

INTERNSHIP AT CLOUDNINE HOSPITALS, BANGLORE



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business

Administration (MBA) in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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Internship Report

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Organisation Mentor – Sri Ranjini (Business Head – Operations)

Introduction

I completed a three-month internship at Cloudnine Hospital, a premier healthcare provider specializing in maternal and women's health services. Cloudnine is renowned for its

advanced medical facilities, including state-of-the-art neonatal intensive care units (NICUs), labour delivery rooms (LDRs), and fertility clinics. The hospital is staffed by highly skilled obstetricians, gynaecologists, paediatricians, and fertility specialists dedicated to delivering excellent patient care and successful health outcomes.

Objectives of Internship

- To gain practical experience in hospital operations and patient care management.
- To understand the workflow and resource allocation in a specialized healthcare setting.
- To develop skills in handling patient grievances and improving service delivery.
- To learn about patient engagement techniques.
- To contribute to enhancing patient satisfaction and retention strategies.

Organisational Profile

Cloudnine Hospital, established in 2007, has grown into one of India's leading maternity and women's health care providers. With multiple centers across major cities like Bangalore, Delhi NCR, Mumbai, and Hyderabad, Cloudnine is recognized for its comprehensive services in maternity, gynaecology, fertility, and neonatal care. The hospital is committed to patient-centric care, offering a supportive environment for mothers and families throughout the prenatal and postpartum phases.

Vision: "To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children."

Mission: "Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them."

Services Provided by Organisation

- Maternity
- Fertility
- Paediatrics

Key Activities and Projects Undertaken Other than Dissertation

- **Led UGC Campaign** to enhance patient engagement and feedback collection across OP and IP services.
- **Worked in the IP Department**, gaining exposure to the complete admission-to-discharge process and discharge TAT optimization.
- **Improved patient retention** by directly communicating with patients for lab and scan conversions, reducing diagnostic service leakage.
- **Reviewed prescriptions** to track and convert recommended diagnostics, coordinating with clinical and diagnostic teams.
 - **Supported the feedback mechanism** by collecting, organizing, and analyzing patient feedback to identify service gaps and enhance patient satisfaction.

Key Learnings from Internship

- Gained insight into hospital workflow management, including patient admissions, discharges, and staff scheduling.
- Learned resource allocation to ensure availability of supplies, equipment, and personnel to meet patient needs effectively.
- Developed leadership and interpersonal communication skills by working closely with healthcare professionals and patients.
- Appreciated the role of continuous staff training and development in maintaining high standards of care.
- Recognized the significance of patient satisfaction and feedback mechanisms in enhancing healthcare service quality.