

INTERNSHIP REPORT

ON

RJN APOLLO SPECTRA HOSPITAL

Gwalior, MADHYA PRADESH

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

GARIMA SHARMA

Under the Supervision and Guidance of

Professor ARINDAM DAS

2025

INTRODUCTION

This internship report summarizes my three month engagement at RJN Apollo Spectra Hospital, Gwalior, within the Quality Management Department. The internship provided an opportunity to bridge academic knowledge with real time hospital operations, especially in the domains of quality assurance, compliance, and clinical audits. The experience aimed to provide practical exposure to healthcare quality systems, monitoring tools, and continuous improvement practices followed in NABH Accredited hospital setting.

OBJECTIVES OF THE INTERNSHIP

To understand the structure and functioning of the hospital quality department.

To observe and participate in quality audits, assessments, and compliance tracking.

To assist in collecting, analysing and interpreting quality indicators in ICU and other departments.

To contribute to patient safety practices and infection control surveillance.

To develop practical skills in hospital documentation, standard operating procedures, and clinical protocols.

ORGANIZATIONAL PROFILE

Apollo Spectra Hospitals, the Specialist in Minimally Invasive Surgeries, joined hands with Ratan Jyoti Netralaya, a renowned Eye hospital, in 2009 to set up what is arguably the most advanced specialty hospital in Gwalior.

This 150-bedded hospital offers various services, including consultations, Specialties, Health Checks, a 24/7 pharmacy, Lab Reports, Physiotherapy, and Diagnostics. As a specialty hospital, RJN Apollo Spectra Hospitals gives your patient the advantage of expert and quality healthcare with all the benefits of a large hospital but in a friendlier, more accessible facility. Additionally, it's partnered with all major TPAs for cashless hospitalization facilities, and these insurance-approved surgical packages are known for transparency and simplicity.

The hospital is NABH Accredited and known for its commitment to quality care, patient safety, and continuous improvement.

Vision

The Vision of the RJN Apollo Spectra Hospital is to “Touch a Billion Lives.

Mission

Bring healthcare of International standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of humanity.

SERVICES PROVIDED BY THE ORGANIZATION

Surgical Services – The hospital specializes in minimally invasive and elective surgeries across various disciplines, including General Surgery, Orthopedics, ENT, Urology, Gynecology, and Laparoscopic surgeries.

Intensive Care Unit Services – It involves advanced monitoring systems and ventilator support, managed by trained intensivists and nursing staff. The services include 24X7 critical care management, post-operative recovery monitoring, ventilator care, infection control, and ICU quality indicators tracking.

Outpatient Department Services – These services ensure accessible and timely consultations across surgery, orthopaedics, ENT, Urology, Nephrology, Dermatology, Gastrology, etc. In addition, pre-surgical counselling and post-operative follow-up are also provided in OPD Services.

Inpatient Department Services – These services are patient-centered with an emphasis on comfort, safety, and quality. It includes private and general wards, ICU, NICU, BMT, and General ward. The healthcare personnel include consultants, nursing staff, physiotherapists, dieticians, etc.

Diagnostic Services – It includes laboratory and radiology services, including CT scan, X-ray, and recently, the Fibroscan machine was introduced in the hospital.

Other Services include the pharmacy services, Infection control and quality monitoring, patient education, and support services.

KEY ACTIVITIES AND PROJECTS UNDERTAKEN (Other than Dissertation)

Daily monitoring of hand hygiene compliance and biomedical waste management segregation.

Assisted in updating staff training data, utilization of bundle cares, and positive cases for the same in different wards.

Assisted in recording and updating Blood TAT data in Excel sheets for performance monitoring and benchmarking.

Entered Departmental culture reports in Excel sheets for various departments, including Operation theatre, ICU, Kidney Transplant Unit, Private Ward, General Ward, Dialysis, and NICU.

LEARNINGS FROM THE INTERNSHIP

This internship has significantly enhanced my understanding of healthcare quality management. Some of the major learnings include:

Practical application of NABH standards in day-to-day hospital functioning.

Importance of accurate documentation and timely reporting.

Insight into ICU Quality indicators and their impact on clinical outcomes.

Exposure to internal audits, infection control protocols, and training modules.

Improvement in communication, observation, and data analysis skills.

Understanding the interdepartmental coordination required for quality improvement.