

INTERNSHIP REPORT

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Enrollment No – IIHMRU/01/1746

Batch – 2023-2025

Department – Institute of Health Management Research

Introduction –

This report provides an overview of an internship activities undertaken at CKS Hospital, particularly focusing on the preparation and operational workflow on CKS Hospital in Jaipur. On the other hand, management trainee in general administration role which involved pivotal tasks such as tracking records, interdepartmental coordination, quality control, IT terminal planning, and outpatient department layout assistance. These activities were integral phase to construct a new obstacle on clinical excellence and distinctive patient care for state of art healthcare facilities on national and international level. This report highlights key learnings in project management, interdepartmental collaboration, marketing strategies, facility planning, regulatory compliance, quality assurance, and patient experiences on fully operational workflow data. This observation enhances patient experience in every different department to provide benchmarks and management style.

Internship Objectives –

1. Understanding Hospital Operations
2. Department Learning
3. Quality and Accreditation Practices
4. Patient Care Services
5. Hospital Information Systems
6. Administration Exposure
7. Data Analysis and Reporting
8. Leadership Learning
9. Infection Control and Safety Protocol
10. Project Research

Understanding Hospital Operations-

To gain comprehensive exposure to the structure, functioning, and inter-departmental coordination within a multi-super specialty hospital.

Department Learning-

To observe and understand the role and workflow of various clinical and non-clinical departments (e.g., OPD, IPD, Emergency, Pharmacy, Billing, Radiology, etc.).

Quality and Accreditation Practices-

To understand NABH accreditation standards and implementation practices followed by Apex Hospital.

To assist in quality audits or documentation under the guidance of the Quality Assurance Department.

Patient Care Services-

To assess patient flow and service delivery models and identify gaps in patient satisfaction and experience.

Hospital Information Systems-

To learn the functioning of digital systems used for registration, diagnostics, billing, EMR, and discharge planning.

Administration Exposure-

To assist in day-to-day administrative tasks such as staff scheduling, inventory management, patient feedback, or facility management.

Data Analysis and Reporting-

To collect, interpret, and present data related to hospital performance indicators such as bed occupancy rate, average length of stay, OPD/IPD ratio, etc.

Leadership Learning-

To observe the decision-making process of hospital leadership and understand how strategic and operational decisions are taken.

Infection Control and Safety Protocol-

To study hospital infection control measures, biomedical waste management, and patient safety protocols in line with healthcare standards.

Project Research-

To undertake a mini project or case study on a specific hospital function or process improvement area as assigned by the mentor.

Organization Profile – CKS Hospital, Jaipur

CKS Hospitals is a leading chain of NABH-accredited super-specialty hospitals based in Jaipur, Rajasthan, with a legacy spanning over three decades. The institution has grown into one of the fastest-growing multi-super specialty hospital networks in the region, renowned for its commitment to advanced medical care, clinical research, and compassionate service.

Networks and Locations:

CKS Hospitals operates only one facility across Rajasthan. These centres are strategically located to provide accessible, high-quality healthcare services across the state such as Sikar

Services Provided by Organization –

The hospital is particularly noted for pioneering robotic surgeries in Rajasthan using a Make-in-India robotic system. The flagship unit with over 200 beds, more than 70 doctors, and 40+ nurses. CKS Hospitals offers comprehensive medical services across over 36 specialties, including

Cardiology & Cardiothoracic Surgery
Neurology & Neurosurgery
Oncology (including Robotic Oncology Surgery)
Gastroenterology
Orthopedics
Urology & Kidney Transplant
Nephrology
Critical Care & ICU
General & Laparoscopic Surgery
Haemato-Oncology

Activities Undertaken on Internship –

ACCESS TO OPD SERVICES:

CKS HOSPITAL CARD (HH NUMBER)

All patients who visit the Free OPD for the first time for consultation/other services are issued a card. This card is known as the HH Card and is attached to the registration form and is issued to the patient at the time of registration. The HH number is present on the card.

The HH number and card being Important as with the help of it, Medical Record folders can be accessed. Patients are advised to always carry their HH card number whenever they are visiting the OPD for follow up visits or when admitted as inpatient.

PATIENT CARD - STAFF

All time full employees of the hospital and their dependent family members are entitled to free treatment, as one of the staff welfare measures. For this purpose, the employees are issued a patient card – STAFF.

EXTERNAL PATIENT TOKEN NUMBER

Outpatients visiting OPD for the first time, as referrals from external sources, and requiring only Investigations, are not issued a HH card. The system generates an EX-no. for that particular transaction only.

OPD APPOINTMENT

Appointments can be fixed over the telephone to the HTMT Call center (facility for patient appointments have been outsourced) or personally across the Reception counter. Fax and e-mail facilities are also available.

NON APPOINTMENT PATIENTS

In the normal course, consultants see the patients only by prior appointment. However, exceptions are made to this system in the interest of the patients, or Non-Appointment or Walk in patients are given appointment if a time slot is available. Patients who have come as Non appointments are normally seen by the consultants after all the other waiting patients with prior patients, are seen (except in emergency cases).

HEALTH CHECKUP

The Executive Health Check-up department, a part of OPD services is a wing of this Multispecialty Hospital dedicated to the diagnostic and preventive side of patient care. The executive Health Check-up department is a place where healthy patients come in for prognosis of disease or to know about the preventive and curative aspect of Conditions they may already have. This system facilitates the patient to get all the required investigations/consultations done without having to pay for either consultation and/or for each individual item of Pathological or Imaging Investigations. It is a center point where the potential customers come directly into contact with the hospital services. This department therefore can be a point to draw in patients to become in-patients or for them to come even for follow-up OPD consultations.

Sections and Timings of OPD

Apex is divided into:

a) CKS Hospital: where patients must pay for the services rendered

(Timings: 8.00 hrs to 20:00 hrs-from Monday to Friday)

(Timings: 8.00hrs to 18.00 hrs-Saturdays)

b) Free OPD: where patients get free consultation

(Timings: as per consultant's schedule)

c) Report Delivery

(Timings: 8:00 hrs to 20.00 hrs-Monday to Friday)

(Timings: 8:00 hrs to 18.00 hrs-Saturdays)

Key Learnings-

Hospital Functioning & Departmental Coordination

Quality Assurance & NABH Standards

Patient Care and Service Delivery

Soft Skills & Professionalism