

Internship Report

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1. Introduction

The healthcare sector in India is rapidly evolving, with increasing emphasis on quality care and patient satisfaction. As a part of the MBA in Hospital and Health Management at IIHMR University, this internship was undertaken to gain real-time exposure to hospital operations and patient experience. The internship was conducted at Krishiv Khandaka Hospital, Jaipur, a 200-bed multispecialty facility, where I engaged in evaluating inpatient department (IPD) services with a focus on patient satisfaction.

2. Internship Objectives

- To understand the operational structure of the Inpatient Department (IPD)
- To assess patient satisfaction levels and service delivery gaps
- To gain practical exposure to quality standards, patient care processes, and hospital administration
- To develop skills in data collection, analysis, and interpretation within a healthcare setting
- To recommend evidence-based improvements aligned with NABH standards.

3. Organization Profile

Name: Krishiv Khandaka Hospital

Location: Kalwar Road, Jaipur, Rajasthan

Type: Secondary care, multispecialty hospital

Capacity: 200 beds

Krishiv Khandaka Hospital is a reputed private healthcare provider offering a wide range of services. The hospital is committed to delivering affordable, accessible, and quality care to the local population and is actively working towards meeting NABH accreditation standards.

4. Services Provided by the Organization

- General Medicine and Internal Medicine
- Orthopaedics and Trauma Care
- Obstetrics and Gynaecology
- General and Laparoscopic Surgery
- Intensive Care Units (ICU/NICU)
- Radiology and Diagnostic Imaging
- Pathology Laboratory
- Pharmacy
- Food and Housekeeping Services
- 24x7 Emergency and Ambulance Services

5. Activities Undertaken During Internship

During the internship period (March 2025 to June 2025), the following activities were carried out:

- Conducted a patient satisfaction survey with a sample of 200 discharged IPD patients using a 30-item structured questionnaire.
- Collected data from hospital records including discharge logs, complaint registers, and call-bell response logs.
- Performed statistical analysis using SPSS to identify service gaps and performance variations across departments.
- Conducted qualitative feedback analysis to extract common patient concerns.
- Benchmarked findings against NABH standards and best practices from leading hospitals like AIIMS and Apollo
- Prepared recommendations to improve nurse responsiveness, discharge process efficiency, and food services.
- Participated in department meetings and interacted with hospital administrators and staff.

6. Key Learning

- **Operational Insight:** Understood how IPD functions are structured and managed in a multispecialty hospital.
- **Patient-Centric Approach:** Learned the importance of timely nursing care, clear communication, and efficient discharge processes.
- **Data Handling:** Gained firsthand experience in data collection, coding, statistical analysis, and thematic interpretation.
- **Quality Standards:** Developed knowledge of NABH accreditation parameters and their real-world application.
- **Professional Skills:** Improved interpersonal communication, team collaboration, and problem-solving abilities in a healthcare setting
- **Recommendation Writing:** Learned how to translate data into actionable insights through structured reports and presentations.

Conclusion

The internship at Krishiv Khandaka Hospital was a valuable experiential learning opportunity that bridged theoretical knowledge with practical hospital administration. It enabled the development of competencies necessary for managing healthcare institutions effectively, with an emphasis on improving patient experience and service quality.