

**Internship**  
**At**  
**Amrita Hospitals**  
**Kochi & Faridabad**

**By**  
**Munir Susham**

**For the partial fulfilment for the award of the degree of**  
**Master of Business Administration (MBA)**  
**in**  
**Hospital and Health Management**



# **Internship Report**

## **Introduction**

I got the opportunity to work with Amrita Hospital, Kochi & Faridabad. The internship tenure is from 10th January 2022 to 9th July, 2022. I was appointed as an intern in Medical Administration & Quality department in Faridabad, Haryana. A considerable amount of time was spent in the Quality assurance department as almost major posting was done here under the guidance of my manager Dr. Natasha Bhasin (Sn. Manager).

Responsibilities given included were assisting the senior quality team in making the departmental SOPs, Manuals, Patient Information Leaflets.

Assisted seniors in making Policies for the hospital.

Also, various process flows had been made by me i.r.t., IPD, OPD, ER.

Various physicians credentialling and privileging forms were developed.

Mock drills were done to analyse the smooth flow of the process flows made by quality team.

Last, almost 2 months I've been sent to Amrita hospital, Kochi. Where I started working on my dissertation project.

Amrita Hospitals in Kochi, Kerala, one of the premier hospitals in South Asia, takes pride in being a one-stop solution for health concerns. Multidisciplinary teams of doctors, researchers, nurses, paramedics, and other support staff from various disciplines, backed by cutting-edge technologies and equipment, enable us to provide comprehensive care. They put the noble vision of their founder Mata Amrit Anandamayi Devi (also known as Amma) noble's vision into action by committing to providing quality, safe, and affordable health care. Amrita Hospitals harnesses the power of an entire university's nationally ranked resources and research to address the most pressing health care issues

confronting a diverse range of patients who visit us. Judged best by national regulators because institution provides unrivalled standards, so it's no surprise that the National Institutional Ranking Framework (NIRF) ranks us fifth in India in 2021.

- The hospital has a better inpatient bed capacity of 1200-bed (490 units)
- Treated more than 10 million (1 crore) patients across India
- The infrastructure includes cutting-edge medical equipment along with 31 modern operating theatres

### **Services Provided:**

- **Cancer care-** Amrita Hospital's Cancer Centre provides fully integrated, multidisciplinary cancer treatment under one roof using cutting-edge technology, including prevention, detection, diagnosis, treatment, rehabilitation, training, and research. The Centre has brought together a diverse group of cancer experts from across the country and abroad to form an integrated team to treat the disease. This approach, we believe, will provide the highest quality of scientifically guided cancer care in a modern, serene, compassionate, and respectful setting at an affordable cost.
- **Heart Diseases-** The adult and pediatric departments for medical and surgical services comprise the Centre for Heart Diseases at Amrita Institute of Medical Sciences, which provides affordable, high-quality tertiary medical care by highly qualified and experienced personnel using cutting-edge medical technology. It has evolved into a leader in the fight against cardiovascular disorders in the state of Kerala, serving approximately 10,000 cardiovascular patients each year. Rapid changes in the lifestyles of developing economies have resulted in an unprecedented epidemic of heart disease. Along with preventive measures that involve healthcare planning, public education, and lifestyle changes, facilities to take care of the immediate consequences of heart disease have become the need of the day.

- **Digestive diseases-** The Centre for Digestive Diseases has cutting-edge technology for detecting, diagnosing, and treating complex gastrointestinal, liver, gallbladder, and pancreatic diseases. Imaging, interventional radiology, nuclear medicine, oncology, and lab services collaborate with the Centre to provide patients with comprehensive care. A multidisciplinary team of gastroenterologists, interventional endoscopists, radiologists, GI HPB and transplant surgeons, medical and radiation oncologists collaborate to create a patient-specific diagnostic and therapeutic plan.
- **Organ transplantation-** Organ transplantation is regarded as one of the most significant advances in medicine, providing a healthy life to many people all over the world. Transplants are classified into three types: Tissue, Solid Organs, and Vascularized Composite Tissues. Blood and marrow transplants are the most common types of tissue transplants. Transplants of solid organs include the liver, heart, kidney, lung, small intestine, and pancreas. Hands, face, and abdominal wall are examples of vascularized composite tissues that are relatively new. Organs can be donated by living donors for certain organs and obtained from brain-dead / deceased donors for others.
- **Women's care-** Health issues are like uninvited guests, but thanks to advanced medical technology, women can now take care of them permanently. Women have different hormones, body composition, fat composition, enzyme levels, and other differences that influence how diseases affect their lives.
- **Centre for Endocrinology and Diabetes-** The Centre for Endocrinology and Diabetes is Kerala's only full-service endocrinology center, providing advanced care for diabetes mellitus as well as complex endocrine diseases. There are full facilities for the investigation and treatment of endocrine problems in adults, children, and adolescents, as well as all diabetes complications.

- **Centre for Neurosciences-** The Centre for Neurosciences is one of the largest in Southern India, providing full facilities for investigations and treatment of neurological disorders in adults and children. The Centre caters to more than 21,000 patients in outpatient services and 1500 patients as in-patient per year.