

INTERNSHIP AT CLOUDNINE HOSPITALS



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration

(MBA) in

Hospital and Health Management

by

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Introduction

This report offers a detailed account of my internship experience at Cloudnine Hospital, reflecting the responsibilities I undertook, the competencies I developed, and the practical insights I gained. During the internship, I was actively involved in several functional areas including billing operations, floor supervision, inpatient monitoring, data handling, report compilation, and aspects of quality assurance.

Objectives of Internship

- To acquire hands-on exposure to hospital billing workflows and financial procedures.
- To understand the operational coordination of Obstetrics / Gynaecology and Paediatric outpatient departments.
- To observe inpatient care practices and contribute during ward rounds.
- To build competencies in data interpretation and preparation of performance reports.
- To gain insight into the functioning and management of ancillary services, including home-based care.

Organizational Profile

Cloudnine Group of Hospitals was founded in 2007 by internationally acclaimed neonatologist Dr. R. Kishore Kumar, with the vision of creating a premier center for women and child healthcare in India. The institution strives to bridge the gap between Indian and global healthcare benchmarks by offering a blend of clinical expertise, holistic care, and a supportive environment that celebrates key life milestones.

Renowned for its specialization in maternity, gynaecology, paediatrics, and fertility services, Cloudnine has established itself as a trusted name in women and child health. The hospital is known for its patient-first philosophy, use of cutting-edge medical technology, and strong focus on clinical outcomes. Its NABH accreditation underscores its commitment to maintaining the highest standards of patient safety and quality care.

Services Provided by Organization:

- **Maternity & Gynaecology:**

Holistic care throughout pregnancy including antenatal check-ups, labor and delivery support, postnatal care, and gynaecological surgeries and consultations.

- **Paediatrics:**

Paediatric health check-ups, routine immunizations, growth and developmental assessments, and care for common and complex childhood conditions.

- **Fertility Services:**

Assisted reproductive treatments such as IVF, IUI, and other fertility-enhancing procedures.

- **Neonatal Care:**

Advanced Neonatal Intensive Care Unit (NICU) services for managing premature or critically ill newborns.

- **Diagnostic Services:**

Wide-ranging diagnostic support through lab testing, radiology, and imaging to aid accurate medical evaluation and treatment.

Key Activities:

➤ **Billing Process**

- **Software Familiarization:** Gained hands-on experience with the hospital's billing system, learning service codes and billing protocols.
- **Patient Registration:** Managed the entry of patient details accurately during the registration and billing process.
- **Invoice Handling:** Ensured precise billing by verifying services rendered and processing invoices accordingly.
- **Insurance Coordination:** Supported the insurance claim process, including documentation review and timely submission.

➤ **Floor Coordination in Gynaecology and Paediatrics OPDs**

- **Managing Patient Flow:** Coordinated patient movement within the OPD to minimize waiting time and ensure orderly consultation.

- **Appointment Handling:** Aided in setting up appointments to streamline doctor availability and maintain schedule efficiency.
- **Communication Bridge:** Facilitated smooth communication between patients and clinical staff to resolve queries and concerns.

➤ **Inpatient (IP) Rounds**

- **Clinical Observation:** Observed doctor-patient interactions and clinical discussions during daily IP rounds.
- **Understanding Care Protocols:** Gained awareness of treatment planning and the role of coordinated care among healthcare professionals.
- **Record Maintenance:** Helped in updating inpatient documentation, ensuring all clinical notes and updates were accurately recorded.

➤ **Monthly Data Analysis & Reporting**

- **Obstetrics Performance Report:** Gathered and interpreted data to assess monthly obstetrics workload against set targets.
- **Paediatric Vaccination Insights:** Compiled data on paediatric vaccination trends, patient drop-offs, and follow-up patterns.
- **New Patient Retention Tracking:** Evaluated new registrations and retention metrics to understand patient engagement levels.

➤ **Home Care Services**

- **Service Management:** Oversaw scheduling and coordination of home care services like nursing, physiotherapy, and lab visits.
- **Patient Communication:** Interacted with patients and caregivers to align care delivery with expectations.
- **Service Quality Monitoring:** Ensured adherence to quality standards and addressed any deviations promptly.

➤ **NABH Assessment Support**

- **Document Compilation:** Assisted the quality team in arranging documents required for accreditation readiness.
- **Internal Audits:** Participated in audit processes to verify compliance with NABH standards and suggest improvements.

Key Learnings from Internship:

- **Billing Procedures:** Acquired comprehensive knowledge of hospital billing workflows, recognizing the critical role of precision and the complexities involved in handling insurance processes.
- **OPD Management:** Strengthened coordination and interpersonal skills necessary for managing outpatient department operations and improving patient experience.
- **Clinical Learning:** Gained meaningful exposure to inpatient care by attending rounds, observing integrated care approaches involving multiple healthcare professionals.
- **Data Interpretation:** Improved data-handling and analytical capabilities by compiling and analysing various performance reports to draw insights and track progress.
- **Quality and Compliance:** Understood hospital quality protocols, the importance of accurate documentation, and the function of internal quality audits in maintaining standards.

Conclusion:

My internship experience at Cloudnine Hospital was both enriching and insightful, offering exposure to multiple facets of hospital administration and patient care. Engaging directly with healthcare operations and collaborating with experienced professionals allowed me to gain practical skills and deepen my understanding of the healthcare sector. This opportunity has laid a strong foundation for my future in healthcare management by enhancing both my competence and confidence in the field.