

Internship Report

Organization:

Highway Hospital

Location:

Thane , Mumbai

Duration:

April 7 – June 7, 2025

Prepared By:

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Roll No.:

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Stream:

MBA – Hospital Management

Submitted To:

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Introduction:

Highway Hospital is the first laparoscopic surgery hospital in thane , Mumbai the Inpatient Department (IPD) is an essential component of the healthcare ecosystem, providing therapeutic treatments and long-term care. Ensuring patient safety, continuity of care, legal compliance, and efficient provider-to-provider communication all depend on accurate IPD documentation. The goal of the IPD Open File Audit is to assess the Highway Hospital in Thane's inpatient paperwork for correctness, completeness, and compliance. Performing real-time audits of medical data, locating process flaws, and proposing solutions were the main objectives of this internship.

Objectives of the Internship:

1. to become familiar with the inpatient department's operating routine.
2. to use the Open File Audit approach to audit medical records in real time.
3. to assess how well paperwork and patient treatment adhere to NABH standards.
4. to find documentation gaps and make remedial recommendations.
5. to support the hospital's efforts in quality control and ongoing development.
6. to have hands-on experience in reviewing patient records and hospital management.

Organizational Profile:

Highway Hospital

Profile of the Organization: Highway Hospital, Thane

Location: Maharashtra's Thane

Hospital type: multispecialty secondary care

Capacity: around 50 beds

Departments: Obstetrics & Gynaecology, Orthopaedics, ICU, Surgery, and General Medicine

Certification Goal: IPD, OPD, OT, ICU, Radiology, Laboratory, Dialysis, Emergency, and MRD facilities that are in compliance with NABH

Strength: Doctors, nurses, lab technicians, and the administrative team are among the highly committed clinical and non-clinical professionals.

Services Provided by the Organization

- 24x7 Emergency & Trauma Services
- Inpatient & Outpatient Care
- Diagnostic and Pathology Services
- Surgical Services (General & Specialized)
- Intensive Care Unit (ICU)
- Dialysis Unit

- Radiology: X-ray, Ultrasound
- Pharmacy & Medication Services
- Insurance & TPA Support
- Medical Records Management and Quality Assurance

Key Activities/Projects Undertaken Other Than Dissertation

Apart from the main dissertation project (IPD Open File Audit), the following activities were undertaken:

- Assisted in OPD and IPD patient flow analysis for quality improvement.
- Helped the MRD team with pre-accreditation file preparation.
- Supported infection control audits by collecting compliance data.
- Participated in BLS training coordination with nursing staff.
- Helped in creating department-specific checklists for nurses and interns.
- Conducted feedback sessions with staff regarding documentation issues.

Key Learnings from the Internship

➤ Professional Exposure:

- Understood real-time hospital operations, particularly IPD functioning.
- Learned the importance of clinical documentation in audits, insurance, and legal aspects.

➤ Technical Skills:

- Gained experience in conducting structured audits using NABH-compliant checklists.
- Developed basic data analysis skills using Excel (compliance %, Pareto analysis).
- Learned how to prepare audit reports, identify deviations, and suggest CAPA.

➤ Communication & Coordination:

- Interacted with nurses, doctors, and administrative staff to verify and rectify audit data.
- Presented findings to quality teams and recommended feasible process changes.

➤ Quality Management Knowledge:

- Understood the role of open file audits in continuous quality improvement.
- Identified root causes for incomplete documentation (e.g., shift handover gaps, lack of training).

➤ Personal Growth:

- Improved attention to detail, time management, and teamwork.
- Strengthened ability to work in high-pressure, clinical environments.