

Internship Report

MEDANTA-THE MEDICITY

submitted to



The IIHMR University, Jaipur

for the partial fulfillment 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

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1. Introduction

As a part of the MBA in Hospital and Health Management curriculum at IIHMR University, I had the opportunity to undergo a comprehensive internship at Medanta – The Medicity Hospital, Gurugram. This internship was structured to provide practical exposure to core healthcare operations, administrative practices, and clinical coordination mechanisms in one of India's premier healthcare institutions. My internship experience was structured around rotation in three key hospital departments: the Intensive Care Unit (ICU), the In-Patient Department (IPD), and the Medical Superintendent's (MS) Office. These rotations allowed me to develop a multidisciplinary understanding of both clinical and non-clinical functions of a tertiary care hospital.

2. Objectives of the Internship

- To gain practical experience in different departments where I was posted in Medanta.
- To understand the operations and functioning of a large healthcare institution.
- To observe and learn from healthcare professionals and specialists.
- To contribute to ongoing projects and initiatives within the hospital.
- To develop essential skills required for a career in healthcare management
- To cultivate professional skills in hospital documentation, coordination, and patient interaction.
- To observe the real-time challenges in hospital management and explore feasible solutions.

3. Organizational Profile

Medanta – The Medicity, established in 2009 by renowned cardiovascular surgeon Dr. Naresh Trehan, is a state-of-the-art multispecialty hospital located in Gurugram. Spanning over 2.1 million square feet, it houses more than 1,600 beds and over 800+ renowned doctors across 29 super-specialties. Medanta is recognized for its excellence in cardiology, oncology, organ transplant, neurosciences, and critical care. It is accredited by both NABH (National Accreditation Board for Hospitals) and JCI (Joint Commission International), making it one of the few institutions in India that adheres to global standards of quality and safety.

Medanta's core philosophy revolves around delivering world-class healthcare using cutting-edge technology, combined with compassionate and ethical medical practices. It serves a diverse patient population from across India and abroad.

4. Services Provided by the Organization

Medanta offers a vast range of medical and healthcare services that cater to both in-patient and out-patient needs. These include:

- Multi-specialty Outpatient Clinics
- Emergency and Trauma Services
- Advanced Cardiac and Neurosurgical Care
- Organ Transplant Programs (Liver, Kidney, Heart)
- Minimally Invasive and Robotic Surgeries
- Radiology and Diagnostic Imaging
- Intensive Care Units (Medical, Surgical, Cardiac, Neuro, Pediatric)
- Inpatient Department Services with private, semi-private, and general ward categories
- Administrative and Support Services including TPA coordination, quality monitoring, and patient services

5. Key Activities/Projects Undertaken Other than Dissertation

a. Intensive Care Unit (ICU)

- Observed the day-to-day functioning of a critical care unit.
- Learned about:
 - Patient monitoring systems.
 - Shift-wise clinical handover protocols.
 - Bed transfer procedures from ICU to ward.
 - ICU-specific documentation requirements.
- Witnessed a **Code Blue situation**:
 - Observed the coordinated response of doctors and nurses.
 - Understood the importance of **teamwork, readiness, and clear communication** in emergencies.
- Gained exposure to:
 - **Infection control practices.**
 - **Hygiene protocol compliance** among staff.

b. In-Patient Department (IPD)

- Understood the **complete patient care flow**: from admission to discharge.
- Assisted in:
 - Addressing **TPA-related queries**.
 - Interacting with the **billing and documentation team**.
- Participated in **daily patient rounds**:
 - Collected patient feedback and documented grievances.
 - Helped escalate and resolve patient complaints.
- Observed:
 - The **impact of discharge delays** on patient satisfaction.
 - The value of **proactive coordination** across departments.
- Improved skills in:
 - **Empathetic communication** with patients and families.
 - Understanding of **hospital etiquette** and service delivery standards.

c. Medical Superintendent's (MS) Office

- Gained insight into hospital **administration and quality control**.
- Involved in:
 - Reviewing **mortality files** to assess clinical documentation and root causes.
 - Identifying patterns and delays in care delivery.
- Participated in **hospital floor quality rounds**:
 - Audited compliance with biomedical waste segregation.
 - Monitored hygiene, staff ID badge use, and equipment upkeep.
- Learned:
 - How deviations from **Standard Operating Procedures (SOPs)** are reported and addressed.
 - The role of **incident reporting** and **root cause analysis** in improving hospital operations.

6. Key Learnings from the Internship

- Developed first-hand experience in observing and analyzing emergency protocols in ICU such as Code Blue.
- Understood patient-centric practices, complaint resolution, and TPA coordination in IPD settings.
- Gained exposure to administrative workflows and mortality audits in the MS Office.
- Learned the importance of documentation accuracy, interdepartmental communication, and compliance audits.

- Enhanced interpersonal, observational, and time management skills essential for healthcare professionals.
- Realized the significance of maintaining a balance between clinical care and administrative efficiency.
- Learned how quality indicators and regular monitoring influence overall patient satisfaction and hospital performance.