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MBA-Hospital & Health Management

Internship Report

Introduction:

This report outlines the experience gained during my summer internship at CARE Hospital, Visakhapatnam, Andhra Pradesh, a 100 bedded multispecialty tertiary care facility. The internship spanned over a period of 12 weeks, from 10th March 2025 to 31st May 2025 and was an integral component of the curriculum of MBA Hospital and Health Management program at IIHMR University, Jaipur. This internship provided exposure to hospital operations, administrative workflows and patient delivery mechanisms. I interned under the Operations Department, and we were posted across two facilities at CARE Hospital, Ramnagar and CARE Hospital, Arilova. I started the internship at the Ramnagar facility and was sent to Arilova after the first month. The departments I was asked to observe in both facilities included- OPD, Radiology, OP Pharmacy, MRD, Emergency, Biomedical room, OP- Security, CSSD and F&B area.

Objectives of the Internship:

- To understand the administrative and operational workflow of a tertiary care hospital
- To gain insights into quality assurance and accreditation standards of NABH
- To observe and understand OPD registrations, conversions, pharmacy, radiology workflows, functioning of MRD and security
- To identify areas of improvement in service delivery or process efficiency

Organizational Profile:

CARE Hospitals is a part of the Evercare Group, one of the leading chains in South Asia and Africa. CARE Hospitals is the regional leader in South and Central India and stands tall as one of the top five pan-Indian hospital chains. Sensing the huge gap between the need and availability of multi-specialty health services under one roof, CARE Hospitals stepped in to fill the void. The organization's belief in health inclusivity is the reason behind setting up facilities in non-metro cities for greater affordability and accessibility to quality healthcare. As of today, CARE Hospital serves a population of over 25 million people. Overall, this organization is spread across 6 states, 7 cities and has 16 healthcare facilities.

Vision: To be a trusted, people centric integrated healthcare system as a model for global healthcare

Mission: To provide the best and cost-effective care, accessible to every patient through integrated clinical practice, education and research

Values: Transparency, Teamwork, Empathy & Compassion, Excellence, Education, Equity, Mutual Trust & Respect

Type of Hospital- Multispecialty Tertiary Hospital

Services Provided by Organization:

Clinical Services & Departments	Non-Clinical Services & Departments
Clinical:	Support:

Cardiology (including Interventional Cardiology, Electro Physiology study)	CSSD
Cardiothoracic & Vascular Surgery	Laundry
Critical Care (including Specialty ICU)	Housekeeping
Dermatology & Venereology	BMW management
Emergency Medicine	Biomedical Equipment room
Endocrinology	MRD
General Medicine	Security
General Surgery (including Laparoscopic & Bariatric surgeries, Robotic)	Billing:
ENT/ Otorhinolaryngology	Insurance Assistance
Interventional Neuroradiology	Administration:
Liver Transplant	Operations
Surgical Oncology	HR
Urology	Quality
Heart & Lung Transplant	Finance
Medical Gastroenterology	Marketing
Nephrology (including Dialysis)	
Neurology	
Neurosurgery	
Obstetrics & Gynaecology	
Orthopedic surgery (including Joint Replacement Surgery, Arthroscopy, Arthroplasty & Robotic- TKR & THR)	
Plastic & Reconstructive Surgery	
Pulmonary medicine & Interventional Pulmonology	
Renal Transplant	
Surgical Gastroenterology (including Hepato Pancreatic Biliary Surgery & Robotic Surgery)	
Anesthesiology	
Diagnostic:	
2D ECHO	
Bronchoscopy	
Color Doppler	
Colonoscopy	
DSA Lab/ CATH Lab	
ECG	
EEG/Video EEG	
EMG/EP/NCS	
Endoscopy	
Holter Monitoring	

• MRI	
• Pulmonary Function Test	
• Spirometry	
• Sleep Study	
• Ultrasound	
• Treadmill Testing	
• X ray	
• CT scan (including CT-Angiography)	
Laboratory:	
• Clinical Biochemistry	
• Microbiology & Serology	
• Clinical Pathology	
• Hematology	
• Histopathology	
• Professions allied to medicine:	
• Dietetics & Nutrition	
Physiotherapy & Rehabilitation:	
• Clinical Pharmacology	
• Transfusion services	
• Blood Transfusion Services	
Pharmacy:	
• Pharmacy 24 x 7	

Key Activities undertaken other than Dissertation:

- Coordinating and managing Package Patients to ensure their health checkup is completed adequately and on time
- Reporting of operational and technical bottlenecks in everyday workflows in the departments of OPD, Radiology, OP Pharmacy, MRD, Emergency Department, Biomedical Room, OP Security, CSSD and F&B area.
- Analysis of IPD Discharge TAT data for Cash, Insurance & PSU patients; preparation of Powerpoint presentation for weekly meetings
- Presentation of findings and bottlenecks with proposed solutions to the HCOO, CARE Hospitals, Visakhapatnam.
- Observation of entry level NABH Accreditation at CARE Hospital, Arilova
- Coordinating the functioning of OPD department
- Analyzing the OPD Utilization % and the Net Revenue of each consultant in CARE Hospitals, Ramnagar by extracting data from HIS

Key Learnings from Internship:

- Understanding of hospital administration, workflows and patient management
- Resource allocation
- Patient complaint management
- Understanding different forms of conflict and politics that may arise and how to deal with such scenario
- Evidence based decision making



OPD Reception Ground floor, CARE Hospitals, Ramnagar



Reception queue at OPD ground floor, CARE Hospitals, Ramnagar



Ground floor OPD waiting area, CARE Hospitals, Ramnagar



First floor OPD waiting area, CARE Hospitals, Ramnagar



OPD Reception 1st floor, CARE Hospitals, Ramnagar



MRD , CARE Hospitals, Ramnagar



Radiology waiting area, CARE Hospitals, Ramnagar



CT and USG room, CARE Hospitals, Ramnagar



Entry to ER, CARE Hospitals, Ramnagar



Emergency drug cart in green zone of ER of CARE Hospitals, Ramnagar



OP Pharmacy, CARE Hospitals, Ramnagar



F&B area, CARE Hospitals, Ramnagar



CSSD CARE Hospitals, Ramnagar



Insufficient waiting area for patients and wheel chairs at first floor OPD, CARE Hospitals Ramnagar



Overcrowding and long queues at ground floor, OPD Reception



Cardiac ICU, CARE Hospitals, Arilova

