

INTERNSHIP REPORT

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Course: MBA in Hospital and Health Management
Institution: IIHMR University, Jaipur
Internship Duration: March 10 – May 31, 2025
Organization: Eternal Hospital, Sanganer, Jaipur
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1. INTRODUCTION

As part of the MBA curriculum in Hospital and Health Management, I undertook an internship at Eternal Hospital, Sanganer, Jaipur, a tertiary care facility known for its advanced infrastructure, multispecialty services, and patient-centered care approach.

The primary objective of the internship was to conduct a research-based study on the “Assessment of Awareness and Utilization of Government Health Schemes among Patients”, focusing on major schemes such as Ayushman Bharat (PMJAY), Chiranjeevi Swasthya Bima Yojana (CSBY), and Rajasthan Government Health Scheme (RGHS).

2. OBJECTIVES OF THE INTERNSHIP

- To understand hospital operations and the public health financing framework.
- To assess patients’ awareness levels of government health insurance schemes.
- To evaluate how effectively patients were utilizing these schemes.
- To identify barriers in implementation and utilization from both patient and provider perspectives.

3. METHODOLOGY

- Study Design: Descriptive cross-sectional study.
- Location: Eternal Hospital, Sanganer, Jaipur.
- Sample Size: 80 patients (OPD and IPD).
- Sampling Method: Stratified random sampling.
- Tools Used: Structured questionnaire, Likert scale, and SPSS for statistical analysis.
- Schemes Studied: PMJAY, CSBY, RGHS.

4. KEY FINDINGS

- Awareness Levels: 91.3% of respondents had heard of at least one government health scheme.
- Utilization: 43 out of 80 participants had availed treatment under one of the schemes.
- Demographics: A larger proportion of female patients (62.5%) participated. 46% were urban residents.
- Out-of-pocket expenditure (OOPE): Significantly lower among scheme users; most spent ₹0–₹1,000.
- Correlation Findings:

- A strong positive correlation between awareness and utilization.
- Lower socio-economic groups had higher utilization.
 - Beneficiaries reported a moderate improvement in healthcare access.
 - Statistical Tools: Chi-square tests confirmed the significance of key hypotheses.

5. LEARNING OUTCOMES

- Gained practical knowledge of healthcare financing and public schemes in Rajasthan.
- Learned how to design and conduct patient surveys in a clinical setting.
- Developed strong data analysis skills using SPSS and Excel.
- Understood implementation challenges in public health policy at the facility level.
- Improved communication and organizational skills during patient and staff interactions.

6. CONCLUSION

This internship provided a rich experiential platform to integrate academic learning with field-based insights. Eternal Hospital's support allowed me to explore how government policies translate into practice and impact patients. The research highlighted the need for greater health literacy and efficient scheme delivery to enhance the reach and effectiveness of government-sponsored health insurance in Rajasthan.

7. ACKNOWLEDGEMENT

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