

INTERNSHIP REPORT

Submitted to:



Under the Guidance of: Swapnil Gadhave

Prepared By: Dr. Saumya Kaushal

MBA HM 28 (Health)

Roll No. – 1820

Cloudnine Hospital, Bangalore

Organization Mentor – Dr. Lahari V

Internship Report

INTRODUCTION: This report outlines my internship duration of 3 months from 10 March, 2025 to 31 May 2025 in Cloudnine Hospital, Bangalore. This internship is mandatory and part of the MBA curriculum; last term (second year), and holds weightage of 400 marks. I have been placed as well in this organization and 10 March marks the joining of my employment and internship as well. This report will be a brief representation of my internship in Cloudnine under various parameters such as objectives of internship, organization's profile and services offered by them; apart from this there will be a short description about the key activities undertaken by me apart from my dissertation as it is submitted separately.

OBJECTIVES OF INTERNSHIP:

- This internship focuses on providing exposure to the professional setup of healthcare industry, as this symbolizes shift from the student's academic life to professional life.
- It introduces various aspects of healthcare sector be it public health, hospital, insurance, consultancy, NGO, etc. such as work culture of organization, professional etiquettes, etc.
- It includes getting acquainted about the work flow process of a hospital, various departments involved, and also conduct a dissertation project within three months.
- To promote the students to apply their academic knowledge in solving real world problems.
- To cultivate research and analytical skills in students in order to conduct a dissertation as well as develop research acumen to further incorporate in real world health initiatives.

ORGANIZATIONAL PROFILE: Cloudnine hospital is a single speciality private hospital chain which is a leading name as far as the maternal and childcare sector is concerned. It was established in year 2007 and has till date done more than 2 lakh deliveries. It has 41 branches in entire India and still counting in cities like Bangalore, Noida, Delhi, Pune, Gurugram, Mumbai, Chennai, Hyderabad, Chandigarh, Panchkula, Faridabad, Ludhiana, Lucknow to name a few. Specialities also include fertility and neonatal care. It is GPTW (Great place to work) certified and has won various awards such as in year 2022 The Financial Express – best hospital in mother and child care (gold category) and so on. The organization is currently in an expansion phase and continues to expand in northern cities as well.

SERVICES PROVIDED BY ORGANIZATION: It provides a range of services including:

- Maternity services: Cloudnine is one of the best maternity hospital in India, obstetrics team is well equipped to take care from inception of maternity to delivery of the baby, team consists of gynaecologist, radiologist, paramedical staff, etc. they are supported by level 3 NICU to manage complications as well.
- Gynaecology: The hospital has an experienced department of gynaecologists to cater to women of all age groups having varied health issues as it focuses to provide holistic care.
- Paediatric care: They provide comprehensive child care services ranging from general paediatric services to NICU, PICU, etc. One of the distinguish services that cloudnine

offers is baby screening which involves just after birth Guthrie test and new-born hearing test which helps in early detection.

- Radiology: There is latest technology equipments in radiology which includes both direct and computed radiography. Besides 2D AND 3D scans they also offer services like mammography, CT Scan, etc.
- Fertility: Cloudnine offers highly professional and successful services in fertility sector considering its sensitive nature the specialists also cater to emotional support for overall well-being of the patient. It provides comprehensive infertility treatments, to name a few, IUI, IVF, FET are a part of it.
- Nutrition and Dietetics: There is a separate department which aims to provide best and most relevant nutritional advice to different categories of patients namely, expectant mothers, new mothers, babies, kids, and teenagers as well. Weaning is an important milestone in a baby's nutrition journey, dedicated team provides full support and guidance to parents for this.
- Physiotherapy: Apart from various other services, physiotherapy is also provided to have a smoother pregnancy and birth.
- Breastfeeding support: Cloudnine has a centre for lactation support to provide comprehensive breastfeeding support to new mothers as it can be exhausting and challenging for them.
- Stem cell banking: Cryonine is a cloudnine initiative to enable parents to preserve their child's stem cells in order to safeguard their health as there is a wide range of diseases that can be cured with stem cells.
- Home care services: It's cloudnine initiative to provide home care services to their patients as they extend their services from hospital to home. Be it home ear piercing, home care nursing for mother and baby, cloudnine does it all.
- Allied services: The hospital also provides holistic care services comprising of endocrinology, dermatology, ENT, etc.

KEY ACTIVITIES /PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

- Other than my dissertation I have been handling the Momeaze sales of the hospital in order to ensure retail targets are met of the year.
- Apart from this have been looking into physiotherapy, fertility and nutrition consultation retention in order to manage drop outs among them.
- Another project undertaken by me was vaccination retention for 6 weeks to 6 months of babies.
- In addition to this I have been learning the IP department's work flow process to understand patient management and query handling and team handling as well.

KEY LEARNINGS FROM INTERNSHIP:

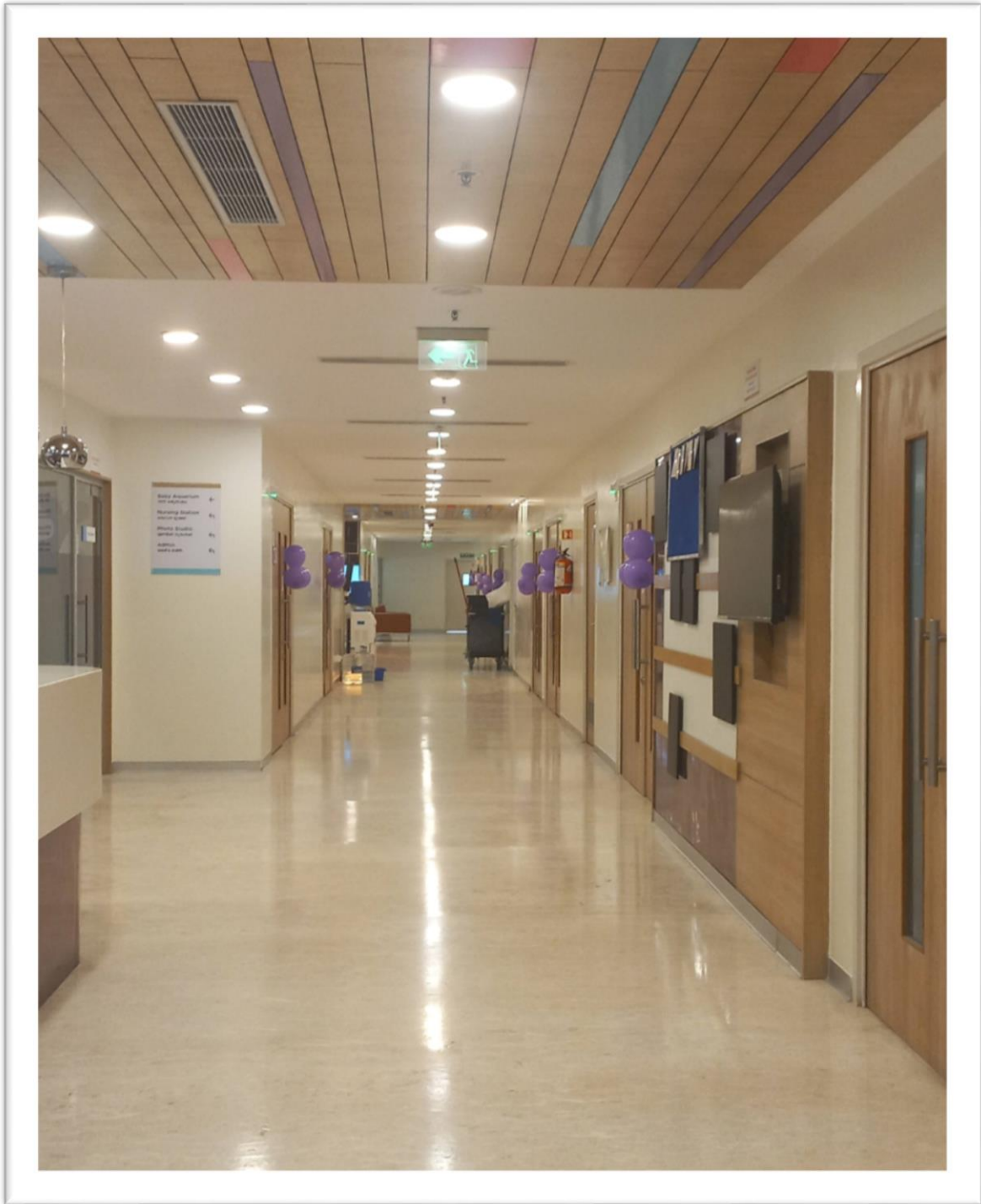
- The internship period provided insights about real health care problems and how they are being dealt with.
- I learned about professional work setup and how one should adjust accordingly.
- Learnings also included about work flow processes in health care, intricacies of a hospital setup, OPD and IPD processes, various departments involved in running a hospital.

- Also got an opportunity to learn about the hierarchy of an organization, professional work etiquettes, and how does the revenue generation is done in a hospital.
- Completed my academic dissertation project based on Lamaze - a completely new process of antenatal education.
- Got an opportunity to apply academic theoretical learnings to practical real life problems which includes theoretical understanding of modules of MBA curriculum like Essentials of hospital services, Research methodology, Principles of management, Finance Management, National health programs, maternal and child care, etc.
- This internship provided a holistic learning process to comprehensively build one's learning in healthcare management.









Submitted by: Saumya Kaushal

Roll No.: 1820

MBA HM Second Year (Health)