

INTERNSHIP AT ETERNAL HOSPITAL SANGANER, JAIPUR



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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INTERNSHIP REPORT

INTRODUCTION

This report outlines my internship experience at Eternal Hospital, Sanganer, Jaipur, with a specific focus on studying **Outpatient Department (OPD) Turnaround Time**. This internship provided a dynamic platform to explore patient flow, time management, and administrative efficiency in the outpatient setting of a multispecialty hospital.

INTERNSHIP OBJECTIVES

The aim of this internship was to integrate academic knowledge with practical exposure in hospital operations. My focus was directed towards:

- Understanding the patient journey in the OPD setting.
- Observing scheduling, registration, consultation, and billing processes.
- Identifying delays in patient flow and service delivery.
- Learning about OPD management and departmental coordination.
- Conducting a research project on **Reducing Patient Waiting Time** in OPD.
- Engaging with staff and patients to evaluate satisfaction levels.
- Gaining exposure to quality improvement initiatives and data auditing.

ABOUT THE ORGANIZATION

Eternal Hospital, Sanganer, Jaipur, is a premier multispecialty healthcare institution, offering a combination of advanced medical technology and personalized care. The hospital operates a busy and well-structured OPD system, serving hundreds of patients daily across various specialties with streamlined protocols and a patient-first approach.

SERVICES OBSERVED IN OPD

During my OPD internship, I observed the following key services:

- **Patient Registration & Reception:** Initial entry point, demographic entry, and token issuance.
- **Departmental Consultations:** Specialized services in cardiology, neurology, orthopedics, general medicine, gynecology, etc.
- **Nursing Support:** Vital signs monitoring, patient flow guidance, and documentation.
- **Diagnostics Coordination:** Immediate referrals for X-ray, pathology, ECG, and other investigations.
- **Billing Services:** Cashless billing and report dispatch.
- **Feedback and Grievance Redressal:** Collection and resolution of patient concerns.

PROJECT UNDERTAKEN

I conducted a dissertation project titled:

"Reducing Patient Waiting Time: A Comprehensive Analysis of OPD Turnaround Time"

Key elements of the project included:

- **Sample Size:** 200 patients (50 from each of 4 major departments)
- **Study Duration:** 2 months (March–April)
- **Data Collection:** Direct observation, patient interviews, and timing audits
- **Metrics Studied:** Time taken at registration, consultation, diagnostics, billing, and pharmacy
- **Outcome:** Recommendations for reducing patient waiting time and improving satisfaction

KEY LEARNINGS

This internship enriched my understanding of OPD workflows and administrative functions. Major insights gained include:

- **Patient-Centric Care:** Importance of minimizing waiting time for patient satisfaction.
- **Operational Bottlenecks:** Identification of peak-time delays and documentation lags.
- **Time-Motion Analysis:** Applying real-time audits to improve service flow.
- **Inter-Departmental Coordination:** Ensuring timely diagnostics and report sharing.
- **Research Skills:** Designing surveys, analyzing patient feedback, and presenting data.
- **Quality Improvement:** Recommending feasible strategies for workflow enhancement.