

SUMMER INTERNSHIP

at

Motherhood Hospital, Noida

From 15th March to 12th June 2025



The IIHMR University, Jaipur

Master of Business

Administration (MBA) in

Hospital and Health Management

A REPORT BY

Anika Nehra

Under the Supervision and Guidance of

Dr. Anoop Khanna

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OBJECTIVES OF INTERNSHIP:

1. **Conduct Dissertation Project:** Successfully complete and submit the dissertation project, integrating theoretical knowledge with practical insights gained during the internship.
2. **Acquire Regulatory Knowledge:** Gain a foundational understanding of healthcare licensing and compliance for ethical and legal operations within a clinical establishment.
3. **Develop Versatile Professional Skills:** Acquire and refine transferable skills, such as problem-solving, project management, and data-driven decision-making, applicable to both healthcare consulting and future hospital management roles.
4. **Manage Healthcare Operations and Personnel:** Oversee daily medical operations and manage duty doctor teams, with the goal of optimizing workflows, staffing, and maintaining high standards of care delivery.
5. **Improve Patient Experience:** Contribute to strategic planning for facility and service enhancements to elevate overall patient satisfaction.

ABOUT MOTHERHOOD HOSPITALS:

Motherhood is a speciality hospital chain that provides comprehensive women & childcare in a homely and comfortable environment. We are known for our compassionate and efficient service, along with our drive to enhance every aspect of a woman's life through our commitment to excellence. Since our inception, we have expanded to not only provide care for women, but to also make sure that young children receive paediatric healthcare of the same promised quality. Our greatest pride lies with our integrated brand leading in providing holistic care for women and children.

From puberty through womanhood and old age, we seek to provide diagnoses and treatments for all kinds of gynaecological and reproductive health conditions that a woman might suffer through during her lifetime. We lead in providing care that ensures smooth labour and delivery without any complications, all while protecting the dignity of the mothers and enabling them to make informed decisions with our full and continuous support. Similarly, our childcare also provides diagnoses and treatments for the entire lifecycle of children, starting from the foetal stage and spanning all the way till adolescence and young adulthood. We monitor their growth and supply vaccination to ensure that they lead healthy lives to their fullest extent. Our superior service is only aided by our state-of-the-art technology and infrastructure, which guarantee an experience of the highest quality.

MISSION: Deliver an exceptional healthcare experience to women, children and their families, steered by the highest standard of competence, care and service excellence.

VISION: To be the leading network of women & children's Hospitals in India.

VALUES: Our values were built on serving you with the best. We strive for excellence by following a strict code of positivity and leadership, and by committing to always go beyond for our customers while remaining passionate in what we do. In fact, those are the very values of this organisation - positivity, leadership, going beyond, and passionate.

TOTAL BED CAPACITY: Motherhood Hospitals maintains a total bed capacity of **461 beds** across its network in India. This includes **138 dedicated NICU beds**.

OPERATIONAL CENTERS IN INDIA:

Motherhood Hospitals has expanded its network to several key cities and states across India, ensuring comprehensive women and childcare services. The primary operational locations include:

- Bengaluru, Karnataka:
 - Multiple hospital facilities (e.g., Indiranagar, Sarjapur Road, Hebbal, HRBR Layout, Banashankari, Electronic City, Kothanur, Whitefield)
 - Clinics (e.g., Kanakapura Road Clinic, Kannamangala Clinic)
- Chandigarh:
 - Sector 43, Sector 44 and Zirakpur
- Chennai, Tamil Nadu
- Coimbatore, Tamil Nadu
- Gurgaon, Haryana
- Indore, Madhya Pradesh
- Kolkata, West Bengal
- Mohali, Punjab
- Mumbai, Maharashtra
- Mysore, Karnataka
- Noida, Uttar Pradesh:
 - Sector 48 and Noida Extension/Greater Noida West
- Pune, Maharashtra:
 - Kharadi and Lulla Nagar

This widespread presence underscores Motherhood Hospitals' commitment to delivering specialized healthcare services across diverse regions of the country.

SERVICES PROVIDED BY MOTHERHOOD HOSPITAL, NOIDA:

- **Capacity:** 36 beds IPD + 4 beds Triage
- **Specialties:**
 - Pregnancy Care
 - General Gynaecology
 - Gynaecological & Laparoscopic Surgery
 - Foetal Medicine and Radiology
 - Fertility
 - Paediatrics
 - Neonatology
 - General Surgery
 - Internal Medicine
 - Cosmetology
 - Nutrition
 - Physiotherapy
- **Advanced Facilities:**
 - State-of-the-art operation theatres
 - Adult & neonatal ICU
 - Advanced diagnostics (Ultrasound, SRL Diagnostic Lab)
 - 24/7 pharmacy & ambulance.
- **Patient Focus:** Compassionate, personalized care in a comfortable environment.



KEY ACTIVITIES PROJECTS UNDERTAKEN OTHER THAN DISSERTATION:

Standardized Clinical Handovers:

- Implemented the ISBAR framework for Doctors, formalizing patient handovers from informal communication to a documented process. This enhanced accuracy, continuity of care, and patient safety.

Managed Medical Operations and Personnel:

- Daily medical operations and managed duty doctor teams at the Noida unit, optimizing clinical workflows, ensuring staffing, and upholding care standards.

Optimized Patient Discharge Process:

- Led initiatives to streamline patient discharge, improving efficiency, reducing wait times, as well as smoother Third-Party Administrator (TPA) coordination.

Conducted Comprehensive Clinical Audits:

- Performed detailed document audits of IPD and IVF files, ensuring adherence to protocols, regulatory compliance, and supporting continuous quality improvement.

Understood Regulatory Compliance:

- Acquired understanding of operational licenses and compliance requirements critical for ethical and legal clinical establishment operations.

Contributed to Patient Experience Enhancement:

- Actively participated in strategic meetings on "IPD facility enhancement," contributing to discussions aimed at improving patient experience through infrastructure and service upgrades.

KEY LEARNINGS FROM INTERNSHIP:

The internship provided critical insights and practical experience in:

- **Operational Optimization:** Implemented structured solutions (e.g., ISBAR) to streamline hospital processes like patient handovers and discharge, improving accuracy and safety.
- **Healthcare Operations Management:** Managed daily medical operations and personnel, optimizing workflows, staffing, and maintaining care standards.
- **Quality Assurance & Compliance:** Conducted clinical audits and ensured adherence to protocols and regulatory requirements, supporting continuous quality improvement.
- **Accountability & Performance:** Fostered medical staff accountability, particularly in documentation and enhancing efficiency.
- **Patient Experience Enhancement:** Contributed to strategic planning for facility and service improvements to elevate overall patient satisfaction.
- **Regulatory Knowledge:** Gained a foundational understanding of healthcare licensing and compliance for ethical and legal operations.