

INTERNSHIP REPORT

BATCH – MBA(HOM) 2023-2025



Submitted by

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1 INTRODUCTION

The healthcare industry is evolving rapidly, with increasing emphasis on quality care, patient satisfaction, and operational efficiency. Hospitals are no longer limited to providing treatment alone but are now focused on delivering comprehensive and coordinated care through efficient management systems. During my internship at **Rungta Hospital, Jaipur**, I had the opportunity to work as a **Floor Coordinator**, which allowed me to gain first hand experience in the administrative and clinical functioning of a multispecialty hospital.

Rungta Hospital, located in the heart of Jaipur, is a well-established, NABH-accredited multispecialty hospital known for its high standards of patient care, modern infrastructure, and experienced medical professionals. The hospital provides a wide range of services including general medicine, surgery, orthopaedics, gynaecology, paediatrics, ICU, and emergency services, along with advanced diagnostic facilities.

As a Floor Coordinator, my role was crucial in ensuring smooth patient flow, timely coordination between departments, resolving operational issues, and supporting both patients and hospital staff. This dissertation highlights my key learnings, responsibilities, observations, and contributions during the internship period. It also includes practical insights into nursing quality indicators, care planning, interdepartmental coordination, and overall hospital management—essential components of efficient healthcare delivery.

2 OBJECTIVES

- 1. To understand the roles and responsibilities of a Floor Coordinator in a hospital setting.**
- 2. To gain practical exposure to hospital operations and patient flow management across various departments.**
- 3. To observe and assist in the coordination between clinical and non-clinical departments for smooth service delivery.**
- 4. To enhance communication and interpersonal skills by interacting with patients, attendants, doctors, and staff.**
- 5. To learn the processes related to patient admission, transfer, discharge, and billing coordination.**
- 6. To understand and implement quality care practices through nursing care plans and nursing quality indicators.**
- 7. To gain knowledge of NABH standards related to patient safety, documentation, and service excellence.**
- 8. To develop problem-solving, time management, and crisis-handling abilities in a real-time healthcare environment.**
- 9. To contribute towards efficient hospital administration by supporting day-to-day floor-level activities.**
- 10. To analyze and reflect on the learnings gained through practical experience for future application in hospital management.**

3 ABOUT THE ORGANIZATION

VISION

To be the state center of excellence in medicine, offering the highest international standards of care at affordable costs to communities worldwide.

MISSION

To revolutionize healthcare by enhancing personalized clinical care. We are committed to offering innovative, diagnostic, and therapeutic services to create a healthier future for all.

VALUES

- Integrity
- Patient Centric
- Excellence
- Hospitality
- Accountability
- Respect for ALL
- Teamwork

Rungta Hospital, established in 1990, is a premier 100 bedded multi-specialty tertiary care hospital located in Malviya Nagar, Jaipur, Rajasthan. With over three decades of dedicated service, the hospital has treated more than 1,060,000 patients and successfully performed over 77,000 surgeries. As the first private hospital in Rajasthan to introduce ICU, NICU, and ICU on wheels services, Rungta Hospital has set new standards in patient care.

4 SERVICES PROVIDED BY

ORGANIZATION

- **Clinical Services**

1. Cardiology
2. Neurology
3. Nephrology
4. Obstetrics and Gynaecology
5. Paediatrics
6. Neonatology
7. Anaesthesiology
8. Dental and Maxillofacial surgery
9. Orthopaedics
10. Bariatric Surgery
11. Emergency Medicine
12. Endocrinology
13. Gastroenterology
14. ENT
15. General Medicine
16. General Surgery
17. Critical and Intensive care

- **Radiology services**

1. Sonography
2. X-Ray
3. C.T Scan
4. Mammography

- **Laboratory Services**

- 1. Clinical Biochemistry**
- 2. Clinical Microbiology**
- 3. Cytopathology**
- 4. Haematology**
- 5. Histopathology**

- Diagnostic Services**

- 1. 2 D ECHO**
- 2. Audiometry**
- 3. Cathlab**
- 4. EEG**
- 5. EMG/EP**
- 6. Spirometry**
- 7. Treadmill Test**

- Transfusion Services**

Blood transfusion
Blood centre

- Professions Allied to Medicine**

Dietetics
Physiotherapy
Ambulance
Pharmacy

5. KEY ACTIVITIES OTHER THAN DISSERTATION

Created detailed **nursing care plans** for multiple conditions (e.g., diabetes, hypertension, COPD, surgical recovery), focusing on **assessment, nursing diagnosis, planning, implementation, and evaluation (ADPIE)** for record keeping and nursing excellence.

Designed and understood the calculation of key nursing quality indicators such as **patient falls rate, pressure ulcer incidence, medication errors, and nurse-patient ratio** for Nursing Excellence in Hospital

Collect, Analyze, and interpret data to monitor nursing performance and ensure continuous quality improvement for 2 months

Done open file audit for several departments i.e Blood Centre, Pharmacy, Laundry and CSSD for Quality Assurance and control

6. KEY LEARNINGS FROM ORGANIZATION

- Became aware of NABH protocols, infection control policies, patient safety goals, and documentation requirements.
- Understood the importance of regular audits, feedback collection, and compliance in patient care.
- Built patience, empathy, confidence, and negotiation skills while dealing with diverse patients and staff.
- Enhanced ability to stay calm under pressure and respond professionally.
- Learned how coordination between departments ensures smooth patient care and operational efficiency.
- Managed patient movement across diagnostics, wards, operation theatre, and discharge, ensuring minimal delays.
- Ensured accuracy in reports and timely communication with the Medical Records Department (MRD).