

INTERNSHIP

DONE AT

**CLOUD NINE HOSPITAL
(BANGALORE)**



IIHMR UNIVERSITY JAIPUR

For the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

BATCH 2023-2025

Submitted By

PARTHVEE SINGH

(IIHMR-U/01/2023-25/1777)

INTERNSHIP REPORT

This report outlines my internship experiences at Cloud nine Hospital, including the various roles I took, the skills I learned during the internship, and the knowledge I acquired. My internship experience offered me practical, hands-on experience across various operational and administrative areas that include:

- Billing Functions
- Floor Coordination
- Inpatient care rounds
- Data handling
- Report writing
- Cash Handovers
- Bill cancellation and Refunds
- Vaccination package pitching

Internship Goals and Objectives

The primary goal of this internship was to have a practical understanding of the functions and management of the hospital. In addition, this internship allowed me to apply theory in practice in a real-life context and to understand how patient- centred care functions in a complex organizational context of billing, quality assurance, data handling, and patient services procedures.

Organization Profile: Cloud nine Group of Hospitals

Cloud nine Group of Hospitals was founded in 2007 by prominent neonatologist, Dr. R. Kishore Kumar, and today is considered the premiere provider of advanced women and child healthcare in India. The hospital combines clinical expertise with caring to create a celebratory environment to bridge the gap between Indian healthcare and global healthcare standards.

Vision

To become an unparalleled leader in women and child healthcare in India by delivering exceptional and specialized medical services.

Mission

To pursue excellence in maternal and neonatal care by consistently setting and striving to exceed higher standards in clinical practice and patient care.

Quality Policy

To foster a culture of continuous quality improvement with patient safety at the core, ensuring clinical excellence across all operational domains.

Core Services Offered

- **Maternity & Gynaecology:** All aspects of maternity care for women, including prenatal services, delivery and postnatal, Gynaecologic visits, and surgeries.
- **Paediatrics:** child visits, immunizations, assess growth, and specialist visits as needed.
- **Fertility Solutions:** Comprehensive and advanced fertility treatments including IVF, IUI, and other options.
- **Neonatology:** Unit of Neonatal Intensive Care Units (NICU) exclusively for premature and sick babies.
- **Home Care services:** Home vaccination services, home nurse visits, lab sample pickup services, piercing ears.
- **Diagnostic services:** Full diagnostic services including imaging and laboratory testing.

Cloud nine Hospital – HRBR Unit

This unit was developed in 2017 and in the last six months has zero maternal mortality and has excellent neonate survival rates, showing adherence to high care outcomes.

Believing that pregnancy is one of life's most magical experiences, and every child is a precious gift. From conception to childbirth and beyond, our care encompasses world-class medical expertise, state-of-the-art facilities, and a compassionate team dedicated to the holistic well-being of you and your baby.

Roles and Responsibility

Floor Coordination – Gynaecology and Paediatric OPDs

- **Patient Flow Management:** Facilitated patient flow in the OPD by liaising with doctors, nurses, and other staff, resulting in reduced waiting times, and more efficient consultations.
- **Appointment Scheduling:** Aided managing and organizing appointments to maximize the doctor's schedule and enhance the workflow.
- **Communication:** Provided important communication between patients and staff and addressed any patient queries and concerns promptly to improve the overall patient experience.

Inpatient (IP) Rounds

- **Clinical Learning:** Attended the daily inpatient round, allowing me to observe and understand how the doctor interacted with the patient, and how they approached clinical decision-making.
- **Patient Care:** Gained understanding of the care protocols including treatment objectives, nursing care, and the importance of multidisciplinary team work in managing patients.
- **Documentation:** Assisted in maintaining and updating patient records in a timely and accurate manner including care plans, documentation of progress notes, etc.

Monthly Data Analysis and Reports

Obstetrics Load Target vs. Achievement Review: I collected and analysed data on obstetric cases for comparison to targets, tracked actual performance, identified trends, and developed areas for action.

- **Paediatric Vaccination Report:** I tracked vaccination rates, retention of patients, and reasons for drop-off to develop strategies for improvements.
- **New Registration Retention Report:** Retention of newly registered patients to understand relevant factors impacting their return for continuity of care.

Cash Handovers, Bill cancellation and Refunds

- Managing the daily cash submission from both OPD and IPD, ensuring timely handover to the bank, monitoring bill cancellations and refunds in the OPD and escalating any discrepancies to higher authorities.

Pitching Vaccination packages

- Involved in pitching vaccination packages to patients, explaining their benefits and encouraging enrolment to promote preventive healthcare.

Essential Takeaways from the Internship

- Billing Process: Gained comprehensive knowledge of hospital billing systems, including the necessary level of preciseness in billing, as well as the complexities of insurance claim processing.
- OPD Coordination: Improved organizational and interpersonal skills necessary to effectively deal with patient flow and OPD operation
- Clinical Exposure: Gained practical knowledge regarding patient care practices, and the significant value of incorporating multispecialty perspectives in order to achieve positive health outcomes.
- Data Analysis: Improved strong analytical skills by interpreting health information data, and identifying trends that contributed to data- oceanic decision making.
- Quality Assurance: Learned about internal auditing, the completed quality assurance circle, quality control, and the importance of documentation in maintaining high-quality care.

Conclusion

The internship at Cloud nine Hospital was a life-changing and developmental experience that improved my professional skills and personal growth. During my internship at Cloud nine Hospital, I was exposed to a wide range of hospital operations, including patient flow management, inpatient care, quality, billing, data, and home care coordination. This multifaceted experience gave me a well-rounded understanding of how a modern hospital functions.

Working with a team of experienced healthcare professionals offered me the opportunity to learn best practices in clinical as well as administrative environments, while practical exposure provided me insight into the importance of interdepartmental or team communication, patient-driven care, and evidence-informed decision making. The work environment at Cloud nine was empowering to improve and develop skills required for learning and adaptability, team communication, coordination, and analytical skills.

One of the most valuable lessons I got during this internship was understanding how different departments connect and collaborate with each other in order to provide high-quality health care services efficiently. The focus on quality standards, patient safety and clinical excellence at Cloud nine has changed my perspective on what it means to manage a hospital effectively.

Ultimately, this internship certainly provided a solid base for my future career in health care management. It provided opportunities for me to not only apply theoretical knowledge in practical settings, it allowed me to appreciate the capacity to strive for excellence in every component of health care service delivery. I look forward to being able integrate the skills, experience and values that I have developed during the internship as I move forward in the health care industry.

THANK YOU