

# **INTERNSHIP REPORT**

Submitted to



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By

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Internship organization

**Max Super Speciality Hospital, Vaishali, Ghaziabad**

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## **1. INTRODUCTION**

Max Healthcare Institute Ltd. operates 17 healthcare facilities across North India. Max Hospital, Vaishali, is a prominent tertiary care center serving a large population of Ghaziabad and surrounding regions. The hospital prides itself on offering high-quality patient care with advanced diagnostic and therapeutic facilities. It is supported by a team of highly qualified doctors, nurses, technicians, and administrative staff who ensure smooth hospital operations. The hospital follows evidence-based practices and emphasizes patient safety and satisfaction.

### **Key aspects of Max Hospital, Vaishali**

- Tertiary Care Facility: Offers specialized and advanced medical treatment.
- 370+ Bed Capacity: Equipped to handle a large number of patients.
- NABH & NABL Accredited: Ensures high-quality standards in clinical and diagnostic services.
- 24x7 Emergency & Trauma Care: Round-the-clock critical care services.
- Advanced Infrastructure: Modern operation theatres, ICUs, and diagnostic labs.
- Experienced Medical Team: Skilled doctors, nurses, and support staff.
- Patient-Centric Approach: Emphasizes quality care, comfort, and safety.
- Digital Systems: Uses Hospital Information Systems (HIS) for efficient operations.
- Part of Max Healthcare Network: A reputed chain of hospitals across India.

## **2. OBJECTIVE OF INTERNSHIP**

- To gain practical exposure to hospital operations and healthcare management processes.
- To understand the patient discharge workflow and the bottlenecks involved.
- To work on ongoing projects and support the medical administration team.
- To observe coordination between clinical and non-clinical departments in a multi-specialty hospital.
- To contribute towards data analysis and report development for decision-making.

### **3. HOSPITAL PROFILE**

Max Super Specialty Hospital, Vaishali, Ghaziabad is a 370+ bed facility providing an unmatched range of alternatives for diagnostic and preventive care in specialties like Oncology, Neuro Sciences, Cardiac Sciences, Orthopaedics, Nephrology, Kidney Transplant, Liver Transplant, Urology, Gastroenterology, Pulmonology, Aesthetic etc.

With 16 HDU, 128 critical care beds, and 14 high-end modular Operation Theatres, Max Hospital, Vaishali is home to the latest medical technology. And under the guidance of over 259 leading doctors and 610 nursing staff, and medical experts, the entire hospital is committed to providing the highest standard of medical care to every patient that walks through our doors.

With over 28 clinical specialties, Max Hospital, Vaishali delivers integrated medical care in a multidisciplinary environment supported by a team of highly qualified doctors, nurses, and healthcare professionals. The hospital offers comprehensive specialist services equipped with cutting-edge medical technology, making it a regional center for complex procedures such as neurovascular interventions, targeted cancer therapies, cardiac surgeries, orthopedic procedures, and fertility treatments. Located in Ghaziabad, Max Hospital, Vaishali is recognized as one of the leading hospitals in the Delhi-NCR region and has earned a strong reputation for its world-class infrastructure, advanced technology, and stringent health and safety standards, backed by numerous awards and industry accreditations.

What truly distinguishes us as one of the top hospitals in India is our accreditation by the National Accreditation Board for Hospitals and Healthcare Providers (NABH) and the National Accreditation Board for Testing and Calibration Laboratories (NABL).



#### 4. SERVICES PROVIDED BY HOSPITAL

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| <p><b>Outpatient Services (OPD)</b></p> <ul style="list-style-type: none"> <li>• General Medicine &amp; Specialties</li> <li>• Internal Medicine</li> <li>• Endocrinology &amp; Diabetes</li> <li>• Pulmonology</li> <li>• Rheumatology</li> <li>• Cardiology &amp; CTVS</li> <li>• Gastroenterology</li> <li>• Nephrology</li> <li>• Urology</li> <li>• Psychiatry &amp; Psychology</li> <li>• Cancer Care</li> <li>• Head &amp; Neck Cancer</li> <li>• Breast &amp; Gynaecological Cancer</li> <li>• Thoracic Cancer</li> <li>• Gastrointestinal Cancer</li> <li>• Musculoskeletal Cancer</li> <li>• Haemato-Oncology &amp; BMT</li> <li>• Paediatric Cancer</li> </ul> <p><b>Surgical Specialties</b></p> <ul style="list-style-type: none"> <li>• GI Surgery</li> </ul> | <p><b>Inpatient Services (IPD)</b></p> <ul style="list-style-type: none"> <li>• Critical Care Units (ICUs)</li> <li>• Specialty Inpatient Units</li> <li>• Bone Marrow Transplant Unit</li> <li>• Liver Transplant Unit</li> <li>• Kidney Transplant Unit</li> <li>• Oncology &amp; Chemotherapy Day Care</li> <li>• IVF Lab</li> </ul> <p><b>Surgical Services</b></p> <ul style="list-style-type: none"> <li>• Operation Theatre Complex</li> <li>• Minimal Access Surgery</li> <li>• Robotic Surgery</li> <li>• General &amp; Laparoscopic Surgery</li> <li>• Thoracic &amp; Spine Surgery</li> <li>• Emergency Surgeries</li> </ul> <p><b>Diagnostic &amp; Imaging Services</b></p> <ul style="list-style-type: none"> <li>• Radiology: MRI, CT, X-Ray, Ultrasound, Fluoroscopy</li> <li>• Nuclear Medicine &amp; PET-Scan</li> <li>• ECG, ECHO, TMT, PFT, Holter Monitoring</li> </ul> |
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| <ul style="list-style-type: none"> <li>• Liver Transplant &amp; Biliary Sciences</li> <li>• Robotic, Minimal Access &amp; Bariatric Surgery</li> <li>• Spine Surgery</li> <li>• Orthopaedics &amp; Joint Replacement</li> <li>• Plastic &amp; Reconstructive Surgery</li> <li>• Thoracic Surgery</li> <li>• Aesthetic Surgery</li> <li>• Neurology &amp; Neurosurgery</li> <li>• Obstetrics &amp; Gynaecology</li> <li>• IVF &amp; Infertility</li> <li>• Paediatrics</li> <li>• Paediatric Orthopaedics</li> </ul> <p>Other OPD Services</p> <ul style="list-style-type: none"> <li>• Dermatology</li> <li>• Homeopathy</li> <li>• Dental</li> <li>• Audiometry &amp; Speech Therapy</li> <li>• Physiotherapy (Head, Neck, Breast Cancer, Rehabilitation)</li> </ul> | <ul style="list-style-type: none"> <li>• Endoscopy / ERCP</li> <li>• Neuro Diagnostic Lab</li> <li>• Mammography, Ultrasound, and Lithotripsy</li> </ul> <p>Laboratory &amp; Pathology Services</p> <ul style="list-style-type: none"> <li>• Central Laboratory</li> <li>• Pathology</li> </ul> |
| <p>Emergency &amp; Critical Services</p> <ul style="list-style-type: none"> <li>• 24x7 Emergency Department</li> <li>• Trauma Services</li> <li>• Intensive Care Units (ICUs)</li> <li>• Cardiac Emergency (Cath Lab &amp; CCU)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>Pharmacy Services</p> <ul style="list-style-type: none"> <li>• Max Pharmacy (Multiple Locations)</li> </ul>                                                                                                                                                                                  |

## 5. KEY ACTIVITIES UNDERTAKEN OTHER THAN DISSERTATION

### Daily Floor Rounds

Conducted regular floor rounds to monitor ongoing operations and ensure all patient services were being delivered as per hospital protocols.

Checked patient satisfaction through direct interaction and took corrective action by coordinating with relevant teams.

Collaborated with staff nurses, housekeeping, billing, and transport teams to address service issues promptly.

Monitored the discharge process closely and coordinated necessary steps to ensure timely bed vacating for discharged patients, improving bed turnaround time.

### **Compliance Audits**

- Conducted audits of PCPNDT, Narcotics, Birth & Death Registers, and Mortuary Registers to ensure regulatory compliance.

### **Discharge Coordination and Delay Reduction**

- Actively participated in discharge initiation and execution.
- Monitored the discharge process closely and coordinated necessary steps to ensure timely bed vacating for discharged patients, improving bed turnaround time.
- Collaborated with doctors, pharmacy, billing, and TPA teams to streamline discharge processes.
- Took initiatives to reduce Turnaround Time (TAT) of discharges, aligning with NABH benchmarks.

### **Patient Experience and NPS Monitoring**

- Focused on improving Net Promoter Score (NPS) through feedback callings, grievance redressal, and communication with patients' families.
- Suggested service improvements based on patient feedback.

### **Operational Support**

- Ensured timely shifting of patients and availability of required amenities on the floor.

### **Documentation and Management Information System reporting.**

- Supported and perform in maintaining discharge process records and conducted weekly analysis of Discharge Process Turnaround Time (TAT).
- Evaluated and analyzed reasons for discharge delays, with findings intended to support staff sensitization and targeted training programs.
- Gained hands-on experience with the Hospital Information System (HIS) and CPRS (Clinical Patient Record System) for accurate record maintenance and process tracking.
- Participated in departmental meetings and prepared presentations to propose process improvements based on operational insights.

### **Staff Coordination and Support**

- Built rapport with the nursing and administrative staff.
- Assisted in conflict resolution and helped maintain discipline and empathy on the floors.

## 6. KEY LEARNINGS FROM INTERNSHIP

- Understood the complex, interdepartmental coordination of hospital departments, and how each stakeholder—doctors, nurses, housekeeping, billing, diagnostics—must coordinate effectively for seamless operations and in maintaining patient care standards.
- Gained first-hand experience in handling Medical administrative and Hospital operational challenges in a hospital setting.
- Understood the role of real-time communication in addressing service gaps and improving workflow.
- Learned to manage operational pressures, especially during peak discharge hours.
- Realized the significance of patient-centric care and the role of non-clinical staff in ensuring patient satisfaction.
- Developed data management and analytical skills by working on discharge time analysis.
- Understood how compliance impacts hospital accreditation and legal safety, while learning the critical role of regulatory audits, maintaining handover registers, and accurate record-keeping in ensuring accountability and operational transparency.
- Enhanced problem-solving skills by coordinating with doctors, billing, pharmacy, and TPA teams.
- Learned how discharge-related delays impact patient satisfaction, hospital KPIs, and capacity planning.
- Gained comprehensive understanding of various payment modes such as PSU, TPA, corporate, cash, and cashless payments, reimbursements, their processing workflows, and effectiveness also assisted patients with registration.
- Learned the role of Net Promoter Score (NPS) as a metric to measure service quality, and learned how patient feedback can drive continuous quality improvement initiatives.
- Developed quick decision-making skills to resolve floor-level operational issues.
- Gained hands-on experience with the Hospital Information System (HIS) and CPRS (Clinical Patient Record System) for accurate record maintenance and process tracking.
- Learned how to use data for root cause analysis and performance improvement.
- Understood the importance of structured data in guiding training and sensitization efforts.