

INTERNSHIP REPORT



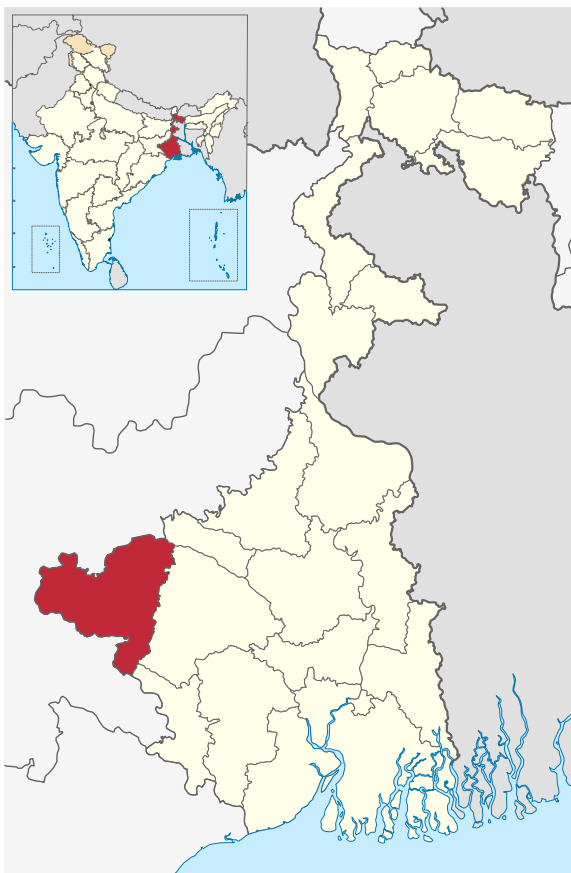
By: SHIBENDU GOSWAMI

MBA-HEM27

1606

INTRODUCTION

This report documents my experiences and insights from a three-month internship in Administration Department at Sub-District Hospital, Raghunathpur, West Bengal, conducted from March 15, 2024, to June 14, 2024. This internship was crucial for meeting the requirements of my MBA in Health and Hospital Management. It provided a valuable, hands-on learning experience in a real-world healthcare environment, allowing me to practically apply theoretical knowledge and understand the complexities of hospital management. Sub-District Hospital, Raghunathpur, serves as a primary healthcare provider for the area, offering a broad range of medical services to the local community. The hospital's mission to deliver quality healthcare aligned perfectly with my academic goals, making it an ideal setting to gain practical experience in various aspects of health and hospital management. During this internship, I observed and participated in the hospital's operations, gained insights into patient care dynamics, and analyzed the administrative challenges within a healthcare setting.



KEY OBJECTIVES

As an intern in the administration department of the hospital, my key objectives included:

1. Understanding Hospital Operations:

- Gain a comprehensive understanding of the day-to-day operations within the hospital.
- Learn about different administrative processes and workflows.

2. Supporting Administrative Tasks:

- Assist in scheduling, record-keeping, and data entry tasks.
- Help with the preparation and organization of meetings, presentations, and reports.

3. Enhancing Patient Care Services:

- Analyze and improve patient flow and satisfaction.
- Work on projects aimed at enhancing the quality of patient care services.

4. Compliance and Policy Implementation:

- Ensure adherence to healthcare regulations and hospital policies.
- Participate in the development and implementation of new policies and procedures.

5. Human Resources Support:

- Aid in the onboarding, and training of new staff.
- Help manage employee records and support HR initiatives.

6. Communication and Coordination:

- Facilitate communication between different departments and stakeholders.
- Coordinate activities and streamline processes to enhance hospital efficiency.

7. Data Analysis and Reporting:

- Collect, analyze, and interpret data to support decision-making.
- Generate reports and presentations to communicate findings to hospital management.

8. Quality Improvement:

- Participate in quality improvement initiatives to enhance hospital services.
- Identify areas for improvement and propose solutions based on data and best practices.

SERVICES PROVIDED

The Raghunathpur Sub-District Hospital, Raghunathpur, West Bengal has been upgraded to a super speciality hospital in 2013. Hence, it provides a wide variety of services for free or for a very small token fee. These services include:

1. Outpatient Services (OPD):

- General Medicine
- Pediatrics
- Obstetrics and Gynaecology
- Surgery
- Orthopaedics
- Dermatology
- ENT (Ear, Nose, and Throat)
- Ophthalmology
- Dental Services

2. Inpatient Services (IPD):

- General Wards
- Maternity Wards
- Pediatric Wards
- Surgical Wards
- Isolation Wards for infectious diseases
- High dependency unit

3. Emergency Services:

- 24/7 Emergency Care
- Trauma and Accident Care
- Ambulance Services

4. Maternal and Child Health Services:

- Antenatal and Postnatal Care
- Labor and Delivery Services
- Newborn Care
- Immunization Programs

5. Diagnostic Services:

- Laboratory Services (Pathology, Biochemistry, Microbiology)
- Radiology (X-ray, Ultrasound)
- ECG

6. Surgical Services:

- Minor and Major Surgeries
- Elective and Emergency Surgeries

7. Pharmacy Services:

- Dispensation of Medicines
- Counseling on Medication Usage

8. Preventive and Public Health Services:

- Vaccination and Immunization Programs
- Health Education and Promotion
- Disease Surveillance and Control Programs (e.g., Tuberculosis, Malaria)

9. Specialized Clinics:

- Tuberculosis Clinic
- HIV/AIDS Counseling and Testing
- Family Planning and Reproductive Health

10. Rehabilitation Services:

- Physiotherapy
- Occupational Therapy

11. Support Services:

- Blood Bank (if available)
- Nutritional Counseling
- Social Work and Counseling Services

12. Administration and Record Keeping:

- Patient Registration and Records Management
- Medical Certificates and Documentation

These services ensure that Sub-District Hospitals provide comprehensive and accessible healthcare to meet the needs of the community they serve, focusing on both curative and preventive aspects of health.

KEY ACTIVITIES UNDERTAKEN OTHER THAN DISSERTATION

Training Programs on Health and Sanitation:

Assisted in organizing and conducting training programs on health and sanitation for hospital staff. These programs aimed to improve staff knowledge and skills, ensuring adherence to best practices in hygiene and patient care. This activity was carried out in co-ordination with the ICN of the hospital.

International Nurses Day Program (May 12, 2024):

Played a key role in organizing the International Nurses Day Program. This involved coordinating with the nursing staff, arranging events and activities to celebrate their contributions, and promoting the importance of nursing in

healthcare.

World Blood Donor Day (June 14, 2024) Activity Preparation:

Engaged in the preparation for World Blood Donor Day activities, which included planning events to encourage blood donation, raising awareness about the importance of blood donation, and coordinating with local blood banks and volunteers.

World Environment Day Plantation Drive (June 05, 2024):

Participated in organizing and executing a plantation drive in observance of World Environment Day. This initiative aimed to enhance the hospital's green cover and promote environmental sustainability among staff and patients.

Quality Department Activities:

Participated in various activities relevant to the Quality Department of the hospital. This included assisting in quality assurance processes, helping to implement and monitor quality improvement initiatives, and ensuring compliance with healthcare standards and protocols.

World Immunization Week (24-30 April):

Prepared posters along with the ICN to mark the Immunization week. A presentation was also submitted to the Hospital Superintendant. Posters were hung in the OPD to create more awareness.

World Oral Health Day (March 20, 2024);

Participated in a skit organised by the Dept. of Dentistry to create more awareness about dental and oral health. Brushing techniques were demonstrated and other healthy oral practices were enacted.

World Malaria Day (April 25, 2024):

Helped the general OPD prepare an awareness programme and poster marking the significance of the day.

KEY LEARNINGS FROM THE INTERNSHIP

Key learnings from an internship in the administration department of a hospital might include:

1. Operational Understanding:

- Gained a comprehensive understanding of hospital operations, including patient admissions, discharge processes, and departmental workflows.

2. Healthcare Management:

- Learned about the complexities of healthcare management, including resource allocation, budgeting, and financial planning.

3. Regulatory Compliance:

- Acquired knowledge about healthcare regulations, policies, and compliance requirements, ensuring hospital practices adhere to legal standards.

4. Patient Care Coordination:

- Developed skills in coordinating patient care, improving patient flow, and enhancing overall patient experience.

5. Data Analysis and Reporting:

- Learned to collect, analyze, and interpret data to support decision-making and generate insightful reports for hospital management.

6. Quality Improvement:

- Participated in quality improvement initiatives, identifying areas for improvement and implementing solutions to enhance service delivery.

8. Communication Skills:

- Enhanced communication skills by interacting with various stakeholders, including medical staff, patients, and administrative personnel.

9. Team Collaboration:

- Developed teamwork and collaboration skills by working closely with different departments and contributing to multidisciplinary teams.

Overall, my three-month internship at Sub - District Hospital, Raghunathpur, has been an enriching and transformative experience. It allowed me to apply theoretical knowledge in a practical setting, gain a comprehensive understanding of quality management, and witness the dynamics of patient care firsthand. The varied experiences between this public sector hospital and my previous internship in a private hospital have broadened my perspective on healthcare management. These insights and skills will be invaluable as I continue my journey towards a career in health and hospital management, equipping me to contribute effectively to the improvement of healthcare services.