

Internship Report on Patient Care Services Department

DISSERTATION LOCATION: - ARTEMIS HOSPITAL, GURGAON

DEPARTMENT: - OPERATIONS

TENURE: - 3 MONTHS

About Artemis Hospital

Artemis Hospital, situated in Gurgaon, India, is a premier multi-specialty hospital that opened its doors in 2007. Designed with a patient-centric approach, Artemis aims to deliver world-class healthcare through advanced medical technology and clinical expertise. The hospital is accredited by Joint Commission International (JCI) and the National Accreditation Board for Hospitals & Healthcare Providers (NABH), underscoring its commitment to maintaining the highest standards in patient care and safety.

Artemis Hospital's sprawling 9-acre campus is equipped with 400+ beds, cutting-edge infrastructure, and a team of highly skilled professionals across various specialties. The hospital offers a comprehensive range of services including, but not limited to, cardiology, oncology, orthopedics, neurology, nephrology, and gastroenterology. It also boasts state-of-the-art diagnostic and therapeutic facilities, ensuring that patients receive accurate diagnoses and effective treatments.

With its patient-first philosophy, Artemis focuses on creating a healing environment. The hospital's design promotes serenity and comfort, essential for recovery and well-being. Moreover, the hospital engages in continuous improvement initiatives, integrating the latest medical advancements and practices to enhance patient care.

Introduction

This report provides an in-depth account of my internship experience within the Patient Care Services (PCS) department at Artemis Hospital. The PCS department is integral to the hospital's operations, dedicated to ensuring that each patient's stay is as comfortable and efficient as possible. This department coordinates with various medical and administrative

units to deliver holistic care, emphasizing both the physical and emotional well-being of patients.

My internship in the PCS department was a formative experience, offering insights into the multifaceted nature of patient care. From direct patient interaction to behind-the-scenes administrative work, I was immersed in the day-to-day activities that underpin effective healthcare delivery. This report documents the objectives, learnings, activities, and conclusions drawn from my time at Artemis Hospital.

Objective

The primary objective of my internship was to acquire a hands-on understanding of the Patient Care Services department's role within a hospital setting. Specifically, I aimed to:

- Observe the daily operations and workflows within the PCS department.
- Gain insight into the responsibilities and duties of PCS staff.
- Enhance my communication skills through direct patient interaction.
- Participate in patient care and administrative activities.
- Understand the coordination required between different hospital departments to ensure seamless patient care.
- Learn about the processes involved in patient admission, treatment, and discharge.
- Identify areas for personal and professional development in healthcare management and patient services.

Key Learnings

Throughout my internship, I was exposed to various aspects of patient care and hospital management. The following are key learnings and skills acquired:

1. Effective Communication with Patients:

- I learned the importance of empathetic and clear communication in addressing patient concerns and providing emotional support. Understanding patients' needs and anxieties allowed me to assist in creating a more comforting environment.

2. Patient Management and Documentation:

- I gained knowledge about the procedures involved in patient admission and discharge. This included understanding the necessary documentation, patient orientation, and ensuring the accuracy of patient records.

3. Interdepartmental Coordination:

- Observing the collaboration between PCS staff and other medical professionals highlighted the importance of teamwork in providing holistic patient care. Coordination is crucial for timely treatment and patient satisfaction.

4. Administrative and Organizational Skills:

- Engaging in various administrative tasks such as scheduling appointments, managing patient files, and handling inquiries improved my organizational skills and ability to multitask effectively.

5. Quality Improvement and Patient Feedback:

- I understood the significance of collecting and analyzing patient feedback to identify areas for improvement. Continuous feedback is vital for enhancing the quality of care and patient experience.

6. Patient Education and Support:

- Participating in patient education sessions emphasized the importance of informing patients and their families about treatment plans, post-discharge care, and preventive healthcare practices.

Key Activities

During my internship, I was involved in a wide range of activities that provided a comprehensive understanding of the PCS department's functions. These activities included:

1. Daily Patient Rounds:

- Accompanying PCS staff during daily patient rounds allowed me to observe patient interactions and understand their needs. This activity was crucial in monitoring patient progress and addressing any immediate concerns.

2. Patient Admissions:

- Assisting in the patient admission process involved managing documentation, orienting patients to the hospital's facilities and policies, and coordinating with various departments to ensure a smooth transition into the hospital.

3. Discharge Planning:

- I was involved in discharge procedures, which included providing patients with detailed discharge instructions, coordinating follow-up appointments, and ensuring that all necessary documentation was completed.

4. Patient Education Sessions:

- Participating in and sometimes conducting patient education sessions focused on informing patients about their treatment plans, medication management, and lifestyle modifications post-discharge. These sessions aimed to empower patients with knowledge about their health and recovery process.

5. Feedback Collection and Analysis:

- Gathering patient feedback through surveys and direct interactions helped in identifying strengths and areas for improvement in the hospital's services. Analyzing this feedback was essential for developing strategies to enhance patient care.

6. Administrative Support:

- Performing various administrative tasks such as data entry, filing patient records, scheduling appointments, and handling inquiries. These activities were crucial in ensuring the smooth operation of the PCS department.

7. Coordination with Medical Staff:

- Observing and participating in meetings and discussions with medical staff provided insights into the collaborative efforts required to ensure comprehensive patient care. These interactions highlighted the importance of effective communication and teamwork in a healthcare setting.

8. Quality Control and Compliance:

- I was introduced to the hospital's quality control measures and compliance protocols. Understanding these procedures was vital in maintaining the high standards of care that Artemis Hospital is known for.

Detailed Insights from Activities

Daily Patient Rounds: Daily patient rounds were one of the most insightful activities during my internship. Each morning, I accompanied PCS staff, including nurses and physicians, to visit patients in their rooms. These rounds were an opportunity to check on the patients'

progress, address any concerns they might have, and update their treatment plans as needed. Observing these interactions emphasized the importance of personalized care and the need for healthcare professionals to be attentive listeners.

During these rounds, I noticed the PCS staff's meticulous attention to detail. Each patient's medical history, current condition, and treatment plan were reviewed, ensuring that any changes in their health status were promptly addressed. This activity highlighted the importance of continuous monitoring and timely interventions in patient care.

Patient Admissions: The admission process is a critical aspect of patient care, setting the tone for the patient's hospital experience. My role involved assisting patients and their families with the necessary paperwork, explaining hospital policies, and ensuring that all required information was accurately recorded. This experience underscored the importance of efficiency and empathy in making patients feel welcomed and comfortable during a potentially stressful time.

Additionally, coordinating with other departments, such as billing and diagnostics, was essential to streamline the admission process. This coordination ensured that patients received timely medical evaluations and treatments, minimizing waiting times and enhancing their overall experience.

Discharge Planning: Discharge planning was another crucial area where I gained significant experience. The process involved coordinating with doctors, nurses, and social workers to ensure that patients had a clear understanding of their post-discharge care plan. This included medication management, follow-up appointments, dietary recommendations, and any necessary lifestyle changes.

My involvement in discharge planning highlighted the importance of thorough communication and documentation. Ensuring that patients left the hospital with a clear, written plan and contact information for follow-up care was essential in preventing readmissions and promoting successful recovery.

Patient Education Sessions: Educating patients about their health conditions and treatment plans was a rewarding aspect of my internship. I participated in sessions where PCS staff provided information on various topics, such as diabetes management, cardiac rehabilitation,

and postoperative care. These sessions aimed to empower patients with knowledge, helping them take an active role in their recovery and long-term health.

I also had the opportunity to conduct a few educational sessions under supervision. This experience improved my public speaking and teaching skills, as I had to present complex medical information in an understandable and engaging manner. It was fulfilling to see patients and their families leave these sessions with a better understanding of their health and how to manage it effectively.

Feedback Collection and Analysis: Collecting patient feedback was an ongoing activity throughout my internship. This involved distributing surveys, conducting interviews, and analyzing the data collected. Understanding patients' perspectives on their care experience was crucial for identifying areas of improvement and ensuring high-quality services.

Analyzing feedback required a systematic approach to identify common themes and actionable insights. This activity taught me the importance of being receptive to criticism and using it constructively to enhance patient care. The hospital's commitment to continuously improving based on patient feedback was evident and inspiring.

Administrative Support: Performing administrative tasks provided me with a behind-the-scenes look at the essential support functions that keep the PCS department running smoothly. These tasks included data entry, managing patient records, scheduling appointments, and handling inquiries from patients and their families.

The experience highlighted the importance of accuracy and efficiency in administrative work. Ensuring that patient records were up-to-date and easily accessible was crucial for providing timely and effective care. Additionally, managing appointments and schedules required careful coordination and attention to detail to avoid conflicts and ensure that patients received prompt attention.

Coordination with Medical Staff: Observing and participating in meetings and discussions with medical staff provided valuable insights into the collaborative nature of patient care. These interactions underscored the importance of clear and effective communication between different departments and healthcare professionals.

During these meetings, I saw how PCS staff coordinated with doctors, nurses, and specialists to discuss patient cases, treatment plans, and progress. This collaboration was essential for providing comprehensive care and ensuring that all aspects of a patient's health were addressed. It also highlighted the importance of interdisciplinary teamwork in achieving the best outcomes for patients.

Quality Control and Compliance: Understanding the hospital's quality control measures and compliance protocols was an integral part of my internship. These measures ensure that the hospital maintains high standards of care and adheres to regulatory requirements.

I learned about various quality control activities, such as audits, inspections, and reviews of patient care practices. These activities aimed to identify potential issues and implement corrective actions to improve patient safety and care quality. Observing these processes reinforced the importance of maintaining rigorous standards and continuously striving for excellence in healthcare.

Conclusions

My internship at Artemis Hospital's Patient Care Services department was an immensely valuable experience that provided a comprehensive understanding of patient care management. The hands-on involvement in various activities, coupled with the guidance and mentorship of experienced professionals, allowed me to develop essential skills and gain practical knowledge in healthcare.

This experience reinforced my passion for healthcare and my commitment to contributing to patient well-being. I learned that effective patient care goes beyond medical treatment; it encompasses empathy, communication, coordination, and continuous improvement. The insights gained during this internship will undoubtedly inform my future career in healthcare and inspire me to strive for excellence in patient care.

I am deeply grateful for the opportunity to intern at Artemis Hospital and for the support provided by the PCS team. The knowledge and experiences gained during this internship have been invaluable, and I look forward to applying the lessons learned in my future endeavours in healthcare.