

INTERNSHIP REPORT

**DISSERTATION LOCATION: NAVCHETAN
MULTISPECIALTY HOSPITAL, PATHANKOT,
PUNJAB**

DEPARTMENT: OPERATIONS

TENURE: 18TH MARCH, 2024 TO 17TH JUNE, 2024

Introduction

The healthcare sector is a dynamic and essential part of society, requiring continuous improvement and efficiency to meet the growing demands of patient care. Operations management in healthcare focuses on optimizing processes, improving patient flow, reducing wait times, and enhancing the overall quality of care. Recognizing the critical role of operations management, I undertook a 3-month internship at Navchetan Hospital, Pathankot, Punjab, a multispecialty hospital known for its comprehensive medical services and patient-centric approach.

Objectives of Internship

Navchetan Multispecialty Hospital was established in [Year], with a mission to provide high-quality healthcare services across various specialties, including gynaecology, orthopaedics, medicine, surgery and more. The hospital is equipped with state-of-the-art medical technology and staffed by highly skilled healthcare professionals dedicated to delivering exceptional patient care. My internship was aimed at gaining practical experience in the field of operations management within this multifaceted healthcare environment.

- Gain Practical Experience in Healthcare Operations Management:
- Understand and Improve Patient Flow and Efficiency
- Learn and Contribute to Quality Improvement Initiatives
- Develop Analytical and Problem-Solving Skills
- Enhance Communication and Collaboration Skills
- Understand Regulatory and Compliance Requirements
- Contribute to Strategic Planning and Decision-Making

Organisational Profile

Navchetan Multispecialty Hospital, established in 2019, is a leading multispecialty hospital located in Pathankot, Punjab. With a mission to provide comprehensive and compassionate healthcare services, the hospital has grown to become a trusted name in the medical field. The hospital is renowned for its state-of-the-art facilities, cutting-edge technology, and a team of highly skilled healthcare professionals dedicated to delivering the highest standard of patient care.

VISION

The hospital's primary goal is to set a standard in delivering high-quality and affordable healthcare services accessible to all individuals in need.

MISSION

The hospital's mission is to:

- A) Ensure that top medical professionals provide accessible and affordable quality treatment.
- B) Foster an environment of honesty, transparency, equality, and ethical practices.
- C) Evolve into a Centre of Excellence in healthcare services adhering to international standards.

SERVICES OFFERED:

- Orthopaedics & Joint Replacement Department,
- Obstetrics& Gynaecology department along with an Infertility Centre,
- General Surgery Department
- General Medicine Department
- Psychiatric Department
- Neurosurgery Department
- De-addiction Department
- Emergency Department

Key activities

- Conducted detailed analysis of patient flow processes in different departments.
- Collected and analysed data on key performance indicators (KPIs) such as patient satisfaction and treatment outcomes.
- Analysed resource utilization across various departments, including staff, equipment, and supplies.
- Designed and distributed patient satisfaction surveys to gather feedback on hospital services.
- Contributed insights and recommendations based on data analysis and field observations.

Key Learnings

My 3-month internship in operations management at Navchetan Multispecialty Hospital, provided a wealth of knowledge and hands-on experience that have significantly enhanced my understanding of healthcare operations.

- Understanding the critical impact of patient flow on overall hospital efficiency and patient satisfaction.
- Appreciating the role of data-driven decision-making in identifying areas for improvement and implementing effective solutions.
- Learning effective resource allocation strategies to optimize the use of staff, equipment, and supplies.

- Developing skills in data collection, analysis, and interpretation to support operational decisions.
- Recognizing the value of patient feedback in assessing service quality and identifying areas for enhancement.
- Enhancing communication skills through interactions with healthcare professionals, patients, and administrative staff.
- Learning how to support staff in adopting and effectively using new technologies.
- Contributing to the development of strategic plans and appreciating the role of operations management in achieving organizational objectives.
- Developing problem-solving skills by addressing operational challenges and implementing practical solutions.
- Learning how to motivate and lead teams to achieve operational excellence.
- Learning how to respond to unexpected challenges and changes in a timely and effective manner.

This internship experience at Navchetan Multispecialty Hospital has not only enriched my understanding of healthcare administration but has also equipped me with practical skills that are essential for a career in this field. I am grateful for the opportunity to have been part of such a dynamic and professional healthcare environment.