

INTERNSHIP REPORT

KIMS-Kingsway Hospital, Nagpur

Submitted By

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Introduction

During my internship at KIMS – Kingsway Hospital, Nagpur, I was a part of the Quality Department, working on various projects like NABH Digital Health, KOOS Implementation, OT workflow and Time Management.

Throughout my internship I got to learn about the working of Hospital and Implementation of Quality services to patient as well as the working environment.

The duration of my internship was from 1st April 2025 to 14th June 2025.

Objectives of Internship

1. To understand the functioning of the Quality Department in a tertiary care hospital setting and its role in enhancing patient safety, clinical effectiveness, and regulatory compliance.
2. To acquire hands-on experience in designing and monitoring Key Performance Indicators (KPIs) relevant to hospital quality metrics such as patient satisfaction, infection control, OT efficiency, and incident reporting.
3. To learn documentation and reporting processes, including preparation of minutes of meetings, departmental reports, and quality dashboards that support continuous quality improvement (CQI).
4. To assist in the NABH Digital Health Accreditation process, including collection and categorization of compliance evidences, departmental coordination, and implementation of digital health standards as per NABH guidelines.
5. To participate in quality assurance activities, such as organizing and documenting mock drills (e.g., Code Red, Code Orange), emergency preparedness exercises, and audits to assess readiness and compliance
6. To bridge the gap between theoretical knowledge and hospital practices by working under the guidance of quality professionals and contributing meaningfully to real-time hospital quality improvement initiatives.

Organizational Profile

KIMS Kingsway Hospitals, Nagpur is a leading NABH-accredited tertiary care multi-specialty hospital strategically located near Zero Mile, in close proximity to Nagpur Railway Station. With a capacity of over 300 beds, the hospital has rapidly emerged as one of the most trusted and technologically advanced healthcare institutions in Central India. Initially established in 2019 under the name Kingsway Hospitals by the Sancheti group and a team of eminent doctors from Nagpur, it was acquired in 2022 by Krishna Institute of Medical Sciences (KIMS), a renowned hospital chain based in Hyderabad. This collaboration brought in a wealth of expertise, advanced clinical protocols, and strengthened the hospital's commitment to delivering excellence in patient care.

The hospital is equipped with a wide array of state-of-the-art medical facilities, including over 80 intensive care beds, 9 modular operation theatres with laminar air flow systems, a high-end cardiac catheterization lab, and 24x7 diagnostic services.

KIMS Kingsway is a pioneer in the region, having introduced Central India's first robotic-assisted coronary bypass surgery using the Da Vinci Robotic Surgical System. It houses comprehensive departments in Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, Oncology, Nephrology, Urology, Orthopaedics, Obstetrics and Gynaecology, Reproductive Medicine, Emergency Medicine, and Internal Medicine, among others.

A unique feature of KIMS Kingsway is its integrated maternal and child healthcare services under the "KIMS Cuddles" division, which includes a Level IV NICU, state-of-the-art birthing suites, fertility services, and pediatric super specialties. The hospital also emphasizes preventive and promotive healthcare through regular health check-up packages, corporate wellness programs, and community outreach initiatives.

The infrastructure includes a fully functional 600-seater auditorium, training halls, and telemedicine facilities, making it a hub for continuous medical education (CME), workshops, and skill development programs for healthcare professionals. The hospital follows strict infection control protocols and quality assurance practices in line with NABH standards, ensuring patient safety, clinical efficiency, and ethical medical care.

KIMS Kingsway's mission is to provide high-quality, affordable, and accessible healthcare services using a patient-centric approach, supported by the latest medical technology and highly qualified healthcare professionals. With its robust administrative framework, patient-friendly environment, and commitment to innovation, it stands as a benchmark institution for clinical excellence and healthcare delivery in the region.

Services Provided by the Organization:

KIMS Kingsway Hospitals, Nagpur is a 300+ bedded tertiary care multi-specialty hospital offering comprehensive medical and surgical services under one roof. The hospital provides the following services:

- Cardiac Sciences (Cardiology, Cardiothoracic & Vascular Surgery, including robotic-assisted procedures)
- Neurosciences (Neurology, Neurosurgery)
- Oncology Services (Medical, Surgical, and Radiation Oncology)
- Orthopaedics and Joint Replacement
- Renal Sciences (Nephrology and Urology)
- Critical Care Services (ICU, NICU, PICU)
- Reproductive Medicine and Gynaecology (through KIMS Cuddles)
- Emergency and Trauma Care (24x7)
- Diagnostic Services (Radiology, Pathology, Cath Lab, Advanced Imaging)
- General & Minimally Invasive Surgery
- Preventive Health Check-ups
- Palliative & Home-based Care
- Robotic Surgery with the Da Vinci system

The hospital also focuses on medical education, clinical research, patient safety initiatives, and digital health transformation, offering high-quality, ethical, and patient-centric care.

Key Activities/Projects Undertaken During the Internship

Assisted in the NABH Digital Health Accreditation Process:

- Collected and organized documentary evidence for compliance with NABH digital standards
- Participated in gap assessments and supported departmental coordination
- Aided in implementing digital health protocols across departments
- Supported the Implementation of KOOS (
 - Helped in standardizing operational processes through documentation and follow-up
 - Prepared Reports and Documentation
 - Drafted KPI dashboards and monthly quality reports
 - Maintained records of meetings (MOMs), audits, and mock drills
 - Conducted and Participated in Mock Drills:
 - Actively participated in organizing mock drills for Code Red (fire emergency) and Code Orange (disaster management) Code Blue (Cardiac Arrest), Code Purple (Violence)
 - Documented response timelines, departmental coordination, and drill outcomes
 - Collaborated in Quality Audits and Observational Rounds
 - Accompanied the quality team in internal rounds to observe SOP adherence and checklist implementation.

Internship Experience

During my internship, I worked closely with the Quality Department and Medical Operations Department under the supervision of the Quality Head.

My contributions focused on:

- Understood the structure and requirements of NABH Digital Health Accreditation.
- Gained hands-on experience in collecting and organizing audit evidence.
- Learned to prepare and analyze hospital Key Performance Indicators (KPIs).
- Developed skills in drafting meeting minutes and quality reports.
- Observed and assisted in conducting mock drills for Code Red and Code Orange.
- Understood the process of implementing KOOS across departments.
- Learned the importance of documentation in hospital quality systems.
- Improved coordination and communication skills through interdepartmental interactions.
- Observed internal quality audits and compliance checks.
- Developed a practical understanding of hospital-based quality improvement processes.
- Strengthened professional skills such as teamwork, observation, and time management.

