

Internship report

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Introduction

This report details the experiences and learnings from my internship at Jupiter Hospital, a leading multi-speciality healthcare institution in Pune, Maharashtra. Over the course of this internship, I had the unique opportunity to work across various key departments, namely the Quality Department, Supply Chain Department, and Marketing Department. This diverse exposure provided me with a holistic understanding of the intricate operations and management practices within a hospital setting.

Throughout the internship, I engaged in various activities and projects that allowed me to apply theoretical knowledge to practical scenarios, observe best practices, and contribute to the ongoing efforts of the departments. This report aims to provide a detailed account of my experiences, the tasks undertaken, the skills developed, and the insights gained during my time at Jupiter Hospital.

The subsequent sections will delve into each department's specific activities and learning outcomes, highlighting the contributions made and the professional growth achieved. Through this comprehensive reflection, I hope to convey the significant impact this internship has had on my understanding of hospital management and my preparedness for a career in healthcare administration.

 Designation: Worked as a management intern in various departments of the hospital viz. the quality department, supply chain department and the marketing department.

Objectives of the Internship:

- To gain insights into the quality aspects of hospital management, including patient care standards, regulatory compliance, and continuous improvement processes.

- To develop a comprehensive understanding of the hospital's supply chain processes including an in-depth look at procurement, inventory management, and distribution.
- To explore the marketing strategies employed by the hospital in a real-world setting.

Hospital Profile:

Established in 2007, Jupiter Hospital is a tertiary and quaternary healthcare hospital that lays its foundation on a 'Patient first' ideology. Our hospitals in Thane and Pune follow a Greenfield strategy for catering end-to-end healthcare needs of our patients. The first Jupiter hospital is situated in the vicinity of the arterial Eastern Express Highway in Thane and offers easy connectivity and accessibility to patients from across Thane.

Going beyond the city, Jupiter Hospital extended its services to the city of Pune in 2017. And now the multi-specialty tertiary and quaternary care hospital is present in Indore, Madhya Pradesh too, with Vishesh Jupiter Hospital established in 2020.

Mission:

Our mission is to create the best infrastructure, technology and support to put Patient First & foremost and be futuristic, innovative in delivery of healthcare.

Vision:

Our vision is to be a full-service hospital, operating independently and serving the end-to-end healthcare needs of patients, right from diagnostics to surgery and rehabilitation.

Specialities offered: Jupiter Hospital in Pune offers a wide range of specialties, including:

1. Bariatric Surgery
2. Breast Care Center
3. Cardiac Surgery
4. Cardiology
5. Chest Medicine
6. Dental Care
7. Dermatology
8. ENT

9. Endocrinology and Diabetes
10. Gastroenterology
11. General Surgery and Minimal Access Surgery
12. HPB and Surgical Gastroenterology
13. Haematology and BMT
14. Infectious Diseases
15. Internal Medicine
16. Interventional Radiology
17. Mental Health
18. Nephrology
19. Neurology
20. Neurosurgery
21. Nutrition and Dietetics
22. Obstetrics and Gynaecology
23. Oncology
24. Ophthalmology
25. Organ Transplant
26. Orthopaedics
27. Paediatrics
28. Pain Clinic
29. Plastic and Cosmetic Surgery
30. Rheumatology
31. Robotic Knee Replacement
32. Urology

 Key Activities performed:

1. I conducted an in-depth study as a part of my dissertation focusing on operational efficiencies within the operation theatre. My work involved identifying factors causing delays in pre-operative procedures and proposing effective solutions to address these issues. This research was formally submitted to the university as part of my academic requirements.

2. Subsequently, I gained practical experience working in the operation theatre store, where I immersed myself in the intricacies of supply chain management specific to medical stores. This role allowed me to apply theoretical concepts such as reorder quantities and lead times in real-world scenarios, enhancing my understanding of supply chain dynamics within healthcare settings.
3. Following my tenure in the supply chain department, I transitioned to the marketing division at Jupiter Hospital. Here, I conducted comprehensive analyses focused on the hospital's birthing (mother and child) unit. This included performance analysis of gynae consultants month-wise from January 2023-May 2024, OPD to IPD conversions, outside NICU admissions and incorporating these findings on the consultants performance.

This also included performing SWOT analyses of competing hospitals within a 5-kilometer radius, with a particular emphasis on the hospital's gynaecology department. Based on these analyses, I formulated strategic recommendations aimed at improving and positioning the hospital's services effectively within the local healthcare landscape.

Key Learnings from the internship:

- Operational Efficiency in the Operation Theatre

One of the most significant aspects of my internship was conducting an in-depth study as part of my dissertation, which focused on enhancing operational efficiencies within the operation theatre. This experience provided me with a profound understanding of the complexities involved in surgical procedures and the critical nature of time management in a high-stakes environment. Through this study, I identified several factors contributing to delays in pre-operative procedures, such as inadequate preparation, communication gaps among staff, and inefficiencies in the scheduling system. By proposing solutions like standardized checklists, improved communication protocols, and optimized scheduling, I was able to suggest actionable strategies to minimize delays. This experience not only honed my analytical and problem-solving skills but also deepened my

appreciation for the importance of meticulous planning and coordination in healthcare operations.

- Practical Applications of Supply Chain Management

Following my dissertation, I transitioned to a hands-on role in the operation theatre store. This position offered me a unique opportunity to delve into the supply chain management of medical stores, which is a critical aspect of hospital operations. I learned about the importance of maintaining optimal inventory levels to ensure the availability of essential medical supplies without overstocking. Key concepts like reorder quantities, lead times, and demand forecasting became more than theoretical knowledge as I applied them in real-time scenarios. This practical exposure allowed me to understand the delicate balance between cost efficiency and readiness in healthcare supply chains. I also gained insights into vendor management, procurement processes, and the logistical challenges involved in ensuring timely delivery of supplies. This experience underscored the necessity of a robust supply chain to support seamless hospital operations and patient care.

- Analytical Skills in the Marketing Division

The next phase of my internship took me to the marketing division at Jupiter Hospital, where I was tasked with conducting comprehensive analyses related to the hospital's birthing (mother and child) unit. This role significantly enhanced my analytical skills as I performed detailed performance analyses of gynaecological consultants, tracked month-wise data from January 2023 to May 2024, and evaluated OPD to IPD conversion rates and outside NICU admissions. By analysing these performance metrics, I could assess the effectiveness of individual consultants and identify areas for improvement.

In addition to performance analysis, I conducted SWOT analyses of competing hospitals within a 5-kilometer radius. This involved assessing the strengths, weaknesses, opportunities, and threats of these institutions with a particular focus on their gynaecology departments. Through this process, I gained a comprehensive understanding of the competitive landscape and identified strategic opportunities for Jupiter Hospital to enhance its services. My recommendations

included strategies for improving patient satisfaction, optimizing resource allocation, and enhancing the hospital's market position.

- Strategic Thinking and Communication

Throughout my internship, I developed strong strategic thinking and communication skills. Presenting my findings and recommendations to senior management required me to distil complex data into clear, actionable insights. I learned to communicate effectively with diverse stakeholders, from medical staff to administrative personnel, ensuring that my proposals were understood and supported. This experience taught me the value of persuasive communication and the importance of tailoring my message to different audiences to drive organizational change.

Conclusion

In summary, my internship provided a holistic view of hospital operations, from the intricacies of surgical efficiency and supply chain management to the strategic planning and analysis within the marketing division. Each phase of my internship equipped me with valuable skills and insights, fostering a deeper understanding of the multifaceted nature of healthcare management. These experiences have not only prepared me for future challenges in the healthcare industry but also ignited a passion for continuous improvement and innovation in hospital operations.