

INTERNSHIP REPORT



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of

Prof. Monika Chaudhary

1) Introduction

The Internship training has been successfully carried out for the duration of 11th April 2022 to 24th June 2022 in a Single Speciality Hospital in Rohini, New Delhi that is Rajiv Gandhi Cancer Institute and Research Centre. It is one of its own kind and has mastered the field of Oncology. Various tasks have been carried out during this period given by the Department's head and the approach towards learning has been sincere, scientific, and analytical. The internship has developed the capabilities and soft skills and has prepared for the future managerial role while learning in a professional work environment. I was placed at the position of Trainee and the main responsibility of mine was to find out the gaps in the present operational mechanism. I was given the work to deal with Time taken in OPD, Admission & Discharge, waiting time at registration counter, Pharmacy, Day care, Investigations and reports, Response of nurses to call bells and time spend by doctors in consultation.

2)Objective of the Internship

- To learn about the daily operations in various departments, with activities and roles of each department.
- To understand the Hospital's requirements and addressing the issues.
- Planning and implementing solutions.
- Understanding Organizational culture and hierarchy.
- Working upon a pain point for the organization.
- To get equipped with knowledge and tools to be successful in future positions.
- To observe various protocols followed in the organization and try to acquire skills to accomplish them.
- To get familiarize with the technique to fetch more and more profits to the company.
- To familiarize with different departments, staffing and equipment used in the internship organization.
- To familiarize with the different authorities onsite and offsite.
- To observe mannerism of the existing employees working in the company.
- To develop capabilities and soft skills by practically applying academic knowledge while learning in a professional work environment.
- To help in formation of network and enhance network building skills.

3) Organizational Profile

Rajiv Gandhi Cancer Institute and Research Centre is a non-profit medical facility and research institute based in Delhi, India specialising in cancer treatment and research. It is one of the largest medical centres for cancer treatment in Asia. RGCIRC is a project of

Indraprastha Cancer Society and Research Centre, a not-for-profit public society. The institute was founded in 1996.

Inaugurated in- 1st July 1996

Launched in- Indraprastha Cancer Society and Research Centre was launched in 1994.

Launched by- Former President Shankar Dayal Sharma in the presence of great Congress Leader Sonia Gandhi.

Headquarter- New Delhi (Rohini)

Branches- Niti Bagh, New Delhi

CEO- Mr. D.S. Negi

Medical Director and Chief of Uro-Gynae Surgical Oncology- Dr. Sudhir Rawal

Chief of Operations cum Medical Superintendent- Dr. Pinky Yadav

Chief Financial Officer- Mr. Rajesh Thacker

Chief Information Officer- Mr. JP Dwivedi

General Manager HR- Mr. Bishwajit Das

Senior GM- Mr. Debasis Routray

Competitors- Action Balaji Cancer Institute and Fortis Cancer Institute.

Vision- To provide affordable oncological care of International Standard and Help to eliminate cancer from India through research, education, prevention, and patient care.

Mission- To be the premier cancer care provider in India and be the preferred choice of Patients, Care Givers, Faculty and Students.

By offering comprehensive services at an affordable pricing

And excellence of our personnel leveraging best technology.

Values- We hold our patients in high esteem and work with ethics and compassion.

We care and function with mutual respect, trust, and transparency.

We deliver accurate diagnosis, correct advice, and effective treatment.

3.1) History

Indraprastha Cancer Society and Research Centre is a not-for-profit public medical society. It was formed in the year 1994 under the society's registration act, 1860. The Institute started functioning on 1st July 1996 when a soft opening was done by Sonia Gandhi. However, it was formally inaugurated by the then, the President of India, Shankar Dayal Sharma in the presence of Sonia Gandhi and others on 20th August 1996. It started as a 152 bedded hospital and currently it is a 302 bedded hospital. The institute diagnoses and treats around 60,000 patients per year. Since its establishment, the institute has provided services to over 200,000 patients from India, Nepal, Bangladesh, Sri Lanka and other countries. The institute is ISO:9001 and ISO:14001 certified. In February 2013, the institute introduced electrical

technology as a service called “NanoKnife”, a minimally invasive cancer treatment. On 12th October 2016, a new cancer centre was established in Niti Bagh, South Delhi.

3.2) Departments and other Services

Departments

Department of Surgical Oncology –

- Head and Neck Onco Surgery
- Breast Onco Surgery
- GI Onco Surgery
- Thoracic Onco Surgery
- Uro/Gynae Onco Surgery
- Robotic Onco Surgery
- Orthopaedic Onco Surgery
- Reconstructive Surgery

Department of Radiology and Imaging –

- Digital X-Ray
- Ultrasound and Doppler
- CT-Scan
- Digital Mammography with Tomosynthesis
- MRI
- Bone scan
- ECG/ECHO/PFT
- CT Guided Biopsies

Department of Medical Oncology –

- Medical Oncology (All solid Tumors)
- Paediatric Hematology Oncology
- Hemato Oncology
- Bone Marrow Transplant Unit

Department of Paediatric Hematology Oncology

Department of Radiation Oncology –

- Image guided Radiation (Therapy IGRT)
- Intensity-Modulated Radiation Therapy
- Brachytherapy

Department of Nuclear Medicine –

- PET-CT scan
- SPECT-CT
- Radionuclide Therapy (Thyroid Cancer/Prostate Cancer/ Neuro Endocrine Tumour)

Department of Pathology and Transfusion Services –

- Clinical Pathology
- Clinical Biochemistry
- Hematology
- Clinical Microbiology & Serology
- Cytopathology
- Histopathology & Immunohistochemistry
- Molecular Diagnostics
- Stem Cell Preservation
- Biorepository
- Circulating Tumour Cell Enumeration

Department of Stem Cell and Bone Marrow Transplantation-

- RF ablation of Tumors
- Trans Arterial Chemo Embolization (TACE)
- Trans Arterial Radio Embolization (TARE)
- Hepato Biliary Interventions
- Vascular Embolization
- Vertebroplasty
- Bone Biopsy

Department of Anesthesiology

Support Services

- Emergency & Ambulance Services
- Operation Theatres
- ICU (Medical & surgical)
- High Dependency Unit (HDU)
- Pain Clinic
- Day Care

- Blood Bank
- NAT Lab
- Physiotherapy
- Dietetics
- Pharmacy
- Cytotoxic Admixture Unit

Other Services

- Preventive Oncology
- Counseling Services
- Palliative care
- Non-Invasive Cardiology
- Dental Services

3.3) Affiliations and Recognitions

Organization	Affiliation	Year
National Accreditation Board for Hospitals and Healthcare Providers (NABH)	Accreditation	2015
National Accreditation Board for Testing and Calibration Laboratories (NABL)	Accreditation	2009
Union for International Cancer Control	Membership	2005
Nursing Excellence by NABH	Certification	2016
Certified ISO 9001	Accreditation	2007
Certified ISO 14001	Accreditation	2007
Green OT	Recognition	2016
NABH (Blood Bank)	Recognition	2013

Key Activities: I have worked on a special project titled “Gaps in the Present Operational Mechanism”. This project aims to improve patient satisfaction and patient delight. As part of the project, I covered time taken in Admission & Discharge process, time take at the

Registration Counter, OPDs, Pharmacy, Daycare, Investigations and Reports, Response to nursing call bells, and time spent by the doctors in consultation.

Key Learnings:

I have gained research skills, strengthened my quantitative and analytical skills.

Improved my problem-solving skills.

Polished my collaboration & teamwork skills as I have worked with the team of six.

This internship taught me how to take constructive criticism well.

Learned about the daily operations in various departments, with activities and roles of each department.

Improved my observation skills, how to pay attention on small details and notice them.

Reference:

[Best Cancer Hospital Delhi NCR, India | Cancer Institute & Research Center | RGCIRC](#)