

**INTERNSHIP AT ETERNAL HOSPITAL
SANGANER, JAIPUR**



SUBMITTED TO



**The IIHMR University, Jaipur
for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management by**

ISHA AGARWAL

Under the Supervision and Guidance of

DR JAGAJEET PRASAD SINGH

INTERNSHIP REPORT

Introduction

This report reflects my enriching internship journey at **Eternal Hospital, Sanganer, Jaipur**, over a three-month period. It was a hands-on learning experience that allowed me to explore the workings of a multispecialty hospital, engage with patients and healthcare professionals, and gain a deeper understanding of both clinical and administrative aspects of hospital operations.

Objectives of Internship

The main goal of this internship was to bridge academic learning with real-world experience. At Eternal Hospital, I focused on:

- **Gaining clinical exposure** across different departments.
- **Developing hands-on skills** in patient care and use of medical equipment.
- **Enhancing knowledge** of diseases, treatments, and protocols.
- **Building professional connections** with doctors, nurses, and healthcare staff.
- **Contributing to research** and participating in academic discussions.
- **Interacting with patients** to improve communication and bedside manners.
- **Understanding hospital management** and administrative procedures.
- **Learning about ethics and compliance**, including patient confidentiality and legal standards.

Organization Profile

Eternal Hospital, Sanganer is one of the best multispecialty hospital located in Jaipur, Rajasthan. It offers a blend of modern amenities and affordability, serving individuals from diverse backgrounds with a team of specialist and super-specialist consultants, backed by cutting-edge diagnostic tools.

The hospital is equipped with advanced technology and the latest medical equipment, providing a comprehensive range of effective patient care. It is well-known for its proficiency in handling complex medical procedures.

The doctors and support staff have years of experience and have completed the necessary training to ensure a top-notch patient experience.

For priority appointments and a smooth process, connect with the leading doctors at Eternal Hospital, Sanganer through HexaHealth's medical experts.

Services Provided by Eternal Hospital, Sanganer, Jaipur

Eternal Hospital, Sanganer, Jaipur offers a comprehensive range of medical services and specialties. Key services include:

ENT: Performs surgeries and treats conditions of the ear, nose, throat, head, and neck.

Cardiology: Deals with diseases of the heart and blood vessels, including heart attacks, arrhythmias, and hypertension.

GI and Laparoscopic Surgery: Performs minimally invasive surgeries on the digestive system — gallbladder, hernia, appendix, etc.

Obstetrics and Gynaecology: Provides care related to pregnancy, childbirth, and female reproductive health — including caesarean sections and gynaecologic surgeries.

Orthopaedics & Joint Replacement: Deals with bone and joint disorders — including fractures, arthritis, and joint replacement surgeries.

Respiratory Medicine: Diagnoses and treats lung conditions like asthma, COPD, and tuberculosis.

Urology: Manages surgical and medical conditions of the urinary tract and male reproductive system.

General Medicine: Manages common illnesses and chronic conditions like diabetes, hypertension, infections, etc.

Paediatrics & Neonatology: Provides medical care to infants, children, and adolescents, including newborn intensive care.

Cardiac Surgery: Involves surgical interventions on the heart — such as bypass surgery or valve replacement.

Emergency & Trauma: This department provides immediate care for critically ill or injured patients, acting as the hospital's first line of defence in life-threatening situations.

Anaesthesia & Critical Care: This specialty deals with pain management during surgeries (Anaesthesia) and life support for critically ill patients (Critical Care/ICU).

Neurology: Focuses on disorders of the brain, spinal cord, and nerves — such as stroke, epilepsy, and Parkinson's disease.

Neurosurgery: Operates on the brain, spinal cord, and nervous system disorders.

Plastic and Reconstructive Surgery: Focuses on cosmetic enhancements and reconstruction of damaged tissues or congenital defects.

Dermatology and Venereology: Deals with skin diseases and sexually transmitted infections (STIs).

Endocrinology: Manages hormone-related conditions like diabetes, thyroid disorders, and growth abnormalities.

Gastroenterology: Treats conditions related to the digestive tract, liver, pancreas, and intestines.

Nephrology: Focuses on kidney-related diseases and dialysis management.

Ophthalmology: Specializes in eye care, including cataract and retinal surgeries.

Rheumatology: Manages autoimmune and joint-related diseases like arthritis and lupus.

Dietetics: Nutritional assessment, diet planning, and therapeutic diets.

Dental Science: Oral healthcare, minor surgeries, and preventive dental treatments.

TMT: Cardiac stress testing.

2D ECHO: Cardiac ultrasound to assess heart function.

Spirometry: Lung function testing for respiratory disorders.

Ambulance Services: Pre-hospital emergency care and patient transport.

Blood storage centre: For blood component storage and transfusion support.

CT SCAN: Cross-sectional imaging for internal structures.

Dialysis: Renal replacement therapy for patients with kidney failure.

Pathology: Laboratory tests (biochemistry, haematology, microbiology, etc.).

Pharmacy: Dispensing, inventory management, and medication counselling.

Physiotherapy: Rehabilitation and pain management through physical modalities.

Ultrasound: Sonographic imaging for soft tissues and pregnancy monitoring.

X-Ray: Radiographic imaging for bones, chest, etc.

Key Activities/Projects Undertaken

During my 3-month dissertation at Eternal Hospital, Sanganer, Jaipur, I focused on Optimizing Wellness Package Utilization, Patient Adherence and Turnaround Time. Apart from this, I was involved in following activities:

Open file audit: To review and ensure that all newly opened patient files contain the required documentation as per hospital protocols (e.g., consent forms, initial assessments, identification details).

Live Audit: Real-time auditing of ongoing patient care to ensure compliance with protocols (e.g., medication administration, hygiene practices, documentation).

Close file audit: Done at the time of patient discharge to ensure all required documentation and signatures are complete.

KOOS-12 KNEE SURVEY: Measures short-term outcomes in patients with knee injuries or after knee surgeries.

Patient related experience measures- IV infection prevention survey: To assess patient experience and staff adherence regarding IV line insertion and maintenance, aiming to reduce catheter-related infections.

Lower segment caesarean section (LSCS) survey: Collects data on outcomes, patient satisfaction, and complications related to LSCS which helps to improve surgical care and maternal outcomes.

Feedback Mechanism: A structured way of collecting feedback from patients, families, or staff. Used for quality improvement, patient satisfaction assessment, and service enhancement.

Mock Drill (Red): Simulates a fire or internal disaster scenario. Tests the hospital's emergency response system and staff preparedness.

Key Learnings from Internship

This internship gave me real-world exposure to healthcare delivery and hospital administration. Some of my biggest takeaways include:

- **Process Optimization:** Learned how to spot inefficiencies and suggest workflow improvements.
- **Data Skills:** Gained confidence in collecting, analysing, and interpreting healthcare data.
- **Team Collaboration:** Experienced the importance of teamwork and communication across departments.
- **Problem-Solving:** Tackled real challenges by identifying delays and proposing actionable solutions.
- **Project Management:** Planned and executed my dissertation from data gathering to reporting.
- **Stakeholder Communication:** Presented findings and suggestions effectively to senior hospital staff and department heads.