

Internship Report

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Institution: IIHMR University

Hospital: Eternal Hospital (EHCC), Jaipur

Duration: March- May

Introduction

The internship at Eternal Hospital (EHCC), Jaipur, was an invaluable learning experience that allowed me to observe, participate, and contribute to the functioning of a reputed multi-specialty tertiary care hospital. EHCC, with its 300-bed capacity, is dedicated to offering high-quality healthcare backed by state-of-the-art technology, skilled medical professionals, and patient-centered services. This internship provided exposure to clinical operations, quality assurance, and patient safety frameworks critical in modern healthcare.

Objective of Internship

The primary aim of this internship was to acquire hands-on experience in hospital management, quality assurance, and patient

safety practices, while actively participating in audits, compliance checks, and process improvements aligned with the dissertation work.

Mission

To provide comprehensive, patient-focused healthcare with compassion, integrity, and excellence, while adhering to the highest standards of medical ethics and continuous quality advancement.

Vision

To be recognized as a global leader in healthcare, known for medical excellence, innovation, and patient safety, while significantly contributing to the health and wellness of the community.

Values

- **Compassion:** Providing care with empathy and dignity.
- **Integrity:** Ensuring transparency and ethical conduct at every step.
- **Excellence:** Committing to the highest standards of clinical care.
- **Innovation:** Promoting research and embracing technological advancements.

- **Teamwork:** Encouraging interdisciplinary collaboration for holistic care.
- **Accountability:** Being responsible for our decisions and actions.

Organisational Profile

EHCC is a modern multi-specialty hospital, designed across multiple blocks (A, B, C) with DG and parking areas, delivering world-class services:

Plot Size: 7,500 sq.m

Beds: 300 (251 operational)

Structure: 2 basements + ground + 7 floors

Operating Theatres: 7

Cath Labs: 2

Hospital Layout

Upper Basement

- IPD Pharmacy
- Food & Beverages (F&B)
- Mortuary
- Dialysis

- TPA
- Laboratory
- STP

Lower Basement

- MRD (Medical Records Department)
- Engineering
- Clinical Research
- Gas Plant
- Water Pump Room

Ground Floor

- OPDs
- Emergency
- Radiology
- OP Pharmacy
- Endoscopy
- Procedure Room

Mezzanine Floor

- Management Block
- Physiotherapy
- Wellness / PHC
- IT
- OPDs
- NIC (Neonatal Intensive Care)
- Neuro ICU

First Floor

- Cath Lab
- MICU-1, MICU-2
- Heart Command-1, Heart Command-2
- Cardiac OPDs

Second Floor

- Operation Complex
- Pre & post operative areas
- CTVS ICU
- CTVS doctors chamber

- SICU

Third Floor

- Private Rooms
- General ward
- Semi Deluxe Rooms
- Deluxe rooms
- Super deluxe rooms
- HDU

Fourth floor:

- Private rooms
- Suite rooms
- NICU
- Labor room
- Labor OT
- Lactation Room

Fifth Floor:

- President suites
- Suite room
- Private rooms
- Semi deluxe rooms
- General ward
- MICU 3

Scope of Services

Clinical Services

- Anesthesia
- Dental
- Dermatology
- ENT (Ear, Nose & Throat)
- Obstetrics & Gynecology
- General Surgery
- Internal Medicine
- Orthopedics
- Pediatrics
- Pulmonology
- Urology
- Cardio Thoracic & Vascular Surgeries (CTVS)
- Interventional Cardiology

- Heart Transplant
- Kidney Transplant
- Endocrinology
- GI Surgery
- Gastroenterology
- Non-Invasive Cardiology
- Nephrology
- Rheumatology
- Plastic Surgery
- Neurology
- Neuro & Spine Surgeries
- Ophthalmology

Support Services

- Ambulance Service
- Dietetics
- Physiotherapy
- Blood Bank
- Pathology
- Radio Diagnosis
- Pharmacy

Key Activities Undertaken / Projects Other Than Dissertation

- Assisted in preventive health checkup (PHC) workflows, patient education, and counseling.
- Participated in ward audits using structured compliance checklists.
- Conducted audits of blood sample dispatch processes from IPDs to laboratory.
- Executed IPSG (International Patient Safety Goals) audits in wards.
- Observed multi-departmental coordination during quality meetings and drills.

Key Learnings from Internship

- Developed hands-on skills in PHC department operations and preventive care strategies.
- Enhanced understanding of hospital audit processes, including IPSG and blood sample audits.
- Gained experience in using checklists for quality and compliance audits in wards.
- Improved analytical skills in documentation, reporting, and gap identification.

- Strengthened communication, teamwork, and problem-solving abilities.
- Learned importance of real-time monitoring and feedback for process improvement.
- Understood integration of quality management systems in daily hospital operations.

Conclusion

This internship provided a well-rounded exposure to hospital operations, with a focus on quality management, audits, and patient safety practices. The practical experience gained will be instrumental in shaping my career in healthcare administration and quality assurance, reinforcing my commitment to continuous learning and improvement.