

INTERNSHIP REPORT

at

Sahyadri Hospital, Pune

From 10th March 2024 to 31st May 2024

A REPORT BY

Disha Kumari

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Dr. Sanjay Gupta

(Dean , IIHMR ,Jaipur)



DECLARATION

I, Dr. Disha Kumari, declare that I have successfully completed my summer internship at **Sahyadri Hospital, Pune** from **10th March 2025 to 31st May 2025**. During this time, I gained practical experience and enhanced my skills in the Finance and **Medical Services Department** through various projects and tasks.

I would like to express my sincere gratitude to the HR department for facilitating my onboarding, providing continuous support throughout my internship, and ensuring a smooth and enriching experience. Special thanks to **Mr. Sagar Shekhar, Mrs. Dhanashree Nikam** and Deepali mam for their assistance and guidance.

Signature

Date

ACKNOWLEDGEMENT:

First and foremost, I express my deepest gratitude to the Almighty for His blessings and guidance throughout my journey.

I am sincerely thankful to Sahyadri Hospital for providing me with the opportunity to undertake my dissertation. Working alongside such experienced professionals was both an honor and a valuable learning experience.

I extend my heartfelt appreciation to Ms. Deepali D and Ms. Dhanashree Nikam for their unwavering support and guidance during my research. Their mentorship was instrumental in navigating the challenges I encountered.

A special thanks to the entire Finance Team for their encouragement and assistance, especially during challenging times. Their support significantly contributed to the successful completion of my project.

I am profoundly grateful to my mentor, Mr. Aashish Bandhu (Professor, IIHMR University, Jaipur), for his continuous guidance and insightful feedback throughout my study.

Lastly, I would like to express my deepest appreciation to my family for their constant encouragement and support, which motivated me to persevere and complete this study.

Sincerely,

Dr. Disha
Place: Pune

TABLE OF CONTENTS

S. No.	Contents	Page No.
1	Introduction	5
1.1	Overview of Internship	
1.2	Importance of Internship in Healthcare Management	
2	Objectives of the Internship	
2.1	Learning Objectives	
2.2	Skill Development Goals	
3	Organizational Profile	
3.1	About Sahyadri Hospital	
3.2	Vision, Mission, and Core Values	
3.3	Leadership and Management Structure	
3.4	Centres of Excellence and Specialties	
4	Services Provided by Sahyadri Hospital	6
4.1	Clinical Services	
4.2	Diagnostic and Support Services	
4.3	Allied Health Services	
4.4	Patient-Centric Services	
4.5	Preventive and Wellness Services	
5	Key Activities and Projects Undertaken (Other than Dissertation)	7
5.1	Finance Department	
i	Asset Verification	
ii	Input Tax Credit Audit	
iii	Handover of Medical Services Department	
a	Clinical Pharmacology	
b	Hospital Infection Control	
6	Key Learnings from Internship	8
6.1	Clinical Exposure	
6.2	Quality Management Systems	
6.3	Patient-Centered Care	
6.4	Operational Insights	
6.5	Administrative Knowledge	
6.6	Soft Skills Development	
6.7	Innovation and Technology in Healthcare	
7	Conclusion	9
8	Acknowledgements	

1. Introduction

1.1 Overview of Internship

Internships provide real-world experience essential for students aspiring to enter the healthcare industry. This internship at Sahyadri Hospital, Pune offered a structured exposure to hospital operations, clinical management, quality processes, and administrative functions.

1.2 Importance of Internship in Healthcare Management

The healthcare sector demands both theoretical knowledge and practical experience. Through this internship, theoretical concepts learned during the academic journey were validated and enhanced by practical exposure to hospital workflows, patient care management, and organizational behaviour.

2. Objectives of the Internship

2.1 Learning Objectives

- Understand the functioning of a multi-specialty hospital.
- Gain exposure to clinical, diagnostic, and administrative departments.
- Learn about hospital quality and accreditation standards.

2.2 Skill Development Goals

- Develop interpersonal and communication skills.
- Enhance problem-solving and decision-making capabilities.
- Learn operational strategies for improving patient care and hospital efficiency.

3. Organizational Profile

3.1 About Sahyadri Hospital

Sahyadri Hospitals is one of Maharashtra's largest chain of hospitals. Established in 1994, Sahyadri has grown exponentially, with several tertiary care facilities, primary health centers, and specialty clinics.

3.2 Vision, Mission, and Core Values

- **Vision:** To make healthcare accessible and affordable while maintaining quality.
- **Mission:** To deliver high-quality healthcare through innovation, compassionate care, and excellence.
- **Core Values:** Integrity, Excellence, Empathy, Teamwork, and Accountability.

3.3 Leadership and Management Structure

The leadership team consists of experienced healthcare professionals, including doctors, hospital administrators, quality managers, and business strategists, who ensure smooth functioning across all centres.

3.4 Centres of Excellence and Specialties

- Oncology
- Neurology and Neurosurgery
- Cardiology and Cardiothoracic Surgery
- Organ Transplants (Renal and Liver)
- Orthopaedics and Joint Replacement
- Critical Care and Emergency Medicine

4. Services Provided by Sahyadri Hospital

4.1 Clinical Services

- In-patient and Out-patient Services
- Surgical Specialties and Super-specialties
- Critical Care Units

4.2 Diagnostic and Support Services

- Pathology Laboratory
- Radiology (MRI, CT scan, X-ray, Ultrasound)
- Blood Bank Services

4.3 Allied Health Services

- Physiotherapy
- Nutrition and Dietetics
- Pharmacy Services

4.4 Patient-Centric Services

- Patient Relations Desk
- Billing and Insurance Helpdesk
- Discharge Planning Support

4.5 Preventive and Wellness Services

- Health Check-up Packages

- Vaccination Programs
- Corporate Wellness Programs

5. Key Activities and Projects Undertaken (Other than Dissertation)

5.1 FINANCE DEPARTMENT

i) ASSET VERIFICATION:

Conducted asset verification of high-value equipment in Biomedical and Engineering departments across all 9 units by cross-checking asset numbers and physical count with documented records.

ii) INPUT TAX CREDIT AUDIT:

Conducted the audit of Pharmacy Vouchers of all 9 units by specific parameters :

- **GRN numbers and dates** – To confirm the accurate receipt of goods and validate purchases for ITC claims.
- **Invoice numbers and dates** – To ensure the correct tax is paid and ITC can be claimed properly.
- **Batch numbers and expiry dates** – To guarantee valid stock and ensure patient safety, while preventing losses on expired or damaged goods.

iii) Took Handover of Medical Services Department:

During my rotation in the Medical Services Department, I actively took handover responsibilities and gained hands-on experience in both **Clinical Pharmacology** and **Hospital Infection Control** domains:

a) CLINICAL PHARMACOLOGY:

- Involved in **Outpatient (OPD) Prescription Audits** to check for rational use of drugs, adherence to prescription protocols, and policy compliance.
- Conducted **Inpatient (IPD) Drug Chart Audits** to ensure medication safety, proper documentation, and avoidance of medication errors.
- Worked on implementing the **Antibiotic Stewardship Policy**, which included reviewing the use of alert antibiotics, analysing **de-escalation and escalation reports**, and ensuring antibiotics were being prescribed appropriately based on culture reports and guidelines.
- Participated in **Pre-Surgical Antibiotic Audits** to assess the timing, choice, and duration of prophylactic antibiotic administration before surgeries.

b) HOSPITAL INFECTION CONTROL:

- Monitored and reported **device-associated infections** such as **CLABSI (Central Line-Associated Bloodstream Infections)**, **CAUTI (Catheter-Associated Urinary Tract Infections)**, **VAP (Ventilator-Associated Pneumonia)**, and **SSI (Surgical Site Infections)**, contributing to infection trend analysis and corrective measures.
- Involved in the protocol for **Needle Stick Injury (NSI)** management including immediate response and post-exposure follow-up.
- Conducted **Hand Hygiene (HH) Observational Audits** to assess staff compliance with WHO's 5 Moments of Hand Hygiene, identifying gaps and promoting awareness.
- Participated in **Spill Mock Drills** to evaluate hospital preparedness in case of hazardous material spills and to train staff in proper containment procedures.
- Supported the **Pre-Exposure Prophylaxis Program** by ensuring healthcare workers were immunized against **Hepatitis B, Typhoid, and Influenza**, reducing occupational health risks.

6. Key Learnings from Internship

6.1 Clinical Exposure

- Gained understanding of patient admission, treatment, and discharge workflows.
- Observed multidisciplinary team meetings (MDTs) for complex cases.

6.2 Quality Management Systems

- Understood the importance of NABH accreditation and its impact on patient safety and service quality.

6.3 Patient-Centered Care

- Realized the critical role of empathy and communication in healthcare delivery.

6.4 Operational Insights

- Learned the importance of process standardization, lean management, and time-motion studies.

6.5 Administrative Knowledge

- Developed skills in managing hospital documentation, billing processes, insurance claims, and departmental SOPs.

6.6 Soft Skills Development

- Improved professional communication, crisis handling, teamwork, and organizational behaviour understanding.

6.7 Innovation and Technology in Healthcare

- Witnessed the application of Hospital Information Systems (HIS) and Electronic Medical Records (EMR) to streamline hospital services.

7. Conclusion

The internship at Sahyadri Hospital, Pune, was an enriching experience that provided holistic exposure to the real-world dynamics of healthcare management. It not only strengthened my academic knowledge but also enhanced my practical skills, preparing me to contribute effectively to the healthcare industry.

8. Acknowledgements

I express my heartfelt gratitude to Sahyadri Hospital's Management, Internship Coordinator, and Departmental Heads for giving me the opportunity to learn and grow. Special thanks to the Quality Assurance and Operations teams for their mentorship and guidance throughout the internship.