

INTERNSHIP REPORT

Operational efficiency and resource utilization in a small-scale rural hospital, A case study of Vijyasun Hospital.

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by

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1. Introduction

Small-scale rural hospitals in India often struggle with operational efficiency due to limited resources, workforce constraints, and inconsistent inventory systems. My internship was conducted at Vijyasana Hospital, a 10-bed multi-specialty hospital located in Rehti, Madhya Pradesh. This healthcare facility caters to a small population with essential services such as general medicine, gynecology, and basic diagnostics. The primary focus of my internship was to study hospital operations, including patient flow, inventory tracking, duty roster management, and pharmacy stock optimization.

2. Objectives of the Internship

- To assess the current workflow and operational efficiency of Vijyasana Hospital.
- To evaluate inventory and pharmacy stock management practices.
- To analyze duty roster patterns and workforce distribution.
- To identify gaps in patient movement and hospital space utilization.
- To recommend actionable improvements in resource utilization.

3. Organizational Profile

Vijyasana Hospital is a rural 10-bed hospital situated in Rehti, Madhya Pradesh. It serves a semi-urban and nearby rural population by providing primary and secondary healthcare services. With a small staff consisting of medical officers, nursing staff, pharmacists, and administrative personnel, the hospital plays a critical role in ensuring timely medical services in the region. The hospital runs outpatient services (OPD), inpatient admissions (IPD), minor surgical procedures, maternity care, and pharmacy services.

The hospital is structured to function under resource constraints but follows structured procedures for stock requisition, medical supply procurement, and staff rotations. Despite the challenges, it continues to cater to a significant volume of patients relative to its capacity.

4. Services Provided by the Organization

- Outpatient Department (OPD) Services: General medicine, pediatrics, and gynecology consultations.
- Inpatient Department (IPD): Basic admission facilities for minor to moderate illness cases.
- Laboratory & Diagnostic Services: Basic blood and urine tests, pregnancy tests, etc.
- Pharmacy: Dispensing essential medicines and consumables.
- Emergency Care: First-aid and referral support for serious cases.
- Maternity Services: Antenatal checkups and normal deliveries.

5. Key Works Undertaken During Internship

- Conducted weekly physical verification of pharmacy stock and matched it with register entries.
- Collected bed occupancy data from IPD over the course of 10 weeks and calculated average utilization rates.
- Observed OPD patient flow and recorded peak hours, average consultations per day, and doctor-patient ratios.
- Reviewed duty roster allocations and checked consistency of staff rotation.
- Created spreadsheets for tracking near-expiry medicine stock and proposed early consumption strategies.
- Identified issues like inconsistent indent raising from departments and suggested a standardized requisition system.

6. Key Learnings from the Internship

- Even small hospitals can benefit significantly from structured inventory tracking and simple digital tools.
 - Staff shortages lead to overlapping responsibilities, affecting duty rotations and patient care.
 - Pharmacy stockouts often occurred due to communication gaps between departments and procurement delays.
 - Bed utilization was low during weekdays and spiked during weekends, showing predictable seasonal and weekly patterns.
 - Efficient duty planning and a consistent indenting process can help streamline operations.
 - In rural hospitals, non-clinical aspects such as supply chain and inventory often determine the quality of care.
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