

Internship Report

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Institution: IIHMR University, Jaipur

Organization: Asian Heart Institute, Mumbai

Internship Duration: 10th March 2025 – 10th June 2025

Department: Quality Department

1. Introduction

Internships play a vital role in bridging the gap between academic knowledge and practical application. As part of the MBA in Hospital and Health Management program at IIHMR University, I undertook a three-month internship at Asian Heart Institute, Mumbai. The objective of this internship was to acquire hands-on experience in hospital operations, administrative systems, and healthcare quality management frameworks. Asian Heart Institute, being a NABH-accredited 240-bed super-specialty cardiac hospital, provided a rich environment to understand real-world patient care processes, accreditation standards, and quality improvement methodologies.

The internship was divided into two phases. The first phase included rotation and exposure to nine critical departments across administrative and clinical areas, while the second phase focused on dedicated training in the Quality Department. This structured format allowed me to gain both breadth and depth in hospital management systems.

2. Roles and Responsibilities

During the first month, I was exposed to the core administrative and functional units of the hospital, including Human Resources, Marketing, Finance, Pharmacy, Materials and Stores, Front Office, Billing, Operations, and Quality. Each department provided orientation sessions, live demonstrations of day-to-day operations, and knowledge of relevant policies and standard operating procedures. At the end of this phase, I appeared for departmental assessments, each designed to test conceptual clarity, observation, and understanding (100 marks per department).

Following this rotational training, I was placed in the Quality Department, where I

worked under the guidance of senior quality officers and accreditation coordinators. My responsibilities and tasks included:

- Compiling and maintaining Monthly MIS (Management Information System) reports from all departments, covering patient satisfaction scores, audit outcomes, and KPI trends.
- Tracking, categorizing, and responding to patient feedback through online and offline channels; identifying patterns in complaints and analyzing root causes.
- Engaging in RCA (Root Cause Analysis) for service-level failures and preparing CAPA (Corrective and Preventive Action Plans) aligned with hospital protocols.
- Coordinating with departmental heads and unit in-charges to ensure timely closure of open issues and CAPA recommendations.
- Supporting the renewal of Continuing Medical Education (CME) programs by validating documentation, attendance, and re-certification schedules.
- Designing System Improvement Plans (SIPs) for non-conformities highlighted during the latest JCI audit and assisting in evidence documentation.
- Conducting internal audits using checklists based on NABH and JCI standards, participating in audit interviews, and maintaining compliance records.
- Participating in daily and weekly quality review meetings and drafting summary minutes and action points.
- Contributing to a live quality improvement project focused on 'Risk Assessment in Six Departments of a Single-Specialty Cardiac Hospital' as part of my dissertation.
- Developing risk scoring templates and heat maps to visualize departmental risk levels and suggest improvements.

3. Key Learnings

The internship provided significant insights into the inner workings of hospital administration and quality systems. Some of the key learnings included:

- Understanding the integration of hospital departments to maintain a smooth and coordinated healthcare delivery system.
- Exposure to NABH and JCI accreditation frameworks and how they influence the standardization of care delivery.
- Hands-on experience in patient satisfaction analysis, complaint resolution mechanisms, and effective communication with patients and staff.
- Practical knowledge of managing clinical and non-clinical risk through structured quality improvement tools such as SIPs and RCA-CAPA cycles.
- Enhanced data analysis skills through MIS preparation and documentation management for audits.

- Improved ability to collaborate across departments, communicate gaps diplomatically, and advocate for compliance and patient-centric improvements.

4. Conclusion

The internship at Asian Heart Institute was an enriching experience that allowed me to translate classroom learning into practical application. From understanding the strategic role of hospital quality departments to actively participating in operational improvements, the journey was both challenging and rewarding. This experience has strengthened my interest in healthcare quality and risk management and will serve as a strong foundation for my future professional goals in hospital administration.