

Internship Report

Student Name: Kassamkauthiyal Rohan George

Faculty Guide: Dr. Arindam Das

Institution: IIHMR University

Hospital: Apollo Hospitals International Limited, Gandhinagar

Duration: March-May

Introduction

The internship at Apollo Hospitals International Limited, Gandhinagar, offered practical exposure to the functioning of a renowned tertiary care hospital with international standards. The hospital is well-known for its commitment to patient safety, advanced medical technology, and excellence in clinical care. The internship helped me gain hands-on experience in hospital management, quality control, and patient safety practices.

Objective of Internship

- To acquire hands-on experience in hospital administration, quality assurance, and patient safety practices.
- To understand workflows in clinical and non-clinical departments of a tertiary care hospital.
- To contribute to quality audits and documentation aligned with accreditation standards.

Mission

To bring healthcare of international standards within the reach of every individual through patient-centric care, technological advancement, and clinical excellence.

Vision

To be the most respected healthcare provider in the world, recognized for excellence in patient care, ethics, and medical innovation.

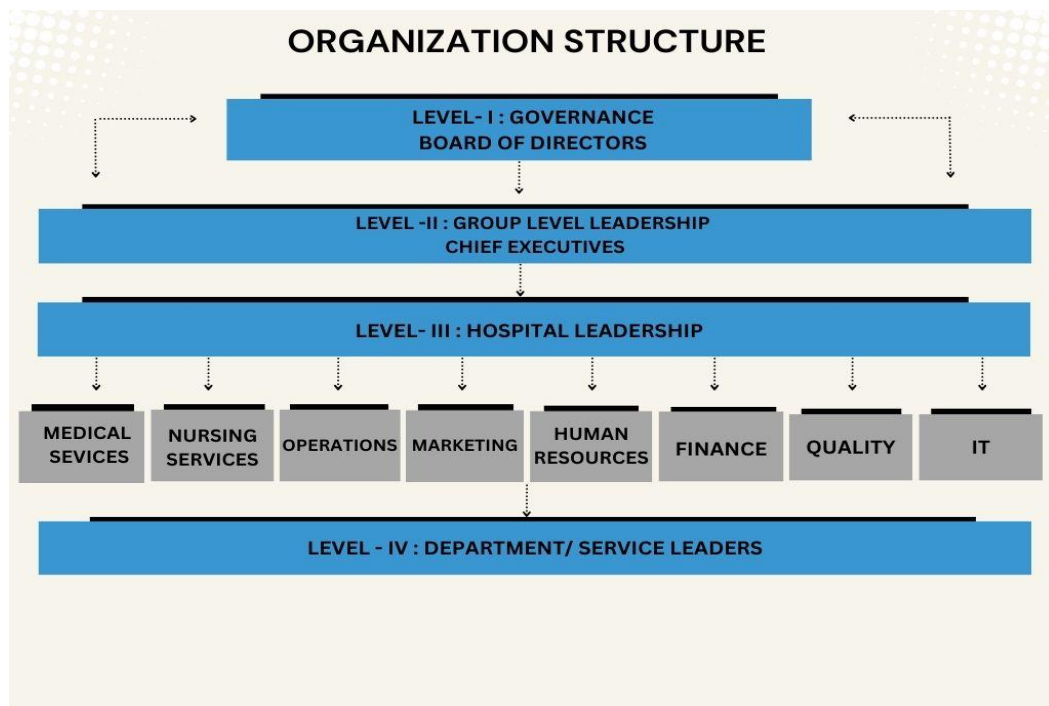
Values

- Compassion: Providing care with empathy and respect.
- Integrity: Upholding ethical practices in all actions.
- Excellence: Commitment to high standards of care and continuous improvement.
- Innovation: Embracing advanced technology and evidence-based practice.
- Teamwork: Promoting interdisciplinary collaboration.
- Responsibility: Accountability towards patients, staff, and the community.

Organisational Profile

Apollo Hospitals International Limited, Gandhinagar, is a 300-bedded multispecialty tertiary care hospital offering comprehensive healthcare services across various specialties. It is equipped with advanced technology, modular OTs, and centers of excellence in cardiac sciences, neurosciences, oncology, orthopedics, nephrology, and transplants. The hospital is JCI accredited.

Organisational Structure:



Scope of Services

Clinical Services

- Cardiology
- Cardiothoracic Surgery,
- Neurology
- Neurosurgery
- Oncology
- Orthopedics
- Nephrology
- Urology
- Gastroenterology
- General Surgery
- Critical Care
- Endocrinology
- Pulmonology
- ENT
- Pediatrics
- Obstetrics & Gynecology
- Plastic Surgery.

Support Services

- Pathology
- Radiology
- Blood Bank
- Pharmacy
- Physiotherapy
- Dietetics
- Ambulance Service
- Biomedical Waste Management
- Microbiology.

Floor-wise Layout of the Hospital

- Ground Floor:

Emergency, Billing Department, Admission Desk, TPA Desk, Waiting Area, Laboratory, Radiology Department, Preventive Health Checkup, Microbiology Department, Security, OPDs

- First Floor:

OPDs, Cancer Wards, Semi-Deluxe Rooms, General Ward

- Second Floor:

MICU, SICU, Private Wards

- Third Floor:

LDR (Labor Room), OT Complex, NICU, PICU, Endoscopy Room

- Fourth Floor:

MICU, HDU, SICU, CCU, CTVS

- Fifth Floor:

Management Floor

Key Activities Undertaken / Projects Other Than Dissertation

- Participated in infection control audits (hand hygiene, biomedical waste management).
- Assisted in NABH documentation, gap analysis, and preparedness review.
- Observed patient workflow and service delivery in Preventive Health Checkup department.
- Supported data collection for quality indicators (e.g., medication safety, SSI monitoring).
- Attended quality, safety, and administration meetings.

Key Learnings from Internship

□ **Understanding Accreditation Standards (NABH, JCI):**

I gained comprehensive knowledge about the requirements of national and international accreditation bodies. I learned how NABH and JCI standards guide hospital processes, documentation, patient safety initiatives, and quality improvement programs. I understood how hospitals maintain compliance through continuous monitoring, internal audits, and staff training.

□ **Practical Application of Infection Control and Patient Safety Practices:**

The internship deepened my understanding of hospital infection control protocols, including hand hygiene, biomedical waste management, sterilization, and environmental cleaning. I observed the implementation of patient safety initiatives, such as surgical safety checklists, fall risk assessments, and medication safety practices.

□ **Documentation, Audit Methodology, and Data Analysis:**

I strengthened my skills in preparing and reviewing various hospital documents essential for compliance and quality monitoring. I actively contributed to internal audits by using structured checklists and learned how to identify gaps in practices. I also practiced basic data analysis, including summarizing audit findings and preparing reports for quality teams.

□ **IPD Admission Management:**

I was actively involved in managing the admission process of inpatients (IPD), gaining an understanding of the workflow from patient arrival to ward allocation. This included coordinating with admission desks, TPA, billing, and clinical departments to ensure smooth and timely admissions.

□ **Patient Experience and Satisfaction Monitoring:**

I assisted in collecting and analyzing feedback from patients regarding their experience across various services. This gave me insights into factors that influence patient satisfaction and how hospitals use this data for service improvement.

□ **Reducing Turnaround Time (TAT) for IPD Admissions:**

I contributed to initiatives aimed at reducing delays in IPD admissions. By identifying process bottlenecks and suggesting workflow improvements, I helped in minimizing waiting times and enhancing patient experience.

□ **Daily Hospital Operations and Interdepartmental Coordination:**

I observed and understood the complexity of daily hospital operations, including how different departments (clinical and non-clinical) work together. This exposure helped me appreciate the importance of communication, timely information sharing, and collaboration in delivering seamless patient care.

□ **Bed Management and Resource Optimization:**

I gained practical experience in bed management processes, understanding how hospitals allocate and track beds for efficient patient flow. I observed strategies for handling bed shortages, emergency admissions, and ensuring appropriate utilization of hospital resources.

□ **Teamwork, Communication, and Problem-Solving:**

Working with diverse teams during my internship improved my ability to communicate clearly, coordinate with various stakeholders, and participate in problem-solving discussions. I learned the importance of teamwork in achieving common goals, especially in high-pressure hospital environment.

Conclusion

The internship at Apollo Hospitals International Limited, Gandhinagar, provided comprehensive exposure to hospital operations, quality assurance processes, and patient safety practices. The experience contributed significantly to my understanding of hospital management and quality systems. In conclusion, the hospital provided my insights of hospital operations, and the major key learnings as follows:

- Gained insights into accreditation (NABH, JCI) standards and hospital compliance requirements.
- Learned practical aspects of infection control practices and patient safety initiatives.
- Strengthened skills in documentation, audit methodology, and data analysis.
- Managed admission processes of IPD patients, ensuring efficiency and accuracy.
- Monitored patient experience and satisfaction, and contributed to service quality improvements.
- Contributed to reducing turnaround time (TAT) for IPD admissions through process optimization.
- Understood the daily operations of the hospital, including interdepartmental coordination.
- Gained practical experience in bed management and allocation strategies for optimal patient flow.
- Improved teamwork, communication, and problem-solving abilities, working alongside multidisciplinary teams.