

Internship Report

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Enrollment No.: IIHMR-U/02/2023-25/0492

Program: MBA in Pharmaceutical Management

Internship Duration: 10th March 2025 to 31st May 2025

Organization: Krishiv Khandaka Multispecialty Hospital, Jaipur

Role: Management Trainee

Dissertation Topic: Hospital Acquired Infection: A Study to Measure Its Impact on Increased Average Length of Stay and Cost of Care in a Multi-Specialty Hospital

1. Introduction

As part of the MBA curriculum at IIHMR University, Jaipur, I undertook a two-and-a-half-month internship at Krishiv Khandaka Multispecialty Hospital. The hospital, a 100-bedded modern facility, is known for its advanced diagnostic and treatment infrastructure. The internship aimed to provide practical exposure to hospital management and support my dissertation project on Hospital Acquired Infections (HAIs).

2. Objectives

- To understand hospital operations and workflow within departments.
- To study the prevalence and impact of HAIs on patient care and hospital costs.
- To interact with healthcare staff and collect real-time data for analysis.
- To apply classroom learning to real-world healthcare scenarios.

3. Roles and Responsibilities

A. Operations Exposure (March 10 - April 5)

- Worked in the Outpatient Department (OPD) to observe and manage patient flow.
- Coordinated with billing, registration, housekeeping, and security staff.
- Ensured doctors were available on time and addressed patient grievances.
- Participated in queue management and streamlined patient intake processes.
- Suggested operational improvements and SOP updates for OPD efficiency.

B. Dissertation Work (April 6 - May 31)

- Collaborated with the Infection Control Department for data access.
- Collected retrospective and prospective data on 90 confirmed HAI cases.
- Categorized infections: CAUTI, CLABSI, SSI, VAP, and multiple infections.
- Conducted interviews with doctors, nurses, ICNs, and caregivers.
- Used MS Excel to analyze infection trends, ALOS, and economic impact.
- Prepared graphs and charts to represent HAI rates and cost burden.

4. Key Findings from Dissertation

- **CAUTI** was the most common infection (31 cases), followed by **SSI** (28 cases).
- **VAP** had the highest average length of stay post-infection (29.7 days).
- **Mortality rate** among HAI cases was 7.77%.

- **Additional costs** due to HAI were significant: VAP (~Rs. 1.47 lakh), CLABSI (~Rs. 76,000), CAUTI (~Rs. 50,000), and multiple infections (~Rs. 2.58 lakh).
- Infection rates per 1000 device days: CAUTI (1.83), CLABSI (2.03), VAP (2.65), SSI (5.47).

5. Skills Developed

- Data analysis using MS Excel, including trend analysis and cost calculations.
- Understanding of infection control protocols and hospital-acquired infection dynamics.
- Practical knowledge of hospital operations and inter-department coordination.
- Enhanced communication skills through interaction with hospital staff and patients.
- Research methodology application in real healthcare settings.

6. Conclusion

This internship provided comprehensive exposure to both hospital operations and healthcare research. It helped me understand the critical implications of HAIs on patient health, hospital stay duration, and financial costs. The project strengthened my analytical, research, and interpersonal skills. I believe the experience has prepared me to take on greater responsibilities in healthcare consulting, data analysis, or hospital quality management roles in the future.

7. Acknowledgement

I extend my sincere gratitude to Dr. K.G. Kumawat, Managing Director of Krishiv Khandaka Hospital, for providing this opportunity. I also thank my academic mentor, Dr. Sudhinder Singh Chouhan, for his guidance and support throughout the internship and dissertation work.

Submitted by:

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MBA Pharmaceutical Management (2023-25)

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