

INTERNSHIP

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Submitted to



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in

Hospital and Health Management

By

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Introduction

Amar Jain Hospital is a 150 bedded Multispeciality Hospital which began its services in the year 2021.

Amar Jain Hospital serves its patients with highest quality of care with affordability, based on ethical values. Our facility includes an Outpatient Department (OPD) with specialized services in Internal Medicine Orthopaedics, Gynaecology, General surgery, Paediatrics, and Physiotherapy .

The Inpatient Department (IPD) features General, Male, and Female wards, along with Deluxe and Super Deluxe rooms for enhanced comfort. The hospital is equipped with both Minor and Major Operating Theatres (OT).

The objective is to evolve the Amar Jain Hospital to Multi-speciality Healthcare and wellness center to provide affordable and vulnerable facilities, while building around its existing strengths.

To fulfil the needs (and wherever possible, the demands) of the population in an ongoing manner, so that it can lead to realisation of the full potential of the hospital.

Description of Internship

During my internship at Amar Jain Hospital, I had the opportunity to work in various departments including Operations, Quality, Marketing, Emergency, and Nursing Care. My daily responsibilities involved assisting hospital staff, identifying and resolving current issues, and leveraging the strengths of the hospital staff. Specific tasks included:

- Working on the hospital website and marketing strategies.
- Establishing the IPD and OPD.
- Managing OT operations (including HR, inventory, Scheduling of surgeries, implementation of standards, documentation process for pre and post op).
- Contributing to human resource activities.
- Managing bio-medical waste, linen, and sterile departments.

My main project focused on " Assessing Hospital Performance through Process Optimization and Patient Feedback: A Strategic Analysis?

Learning Outcomes

Throughout the internship, I developed several key skills and gained significant knowledge in various areas:

- **Organizational Behavior:** Understanding the dynamics and culture of a hospital setting.
- **Task Prioritization:** Learning to prioritize tasks effectively to ensure smooth hospital operations.
- **Team Management:** Gaining experience in managing and coordinating with different teams.
- **Human Resource Management:** Understanding HR practices within a healthcare setting.
- **Managerial Communication:** Developing effective communication strategies for managerial roles.

Challenges and Solutions

One of the challenges was resource limitation. This constraint required innovative problem-solving and efficient resource management to ensure that the hospital operations were not compromised.

Conclusion

My internship at Amar Jain Hospital was a rewarding experience that provided me with practical insights into the workings of a healthcare facility. I gained invaluable skills in organizational behavior, task prioritization, team management, human resource management, and managerial communication. The main project on strategic repositioning offered me a deep dive into the hospital's market positioning and service optimization, preparing me for future challenges in the healthcare sector.