

Internship Report

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Program: MBA in Hospital and Health Management

Internship Organization: EHCC Hospital, Malviya Nagar, Jaipur

Internship Period: March 17, 2025, to June 7, 2025

Introduction

This report details the internship undertaken at EHCC Hospital, Jaipur, as a partial fulfillment of the requirements for the Master of Business Administration (MBA) in Hospital and Health Management from The IIHMR University. The internship, conducted from March 17 to June 7, 2025, provided an immersive experience within a dynamic multi-specialty hospital environment. Under the guidance of my preceptor, I was integrated into the hospital's day-to-day operations, with a primary focus on quality improvement and process analysis within the cardiac care department. This period was instrumental in bridging the gap between theoretical knowledge of hospital administration and the practical application of managerial skills in a real-world healthcare setting.

Objectives of Internship

The core objective of the internship was to gain practical knowledge and skills to handle managerial issues in a hospital setting. The specific learning goals were as follows:

- To understand the day-to-day operational workflows of a multi-specialty hospital, particularly in critical care departments.
- To gain practical skills in identifying process bottlenecks and assisting in the development of quality improvement initiatives.
- To learn to work effectively as part of a multidisciplinary team, collaborating with co-workers and supporting clinical and administrative leaders.
- To understand and adapt to the organizational culture of a leading healthcare provider.
- To develop and apply documentation and analytical skills to a real-world management problem.

- To work with a high degree of integrity, particularly in handling sensitive patient data and professional interactions.

Organizational Profile

EHCC (Eternal Heart Care Centre) Hospital, located in Malviya Nagar, Jaipur, is a leading multi-specialty tertiary care hospital in Rajasthan. It is renowned for its comprehensive cardiac care services but also offers a wide range of services across various medical and surgical disciplines. The hospital is equipped with state-of-the-art technology and infrastructure, including advanced diagnostic services, modern operating theaters, and a fully-equipped Cardiac Catheterization Laboratory (Cath Lab). EHCC is committed to providing high-quality, patient-centric care and has a strong focus on clinical excellence and continuous quality improvement.

Services Provided by Organization

EHCC Hospital provides a wide spectrum of healthcare services. While my focus was primarily on cardiac care, the organization's key services include:

- **Emergency & Trauma Care:** A 24/7 Emergency Department equipped to handle all medical and surgical emergencies.
- **Cardiology & Cardiac Surgery:** Comprehensive cardiac services including diagnostics, non-invasive cardiology, interventional cardiology (such as Primary Percutaneous Coronary Intervention - PCI), and cardiac surgery.
- **Oncology:** Medical, surgical, and radiation oncology.
- **Neurology & Neurosurgery:** Advanced care for neurological disorders and surgical interventions.
- **Orthopedics & Joint Replacement:** Specialized care for musculoskeletal issues.
- **Nephrology & Urology:** Including dialysis services and kidney transplantation.
- **Gastroenterology, Pulmonology, and other medical sub-specialties.**
- **Intensive Care Units (ICUs):** Specialized ICUs for medical, surgical, and cardiac patients.

Key Activities/Projects Undertaken Other than Dissertation

While the dissertation on "Analysis of Door-to-Balloon (D2B) Time in STEMI Patients" was the central project, my internship involved several other key activities that contributed to my learning:

- **Assisting in Day-to-Day Operations:** I was actively involved in observing and assisting with the operational flow within the Emergency Department and the Cath Lab. This included understanding the triage process, patient handovers between departments, and the coordination required to mobilize the STEMI team.
- **Data Management and Analysis:** A significant part of my role involved the collection, cleaning, and management of the D2B time data. This required meticulous documentation skills and proficiency in using spreadsheets for data organization and preliminary analysis, which supported the larger dissertation project.
- **Interdepartmental Coordination:** I worked closely with staff from both the Emergency Department and the Cath Lab. This involved communicating with nurses, technicians, and physicians to understand the challenges and bottlenecks in the STEMI care pathway from their perspectives, which provided crucial qualitative insights for my research.
- **Observation of Quality Assurance Processes:** I had the opportunity to observe meetings and discussions related to quality metrics and process improvement. This provided exposure to how a hospital identifies key performance indicators (KPIs), tracks them, and formulates strategies for improvement.
- **Support in Documentation:** I assisted in documenting workflows and process maps for the STEMI patient journey, which helped in visualizing the process and identifying areas for potential delays.

Key Learnings from Internship

The internship at EHCC Hospital was an invaluable learning experience that provided deep insights into the complexities of hospital management.

- **Practical Managerial Skills:** The D2B time analysis project was a hands-on lesson in quality improvement. I learned that significant improvements in clinical outcomes can be achieved not just through clinical expertise, but through effective management,

process optimization, and interdepartmental coordination. I gained the skill to see a clinical issue through a management lens, focusing on workflows, communication, and system efficiency.

- **Teamwork and Collaboration:** Working in a high-pressure environment like the ER taught me the importance of clear, concise communication and seamless teamwork. I learned how to interact professionally and effectively with a diverse team of healthcare professionals, understanding that each role is critical to the patient's outcome.
- **Supporting Leaders:** I learned that providing accurate, well-analyzed data is one of the most effective ways to support leadership. My analysis of D2B times provided clinical and administrative leaders with the evidence needed to understand the problem and justify process changes. This taught me the value of data-driven decision-making in a hospital setting.
- **Organizational Culture:** I experienced firsthand a culture that is highly patient-centric and increasingly focused on quality metrics. I learned that a successful organizational culture in a hospital requires a balance between clinical autonomy and standardized processes to ensure both quality and efficiency.
- **Documentation and Analytical Skills:** This internship provided a platform to apply my analytical skills to a real-world problem. I moved beyond theoretical knowledge to the practical application of collecting data, ensuring its accuracy, performing statistical analysis, and, most importantly, interpreting the results to derive meaningful conclusions and actionable recommendations.
- **Work with High Integrity:** Handling sensitive patient data instilled in me a deep sense of responsibility and the importance of maintaining confidentiality and professionalism. I learned to navigate the ethical considerations involved in hospital-based research and data management.