

INTERNSHIP REPORT

Joshi Hospital, Jalandhar

Submitted to



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

Arshia Chopra

INTERNSHIP REPORT

Name: Arshia Chopra

IIHMR University

Roll No.: 1688

Introduction

This report details the internship undertaken at Joshi Hospital as a part of the academic curriculum of IIHMR University. The primary aim of this internship was to bridge the gap between academic learning and real-world hospital operations, providing a platform to translate theoretical concepts into practical managerial applications. This report outlines the diverse activities performed during the internship period and the significant learnings derived from these experiences.

Objectives of Internship

- To translate academic concepts into practical, real-world applications, fostering a deeper operational understanding of managerial roles.
- To Gain Practical Experience in Quality Audits and Compliance Monitoring.
- To Observe and Understand Operational Processes Across Key Hospital Departments.
- To understand the importance of proactive risk assessment and mitigation strategies in a hospital setting.

Organisation Profile

Joshi Hospital, established in 1991, is a reputable 100-bedded multi-speciality healthcare institution. The hospital has earned NABH (National Accreditation Board for Hospitals & Healthcare Providers) accreditation, a testament to its commitment to high standards of patient safety and quality of care.

It is equipped to handle a wide array of medical and surgical needs, catering to both elective and emergency patients. The multi-speciality approach ensures that patients have access to a diverse range of medical expertise and services under one roof. Some of the specialities offered include Gastroenterology, Nephrology, Cardiology, Physiotherapy, among others. The hospital also provides advanced surgical interventions such as cardiothoracic surgery, cosmetic surgery, joint replacement, and kidney dialysis.

A key aspect of Joshi Hospital's operations is its extensive network of empanelments. The hospital is recognized by various private health insurance companies, making healthcare services more accessible and affordable for a larger segment of the population. Furthermore, it is an empanelled facility for government schemes such as the Ex-Servicemen Contributory Health Scheme (ECHS) and the Central Government Health Scheme (CGHS). This broadens its reach to government employees and ex-servicemen, ensuring they receive quality medical attention.

The hospital's infrastructure includes 100 beds, with a significant portion (19 beds) dedicated to intensive care (ICU), highlighting its capability in managing critical patients.

Joshi Hospital's long-standing presence, coupled with its accreditations, diverse specialities, and wide-ranging empanelment, positions it as a significant healthcare provider in the region, dedicated to offering quality medical care to a varied patient demographic.

Services Provided

- Orthopaedics and Trauma
- Neurology and Neuro Surgery
- Cardiology and Cardiothoracic Surgery
- Nephrology.
- Gastroenterology and Gastrointestinal Surgery
- Obstetrics & Gynaecology
- Plastic and Cosmetic Surgery
- General Medicine: Radiology
- Anaesthesiology
- Physiotherapy
- Emergency Services: Available 24/7.
- Intensive Care Unit (ICU): Well-equipped ICU to support post-operative and critical care, with 24-hour intensivist services.
- Other Facilities: Pharmacy, ambulance services, and patient information services. The hospital reportedly has around 100 beds, including ICU beds.

Key Activities

- Conducted a project analysing factors affecting Average Length of Stay (ALOS) and formulated recommendations for its optimization.
- Assisted in conducting internal audits, including International Patient Safety Goals (IPSG) compliance, hand hygiene practices, and grooming standards for housekeeping staff.
- Performed follow-up with patients who received financial counselling for In-Patient Department (IPD) admission but did not proceed with admission.
- Contributed to the development of a contingency plan for Outpatient Department (OPD) registration and billing processes.

Key Learnings

- Gained a deeper operational understanding of how theoretical managerial concepts are applied in a dynamic hospital setting, particularly in areas like process optimization and resource utilization.
- Developed practical skills in conducting and assisting with crucial quality audits, such as International Patient Safety Goals (IPSG) compliance, hand hygiene, and staff grooming.
- Acquired a comprehensive view of the interconnected operational processes across key hospital departments, including patient registration, billing, admission, and the importance of inter-departmental coordination.
- Developed communication and interpersonal skills by engaging in follow-up procedures with patients regarding IPD admission and financial counselling, leading to insights into patient perspectives and factors influencing healthcare decisions.