

Internship Report

1. Introduction

The internship at Dr. Mukesh Baghel Multispeciality Hospital, Agra, was undertaken as part of the academic curriculum for the Master's program in Hospital and Health Management. The objective was to gain hands-on experience in healthcare operations, administration, and management by working closely with various departments and understanding the workflow of a tertiary care facility. This internship was aimed at enhancing practical knowledge, bridging the gap between theoretical learning and real-world applications in hospital settings.

2. Objectives of Internship

- To understand the functioning and structure of a tertiary care multispecialty hospital.
- To observe and assist in various hospital departments including OPD, IPD, Emergency, Billing, TPA, and others.
- To gain insights into patient flow, registration, discharge, and claim processing systems.
- To identify gaps in administrative and clinical workflows and provide suggestions for process improvement.
- To develop communication and interpersonal skills by interacting with healthcare professionals and patients.

3. Organizational Profile

Dr. Mukesh Baghel Multispeciality Hospital is a tertiary care hospital located in Agra, Uttar Pradesh. The hospital provides a wide range of diagnostic, medical, surgical, and emergency services. It is equipped with advanced medical infrastructure and a team of experienced specialists and paramedics. The hospital is known for providing quality healthcare services at affordable costs, with a focus on patient satisfaction and safety.

Key departments include:

- General Medicine & Surgery
- Orthopedics
- Pediatrics
- Gynecology & Obstetrics
- Cardiology
- Critical Care (ICU)
- Emergency & Trauma Care
- Diagnostics (Radiology, Pathology)
- Pharmacy and CSSD
- Billing and TPA Services

4. Services Provided by the Organization

The hospital offers the following services:

- 24x7 Emergency and Trauma Care
- Inpatient and Outpatient Services
- Intensive Care Unit (ICU) with monitoring systems
- Diagnostic Imaging (X-Ray, Ultrasound, ECG, etc.)
- In-house Laboratory Services
- Operation Theaters (Minor & Major)
- Pharmacy and Medicine Dispensing
- Cashless Treatment for Insured Patients through TPA
- Preventive Health Check-up Packages
- Patient Counselling and Discharge Services

5. Key Activities/Projects Undertaken Other than Dissertation

During the internship, several activities were undertaken, including:

- **Departmental Rotations:** Assisted in OPD, IPD, Emergency, TPA, ICU, and Billing departments to understand their individual functions and how they contribute to patient care.

- **OPD Workflow Management:** Observed patient registration, appointment scheduling, and crowd handling. Suggested improvements to reduce waiting time and improve seating arrangements.
- **TPA Observation Study:** Conducted a study on delays in preauthorization processes. Identified issues like lack of manpower, delayed document submission, and inefficient communication. Suggested use of color-coded charts, digital preauthorization portals, and dedicated query handling staff.
- **IPD Admission to Discharge Process:** Followed the entire patient journey from admission to discharge, understanding coordination between medical, billing, and TPA teams.
- **Patient Feedback Analysis:** Collected informal feedback on nursing care, food quality, housekeeping, and billing transparency. Assisted in analyzing trends and presenting them to floor supervisors.
- **Patient Education Sessions:** Participated in basic awareness sessions on hygiene, medication adherence, and discharge instructions.

6. Key Learnings from Internship

- **Hospital Operations Insight:** Gained a comprehensive understanding of hospital functions, patient care protocols, and interdepartmental coordination.
- **TPA and Billing Knowledge:** Learned how preauthorization, claims processing, and insurance documentation work in real-time. Observed how delays affect discharge timelines.
- **Discharge Process Gaps:** Identified key challenges in the discharge process, which became the foundation of the dissertation topic.
- **Soft Skills Development:** Improved communication, teamwork, and patient-handling skills by interacting with patients, caregivers, doctors, and administrative staff.
- **Problem-Solving Attitude:** Developed an analytical mindset by identifying gaps in services and proposing feasible improvements, especially in OPD and TPA.
- **Importance of Documentation:** Understood the significance of accurate record-keeping, consent forms, insurance paperwork, and discharge summaries in ensuring smooth hospital operations.