

INTERNSHIP REPORT

Name of the Student: Sucharita Mahajan

Roll No.: 1630

Batch: MBA-HM 27

Duration: 26th March To 26th June (3 months)

Organization: Fortis Escorts Hospital , Amritsar, Punjab

INTRODUCTION

This internship report details my experience working within the Quality Department at Fortis Escorts Hospital, Amritsar, Punjab. The internship spanned from 26th March to 26th June, 2024. During this period, I had the privilege of immersing myself in the critical functions of quality assurance within a leading healthcare institution.

Fortis Escorts Hospital is renowned for its unwavering commitment to patient safety and delivering exceptional healthcare services. The Quality Department plays a pivotal role in upholding these standards by implementing and monitoring quality initiatives, ensuring adherence to regulations, and fostering continuous improvement.

This report outlines the key learnings and contributions gained through my internship. It will delve into the various quality processes I was exposed to, the activities I participated in, and the valuable insights I acquired about maintaining excellence in patient care.

Through this internship, I aimed to bridge the gap between theoretical knowledge and practical application, enhancing my competencies in patient care, medical documentation, and hospital administration. The insights gained from this experience have significantly contributed to my career aspirations in the healthcare sector, and I am grateful for the invaluable opportunities provided by Fortis Escorts Hospital, Amritsar.

OBJECTIVES OF INTERNSHIP

- To gain comprehensive understanding of hospital management practices and various departmental functionalities
- To develop critical skills in areas like communication , problem solving and time management within healthcare setting
- To contribute meaningfully to hospital operations through assigned projects

ORGANIZATION PROFILE

Mission: To be a globally respected healthcare organization known for Sucharita Mahajan.

Specialties and Services:

The hospital boasts a diverse range of specialties, encompassing critical areas like Cardiac Sciences, Orthopaedics & Joint Replacement, Neurosurgery, Urology, Gastroenterology, Oncology, and Critical Care. It is equipped with advanced technology and infrastructure to support these specialties, ensuring patients receive high-quality treatment.

Commitment to Quality:

Fortis Escorts Hospital prioritizes patient safety and adheres to rigorous quality standards. The hospital is NABH Accredited. It employs a dedicated Quality and Infection Control Department that implements and monitors quality initiatives, upholds regulations, and fosters continuous improvement in patient care.

Serving the Community:

The hospital plays a vital role in serving the healthcare needs of Amritsar and its surrounding regions, including Himachal Pradesh and Jammu & Kashmir. Its commitment to excellence in medical care makes it a trusted resource for the community.

SERVICES PROVIDED BY ORGANIZATION

The following services are provided by Fortis Escorts Hospital, Amritsar:

CLINICAL SERVICES
• Anaesthesiology including Cardiac Anaesthesia including Neuroanaesthesia
• Dermatology and Venereology
• Emergency Medicine
• General Medicine
• General Surgery including Laparoscopic ^[1] & Bariatric Surgery
• Orthopaedic Surgery including Joint ^[1] Replacement including Arthroscopic Surgery
• Otorhinolaryngology
• Paediatrics including Neonatology
• Psychiatry (OPD)
• Radiology
• Respiratory Medicine
• Sports Medicine
• Transfusion Medicine
• Cardiology
• Cardiothoracic Surgery
• Critical Care
• Endocrinology
• Hand Surgery
• Medical Gastroenterology including ^[1] Hepatology
• Surgical Gastroenterology including ^[1] Hepato-Pancreato-Biliary Surgery
• Nephrology including Dialysis
• Neurology
• Neurosurgery
• Organ Transplant Anaesthesia
• Medical Oncology
• Surgical Oncology including Gynaecology ^[1] Oncology
• Paediatric Cardiology
• Paediatric Surgery
• Plastic and Reconstructive Surgery
• Pulmonary Medicine

• Urology
• Vascular Surgery
• Kidney Transplant
DIAGNOSTIC SERVICES
• 2D Echo
• Barium Studies
• CT scan
• EEG
• EMG/EP
• Mammography
• MRI
• Scopy (Bronchoscopy, Endoscopy, ^[1] Colonoscopy, Sigmoidoscopy)
• Holter Monitoring
• Spirometry
• Tread Mill Testing
• Urodynamic Studies
• Ultrasound
• X-Ray
LABORATORY SERVICES
• Clinical Biochemistry
• Clinical Pathology
• Clinical Microbiology and Serology
• Histopathology
• Haematology
PHARMACY
• Dispensary
• Transfusions Services
• Blood Transfusions Services
• Blood Bank
PROFESSIONS ALLIED TO MEDICINE
• Dietetics
• Psychology
• Speech and Language Therapy
• Physiotherapy
• Ambulance

KEY ACTIVITIES DONE:

- Understood the process flow of the patients in the chemotherapy daycare ward for improving the slotting and bed allocation for patients
- Audited the consent form for chemotherapy based on the hospital's checklist
- Understood the entire process flow of the patient and did process mapping of the patients in the dialysis daycare along with the comprehensive understanding of the treatment process which included assessment of patient on arrival, preparation for dialysis, monitoring and care during dialysis, dialyzer reuse practices and documentation process
- Monitored 5 moments of hand hygiene devised by WHO, observed dialyzer reuse practices based on hospital's SOPs and took patient feedback regarding the service delivery in dialysis daycare
- Audited the consent form for ICU procedure (which includes – central venous catheterization, intubation, tracheostomy and mechanical ventilation) in all the critical areas like neuro ICU, heart command and so on
- Audited for prevention of fall in all the critical areas based on hospital checklist which included various parameters like- orange ID band on patient's wrist, patient education at time of admission, fall score in daily nursing plan (DNP), fall score in nursing care plan (NCP), bed brakes if on, patient's unit unclustered and tidy and so on
- Audited the cases of hyperkalaemia to check for proper documentation and initiation of proper treatment plan

KEY LEARNINGS FROM INTERNSHIP

- Analytical Skills: Analysing data helped me to identify common themes and pinpoint specific issues that needed addressing. This process improved my critical thinking and problem-solving abilities and thereby to develop actionable solutions
- Stakeholder management
- Learned about the research, technical writing and documentation work
- Understood the dialysis process firsthand and gained insights into collaborative efforts between the Quality Department and the Dialysis Department in maintaining a high standard of infection control like various sample testing for the RO water supply, dialysing machine and surroundings etc
- Learned about the importance of timely and accurate documentation , adherence to protocols and the implementation of appropriate treatment protocols to ensure optimal patient outcomes.
- Ensuring that consent forms are properly filled out is vital for legal compliance and patient safety.
- Learned how to efficiently manage patient schedules to optimize resource utilization and enhance patient satisfaction.
- The diverse activities and responsibilities allowed me to develop a thorough understanding of hospital operations, patient care processes, quality management, and the importance of meticulous documentation and infection control.