

INTERNSHIP REPORT

SUBMITTED



THE IIHMR UNIVERSITY, JAIPUR

For the partial fulfillment of the award of the degree of

Master of Business Administration

(MBA)

in

Hospital and Health Management

By

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Under the Supervision and Guidance of

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INTERNSHIP REPORT

DISSERTATION LOCATION - PACIFIC HOSPITAL, UDAIPUR

DEPARTMENT- QUALITY

TENURE- 2 MARCH 2025 – 31 MAY 2025

Introduction

Internships are an essential bridge between academic learning and practical experience, offering students a platform to understand real-world applications in their chosen fields. This report presents an overview of my internship at Pacific Medical College & Hospital (PMCH), Udaipur, a prominent tertiary care and teaching hospital. The internship provided valuable exposure to operational workflows, patient care coordination, administrative functions, and hospital quality practices.

Located on a serene 32-acre campus surrounded by the Aravalli Hills, PMCH operates under the Tirupati Balaji Educational Trust. Since its establishment in 2014, the hospital has developed into a comprehensive healthcare facility with around 900 beds, delivering both general and super-specialty services.

Throughout the internship period, I was involved in observing daily operations, patient handling, departmental coordination, and service quality assessments. This hands-on experience deepened my understanding of hospital management and allowed me to apply theoretical knowledge in a real-time healthcare environment.

Objective of the Internship

The primary goal of this internship was to assess patient satisfaction among inpatients receiving care at PMCH. This involved direct engagement with patients, understanding their perspectives on the services provided, and identifying areas that influence their overall hospital experience. The internship aimed to:

- Understand the strengths and weaknesses in hospital service delivery.
- Analyze the quality of care from the patient's viewpoint.
- Offer actionable recommendations to hospital management for improving services.

- Learn healthcare operations, patient handling, and hospital management through real-time exposure.

VISION

A total and ongoing commitment to understand patient needs and fulfil these through top-of- the line healthcare.

MISSION

To provide outstanding, yet affordable medical care in a patient friendly environment and in a spirit of compassion to all without discrimination of Age, Sex & Religion etc. And to establish a center of health care.

Services Provided by the Hospital

Service Band	What It Includes
Clinical Specialities	General medicine & surgery, orthopaedics, obstetrics & gynaecology, paediatrics, dermatology, psychiatry, ENT, ophthalmology
Super-Specialities	Cardiology & CTVS, neurology & neurosurgery, nephrology & dialysis, oncology, gastroenterology, urology
Critical Care	24×7 emergency, adult & neonatal ICUs, high-dependency & post-operative units
Diagnostics	NABL-style central lab, blood bank, radiology (MRI, CT, digital X-ray, USG), endoscopy suite
Support Services	Pharmacy, physiotherapy, dietetics & kitchen, medical records, ambulance network, tele-consult follow-ups

Key Activities During Internship

1. Orientation and Hospital Tour
 - Attended induction sessions about hospital policies, departments, and services.
 - Visited key areas including OPD, IPD, ICUs, emergency, pharmacy, radiology, labs, and administrative offices.
2. Patient Satisfaction Survey

- Distributed and collected structured feedback forms from inpatients.
 - Conducted one-on-one interactions to understand patient perceptions of care.
3. Departmental Observation
 - Observed workflow and coordination in departments like nursing, housekeeping, diagnostics, billing, and dietary services.
 - Studied standard operating procedures (SOPs) in patient care delivery.
 4. Data Collection & Analysis
 - Entered patient feedback into spreadsheets.
 - Analyzed satisfaction levels using percentages and identified key trends.
 5. Interaction with Hospital Staff
 - Interacted with nurses, administrative officers, doctors, and support staff to understand their roles and challenges.
 - Attended meetings related to quality improvement and service delivery.
 6. Service Gap Identification
 - Identified areas of high and low patient satisfaction (e.g., food, radiology delays).
 - Noted operational bottlenecks affecting patient care or comfort.
 7. Reporting and Documentation
 - Prepared interim reports for internal mentors and guides.
 - Compiled a final internship report including findings, charts, and recommendations.
 8. Participation in Hospital Routines
 - Participated in ward rounds, quality audits, or internal review meetings (where permitted).
 - Assisted supervisors in clerical or supportive roles for operations management.

Key Activities During Internship

1. Understanding Hospital Operations
2. Interdepartmental Coordination
3. Patient Interaction Skills
4. Importance of Patient-Centric Care
5. Practical Application of Theoretical Knowledge
6. Time Management in Healthcare

7. Teamwork in Healthcare Delivery
8. Exposure to Healthcare Technology
9. Ethics and Professional Conduct
10. Quality and Accreditation Standards

Conclusion

The internship at Pacific Medical College & Hospital (PMCH), Udaipur, provided practical exposure to hospital operations, patient care, and administrative processes. It enhanced my understanding of interdepartmental coordination, patient satisfaction, and healthcare ethics. This experience bridged academic learning with real-world application, strengthening my professional skills and preparing me for a career in hospital and health management.