

INTERNSHIP REPORT

NAME OF THE ORGANISATION: MAX SUPER SPECIALTY HOSPITAL, VAISHALI

DURATION OF THE INTERNSHIP: 17th MARCH 2025- 2nd JUNE 2025

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ROLL NO.- 1783

1. INTRODUCTION

This report presents a comprehensive overview of my three-month internship at Max Super Specialty Hospital, Vaishali, where I was placed in the Quality Department from March 17, 2025, to 2nd JUNE, 2025. As a Management Intern, I was actively engaged in a range of administrative and quality-focused assignments within one of India's premier multispecialty healthcare institutions.

The primary objectives of this internship were to evaluate the effectiveness of documentation audits in intensive care units (ICUs) and implement structured quality initiatives aimed at enhancing patient safety and the quality of care.

The report blends theoretical frameworks with practical knowledge acquired through auditing and on-site observations. It encapsulates the lessons I have learned, the challenges I encountered, and the recommendations I provided while working alongside a multidisciplinary healthcare team within a real hospital environment. Beyond fulfilling my academic requirements, this project marks a significant milestone in my ambition to become a hospital administrator and healthcare quality manager.

This internship has been a valuable stepping stone in strengthening my grasp of healthcare quality and hospital administration. The sections that follow detail the scope of my work, skills acquired, and contributions made during this immersive experience at Fortis Hospital.

2. OBJECTIVES

- ❑ To obtain hands-on experience in hospital administration and quality assurance within a multispecialty hospital environment.
- ❑ To learn how standard operating procedures, accreditation standards (such as NABH, JCI), and regulatory requirements are implemented across various hospital units.
- ❑ To enhance competencies in conducting audits, analyzing data, reporting incidents, and supporting process optimization.
- ❑ To build strong communication, coordination, and documentation skills through collaboration with cross-functional healthcare teams.
- ❑ To gain in-depth understanding of healthcare quality protocols, patient safety measures, and the operational workflow of a tertiary care facility.

3. INTRODUCTION TO THE ORGANIZATION

3.1 ABOUT THE HOSPITAL

A major component of the Max Healthcare Network, one of the top private healthcare providers in India, is the Max Super Specialty Hospital, Vaishali, a prestigious medical facility situated in Ghaziabad, Uttar Pradesh. Max Vaishali was founded to provide top-notch medical care, and it has since gained a solid reputation for excellence in clinical care, patient safety, operational effectiveness, and quality results. The hospital's dedication towards providing the maximum possible national and international standards of care is attested to by its highly renowned accreditations with the National Accreditation Board for Hospitals & Healthcare Providers (NABH).

3.2 PATIENTS CARE

Max Super Specialty Hospital, Vaishali, places patient care at the core of its service philosophy. Patient-centered care is emphasized through personalized treatment plans, empathetic communication, and an unwavering commitment to patient safety. The hospital ensures that every patient receives holistic care tailored to their specific needs, enhancing recovery outcomes and improving the overall healthcare experience.

3.3 STATE-OF-THE-ART INFRASTRUCTURE AND ADVANCED TECHNOLOGY

The hospital has world-class infrastructure in a position to accommodate sophisticated medical procedures and complex treatments. It has cutting-edge ICUs, modular operation theatres, specialty cancer care units, and NABL-approved state-of-the-art diagnostic labs. The hospital has Electronic Medical Records (EMRs), robotic surgery equipment, advanced radiology equipment like 3 Tesla MRI, PET-CT scanners, Cath Labs, and 4D ultrasound machines, ensuring precision, safety, and efficiency in all clinical services.

3.4 CANCER INSTITUTE

Boasts an expansive Cancer Institute that offers vast oncology treatment. It unites medical oncology, surgical oncology, radiation oncology, and haematology under a single roof. The

Cancer Institute employs a multidisciplinary tumor board model for developing personalized care plans, with a combination of evidence-based best practices and newer technologies such as image-guided radiation therapy (IGRT), stereotactic body radiation therapy (SBRT), and targeted therapies. The institute strives to offer empathetic, holistic care for cancer that is supported by excellence.

3.5 VISION

To be the most trusted healthcare provider, renowned for clinical excellence, compassionate care, and patient health improvement.

3.6 MISSION

Providing high-quality healthcare services with patient-oriented care based on innovation, technology, and interdisciplinary.

3.7 SCOPE OF SERVICES

1. CLINICAL SERVICES

- ☐ Internal Medicine
- ☐ General Surgery
- ☐ Intensive Care Units (ICU, CCU, MICU, SICU, HDU)
- ☐ Cardiology and Cardiothoracic Surgery
- ☐ Neurosurgery
- ☐ Neurology
- ☐ Medical Oncology
- ☐ Surgical Oncology
- ☐ Gastroenterology
- ☐ Hepatology
- ☐ Nephrology
- ☐ Urology
- ☐ Orthopaedics Replacement
- ☐ Joint Replacement
- ☐ Pulmonology Medicine
- ☐ Respiratory Medicine

- ☐ Endocrinology
- ☐ Diabetes Care
- ☐ Paediatrics (PICU)
- ☐ Neonatology (NICU)
- ☐ Obstetrics and Gynaecology
- ☐ Plastic Surgery
- ☐ Reconstructive Surgery
- ☐ ENT
- ☐ Ophthalmology
- ☐ Dentistry

2. SUPPORT AND AUXILIARY SERVICES

- ☐ 24/7 Trauma and Emergency Care
- ☐ Laboratory Services (pathology lab with NABL accreditation)
- ☐ Imaging and Radiology (MRI, CT, PET-CT, Ultrasound, Mammography)
- ☐ Pharmacy (both outpatient and inpatient)
- ☐ Rehabilitation and Physiotherapy
- ☐ Services for Blood Banks
- ☐ Nutritional and Dietary Guidance
- ☐ Biomedical Waste Management and Infection Control
- ☐ Health Information Management & Medical Records
- ☐ Packages for Health Examinations and Preventive Screenings
- ☐ Ambulance Services (mobile intensive care unit)
- ☐ Funeral Services

3.8 MULTIDISCIPLINARY TEAM APPROACH

Max Vaishali utilizes a multidisciplinary team approach, believing that the collective expertise of specialists from diverse fields enhances patient care. Treatment planning involves collaboration among physicians, surgeons, anesthesiologists, nurses, physiotherapists, pharmacists, dietitians, and counselors. This integrated system facilitates thorough diagnosis,

effective treatment methods, and organized follow-up care, resulting in improved clinical outcomes and patient satisfaction.

INTERNSHIP ACTIVITIES-

- Reviewing initial assessment forms, nursing notes, consent forms, operative notes, anesthesia records, ICU progress notes, medication charts, and discharge summaries
- Worked on Implementation of a HAZMAT Labelling Program by Enhancing Safety through GHS Standardization- Reviewed GHS labelling requirements and refined label templates, Printed and applied labels across various hospital areas (labs, stores, housekeeping), Ensured the inclusion of signal words, pictograms, and precautionary statements, Provided recommendations for future waste segregation and disposal practices.
- Checking for completeness, legibility, date/time stamping, signatures, and alignment with policy protocols.
- Comparing records against predefined audit checklists aligned with NABH/JCI standards.
- Documenting findings using Excel-based audit trackers and identifying recurring gaps (e.g., missing consents, incomplete time logs).
- Preparing weekly summary reports for the Quality Department and attending audit review meetings where findings were discussed with the clinical team.
- Participating in the development of corrective actions to address systemic documentation gaps (e.g., adding a prompt field for time stamps or using colored flags for unsigned orders).

KEY LEARNINGS FROM INTERNSHIP

- **Practical Exposure to Quality Audits:** Gained firsthand experience in conducting ICU and documentation audits, aligning with NABH/JCI standards.
- **Improved Documentation Analysis Skills:** Developed the ability to identify documentation gaps such as missing signatures, incomplete notes, or non-compliance with timestamp policies.
- **Understanding Accreditation Standards:** Deepened knowledge of hospital accreditation protocols and their practical implementation across departments.
- **Hands-on Experience with Audit Tools:** Utilized Excel-based trackers to log findings and generate audit summaries for quality reviews.
- **Policy and SOP Familiarity:** Became familiar with standard operating procedures and how they are applied in real-time hospital workflows.
- **HAZMAT Program Implementation:** Contributed to the roll-out of GHS-compliant labeling across hospital areas, reinforcing patient and staff safety.
- **Team Collaboration and Communication:** Participated in clinical review meetings and multidisciplinary discussions, improving teamwork and professional interaction.
- **Problem-Solving and Process Improvement:** Assisted in designing corrective actions to address recurring documentation and safety gaps.
- **Systematic Thinking:** Developed a systems-based perspective of quality management by linking clinical practices with compliance indicators.
- **Exposure to Hospital Information Systems:** Observed and understood how data from hospital systems supports audits and operational decisions.