

INTERNSHIP REPORT

Wockhardt Hospital , Nagpur

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Course: MBA – Hospital and Health Management

Department: School of Health Management

Batch: 2023–2025

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1. Introduction

This report summarizes my internship experience at **Wockhardt Hospital, Nagpur**, where I worked as a **Medical Administrator Intern** under the **Quality and operation's**. My key responsibility was to conduct a **Clinical Audit on the Adherence to De-escalation of Antibiotics Based on Sensitivity to the strain of bacteria**. This audit aimed to promote rational antibiotic use and curb the growing threat of antimicrobial resistance.

During the internship, I gained exposure to hospital operations, clinical decision-making, interdepartmental communication, and quality control mechanisms. The experience provided a comprehensive understanding of how evidence-based practices and internal audits are crucial in ensuring patient safety and improving healthcare outcomes.

2. Internship Objectives

The primary objectives of the internship were:

1. To understand the clinical workflow related to antibiotic stewardship.
2. To conduct a clinical audit evaluating the practice of de-escalating antibiotics based on culture and sensitivity (C&S) reports.

3. To assess adherence to standard treatment guidelines and protocols.
4. To interact with healthcare professionals and understand barriers to de-escalation.
5. To contribute toward promoting rational drug use and reducing antimicrobial resistance.
6. To enhance skills in data collection, analysis, report writing, and interdepartmental coordination.

3. Organization Description

Wockhardt Hospitals is a leading chain of super-specialty hospitals in India, part of the Wockhardt Group—a global pharmaceutical and healthcare organization. The hospital in **Nagpur**, Maharashtra, is a state-of-the-art facility known for its commitment to clinical excellence, patient-centered care, and advanced medical technologies.

The hospital is NABH accredited and follows global best practices in medical and administrative services. It offers multi-disciplinary care across various specialties including cardiology, orthopedics, neurology, nephrology, critical care, and more. Wockhardt's philosophy is driven by compassion, clinical excellence, and innovation to deliver high-quality healthcare to every patient.

Tagline: *Life Wins*

Core Value

- 1. Compassion-** understanding and providing empathy for care delivering.
- 2. Integrity** - Transparency and ethical standards for upholdings
- 3. Excellence** - Commitment to quality and continuous improvement
- 4. Innovation:** Leveraging new technologies and methods.
- 5. Accountability:** Taking ownership of actions and outcomes

Mission:

To provide high-quality, patient-focused healthcare services by combining clinical expertise with cutting-edge technology in a compassionate environment.

Vision:

To become a leading healthcare provider known for excellence in clinical care, innovation, and personalized patient experiences.

4. Description of Services

Wockhardt Hospital, Nagpur is equipped with:

- 300+ beds, including ICU and critical care units
- 24x7 emergency and trauma services
- Modular operation theatres
- In-house diagnostics and pharmacy
- Advanced radiology and pathology labs
- Comprehensive infection control and quality assurance programs

Key Specialties Include:

Cardiology, Neurology, Nephrology, Oncology, Orthopedics, Gastroenterology, Pulmonology, Critical Care, and Internal Medicine.

5. Activities Undertaken During Internship

As part of my internship, I was primarily engaged in:

1. Clinical Audit Project

- Conducted a detailed audit titled “*Adherence to De-escalation of Antibiotics Based on Culture Sensitivity Results*”.
- Reviewed patient files, antibiotic usage data, and laboratory reports.
- Assessed whether antibiotic prescriptions were modified (de-escalated) based on C&S reports.
- Identified gaps and areas of improvement in adherence to guidelines.

2. Data Collection & Analysis

- Collected relevant data from Electronic Medical Records (EMRs), microbiology labs, and inpatient records.
- Analyzed trends and created performance indicators to assess adherence levels.

3. Interdepartmental Coordination

- Collaborated with physicians, microbiologists, nurses, and pharmacists to understand current practices and challenges in antibiotic stewardship.

4. Reporting & Feedback

- Prepared a detailed audit report with findings, recommendations, and suggested interventions.
- Participated in departmental meetings to present the audit outcomes and discuss strategies for improvement.

6. Key Learnings

1. **Clinical Audit Process** – Understood how clinical audits contribute to quality improvement and evidence-based practice.
2. **Rational Use of Antibiotics** – Gained insights into the importance of de-escalation protocols and their role in combating AMR.

3. **Communication Skills** – Developed the ability to effectively interact with doctors, nurses, and administrative staff.
4. **Data Analysis** – Enhanced my skills in data handling, chart audits, and using analytical tools for clinical evaluation.
5. **Team Collaboration** – Experienced the significance of teamwork in ensuring continuity of care and improving outcomes.
6. **Healthcare Quality Standards** – Learned about NABH standards, infection control protocols, and hospital documentation processes.

7. Conclusion

The internship at Wockhardt Hospital was an enriching experience that strengthened my understanding of hospital operations and clinical quality initiatives. The opportunity to conduct a clinical audit not just allow me to relate academic familiarity in tangible world situation and correspondingly contributed to my growth as a healthcare professional. I am confident that this experience has equipped me with valuable insights into antibiotic stewardship, clinical governance, and patient-centered care—areas critical for the future of healthcare management.

