

Internship Report Submitted to



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Master of Business

Administration (MBA) in

Hospital and Health Management

by

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1. Introduction

This report delineates the experiences and insights garnered during my three-month internship at Rungta Hospital, a renowned multispecialty healthcare institution in Jaipur. The internship encompassed diverse roles across medical operations, non-medical operations, and the quality department, providing a holistic understanding of hospital management and operations.

2. Dissertation Project Overview

During my internship at Rungta Hospital, I undertook a dissertation project titled:
"Leadership Dynamics and Staff Retention: Examining the Role of Leadership Styles at Rungta Hospital, Jaipur"

Objectives of the Study:

1. To identify the prevalent leadership styles practiced within Rungta Hospital.
2. To assess the impact of these leadership styles on staff retention rates.
3. To understand staff perceptions regarding leadership effectiveness.
4. To recommend strategies for enhancing staff retention through effective leadership practices.

This study aimed to explore the correlation between leadership approaches and employee retention, providing insights into how leadership can influence workforce stability in a hospital setting.

3. Organization Profile

Rungta Hospital, established in 1990, is a 100-bedded premier multispecialty hospital located in Malviya Nagar, Jaipur. With over three decades of service, the hospital is committed to delivering quality healthcare with a humane touch. It offers comprehensive medical services across various specialties, supported by state-of-the-art infrastructure and a team of experienced healthcare professionals.

Specialties and Advanced Facilities:

- **Critical Care:** First private hospital in Rajasthan to start critical care services, including ICU on wheels.
- **Neonatal Intensive Care Unit (NICU):** Specialized care for newborns.
- **24x7 Emergency Services:** Round-the-clock medical emergency services.
- **Intensive Care Units (ICU):** Including CTVS ICU.
- **Advanced Diagnostic Imaging:** Facilities for X-rays, MRI, CT scans.
- **Surgical Services:** Equipped operating rooms for various surgical procedures.
- **Laboratory Services:** Comprehensive diagnostic lab services.
- **Ambulance Services:** 24x7 ambulance availability.
- **Specialized Departments:** Cardiology, Gastroenterology, Neurology, Orthopedics, Pediatrics, Obstetrics & Gynaecology, Urology, and more.

The hospital is committed to providing quality healthcare services with a patient-centric approach, leveraging advanced technology and a team of experienced medical professionals.

4. Organizational Structure

Rungta Hospital follows a **dual-reporting hierarchical structure**, led by both administrative and clinical leadership.

Key Roles:

- **Managing Director (MD)**
- **Executive Director (ED)**
- **Medical Director / Medical Superintendent**
- **Deputy Medical Superintendent (DMS)**
- **Unit Head**
- **Medical Departments:** Doctors, Nursing, Pharmacy, Diagnostics, Radiology, Cath Lab, Blood Bank, MRD, Infection Control, etc.

- **Non-Medical Departments:** Admin, IT, Front Office, Housekeeping, Security, Maintenance, Reception, HR, Finance & Accounts, Quality.

5. Key Activities Undertaken

As **Intern**, my responsibilities spanned across Medical Operations, Non-Medical Operations, and Quality departments:

1. Medical Operations

- **Patient Rounds:** Conducted daily rounds to monitor patient care and satisfaction.
- **Feedback Collection:** Gathered patient feedback through forms and Google reviews to assess service quality.
- **Process Familiarization:** Gained insights into billing, TPA procedures, admissions, discharges, and financial counseling.
- **OPD Management:** Managed outpatient department operations, ensuring smooth patient flow and service delivery.
- **Pharmacy and Lab Exposure:** Understood pharmacy workflows and laboratory processes, including sample collection and reporting.

2. Non-Medical Operations

- **Administrative Tasks:** Assisted in documentation, scheduling, and coordination between departments.
- **Training Sessions:** Conducted hand hygiene training for staff to promote infection control practices.
- **Mock Drills:** Participated in emergency preparedness drills, including red code, code blue, and war outbreak scenarios.

3. Quality Department

- **Audits:** Performed audits on doctor handover registers, blood bank operations, ICD coding, and hand hygiene compliance.
- **DNB Program Support:** Collaborated with the DNB team across specialties like Critical Care, Obstetrics and Gynaecology, General Surgery, Pediatrics,

Anaesthesia, and Nursing Excellence, contributing to data preparation and analysis.

Other Responsibilities

- Executed tasks delegated by higher authorities across departments with efficiency and adaptability.

6. Key Learnings from the Internship

- **Operational Insight:** Gained a comprehensive understanding of hospital operations, including both clinical and administrative functions.
- **Quality Assurance:** Learned the importance of audits and compliance in maintaining healthcare standards.
- **Leadership Impact:** Observed firsthand how leadership styles influence staff morale and retention.
- **Patient-Centric Approach:** Recognized the significance of patient feedback in service improvement.
- **Interdepartmental Coordination:** Appreciated the necessity of seamless communication between departments for efficient hospital functioning.