

**Assessment of Inpatient Satisfaction Using the SERVQUAL Model: A
Study at Max Super Speciality Hospital, Dehradun**

INTERNSHIP REPORT Submitted to



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for the partial fulfillment for the award of the degree of

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Hospital and Health Management

by

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INTERNSHIP REPORT

1. Introduction

This internship aimed to provide practical exposure to hospital operations and administrative procedures beyond the academic dissertation. Max Hospital Dehradun, a NABH-accredited multi-speciality facility, offered a platform to experience real-time healthcare delivery, documentation, and compliance protocols.

2. Organisation Profile

Parent Organisation – Max Healthcare Institute Limited

Max Healthcare is a leading public limited healthcare chain in India, operating 19–22 hospitals across North India with over 4,000–5,000+ beds and around 5,000 clinicians plus 12,000+ paramedics and nurses. Founded in 2001 and headquartered in New Delhi, Abhay Soi currently serves as Chairman & Managing Director. In addition to hospital care, Max Healthcare also runs Max Lab (diagnostics) and Max@Home (home-based healthcare services).

Max Super Speciality Hospital, Dehradun

Established in 2012, Max Super Speciality Hospital Dehradun is Uttarakhand's first Max Healthcare super-speciality centre. The hospital has a capacity of over 200 beds, including 63 ICU, 67 critical-care, and 24 HDU beds. It is accredited by NABH (hospital and nursing services) and NABL (laboratory services).

The infrastructure includes six high-end modular operating theatres with advanced neurosurgical tools such as Neuro-Navigation, Stereotaxy, microscopic, and endoscopic surgery. It also offers comprehensive pain management and physical rehabilitation services including EMG biofeedback, TENS, gait training, laser therapy, and dry needling.

The hospital has around 130 doctors and 278–300 nurses. It offers services across approximately 25–30 specialties including neurology, cardiology, orthopaedics, oncology, nephrology, urology, obstetrics & gynaecology, and mental health. Max Dehradun has treated over 300,000 patients to date.

Recognition & Strengths

Max Super Speciality Hospital, Dehradun was named “Best Patient Friendly Hospital” by the Association of Healthcare Providers India (AHPI) in 2022. The award recognized its strong

patient-centric processes and responsive operations. The hospital features NABL-accredited labs and a 24×7 emergency department.

Location & Accessibility

Located at Mussoorie Diversion Road, Malsi, Dehradun, Uttarakhand 248001, the hospital is the first Max super-speciality facility in the Himalayan foothills and is approximately 20 km from Jolly Grant Airport.

Summary

Max Super Speciality Hospital Dehradun embodies the Max Healthcare ethos—holistic, patient-centric, high-quality care delivered through advanced infrastructure and a strong clinical team. Its accreditation, specialist coverage, and regional leadership solidify its standing in Uttarakhand’s healthcare landscape.

3. Learning Beyond the Dissertation Project

a. OT Inventory Utilisation & Data Entry

- Participated in the daily tracking and data entry of OT (Operation Theatre) inventory.
- Assisted in recording usage of surgical instruments, consumables, and implants.
- Helped ensure stock alignment with surgical schedules and reconciled discrepancies.

Key Learnings:

- Importance of meticulous inventory records for cost control.
- Coordination between OT staff and materials management.
- Compliance with sterile and expiration-sensitive inventory norms.

b. Floor Management

- Engaged in floor supervision across IPD wards to observe patient movement, sanitation status, and staff responsiveness.
- Coordinated with nursing supervisors and housekeeping to streamline shift transitions and bed turnovers.

Key Learnings:

- Efficient floor management is crucial for patient satisfaction and operational flow.

- Role of real-time coordination in handling peak-time admissions/discharges.

c. Biomedical Waste Management (BMW)

- Observed segregation practices across red, yellow, blue, and white waste bins.
- Cross-checked labels and barcoding of biomedical waste bags.
- Participated in daily record maintenance for vendor collection and reporting.

Key Learnings:

- NABH and CPCB guidelines on BMW segregation and disposal.
- Role of monitoring in preventing infection and maintaining hospital accreditation.

d. Hospital Administration Activities

i. Admissions & Induction of DNB Students

- Assisted in documentation and onboarding processes for DNB (Diplomate of National Board) residents.
- Coordinated with HR and academic departments for compliance with NBE guidelines.

Learnings:

- Procedural requirements for medical teaching institutions.
- Importance of timely registration and orientation.

ii. Licensing & Regulatory Documentation

- Supported collation and renewal tracking of statutory licenses (e.g., Fire NOC, Pollution Control Board clearance, AERB).
- Maintained digital and physical records for periodic audits.

Learnings:

- Familiarity with essential healthcare licenses and compliance timelines.
- Role of administrative vigilance in avoiding legal penalties.

iii. NABH Audit Preparation

- Contributed to preparation of monthly administration reports.

- Assisted in maintaining checklists, compliance records, and internal audits in line with NABH Chapter guidelines (e.g., HRM, IMS, HIC).
- Helped update SOPs and training registers as required for pre-assessment.

Learnings:

- Structured reporting and documentation for NABH compliance.
- Role of administration in standardizing quality care delivery.

4. Skills Developed

- Report Writing and Documentation
- Interdepartmental Communication
- Understanding of Regulatory Frameworks
- Analytical Thinking and Coordination
- Use of Hospital Information Systems (HIS)

5. Conclusion

The internship at Max Hospital Dehradun offered holistic exposure to the operational and regulatory frameworks of a tertiary care hospital. Learning beyond the dissertation provided critical insights into OT resource management, hospital compliance documentation, NABH preparedness, and interdepartmental coordination—paving the way for a practical understanding of healthcare administration.