

Internship at
Suchirayu Hospital, Hubli, Karnataka



The IIHMR University Jaipur

For the Partial fulfillment for 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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INTRODUCTION

As a part of my dissertation and academic curriculum, I undertook an internship at the Quality Department of Healthcare Global (HCG) Suchirayu Hospital, Hubballi, Karnataka, from March 10th to May 31st, 2025. During this period, I was actively involved in two significant projects:

1. Hospital Efficiency Through the Implementation of Hospital Information Systems (HIS): A Systematic Review of Outcomes and Challenges
2. Analysis of Turnaround Time (TAT) in ICU for Medicine Indenting to Receiving and Developing Process Optimization Strategies

The internship provided me with hands-on exposure to healthcare operations, hospital information systems, quality improvement practices, and teamwork in a real-world hospital setting.

OBJECTIVES OF THE INTERNSHIP

The internship aimed at providing professional exposure and a platform to develop core competencies in hospital management. The specific objectives included:

1. Coordinating and assisting with ongoing quality improvement projects.
2. Participating in internal quality audits across departments.
3. Gaining practical understanding of hospital operations and administration.
4. Developing managerial and problem-solving skills in a hospital setting.
5. Understanding the structure and functioning of Quality and Operations Departments.
6. Collaborating with multidisciplinary teams including doctors, nurses, and administrators.
7. Learning documentation processes and report writing.
8. Understanding patient safety standards and protocols.
9. Familiarizing with accreditation procedures like NABH.
10. Exploring digital tools and platforms such as HIS, EMR, and EHR.
11. Understanding organizational culture and leadership structure.
12. Receiving feedback and guidance from hospital mentors.

ORGANIZATION PROFILE

HCG Suchirayu Hospital, Hubballi is a renowned multispeciality hospital known for delivering comprehensive medical care across specialties including oncology, cardiology, neurology, orthopaedics, and general medicine.

Vision

To provide accessible, affordable, and advanced healthcare services that deliver positive health outcomes through compassionate care, clinical excellence, and innovation.

Mission

To enhance lives by providing state-of-the-art medical care, ensuring quality and patient safety, and continuously improving healthcare delivery systems.

Key Services

- Oncology care and cancer surgery
- Cardiology and heart care
- Neurology and neurosurgery
- Orthopedic and joint replacement procedures
- Critical care and intensive care units (ICUs)
- Minimally invasive surgeries
- Personalized physiotherapy and rehabilitation
- 24/7 emergency and trauma care

Problems the Organization Solves

- Lack of access to specialized cancer care in Tier-2 cities.
- Delays in diagnostics and treatment through streamlined HIS.
- Patient safety issues through constant feedback and training.
- Operational inefficiencies via process audits and digital monitoring.

Digital Platforms Used

- HIS (Hospital Information System): Central platform integrating clinical, operational, and financial workflows.
- EMR (Electronic Medical Records): Ensures safe documentation and clinical decision support.
- EHR (Electronic Health Records): Enhances patient data accessibility across departments.
- LIS (Laboratory Information System): Facilitates timely lab reporting.
- Pharmacy Management Systems: Supports medicine indenting and stock control.

KEY ACTIVITIES / PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

1. ICU Medicine Indenting to Receiving

- Conducted root cause analysis of delay between indenting and receiving of medicines in ICUs.
- Mapped the end-to-end process across stakeholders (nursing, pharmacy, logistics).
- Identified bottlenecks such as manual documentation, delayed approvals, and lack of digital alerts.
- Suggested workflow changes, real-time tracking via HIS, and staff sensitization.

2. Staff Feedback on Patient Safety & Quality Improvement

- Analysed responses from 156 hospital staff on key quality indicators.
- Key Insights:
 - 76.3% rated patient safety culture as "Excellent".
 - 91% confirmed regular training on patient safety.
 - 84% agreed that supervisors always communicate QI plans.
 - Issues noted in handover practices and staffing transparency.
- Developed a report recommending monthly safety rounds, anonymous feedback options, and structured training.

3. Internal Auditing

- Participated in internal audits in OPD, IPD, ICU, and pharmacy.
- Verified compliance with SOPs, safety protocols, and NABH standards.
- Documented deviations and supported in drafting Corrective and Preventive Action (CAPA) plans.

4. Digital Health System Familiarization

- Observed functioning and integration of:
 - HIS: Real-time data collection, billing, and reporting.
 - EMR: Patient history, vitals, and diagnostics entry.
 - EHR: Consolidated patient profiles for decision-making.

- Conducted basic usability analysis and proposed suggestions to reduce redundancy.

5. Departmental Rotations

- Shadowed nursing staff in ICU for workflow understanding.
- Participated in departmental meetings regarding quality metrics.
- Observed infection control rounds and waste management practices.

KEY LEARNINGS FROM THE INTERNSHIP

1. Understood the real-time functioning of HIS and EMR systems.
2. Gained knowledge of patient safety standards and reporting tools.
3. Learned quality improvement tools like RCA and Fishbone Analysis.
4. Improved interpersonal and communication skills through team interactions.
5. Developed analytical abilities through audit data interpretation.
6. Learned how to coordinate with clinical, nursing, and administrative staff.
7. Understood internal auditing and its role in hospital accreditation.
8. Enhanced technical writing skills in documentation and report preparation.
9. Realized the significance of turnaround time in ICU medication delivery.
10. Understood staff perspectives on safety and how leadership influences quality culture.
11. Experienced the importance of structured patient handovers in clinical safety.
12. Observed the importance of teamwork and multidisciplinary collaboration.
13. Learned the practical applications of theoretical hospital management knowledge.
14. Understood the critical role of continuous staff training.
15. Gained exposure to hospital workflow digitalization and its impact on efficiency.

REFERENCES

<https://www.hcghospitals.in/hospitals/hcg-suchirayu-hospital-hubli/>
<https://www.hcghospitals.in/>