



Internship Report

The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA) in

Hospital and Health

by

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2025

INTRODUCTION

The internship at Paras Hospital, Gurgaon, marked a pivotal stage in my journey as a healthcare management student. This report encapsulates my 12-week experiential learning at the Department of Medical Administration, undertaken from 10th March 2025 to 31st May 2025, as part of the curriculum for the MBA in Hospital and Health Management at IIHMR University.

Paras Hospital is a renowned tertiary care multispecialty hospital equipped with advanced infrastructure and a highly experienced clinical team. The medical administration department functions as the nerve centre of hospital operations, ensuring clinical coordination, administrative compliance, and quality service delivery. Interning in this dynamic environment allowed me to gain an inside view of the strategic and operational aspects of healthcare management.

The core focus of my internship was to observe, understand, and contribute to day-to-day administrative processes including patient movement, interdepartmental coordination, discharge planning, and feedback resolution.

This hands-on experience deepened my understanding of the critical role played by non-clinical services in maintaining hospital efficiency, regulatory compliance, and patient satisfaction. It offered me a platform to bridge theoretical knowledge with practical execution while also enhancing my organizational, communication, and analytical skills.

Paras Hospital, a tertiary care facility, offered an excellent platform to understand real-time coordination between clinical and non-clinical departments. During my internship, I observed, assisted, and executed multiple administrative processes related to patient flow, doctor coordination, and interdepartmental communication.

This internship provided me with a practical understanding of hospital operations, patient management systems, and the role of administration in ensuring quality healthcare delivery.

OBJECTIVES OF INTERNSHIP

- To understand the functional role of medical administration in a tertiary care hospital.
- To observe and assist in patient flow management and coordination with medical staff.
- To evaluate current administrative processes and suggest strategies for optimization.
- To learn and support documentation, discharge summaries.
- To gain experience in coordination with doctors, nursing staff, and allied departments.
- To familiarize with EMR, HIS, and internal communication systems.
- To assist in identifying, monitoring, and resolving administrative bottlenecks related to long-stay patients.

ORGANIZATIONAL PROFILE

Paras Hospitals is a leading chain of multispecialty tertiary care hospitals operating across North India. Paras Hospital, Gurgaon, established as the flagship unit, is a NABH-accredited institution known for providing high-quality, patient-centric medical services. With state-of-the-art infrastructure and a wide range of specialties, it serves as a referral centre for critical care, advanced surgeries, and multidisciplinary treatments.

The hospital's mission is to deliver accessible, affordable, and accountable healthcare services with empathy and innovation. It is committed to clinical excellence, quality assurance, and patient safety.

Key Highlights:

- Over 250+ beds with ICU, NICU, and HDU facilities
- Accredited by NABH and NABL
- Advanced medical technology including robotic surgery, modular OTs, and integrated EMR systems
- Departments include Cardiology, Oncology, Neurology, Orthopaedics, Critical Care, and more
- 24x7 Emergency and Trauma Care with fully equipped ambulance services

The Medical Administration Department is the core link between clinical teams and non-clinical operations. It ensures protocol adherence, coordinates patient flow, supports hospital-wide communication, manages ICU/OT schedules, supervises infection control efforts, and plays a crucial role in discharge planning and documentation accuracy.

SERVICES PROVIDED BY ORGANIZATION

Paras Hospital offers a comprehensive suite of medical and administrative services to ensure effective patient care and operational efficiency. The services managed or supported by the Medical Administration Department include:

- Patient Flow Management

The medical administration team ensures that patient movement — from admission, diagnostics, surgery, ICU transfer, to discharge — is smooth and efficient. This includes coordination with nursing stations, porters, consultants, and billing to prevent delays or unnecessary transfers.

- Doctor Coordination

Administration prepares the daily rosters, coordinates OPD and IPD assignments, and ensures consultant availability for ICU rounds, emergency calls, and elective surgeries. It also involves maintaining communication regarding duty changes, handovers, and escalation protocols.

- Medical Records Management

Accurate documentation and timely completion of records are essential for medico-legal compliance. The administration team verifies EMR entries, ensures discharge summary accuracy, and helps MRD maintain files for audits and NABH compliance.

- Billing and Insurance Coordination

A crucial function is to align treatment records with billing and insurance documentation. Administrators help ensure that patient files are complete, discharge intimation is timely, and any pre-authorization requirements or insurance-related clarifications are addressed efficiently with the TPA desk.

- Infection Control Oversight

The administration supports the Infection Control Team in ensuring that hospital-acquired infection (HAI) prevention protocols are followed. This

includes participation in hygiene audits, PPE compliance monitoring, and documentation related to biomedical waste segregation and disposal.

- OT and ICU Scheduling

Coordinating surgeries involves booking OT slots, ensuring surgeon and anaesthetist availability, verifying preoperative checklists, and ensuring timely shifting of patients. ICU scheduling requires managing bed occupancy, discharge, or transfer planning, especially for long-stay or high-dependency patients.

- Emergency Preparedness and Support

The administration participates in drills (Code Blue, Code Red, Code Pink), ensures roles are assigned and documented, maintains communication protocols, and ensures emergency kits and logs are audit ready. They also act as support liaisons during mass casualty scenarios.

- Patient Feedback and Grievance Handling

Patient satisfaction is monitored through structured feedback systems (forms, calls). The administration compiles, categorizes, and escalates complaints or suggestions and works with departments to close the feedback loop. This also contributes to Quality Indicator reporting.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Admission Form Audit

Conducted periodic reviews of ER and ward admission forms to identify documentation gaps and propose solutions to minimize rejection by insurance.

- Patient Feedback Analysis

Categorized patient complaints and suggestions into key service quality domains. Drafted weekly reports for quality and HOD meetings.

- HAI Surveillance Support

Participated in infection control audits, collected data for VAP, CAUTI, and SSI indicators, and reported hygiene lapses to the infection control committee.

- EMR Quality Checks

Identified common EMR entry errors and created a checklist to help junior doctors and nurses improve documentation quality.

- Long-Stay Patient Review

Conducted daily rounds with medical administration to track reasons for prolonged stays, coordinated with clinical teams to expedite discharges, and supported communication with patient families.

KEY LEARNINGS FROM INTERNSHIP

- Understanding Healthcare Operations

Gained practical exposure to how a tertiary care hospital functions at an administrative level. Observed the complexity of hospital workflows and the importance of seamless coordination between departments.

- Improved Communication Skills

Learned effective communication across multiple stakeholders, including doctors, nurses, patients, billing teams, and support staff. Developed professional behaviour for both internal communication and patient interaction.

- Documentation and Coding Proficiency

Became proficient in electronic medical records (EMR), discharge summary formats, and ICD-10 coding standards. Assisted in identifying documentation gaps and supporting audits.

- Patient-Centric Thinking

Learned the importance of empathy and administrative support in improving patient experience, especially while handling feedback, grievances, and discharge-related communication.

- Coordination During Emergencies

Participated in mock drills and understood the protocols for Code Blue, Code Red, and emergency OT mobilization. Saw firsthand the importance of preparedness in healthcare.

- HAI Monitoring and Infection Control

Gained awareness of hospital-acquired infections and the critical role administration plays in infection control rounds and compliance.

- Long-Stay Patient Management

Worked with clinical teams to identify causes of prolonged hospital stays and supported action planning for early discharge wherever feasible.

- Use of Digital Systems

Became familiar with hospital information systems (HIS) and patient tracking .