

INTERNSHIP REPORT

Name – Ashok

Batch – 2023-2025

Course – MBA Hospital Management

Enrollment No – IIHMRU/01/1691

Department – School of Health Management

Faculty Mentor- Dr. Sanjay Gupta

Designation- Dean and Professor

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Introduction:

This report provides an overview of internship activities undertaken at ADEH Care Facilities Pvt Ltd, particularly focusing on the preparation and project management on ADEH Care Facilities Pvt Ltd, Bareilly. On the other hand, understanding the market and health environment across all states is essential to laying the foundation for clinical excellence and distinctive patient care. This is crucial for developing state-of-the-art healthcare facilities that meet both national and international standards. This report highlights key insights into market research, management information systems, hospital and health welfare linkages, and regulatory compliance within operational workflow data. This observation enhances the patient experience of monitoring and parameter portfolio on management style.

Internship Objectives:

1. Understand the structure and operations of healthcare facility.
2. A Study on standard operating procedures across departments.
3. Access quality and safety practices.
4. Strengthen coordination skills across stakeholders.
5. Support and analyse facility KPIs.
6. Contribute to continuous improvements initiative.
7. Learn leadership and supervisory skills.

Understand the structure and operations of healthcare facility

To gain practical exposure to how non-clinical support services are organized, staffed, and executed within hospital settings.

A Study on standard operating procedures across departments-

To examine the SOPs related to housekeeping, laundry, biomedical waste, and other facility services, ensuring compliance with NABH and other healthcare standards.

Access quality and safety practices-

To observe the implementation of infection control, hygiene, and patient safety protocols and evaluate their effectiveness through audits and feedback.

Strengthen coordination skills across stakeholders-

To interact with multi-disciplinary teams including clinical staff, administration, and outsourced service providers, and understand the challenges of coordination in a hospital environment.

Support and analyse facility KPIs-

To collect and interpret operational data related to service delivery efficiency, staff performance, resource utilization, and patient satisfaction.

Contribute to continuous improvements initiative-

To participate in identifying and implementing process improvements or pilot projects aimed at enhancing the quality and cost-effectiveness of support services.

Learn leadership and supervisory skills-

To observe team management practices, including scheduling, task delegation, and performance monitoring of frontline service personnel.

Organization Profile:

ADEH Care Facilities Pvt. Ltd, is a specialized healthcare support service provider, established in 2015 with a mission to revolutionize non-clinical operations within hospitals and healthcare institutions across India. Headquartered in Bareilly, the company was founded with the goal of bridging the critical gap between clinical excellence and infrastructural efficiency in the Indian healthcare system.

In today's rapidly evolving healthcare environment, the demand for clean, safe, and well-managed clinic centre infrastructure is paramount not just for patient comfort, but also for infection control, regulatory compliance, and operational sustainability. ADEH Care Facilities Pvt. Ltd. addresses these needs by offering a broad spectrum of facility management services tailored exclusively for the healthcare sector. These include diagnostics and pathology labs.

What distinguishes ADEH Care is its patient-centric approach, strong adherence to national and international healthcare standards (such as NABH and WHO guidelines), and its focus on continuous improvement through technology, innovation, and rigorous staff training. The organization works in close partnership with both public and private healthcare providers, ensuring that support services are seamlessly integrated into hospital operations without disrupting clinical workflows.

With a growing presence across multiple Indian states and collaborations with leading hospitals and diagnostic chains, ADEH Care Facilities Pvt. Ltd. is emerging as a trusted name in healthcare facility solutions. Their commitment to

operational excellence, safety, and sustainability positions them at the forefront of India's healthcare service support industry.

Mission:

To provide comprehensive, patient-centric facility management solutions that ensure safety, hygiene, and comfort in healthcare environments.

Vision:

To be the leading integrated facility service provider for hospitals and clinics across India and Southeast Asia, leveraging innovation and sustainability.

Core Values:

Integrity, Excellence, Collaboration, Innovation, Sustainability.

Services Provided by Organization:

Pathology Lab & Diagnostic Centre Facility Management-

- Facility maintenance for diagnostic labs including sample collection areas, processing rooms, and waiting zones.
- Coordination with diagnostic staff to ensure clean, sanitized, and efficiently run lab environments.
- Management of consumables, bio-waste, patient flow, and power backup for diagnostic equipment.
- Logistic support for sample transport and courier systems within hospital campuses or between satellite labs.

Hospitals & Health Centres-

Partnerships with 30+ multispecialty and specialty hospitals across North and East India.

Diagnostic Chains-

Tie-ups with major diagnostic laboratories for sample transport and facility upkeep.

Pharmaceutical Distributors-

Collaboration for safe storage and handling of medicines within healthcare premises.

Government Agencies-

Accredited vendor for public health facilities under state healthcare projects.

As part of the MBA in Health and Hospital Management program, I joined ADEH Care Facilities Pvt. Ltd. for a 3-month internship to gain hands-on experience in facility management within a healthcare setting. The internship was based at the company's flagship managed hospital in Bareilly.

Activities undertaken During Internship:

Process Mapping & SOP Review-

- Collected and reviewed existing SOP manuals for housekeeping, laundry, and biomedical waste.
- Created detailed process maps to identify bottlenecks and overlaps.

Quality Audits & Compliance Checks-

- Conducted daily and weekly audits using checklists for cleanliness, linen processing, and waste segregation.
- Reported non-conformities and followed up on corrective actions with department heads.

Data Collection & Analysis-

- Recorded key performance indicators (KPIs) such as turnaround time for linen, number of audit violations, and patient feedback scores.
- Analysed trends and prepared weekly summary reports for the operations team.

Stakeholder Interaction-

- Attended coordination meetings with nursing, engineering, and procurement departments.
- Facilitated communication between ADEH service teams and hospital administration for seamless service delivery.

Improvement Projects-

- Assisted in pilot implementation of RFID tagging for linen tracking to reduce losses.
- Proposed a revised waste segregation flow to optimize collection routes and disposal frequency.

Training & Team Development-

- Organized refresher training sessions for housekeeping staff on infection-control protocols.
- Developed quick-reference guides for frontline staff on hand hygiene and PPE usage.

Key Learning:

Understand the end-to-end facility management processes in a hospital environment.

Evaluate quality-control measures and compliance with healthcare regulatory standards.

Develop skills in stakeholder coordination between service teams and hospital departments.

Propose process improvements to enhance efficiency and patient satisfaction.