

INTERNSHIP REPORT

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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Under the Supervision and Guidance of

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1. Introduction

CK Birla Hospital, Jaipur is a 230-bed tertiary care centre renowned for its patient-centric services and cutting-edge support departments. From 17 March to 16 April 2025, I completed an eight-week internship in its Linen & Laundry and Housekeeping divisions, working under the guidance of my Preceptor, Ms. Devyanshi Kalambe (Head—Housekeeping Services). The aim was to observe and participate in day-to-day operations, identify process gaps, and develop managerial competencies in a real-world hospital setting.

2. Objectives of Internship

1. **Map & Analyse Workflows**
 - Document end-to-end linen and housekeeping processes, from request to delivery.
2. **Develop Documentation Skills**
 - Create floor-wise observation logs, checklists, and snagging registers.
3. **Conduct Quality Audits**
 - Perform systematic audits of cleaning routines and linen organization across five floors.
4. **Propose Process Improvements**
 - Identify at least three actionable recommendations based on daily findings.
5. **Enhance Soft Skills**
 - Build teamwork, communication, and professional grooming standards alongside support-service staff.

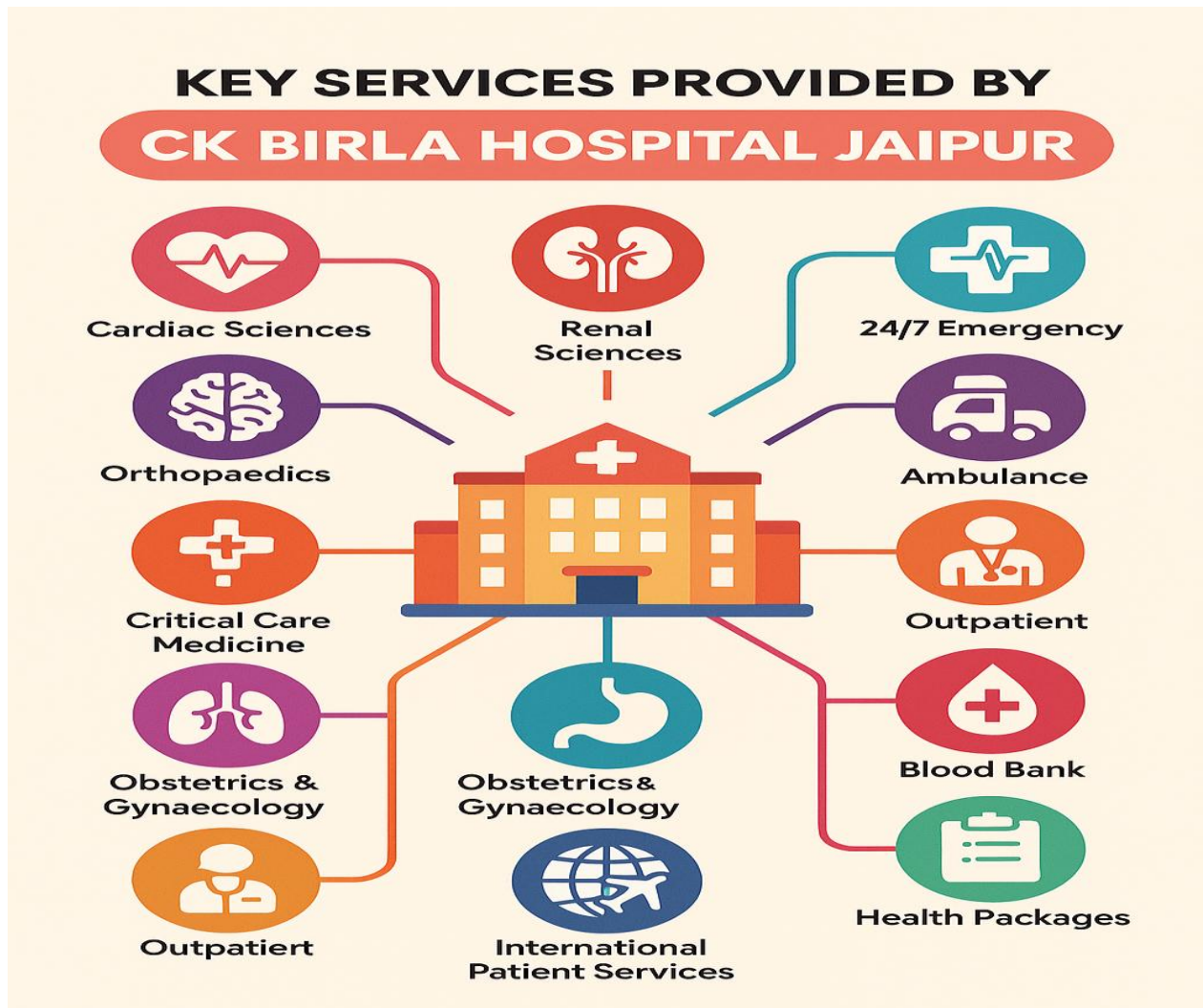
3. Organizational Profile

CK Birla Hospital, Jaipur

- **Establishment & Ownership:** Founded in 2010 under the CK Birla Group, it operates as a private multi-specialty facility.
- **Mission & Vision:** “Deliver world-class healthcare with compassion.” Accredited by NABH for excellence in patient safety.
- **Facilities:**
 - 230 inpatient beds (ICU, MICU, Neuro ICU)
 - 6 operating theatres, 24×7 emergency
 - Support services: Linen & Laundry, Central Sterile Supply, Housekeeping, Biomedical Waste Management
 - Diagnostics: Digital Radiology, Pathology, Cardiology Labs
- **Structure:**
 - **Board of Directors → CEO → Heads of Clinical Departments**

- Support services report to the **Chief Operating Officer**; my Preceptor's team sits under Housekeeping & Support.

4. Services Provided by Organization



Here are the key services provided by CK Birla Hospital Jaipur:

- **Core Specialities:**
 - Critical Care Medicine
 - Pulmonology
 - Neurosciences
 - Orthopaedics & Joint Replacement

- Cardiac Sciences
- Renal Science
- **Top Procedures:**
 - Robotic Surgery
 - Renal Sciences
 - Pulmonology
 - Orthopaedics & Joint Replacement
 - Obstetrics & Gynaecology
 - Gastroenterology
- **Support Services:**
 - 24×7 Emergency Department
 - 24×7 Ambulance Service
 - Outpatient Department (OPD)
 - 24×7 Blood Bank
 - Online Appointment Booking
 - Preventive & Executive Health Checkup Packages
 - International Patient Services (visa assistance, lodging support, translation)

6. Key Activities / Projects Undertaken Other than Dissertation

Project / Activity	Duration	Role & Tools	Outcome
Floor-Wise Observation Rounds	17 Mar–16 Apr '25	Daily rounds on 1st–5th floors; documented in Google Sheets	Logged 50+ observations; identified 12 recurring gaps in cleaning and linen storage.
F&B Department Workflow	20 Mar '25	Process-flow mapping; stakeholder interviews	Suggested re-routing service trolleys to avoid corridor congestion at peak hours.
CSSD Workflow Study	22 Mar '25	Shadowed CSSD staff; mapped sterilization cycle in Vision	Highlighted a 2-hour bottleneck; proposed buffer trolley to reduce instrument wait times.

Snagging & Checklist Design	25 Mar–27 Mar '25	Created “snag register” in Excel; trained 5 staff	Reduced repeat issues by 20% by ensuring sign-off on each room audit.
Patient Experience Team Rounds	27 Mar '25	Accompanied team, noted feedback on bed-linen & uniform hygiene	Compiled a summary report; 85% of patients rated room cleanliness as “Good” or “Excellent.”
Uniform Size-Mismatch Audit	1 May–10 May '25	Designed Google Form; analysed 120 staff responses in Excel	Found 27% mismatches due to missing size tags; drafted proposal for rack labelling.

6. Key Learnings from Internship

1. Operational & Analytical Skills

- Mastered basic Lean tools (5S, visual controls) and calculated TAT averages, standard deviations and on-time percentages in Excel.

2. Documentation & Reporting

- Developed a habit of daily debrief emails to my Preceptor, summarizing key findings with annotated photos and actionable checklists.

3. Teamwork & Communication

- Coordinated cross-department “stand-up” meetings each morning, improving information flow between nursing, housekeeping and linen teams.

4. Professional Grooming & Ethics

- Upheld the hospital’s dress code and confidentiality norms; learned the importance of personal presentation in patient-facing roles.

5. Strategic Recommendations for CK Birla Hospital

- Implement decentralized “Uniform Kiosks” on each floor with badge-scan logging.
- Standardize daily cleaning checklists via a mobile app to ensure real-time sign-off.
- Introduce visual numeric tags on linen racks to eliminate size-mismatch delays.