

**INTERNSHIP AT SAHYADRI SUPERSPECIALITY HOSPITAL
PUNE**

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

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Under the Supervision and Guidance of

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INTERNSHIP REPORT

INTRODUCTION

This report reflects my enriching internship journey at **Sahyadri Super speciality Hospital, Pune** 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.

INTERNSHIP OBJECTIVES

The main goal of this internship was to bridge academic learning with real-world experience. At Sahyadri 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.
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ABOUT THE ORGANIZATION

Sahyadri Super speciality Hospital, Pune, is a leading multispecialty hospital in Pune, known for its blend of modern technology and compassionate care. With a strong team of specialists and state-of-the-art equipment, the hospital delivers high-quality care in various medical fields.

Whether it's routine checkups or complex procedures, Sahyadri Hospital stands out for its patient-centric approach and clinical excellence.

SERVICES OFFERED

The hospital offers a wide spectrum of services, including but not limited to:

- **Core Specialties:** Cardiology, Orthopaedics, Neurology, Gastroenterology, Nephrology, Obstetrics & Gynaecology, Urology, ENT, General Medicine, and Paediatrics.
- **Critical Services:** Emergency & Trauma, Anaesthesia & ICU care, Cardiac and Neurosurgeries.
- **Diagnostic & Support Services:** Pathology, Radiology (CT, X-ray, Ultrasound), Pharmacy, Physiotherapy, Dialysis, Spirometry, and TMT.

- **Specialized Clinics:** Dermatology, Endocrinology, Rheumatology, Ophthalmology, and Dental care.
- **Wellness & Preventive Services:** Dietetics, health check-up packages, and feedback-based quality improvement.

PROJECTS AND ACTIVITIES INVOLVED

During the internship, my primary focus was on a **dissertation project titled: A study on the inpatient care journey: Evaluating service quality and patient perception.**

In addition to this, I actively participated in several quality assurance and patient experience activities, such as:

- **Open File Audits:** Ensuring all essential documents are included at the time of patient admission.
- **Live Audits:** Observing ongoing care to check compliance with hospital protocols.
- **Close File Audits:** Verifying discharge documentation for completeness.
- **KOOS-12 Knee Survey:** Collecting outcome data for patients with knee issues.
- **IV Infection Prevention Survey:** Evaluating staff practices and patient experiences to minimize IV-related infections.
- **LSCS Survey:** Studying caesarean deliveries to assess satisfaction and outcomes.
- **Feedback Collection:** Gathering suggestions from patients and staff for service improvement.
- **Mock Drills (Red Code):** Participating in emergency preparedness simulations like fire or internal disaster response.

KEY LEARNINGS

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.
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