challenges. . Collaborate with departmental staff to identify opportunities for process improvements.

Signature of the Student- ADARSH ANAND

Approved by the IIHMR University's Mentor

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Cloud nine hospital, Bangalore.

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

Name of the Student: Adarsh Anand.

Roll no: 1663

Stream: Hospital and health management.

Week no: 2nd

From- 6th may 2024.

To- 11th May 2024.

Activity Done	. Engaged in digital marketing and supply chain management. . Working on IPD billing facility.
Linking theory (Classroom learning) with practice at your organisation	. Applied theoretical knowledge to real-world scenarios, Integrated digital marketing concept with hospital outreach strategies.
Gaps identified on the working area.	. Communication gaps in patient care . Inconsistencies in digital marketing content distributions.
Suggestions for improvement	. Develop cohesive digital marketing strategy. . Develop OPD and IPD billing HMS APP.
Plan for the next week	. Continue patient care assistance, refine digital marketing strategy. . Explore cross-departmental shadowing opportunities.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format-3

(Weekly)

Name of the Organisation: Cloud Nine Hospital, Bangalore.

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

Name of the Student: Adarsh Anand

Roll no: 1663

Stream: Hospital and Health Management.

Week no: 3RD

From- 13-05-2024. **TO-** 18-05-2024.

Activity Done	. Assisted nursing staff in patient care, observed NICU procedures, learned neonatal care, participated in OT Preps and aided supply chain managements. . Working on OPD and IPD billing facilities.
Linking theory (Classroom learning) with practice at your organisation	. Applied theoretical knowledge to real-world nursing scenarios and concept of supply and chain in the hospital.
Gaps identified on the working area.	. Communication gap in patient care, nursing care and inventory management inefficiencies.
Suggestions for improvement	. Enhance nursing staff communication training, automate inventory tracking, develop cohesive supply and chain strategy. . Improve housekeeping services.
Plan for the next week	. Continue patient care assistance, propose inventory management solution, explore cross-departmental shadowing opportunities.

Signature of the Student- ADARSH ANAND.

Approved by the IIHMR University's Mentor

weekly Reporting-4

Name of the Organisation: Cloud Nine Hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation.

Name of the Student: Adarsh Anand

Roll no: 1663

Stream: Hospital and Health Management.

Week no: 4TH

From- 20-05-2024. TO- 25-05-2024.

Activity Done	. Provide compassionate support to patients, addressing their concerns, and ensuring their comfort and well-being. . Identifying issues, finding solutions and collaborating with medical and administrative staff to enhanced patient experiences. . Monitoring and assessing patient feedback to identify areas of improvement and enhancing the patient journey.
Linking theory (Classroom learning) with practice at your organisation	. . Applied theoretical knowledge to real-world scenarios, Integrated digital marketing concept with hospital outreach strategies.
Gaps identified on the working area.	. Communication gaps in patient care. . . Limited resources in certain departments disturbed work efficiency.
Suggestions for improvement	. Upholding hospital standards and protocols to ensure consistent and exceptional customer services. . Develop OPD and IPD billing HMS APP.
Plan for the next week	. Continue patient care assistance, purpose inventory management solutions. . Explore the steam cell reservation procedure and their documentation.

Signature of the Student- ADARSH ANAND.

Approved by the IIHMR University's Mentor-

Reporting Format-5

(Weekly)

Name of the Organisation: Cloud Nine Hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation.

Name of the Student: Adarsh Anand

Roll no: 1663

Stream: Hospital and Health Management.

Week no: 5TH

From- 27-05-2024. **TO-** 01-07-2024.

Activity Done	. Interacted with patient in wards to listened their problems faced during treatment and try to resolve it. . Work with Steam cell reservation department to understand the process. . Gather MPS Reviews from the relatives.
Linking theory (Classroom learning) with practice at your organisation	. Applied communication skills to effectively interact with patient and understand their concerns. . Utilized knowledge of healthcare management to track and document doctors visit time, discharge process.
Gaps identified on the working area.	. Delay in discharge process due to incomplete documentation. Inconsistent doctor visit times affecting patient care schedules. • Limited awareness among patients on how to provide structured feedback. • Lack of a systematic approach to handle patient grievances.
Suggestions for improvement	. Streamline the discharge process by ensuring all necessary documentation is prepared in advance. • Implement a standardized schedule for doctor visits to improve consistency. • Educate patients on how to give structured feedback and make it easier for them to do so.
Plan for the next week	. Continue interacting with patients to gather more detailed feedback. • Work with hospital staff to develop a checklist for the discharge process. • Propose a pilot project for standardizing doctor visit times. • Design and distribute educational material to patients on providing feedback.

Signature of the Student- ADARSH ANAND

Reporting Format (Weekly)

Name of the Organisation: Cloud Nine Hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation

Name of the Student: Adarsh Anand

Roll no:1663

Stream: Hospital Management

Week no: 6th

From- 03-06-24 **To-** 08-06-24.

Activity Done	. Conducted observations in OPD. . Identify gap and issues faced by OPD patients. . Gather MPS Reviews from the relatives and focused on patient satisfaction.
Linking theory (Classroom learning) with practice at your organisation	. Applied knowledge of patient feedback mechanisms to real-world settings. • Utilized theoretical concepts of quality management to analyse discharge processes. • Integrated patient satisfaction theories with practical data collection and analysis.
Gaps identified on the working area.	. Insufficient patient feedback channels in the OPD. • Lack of clear communication strategies for patient discharge instructions. • Delays in the discharge process affecting patient satisfaction.
Suggestions for improvement	• Introduce more comprehensive and accessible feedback systems in the OPD. • Develop clear, standardized communication protocols for discharge processes. • Streamline discharge procedures to reduce delays and improve patient flow.
Plan for the next week	. Continue working on the patient satisfaction project. . Implement suggested improvements in feedback collection systems. • Monitor the effectiveness of new discharge communication protocols. • Gather additional data to further analyse and improve patient satisfaction metrics. • Engage with OPD staff to discuss and refine operational processes based on feedback.

Signature of the Student- ADARSH ANAND

Reporting Format (Weekly)

Name of the Organisation: Cloud nine hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation

Name of the Student: Adarsh Anand.

Roll no:1663

Stream: Hospital Management.

Week no: 7th

From: 10-06-24 **To-** 15-06-24

Activity Done	. Tracked patient discharges. • Collected Google reviews from patients. • Collected and analysed feedback forms. • Conducted observations in the ICU. Gather feedback from ICU patient attendants.
Linking theory (Classroom learning) with practice at your organisation	In this week, I applied several theoretical concepts learned in class to practical situations in the hospital: 1. Patient Feedback Systems: Utilized principles of quality management to collect and analyse patient reviews and feedback forms. 2. Observation Techniques: Applied observational methods to monitor the ICU environment, ensuring compliance with healthcare standards. 3. Data Analysis: Implemented statistical methods to analyse patient discharge data, contributing to quality improvement efforts.
Gaps identified on the working area.	1. Feedback Collection: There is an inconsistency in collecting feedback forms from all discharged patients, leading to incomplete data. 2. Communication: Communication between the quality department and ICU staff needs improvement to ensure feedback is properly addressed. 3. Patient Follow Up: Lack of a systematic approach for following up on patient feedback post-discharge.
Suggestions for improvement	1. Standardize Feedback Collection: Implement a standardized process for collecting feedback from all patients at discharge to ensure comprehensive data. 2. Enhance Communication Channels: Develop a structured communication protocol between the quality department and ICU staff to ensure timely and effective feedback implementation. 3. Establish a Follow-Up System: Create a follow-up mechanism to address patient concerns raised in feedback, ensuring continuous quality improvement.
Plan for the next week	1. Develop a proposal for a standardized feedback collection process. 2. Organize a meeting with ICU staff to discuss and improve communication protocols. 3. Design a follow-up system for patient feedback post-discharge. Continue to monitor and collect data on patient discharges and feedback.

Reporting Format

(Weekly)

Name of the Organisation: Cloud nine hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation.

Name of the Student: Adarsh Anand.

Roll no: 1663

Stream: Hospital Management.

Week no: 8th

From: 17-06-24. **To-** 22-06-24.

Activity Done	. Track staff in different departments to observe daily operations and patient facilities. . Working on OPD billing facility. . Identifying issues, finding solutions and collaborating with medical and administrative staff to enhanced patient experiences.
Linking theory (Classroom learning) with practice at your organisation	. Integrated classroom learning with practical experiences to enhance understanding of healthcare processes. . Applied theoretical knowledge to real- life scenarios encountered in various departments.
Gaps identified on the working area.	. Limited resources in certain departments disturbed work efficiency. . Inadequate communication between departments leading to delays in patient care.
Suggestions for improvement	. Allocate additional resources to departments facing resource shortage. . Upholding hospital standards and protocols to ensure consistent and exceptional customer services. . Develop OPD and IPD billing HMS App.
Plan for the next week	. Actively participate in departmental activities to further understand workflow and challenges. . Collaborate with departmental staff to identify opportunities for process improvements. Continue patient care assistance, purpose inventory management solutions.

Signature of the Student- ADARSH ANAND

Signature of the Student

Reporting Format

(Weekly)

Name of the Organisation: Cloud nine Hospital, Bangalore.

Area/ Department/ Project of Summer Internship Program: Operation

Name of the Student: Adarsh Anand.

Roll no: 1663

Stream: Hospital Management.

Week no: 9th.

From: 24-06-24. To- 29-06-24.

Activity Done	. Assisted nursing staff in patient care, observed NICU procedures, learned neonatal care, participated in OT Preps and aided supply chain managements. . Gather NPS Reviews from the relatives and focused on patient satisfaction.
Linking theory (Classroom learning) with practice at your organisation	. Applied theoretical knowledge to real-world nursing scenarios and concept of supply and chain in the hospital. • Integrated patient satisfaction theories with practical data collection and analysis.
Gaps identified on the working area.	. Communication gap in patient care, nursing care and inventory management inefficiencies. • Lack of clear communication strategies for patient discharge instructions. • Delays in the discharge process affecting patient satisfaction.
Suggestions for improvement	. Enhance nursing staff communication training, automate inventory tracking, develop cohesive supply and chain strategy. . Improve housekeeping services • Develop clear, standardized communication protocols for discharge processes. • Streamline discharge procedures to reduce delays and improve patient flow.
Plan for the next week	. Continue patient care assistance, propose inventory management solution, explore cross-departmental shadowing opportunities. . Continue working on the patient satisfaction project. . Implement suggested improvements in feedback collection systems.

Signature of the Student- ADARSH ANAND



Compiled Reporting Format

Name of the Organisation: Cloudnine Hospital, Bangalore

Area/ Department/ Project of Summer Internship Program: operation department

Name of the Student: Adarsh Anand

Roll no: 1663

Stream: Hospital management.

Activity Done	Track staff in different departments to observe daily operations and patient facilities. . Working on OPD billing facility. . Taking NPS (Net Promoting Score) feedback from Clients. . Engaged in digital marketing and supply chain management. . Assisted nursing staff in patient care, observed NICU procedures, learned neonatal care, participated in OT Preps and aided supply chain managements. . Provide compassionate support to patients, addressing their concerns, and ensuring their comfort and well-being. . Identifying issues, finding solutions and collaborating with medical and administrative staff to enhanced patient experiences. . Monitoring and assessing patient feedback to identify areas of improvement and enhancing the patient journey. . Interacted with patient in wards to listened their problems faced during treatment and try to resolve it. . Work with Steam cell reservation department to understand the process. . Conducted observations in OPD.
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	. Identify gap and issues faced by OPD patients. • Conducted observations in the ICU. Gather feedback from ICU patient attendants. . Identifying issues, finding solutions and collaborating with medical and administrative staff to enhanced patient experiences. . Assisted nursing staff in patient care, observed NICU procedures, learned neonatal care, participated in OT Preps and aided supply chain managements. . Gather NPS Reviews from the relatives and focused on patient satisfaction.
Linking theory (Classroom learning) with practice at your organisation	. Integrated classroom learning with practical experiences to enhance understanding of healthcare processes. . Applied theoretical knowledge to real- life scenarios encountered in various departments. . Applied theoretical knowledge to real-world nursing scenarios and concept of supply and chain in the hospital. . Applied theoretical knowledge to real-world scenarios, Integrated digital marketing concept with hospital outreach strategies. . Applied communication skills to effectively interact with patient and understand their concerns. . Utilized knowledge of healthcare management to track and document doctors visit time, discharge process. . Applied knowledge of patient feedback mechanisms to real-world settings. • Utilized theoretical concepts of quality management to analyse discharge processes. • Integrated patient satisfaction theories with practical data collection and analysis. I applied several theoretical concepts learned in class to practical situations in the hospital: 1. Patient Feedback Systems: Utilized principles of quality management to collect and analyse patient reviews and feedback forms.

	2. Observation Techniques: Applied observational methods to monitor the ICU environment, ensuring compliance with healthcare standards. 3. Data Analysis: Implemented statistical methods to analyse patient discharge data, contributing to quality improvement efforts.
Gaps identified on the working area.	. Limited resources in certain departments disturbed work efficiency. . Inadequate communication between departments leading to delays in patient care. . Communication gap in patient care, nursing care and inventory management inefficiencies. . Delay in discharge process due to incomplete documentation. Inconsistent doctor visit times affecting patient care schedules. • Limited awareness among patients on how to provide structured feedback. • Lack of a systematic approach to handle patient grievances. . Insufficient patient feedback channels in the OPD. . Inconsistencies in digital marketing content distributions. • Lack of clear communication strategies for patient discharge instructions. • Delays in the discharge process affecting patient satisfaction. . Feedback Collection: There is an inconsistency in collecting feedback forms from all discharged patients, leading to incomplete data. 2. Communication: Communication between the quality department and ICU staff needs improvement to ensure feedback is properly addressed. 3. Patient Follow Up: Lack of a systematic approach for following up on patient feedback post-discharge.

Suggestions for improvement	. Organised regular interdisciplinary meeting to improve communication and coordination. . Allocate additional resources to departments facing resource shortage. . Enhance nursing staff communication training, automate inventory tracking, develop cohesive supply and chain strategy. . Improve housekeeping services. . Upholding hospital standards and protocols to ensure consistent and exceptional customer services. . Develop OPD and IPD billing HMS APP. . Develop cohesive digital marketing strategy. . Streamline the discharge process by ensuring all necessary documentation is prepared in advance. • Implement a standardized schedule for doctor visits to improve consistency. Introduce more comprehensive and accessible feedback systems in the OPD. • Develop clear, standardized communication protocols for discharge processes. • Streamline discharge procedures to reduce delays and improve patient flow • Educate patients on how to give structured feedback and make it easier for them to do so. . Standardize Feedback Collection: Implement a standardized process for collecting feedback from all patients at discharge to ensure comprehensive data. 2. Enhance Communication Channels: Develop a structured communication protocol between the quality department and ICU staff to ensure timely and effective feedback implementation. 3. Establish a Follow-Up System: Create a follow-up mechanism to address patient concerns raised in feedback, ensuring continuous quality improvement. . Improve housekeeping services.
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CONCLUSION

. The internship at Cloudine Hospital, Bengaluru, involved a comprehensive investigation into the factors influencing OPD waiting times and patient experiences. By observing daily operations, engaging with patients and staff, and collecting feedback, we identified key areas for improvement. The recommendations provided focus on resource management, process optimization, enhanced communication, and improved patient experience. Implementing these suggestions will likely lead to reduced waiting times, improved patient satisfaction, and overall operational efficiency. Continuous monitoring and adaptation to new technologies and patient needs will ensure sustainable improvements in healthcare delivery.

Signature of the Student- ADARSH ANAND