

INTERNSHIP REPORT

SUBMITTED TO



IIHMR University, Jaipur

For the partial fulfilment for the award of the degree of

Master of Business Administration

in

Hospital and Health Management

By

Rashi Mohan Shirke

Roll no- 1579

Under the Supervision and Guidance of

Dr. Deepti Sharma

Professor

MBA (HOSPITAL AND HEALTH MANAGEMENT)

IIHMR UNIVERSITY, JAIPUR

2024

TABLE OF CONTENTS

Sr. No	Description	Page no
1	Introduction	3
2	Objectives of internship	3
3	Organisation profile	3
4	Services provided by the organisation	4
5	Key activities/ projects undertaken other than dissertation	5
6	Key learnings from the internship	6
7	References	7

➤ Introduction

I undertook internship at P.D Hinduja Hospital, Mumbai to gain hands on experience and enhance my understanding of healthcare management. The period of internship was from April 01 – June 30, 2024. This practical experience was crucial to bridge the gap between academic knowledge and real-world application. This purpose of this report is to provide an overview of my internship experience, detailing the tasks and projects I undertook, the skills and knowledge I acquired and the overall impact of the internship on my academic growth.

➤ Objectives of Internship

- Develop a research thesis based on the project assigned during the internship
- Utilize concepts and methodologies learned during MBA program in real world healthcare management situations
- Understand the operational dynamics of a multispecialty hospital
- Enhance skills in project management, data analysis, and process improvement within a healthcare setting

➤ Organizational Profile

P. D. Hinduja Hospital & Medical Research Centre, which started off as a clinic in 1951, is today ranked as one of the leading multi-specialty tertiary care hospital in the country, providing “Quality Healthcare for All” for over seven decades.

The hospital lays emphasis on development of Clinical Practice, Academics and Research – three important pillars of healthcare. Providing the best medical care are the hospital’s nationally and internationally acclaimed doctors. The hospital was the first in Mumbai to introduce the full-time hospital-based consultant model. It is also one of the largest private academic hospitals in the country with a robust research wing.

Mission:

To create P. D. Hinduja Hospital & Medical Research Centre a world class medical institution by delivering quality medical care to all patients, as well as continuous medical education to all the doctors & training of nurses and by undertaking basic & clinical research with the focus on the needs of the country.

Vision:

To Provide Quality Healthcare For All i.e. healthcare that is – Affordable, Value based, Ethical, Transparent, Outcome based and Backed by Technology & Innovation

Services Provided by Organization

Anaesthesiology	Dental
Blood Bank	Dermatology
Bone Marrow Transplantation	ENT
Child Development Centre	Emergency
Clinical Genetics	Endocrinology
Clinical Hematology	Gastroenterology Surgery
Clinical Nutrition	Gastroenterology and Liver Care
Clinical Psychology	General Medicine / Internal Medicine
General Surgery	Paediatric Care
Gynecology	Pain Management
Imaging	Palliative Care
Infectious Diseases	Physiotherapy & Rehabilitation
Interventional Radiology	Plastic Surgery
Lab Medicine	Psychiatry
Minimal Access Surgery	Pulmonary Medicine
Nephrology	Rheumatology
Nuclear Medicine	Robotic Surgery
Ophthalmology	Urology

Speciality Clinics:

Adult Immunization Clinic	Lupus Clinic
Allergy Clinic	Myasthenia Gravis Clinic
Collagen and Lung Clinic	Ocular Immunology Clinic
Dental Implant Clinic	Pain Management Clinic
Evening Consultations Clinic	Tobacco Cessation Clinic
Fitness Clinic	Travel Medicine Clinic
Heart Valve Clinic	Uveitis Clinic
Irritable Bowel Disease Clinic	Vulva Clinic

➤ **Projects undertaken other than Dissertation**

1. Assessment of Nutritional Compliance in Inpatient Medical Records: A Quality Audit Study
2. Evaluation of OPD New Registration turn around time and strategies to reduce registration time
3. Follow up study: Nutritional Compliance in Inpatient Medical Records

➤ **Key activities:**

- Preparing Orientation report based on the observations and knowledge gained during orientation week and visit to all hospital departments
- Data collection for evaluation of nutritional compliance in Inpatient medical records for parameters such as –
 - Patient details (Name, HH no.), Admission date and time, Audit date and time
 - Nutritional Assessment Sheet – Initial assessment date, Dietician name and sign, Reassessment date with dietician sign, Patient/Relative signature, Relation of relative
- Data analysis and visualisation through MS Excel tools to have insights on nutritional compliance in following areas –
 - Initial assessment within 24 hours
 - Dietician name and sign on nutritional assessment form
 - Patient/Relation sign with relation mentioned or not
- Making PPT on the Nutritional compliance study and conducting meeting with dietician head to present study findings and areas for improvement
- Data collection for the OPD new registration TAT study on following parameters –
 - Patient details – HH number
 - Registration start and end time, Payment start and end time
 - Staff name
 - Observations related to registration process
 - Evaluation of the OPD area
- Data analysis and visualisation through MS Excel tools to have insights on OPD new registration process in following areas –
 - New registration time in three categories – Within 5 minutes, 6 to 10 minutes and more than 10 minutes

- Payment time – Less than 1 minute, 2 minutes and more than 2 minutes
- Insights on staff taking longer registration time
- Analysis of remarks contributing to longer registration time
- Making PPT on the OPD new registration TAT study with targeted strategies to reduce registration time
- Data collection on the same parameters of Nutritional compliance study to follow up on the improvement in the areas where noncompliance was found
- Data analysis and visualisation using MS Excel to present findings of the follow up study
- Evaluation of Department reports on HMIS software to verify audit renewal dates during NABH internal audit

➤ **Key Learnings from Internship**

- ✓ Gained comprehensive knowledge of the hospital's various departments and their functions
- ✓ Learnt to funnel data parameters to collect according to the study objectives
- ✓ Data analysis as per the study objectives and visualization using different tools
- ✓ Making a structured questionnaire as per study requirements to conduct staff survey
- ✓ Improved Data analysis skills using MS Excel
- ✓ Improved ability to create professional powerpoint presentations summarizing study findings
- ✓ Enhanced skills in presenting data and recommendations to senior staff
- ✓ Learned to effectively communicate study results and areas for improvement
- ✓ Gained experience in developing targeted strategies
- ✓ Gained experience in tracking progress and measuring the impact of implemented changes

Management skills enhanced during the internship –

- ✓ Project Management
- ✓ Leadership
- ✓ Collaboration
- ✓ Critical Thinking
- ✓ Communication
- ✓ Decision Making

➤ **Reference:**

Best Multispecialty Health Care Hospital, Medical Research Centre in Mumbai - P. D.
Hinduja Hospital. Available from: <https://www.hindujahospital.com/>