



INTERNSHIP REPORT

INTRA HOSPITAL PATIENTS TRANSPORT AT FORTIS ESCORTS HOSPITAL JAIPUR



The IIHMR University, Jaipur

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Internship Period: 10 March, 2025 - 31 May, 2025

Hospital Working Time: 10:00AM - 6:00 PM, Monday to Saturday

Intern: MAYUREE RAHANGDALE

University: IIHMR University, Jaipur

Degree: Master of Business Administration (MBA) in Hospital and Health Management

Supervisor: TRIPTI BISWAS

1. Introduction

During my internship at Fortis Escorts Hospital Jaipur, I focused on the intra-hospital patient transport system. Intra-hospital patient transport refers to the movement of patients between different departments or sections within the hospital, such as from the emergency room to diagnostic facilities or from inpatient wards to operating theaters. My role involved observing the existing processes, analyzing efficiency, identifying potential areas for improvement, and proposing solutions to streamline the transport system.

2. Objectives

- To understand the existing intra-hospital patient transport system.
- To identify inefficiencies, bottlenecks, and safety concerns in the transportation of patients.
- To propose recommendations for improving the system's quality, efficiency, and safety.

3. Activities and Responsibilities

- **Observation:** Spent time observing the patient transport procedures, including how patients are moved from one department to another.
- **Data Collection:** Collected data on patient transport times, delays, safety measures, and communication between departments.
- **Interviews:** Conducted interviews with transport staff, nurses, doctors, and healthcare administrators involved in patient movement.
- **Documentation Review:** Reviewed relevant Standard Operating Procedures (SOPs) related to patient transport, safety protocols, and equipment used.
- **Analysis:** Analyzed the data collected to identify any inefficiencies, safety hazards, and communication issues.

4. Key Findings

- **Delayed Transport:** Patient transport times were often delayed due to lack of coordination between departments and inadequate transport staff.

- **Inadequate Equipment:** Observed that transport equipment (like stretchers, wheelchairs, and patient trolleys) was sometimes insufficient or not properly maintained, causing delays and discomfort.
- **Communication Gaps:** Poor communication between departments and transport staff resulted in confusion about patient priorities, leading to delays and sometimes patient anxiety.
- **Safety Concerns:** Transport staff sometimes lacked proper training in handling critically ill or immobile patients, leading to safety concerns.
- **Lack of Monitoring:** There was no real-time monitoring system to track the status of patient transport, leading to inefficiencies and difficulty in coordinating resources.

5. Proposed Solutions

- **Improved Coordination:** Suggested the implementation of a centralized communication system that allows staff from different departments to quickly communicate about patient transport needs and priorities.
- **Training Programs:** Recommended regular training programs for transport staff and healthcare personnel to improve their understanding of proper patient handling techniques and safety protocols.
- **Equipment Upgradation:** Advised management to invest in more transport equipment and ensure regular maintenance to avoid delays caused by equipment failures.
- **Real-Time Monitoring:** Proposed the development of a real-time tracking system to monitor the status and location of patients being transported within the hospital, improving coordination and reducing delays.
- **Standardization of Procedures:** Suggested the creation of standardized transport protocols to ensure uniformity in handling, safety, and timely transport of patients.

6. Conclusion

The internship at Fortis Escorts Hospital Jaipur provided valuable insights into the intra-hospital patient transport system. Through observations and data analysis, several key inefficiencies and areas for improvement were identified. By implementing the recommended solutions, such as improved coordination, better training, upgraded equipment, and real-time tracking, the hospital can enhance the efficiency, safety, and comfort of patient transport services. The experience reinforced the importance of communication, safety, and resource management in delivering high-quality healthcare services.

7. Acknowledgment

I am deeply grateful to TRIPTI BISWAS for their guidance and support throughout my internship. I would also like to express my gratitude to the transport staff, nurses, doctors, and administration at Fortis Escorts Hospital Jaipur for their cooperation and assistance. Their collaboration was invaluable in making my internship experience both enriching and educational.