

Internship Report

1. Introduction

This report summarizes my internship experience as a Quality Intern at Maitreya Hospital, Surat. The internship was undertaken as part of the MBA in Hospital and Health Management program at IIHMR University, Jaipur. The primary focus of my internship was on clinical audits, aimed at improving the quality and efficiency of healthcare services.

2. Objectives of Internship

The objectives of the internship were:

- To gain practical knowledge and skills in handling managerial issues in a hospital setting.
- To understand the operations and workflow in various hospital departments.
- To assist in the day-to-day operations under the guidance of a Preceptor.
- To conduct clinical audits and identify areas for quality improvement.
- To develop documentation and analytical skills relevant to healthcare management.

3. Organizational Profile

Maitreya Hospital, Surat

Mission: Our mission is to bring quality healthcare within the reach of everyone, so you can get essential medical help whenever you need it. Maitreya multispeciality hospital focuses on maintaining ethical care for the people. We are destined to provide a rapid response for all kinds of medical emergencies, therefore you can get medical, surgical, and diagnostic services under one roof.

Vision: Our vision is to lead the healthcare sector in terms of providing essential medical services by becoming the center of excellence. We determine to contribute top-class services by bringing world-class facilities to you. We desire to provide the best treatment to all the strata of society at a reasonable cost.

Maitreya Hospital is a multispecialty hospital located in Surat, known for its comprehensive healthcare services. The hospital is equipped with state-of-the-art medical technology and offers a wide range of services including emergency care, surgery, paediatrics, cardiology, and more. The hospital is committed to providing high-quality healthcare with a focus on patient safety and satisfaction.

4. Services Provided by Organization

The organization provides a comprehensive range of healthcare services across various specialties. It offers advanced treatments in Cardiology, Oncosurgery, and Cardiac Surgery, ensuring high-quality care for heart-related conditions. The Gastroenterology department addresses digestive system disorders, while Dialysis & Vascular Surgery cater to patients with renal and vascular issues. Specialized care in Oncology & Haematology is available for cancer and blood disorders. The Gastrointestinal Surgery unit handles complex abdominal procedures.

Neurology & Neurosurgery provide expert care for neurological conditions, supported by a state-of-the-art Critical Care Medicine (ICU) for critical patients. The hospital also offers General & Laparoscopic Surgery, Plastic & Reconstructive Surgery, and Orthopaedic & Reconstructive Surgery, ensuring comprehensive surgical care. Additionally, the Pathology and Pharmacy departments support the diagnostic and pharmaceutical needs of patients, contributing to the overall healthcare delivery system.

5. Key Activities/Projects Undertaken Other than Dissertation

During my internship at Maitreya Hospital, I undertook several key activities and projects, including:

- Conducting clinical audits to assess compliance with healthcare standards and protocols.
- Collaborating with healthcare professionals to identify and address gaps in service delivery.
- Assisting in the development and implementation of quality improvement initiatives.
- Participating in staff meetings and contributing to discussions on enhancing patient care.
- Assisting in the preparation and analysis of performance reports for various hospital departments.

6. Key Learnings from Internship

Throughout the internship, I gained valuable insights and skills, including:

Clinical Auditing: Learned the process and importance of clinical audits in maintaining healthcare standards.

Team Collaboration: Improved my ability to work effectively in a team and communicate with healthcare professionals.

Analytical Skills: Developed skills in data collection, analysis, and interpretation to identify areas for improvement.

Documentation Skills: Enhanced my ability to document findings and prepare comprehensive reports.

Organizational Culture: Gained an understanding of the organizational culture and dynamics within a hospital setting.

Professional Integrity: Learned the importance of maintaining high ethical standards and integrity in all professional activities.

Conclusion

The internship at Maitreya Hospital provided me with a comprehensive learning experience and practical exposure to the field of hospital and health management. The knowledge and skills gained during this period will significantly contribute to my professional development and future career in healthcare management.