

**Internship at**

**Max Smart Super speciality Hospital, Saket, New Delhi**

**Submitted to**



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**By**

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# **INTERNSHIP REPORT**



**ORGANISATION - MAX SMART SUPER SPECIALTY HOSPITAL, NEW DELHI**

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**IIHMR UNIVERSITY, JAIPUR**

# **INTERNSHIP REPORT**

**DISSERTATION LOCATION - MAX SMART HOSPITAL, SAKET, NEW DELHI**

**DEPARTMENT - OPERATIONS**

**DURATION - 3 MONTHS**

## **INTRODUCTION**

Stepping into **Max Smart Super Speciality Hospital, Saket** New Delhi was more than an internship-it was a deep dive into the pulse of real-time healthcare delivery. As one of India's premier tertiary healthcare institutions, Max Smart Super Speciality Hospital offered me a front-row seat to the orchestration of hospital operations where every process is designed around patient well-being.

During my internship, I got the privilege to engage with multiple facets of inpatient services, gaining insights into floor management, patient feedback mechanisms, billing workflows, and quality assurance protocols. I observed how departments synchronize to provide seamless care, and learned to interpret operational data through tools like PSAT scores, CAPA frameworks, and real-time patient feedback dashboards. This immersive experience not only honed my analytical and management skills but also instilled in me a deeper understanding of what it takes to deliver excellence in healthcare.

Feedback trends for the financial year 2024–25 were analysed, and insights were used to support quality improvement initiatives. The internship also included work on maternity census data, physician scorecards, and coordination through floor ward rounds. This experience provided comprehensive exposure to hospital workflows and patient-centric service delivery, aligning theoretical knowledge with practical application in a healthcare setting. Being part of such a dynamic and structured hospital ecosystem has enriched my professional skills and deepened my understanding of healthcare administration.

## **OBJECTIVES OF INTERNSHIP**

- **Assess Patient Satisfaction in IPD Using Structured Tools**  
Evaluate the level of patient satisfaction in the Inpatient Department through systematic tools such as the Patient Satisfaction Assessment Tool (PSAT) and Net Promoter Score (NPS) to identify strengths and improvement areas.
- **Understand and Map Hospital Workflows Across Departments**  
Observe and comprehend both clinical and non-clinical workflows in IPD, OPD, and Emergency, including patient flow management, billing PROCESS, and inter-departmental coordination.
- **Support Data-Driven Quality Improvement Initiatives**  
Providing insights to hospital teams by analysing real-time operational data and trends using tools like Excel, SPSS, and Power BI, supporting quality improvement via metrics and reporting.
- **Identify Service Delivery Gaps via Feedback Management Systems**  
Analyse patient feedback captured through ticket system, telephonic interviews, and

digital platforms to pinpoint lapses in service delivery and support CAPA (Corrective and Preventive Actions).

- **Strengthen Soft Skills in Patient Interaction and Communication**

Enhance capabilities in communication, empathy, acknowledgement, and feedback resolution, critical for effective patient engagement and service excellence.

## **ORGANIZATION PROFILE**

Max Smart Super Speciality Hospital, Saket New Delhi a unit of Gujarmal Modi Hospital & Research Centre) is a 250-bed NABH-accredited tertiary care facility in Saket New Delhi, equipped with 12 modular OTs, 50 critical care beds, a dedicated endoscopy unit, and an advanced dialysis centre. Backed by 300+ expert doctors and skilled nursing teams, the hospital offers integrated care across specialties including cardiac sciences, neurology, orthopaedics, urology, nephrology, paediatrics, and gynaecology. Known as a regional hub for complex surgeries and advanced interventions, Max Smart delivers personalized, high-quality treatment from admission to discharge in a multidisciplinary setting.

### **Vision**

The vision of Max Healthcare is to aspire to be the most well-regarded healthcare provider in India, dedicated to upholding the highest standards of clinical excellence and patient care. The commitment is driven by the integration of advanced technology and cutting-edge research. Max Healthcare operates with a culture of continuous improvement constantly challenging its own benchmarks to better serve its patients.

### **Mission**

- Deliver quality healthcare with a patient-first approach.
- Continuously integrate latest medical advancements.
- Adopt innovative practices in care and service delivery.
- Ensure inclusive access to effective healthcare for all.

### **Values**

- **Compassion:** Empathy and respect for patient dignity.
- **Excellence:** Relentless pursuit of top-tier medical outcomes.
- **Efficiency:** Prompt, accurate, and responsive care delivery.
- **Consistency:** Upholding high standards at every touch point

## **SERVICES PROVIDED BY THE ORGANIZATION**

### **1. Medical & Clinical Services**

- Cardiology
- Critical Care & ICU
- Neurology & Neurosurgery
- Orthopaedics & Joint Replacement
- Oncology (Medical & Surgical)
- Gastroenterology & Hepatology
- Gynaecology & Obstetrics

- Paediatrics
- Internal Medicine

## **2. Auxiliary Services**

- Quality Management
- Infection Control
- Hospital Information System (HMIS)
- Dietician & Food Services
- Patient Transportation

## **3. Supportive Services**

- 24x7 Pharmacy
- Radiology & Lab Services
- Physiotherapy
- Medical Records Management

## **4. 24x7 Critical Services**

- Emergency Medicine
- Ambulance Services
- Operation Theatres
- High Dependency Unit (HDU)

## **KEY ACTIVITIES**

- **OPD Department:**
  - Observed workflows of registration, consultation, diagnostics, and billing.
  - Noted patient movement delays and suggested streamlining opportunities.
- **Emergency Department:**
  - Assisted in observing triage protocols and emergency admissions.
  - Gained exposure to real-time decision-making in acute care settings.
- **Inpatient Department (IPD):**
  - Participated in daily ward rounds, recording patient updates and feedback.
  - Collected insights on room conditions, nursing responsiveness, and patient comfort.
- **Discharge Process:**
  - Assisted in discharge planning, billing coordination.
  - Identified reasons for delayed discharge and recommended process improvements.
- **Non-Clinical Departments:**
  - **Housekeeping & Infection Control:** Observed hygiene protocols and the role of SOPs in infection prevention.
  - **Central Sterile Supply Department (CSSD):** Understood sterilization workflows for surgical instruments.
  - **Dietitian & F&B Services:** Attended patient meal planning sessions and feedback on dietary compliance.
  - **Biomedical Engineering & Pharmacy:** Witnessed coordination for equipment functionality and medication delivery.
- **Data Handling & Dashboard Development:**

- Worked closely with the hospital's data analyst to build skills in **Microsoft Excel and Power BI**.
- Created dashboards on:
  - Patient satisfaction trends
  - Maternity census (monthly birth stats, complications, outcomes)
  - Physician performance (consultation time, patient load, NPS)
- Drafted **Ward Round Summary Emails** for internal review and escalation of key issues.
- **Patient Experience & Engagement Activities:**
  - Attended **feedback review meetings** and **antenatal care programs**.
  - Took part in attending **Mother's Day** and **Nurses' Day** celebrations.
  - Contributed to preparation of **NPS-PSAT presentations** for hospital leadership.

### **KEY LEARNING**

- Acquired practical exposure to **clinical and administrative operations** across OPD, IPD, Emergency, and support services.
- Understood the functioning of **non-clinical departments** critical to hospital hygiene, nutrition, and surgical support.
- Learned **data visualization and analysis** by working with Max Hospital's in-house data analyst team, gaining proficiency in **Microsoft Excel, Power BI**.
- Improved ability to **observe, analyze, and present operational insights**, especially through tools like **NPS** and **PSAT**.
- Strengthened communication, collaboration, and documentation skills through **departmental coordination and reporting**.

### **CONCLUSION**

My internship at Max Smart Super Speciality Hospital, Saket, was a transformative journey that bridged academic learning with real-world healthcare delivery. I gained hands-on exposure to both clinical and non-clinical functions, deepening my understanding of hospital operations and patient-centered care. Engaging with data analytics, patient feedback systems, and interdepartmental coordination enhanced my analytical and communication skills. This experience not only equipped me with practical tools for healthcare management but also strengthened my commitment to quality, empathy, and operational excellence in the healthcare industry.