

SUMMER INTERNSHIP PROGRAM

At



FLORES HOSPITAL

From 10 March 2025 to 30 May 2025

A REPORT BY

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**MBA (Hospital and Health Management)
2023-25**

**Under the Mentorship of
Dr. Sandesh Kumar Sharma**



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1. Introduction

This internship report provides a comprehensive account of the professional experience gained during the two-month internship at **Flores Hospital**, conducted from **March 10, 2025, to May 30, 2025**. The internship was an integral component of the MBA (Hospital and Health) program at **IIHMR University, Jaipur**, and aimed at bridging academic knowledge with practical exposure.

Flores Hospital, located in Ghaziabad, Uttar Pradesh, is a modern multi-specialty healthcare facility committed to delivering high-quality and patient-centric care. The hospital was established with a vision to provide accessible, affordable, and advanced medical services to the local population and surrounding regions. Known for its compassionate care and clinical excellence, Flores Hospital blends advanced medical technology with a team of skilled healthcare professionals to address the growing healthcare needs of the community. The hospital offers a wide range of medical and surgical services across key specialties such as internal medicine, orthopedics, gynecology, pediatrics, general surgery, and critical care. It also houses well-equipped diagnostic services, including pathology and radiology, ensuring comprehensive care under one roof. With an emphasis on quality and patient safety, Flores Hospital actively follows evidence-based clinical protocols and strives to align with national healthcare standards such as those outlined by the National Accreditation Board for Hospitals and Healthcare Providers (NABH). As an institution that values continuous improvement, Flores Hospital invests in staff training, technological upgrades, and quality assurance systems. This approach makes it a suitable platform for healthcare management students to observe and learn about real-world hospital operations, quality management practices, and patient care dynamics. My internship in the Quality Department at Flores Hospital provided me with an opportunity to explore various aspects of hospital quality systems and gain practical experience in healthcare administration.

Organization vision-. Our vision is to continuously upgrade our health facilities so as to provide medical care always to me and all and make state of the art medical treatment affordable by all including the weaker section of the society.

Organization mission- our Responsibilities is to fulfill our obligation towards society, the hospital, under the aegis of SDS Memorial medical research and development society, organizes free health checkup camps in places where medical facilities are not easily accessible.

2. Objectives of the Internship

The primary objective of this internship at Flores Hospital, Ghaziabad, was to gain practical exposure to the functioning of a hospital's Quality Department and understand how quality assurance principles are implemented in a real-world healthcare setting. This internship aimed to bridge the gap between academic knowledge and practical application in hospital management, particularly with regard to quality standards, patient safety, and healthcare operations.

The specific objectives included:

1. To observe and understand the implementation of quality protocols and standard operating procedures (SOPs) in various departments of the hospital.
2. To learn about the documentation processes required for compliance with NABH (National Accreditation Board for Hospitals & Healthcare Providers) standards.
3. To assist in internal audits and identify gaps in hospital practices, thereby contributing to continuous quality improvement.
4. To study the hospital's Health Information System (HIS) and its role in enhancing service delivery and patient care.
5. To participate in quality improvement projects and mock drills related to fire safety, biomedical waste management, and infection control.
6. To develop skills in teamwork, communication, and analytical thinking by engaging with cross-functional hospital staff and the quality assurance team.

Overall, the internship was designed to enhance my understanding of quality management in a hospital environment and prepare me for a professional role in healthcare administration

3. Organizational Profile

Flores Hospital, situated in Ghaziabad, Uttar Pradesh, is a growing multi-specialty healthcare institution committed to delivering high-quality and affordable medical care. The hospital was established with the mission of providing integrated, ethical, and patient-centered services while upholding standards of clinical excellence. It caters to a wide demographic, offering services to both urban and semi-urban populations in and around Ghaziabad. Flores Hospital operates with a capacity of approximately 100vbeds and includes critical care units such as the Intensive Care Unit (ICU), Neonatal Intensive Care Unit (NICU), and High Dependency Unit (HDU). The hospital offers comprehensive medical and surgical services through its departments including General Medicine, General Surgery, Pediatrics, Obstetrics & Gynecology, Orthopedics, ENT, and more. Diagnostic services like pathology labs, radiology (X-ray, ultrasound), and pharmacy are integrated within the hospital, ensuring a one-stop solution for patient needs. The hospital emphasizes quality care, efficient processes, and a patient-friendly environment. It follows infection control protocols, biomedical waste management guidelines, and patient safety standards as part of its effort to align with NABH accreditation requirements. The hospital also invests in digital health infrastructure by implementing Hospital Information Systems (HIS) to manage patient records, billing, and diagnostics efficiently. With a team of skilled doctors, nursing staff, administrative personnel, and quality officers, Flores Hospital has established itself as a reliable healthcare provider in the region. The hospital promotes a culture of continuous learning, training, and improvement, making it an ideal place for healthcare management students to gain practical exposure and contribute meaningfully to quality enhancement initiatives.

CORE VALUES OF FLORES:

1. Patient centricity:
 - a. Commit to patient outcomes and experience for our patients.
 - b. Treat patients and their caregivers with compassion, care.
 - c. Our patient needs will come first.
2. Integrity:
 - a. Be principled, open and honest.
 - b. Model and live our 'values.'
 - c. Demonstrate moral courage to speak up and do the right things.
3. Teamwork
 - a. Proactively support each other and operate as one team.
 - b. Respect and value people at all levels with different opinions, experiences and backgrounds.
 - c. Demonstrate moral courage to speak up and do the right things.
4. Ownership
 - a. Be responsible and take pride in our actions.
 - b. Take initiative and go beyond the call of duty.
 - c. Deliver commitment and agreement made.
5. Innovation
 - a. Continuously improve and innovate to exceed expectations.
 - b. Adopt a 'can-do' attitude.
 - c. Challenge ourselves to do things differently.

4. Services Provided by the Organization

Flores Hospital, Ghaziabad, offers a comprehensive range of healthcare services across various specialties, ensuring that patients receive holistic care under one roof. The hospital is structured to address preventive, curative, diagnostic, and emergency medical needs, with a strong emphasis on quality, patient safety, and ethical practices. Its services are designed to meet the healthcare demands of diverse patient groups, including pediatrics, adults, and geriatrics.

- Dental science
- Endocrine surgery
- General surgery
- Internal medicine
- Neurosurgery
- Liver transplant and hepatobiliary science
- Oncology
- Dermatology
- ENT
- Obstetrics and gynecology
- Hematology
- Orthopedics
- Pulmonology
- Geriatric medicine
- Pain and palliative medicine
- Diabetology/Endocrinology
- Fetal medicine
- Nephrology
- Ophthalmology
- Paediatrics
- Radiology
- Neurology
- Emergency and trauma
- Gastroenterology and hepatobiliary sciences
- Neurointerventional radiology
- Physiotherapy and rehabilitation
- Rheumatology

5. Key Activities/Projects Undertaken

During my 12-week internship in the Quality Department at Flores Hospital, Ghaziabad, I actively participated in a variety of practical assignments that extended beyond my dissertation. These activities allowed me to gain first-hand experience in the implementation of quality standards, digital systems, and hospital operations.

1. Orientation and Departmental Understanding

In the initial week, I underwent orientation sessions to understand hospital policies, departmental structure, and standard operating procedures. This foundational knowledge helped me contextualize my later tasks within the broader hospital ecosystem.

2. Exposure to HMIS and Data Entry Processes

I was introduced to the Hospital Management Information System (HMIS) used at Flores Hospital and observed real-time patient registration, billing, and discharge data entry workflows. I participated in validating digital records and supported improvements in data capture accuracy across OPD and IPD.

3. Quality Audits and Compliance Activities

I assisted the quality team in conducting various internal audits, including hand hygiene, documentation reviews, and mock drills. I also supported the preparation and review of audit checklists and reports, including those related to ICU documentation and medication reconciliation.

4. Involvement in NABH Documentation

I contributed to the review and organization of documents required for NABH compliance. This included compiling HMIS data on patient outcomes, analyzing OPD wait times, and supporting the NABH documentation team during quality circle meetings.

5. Patient Feedback and Service Evaluation

I helped analyze patient feedback data and complaints collected via HMIS. I also conducted user interviews to assess the ease of HMIS usage, which fed into user training material updates and improvement recommendations.

6. Participation in Mock Drills and Safety Measures

Throughout the internship, I took part in planning and executing mock drills (including fire safety), reviewed emergency protocols, and contributed to the reporting of these drills to the quality department.

7. Dashboard and Data Visualization

In the later weeks, I worked on generating dashboards using HMIS data to visualize trends in admissions, discharge patterns, and audit scores. This enhanced my understanding of data-driven quality management.

8. Training Support and Observational Learning

I attended internal training sessions on audit tools and participated in sessions related to medication administration and documentation practices. I also shadowed the Chief Medical Officer (CMO) to observe day-to-day administrative decisions.

6. Key Learnings from Internship

In The 12-week internship at Flores Hospital, Ghaziabad, in the Quality Department has been a transformative learning experience, enabling me to bridge the gap between academic theory and real-world healthcare operations. Through consistent involvement in hospital workflows, digital systems, audits, and patient safety initiatives, I gained a comprehensive understanding of quality management in a clinical setting.

One of the most valuable takeaways was developing a deep understanding of Hospital Management Information Systems (HMIS). I learned how HMIS supports not just administrative efficiency but also clinical decision-making, data accuracy, and regulatory compliance. Observing and participating in HMIS-related activities, such as patient registration, billing validation, report generation, and data accuracy checks, enhanced my technical proficiency and highlighted the importance of real-time data entry and user training.

Quality assurance activities such as hand hygiene audits, discharge summary reviews, and mock drill reporting introduced me to NABH standards and the structured approach hospitals must follow for accreditation and continuous improvement. These experiences helped me appreciate the systematic methodology of quality management — including root cause analysis, feedback loops, and SOP development — and their critical role in maintaining patient safety and operational efficiency.

Additionally, working closely with multidisciplinary teams taught me the importance of communication, coordination, and empathy in a healthcare environment. Whether compiling patient feedback, attending quality meetings, or shadowing the Chief Medical Officer (CMO), I learned how leadership and teamwork influence hospital performance.

Overall, this internship sharpened my problem-solving, observational, and analytical skills. It gave me the confidence to interpret clinical workflows, identify gaps, and contribute constructively to a hospital's quality improvement initiatives. These learnings will serve as a strong foundation for my future career in hospital and health management.