

INTERNSHIP REPORT

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in

Hospital and Health Management

by

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Introduction

My internship at CK Birla Hospital, Jaipur, has been one of the most valuable and eye-opening learning experiences of my academic journey. Over three months, from March to May 2025, I had the opportunity to observe, engage, and contribute to various hospital processes, focusing not only on my dissertation project but also on a wide range of quality improvement and patient safety activities. This internship gave me a real-world understanding of how a tertiary care hospital operates behind the scenes, and how much teamwork, planning, and continuous improvement go into delivering safe and efficient patient care.

Objectives of Internship

The main goal of my internship was to develop a deeper understanding of hospital management and quality assurance in a NABH-accredited setup. Specifically, my objectives were:

- To observe hospital workflows and understand their alignment with accreditation standards.
- To learn how different departments contribute to patient care and safety.
- To actively participate in audits, data collection, and quality improvement projects.
- To strengthen my analytical, documentation, and communication skills through practical assignments.
- To support my dissertation work on IPSP Goals 1, 3, and 5 by collecting and analyzing meaningful data.

Organizational Profile

Rukmani Birla Hospital (RBH) is a 230 bedded multi-specialty hospital in Jaipur with world-class infrastructure which offers comprehensive in-patient and out-patient services. Since its founding RBH has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement and more. It is fully NABH-accredited, reflecting its adherence to the highest standards of clinical care, hygiene, patient safety, and quality practices. My experience within this hospital allowed me to observe how structured protocols, coordinated teamwork, and a strong quality framework come together to create a safe and efficient healing environment.

Services Provided by the Organization

- Anesthesiology
- Cardiac Sciences
- Dental Sciences
- Dermatology
- Dietetics
- Emergency Medicine
- Gastro Science
- General Surgery
- Internal Medicine
- Laboratory Medicine
- Neurosciences
- Obstetrics and Gynecology
- Orthopaedics & Joint Replacement
- Osteopathy
- Pharmacology
- Physiotherapy
- Pulmonology
- Radiology
- Robotic Surgery
- Critical Care Medicine
- Diabetes and Endocrine Sciences
- ENT – Otolaryngology
- Immunology and Rheumatology
- Medical Oncology
- Ophthalmology
- Paediatrics
- Plastic, Cosmetic and Reconstructive surgery
- Renal Sciences

Key Activities / Projects Undertaken Other Than Dissertation

In addition to working on my dissertation, I was fortunate to be involved in several important projects and tasks that gave me practical exposure:

- Conducted PREMs audits on wound management in inpatient areas, gaining valuable insights into patient experiences and identifying areas for service improvement.
- Took part in departmental audits across pharmacy, laboratory, radiology, ICU, MRD, CSSD, physiotherapy, dialysis, and general wards, using NABH-based checklists to assess compliance and highlight gaps.
- Had the opportunity to observe and assist during emergency mock drills, including Code Grey, Yellow, Orange, Blue, and FAST, which deepened understanding of hospital preparedness and teamwork during crises.
- Played an active role in organizing Hand Hygiene Week and Medication Safety Week, helping to design awareness activities and quizzes that engaged both staff and patients in meaningful discussions on safety.
- Helped compile and maintain dashboards tracking PSQ sheets, incident reports, Code Blue, Code RRT, Code Sepsis, and Code Grey, which provided the team with a clear view of key hospital metrics and trends.
- Assisted in monitoring department-specific KPIs and clinical KPIs, sharpening analytical skills while contributing to continuous performance improvement initiatives.
- Contributed to compiling and reviewing data from open and closed file audits, allowing better understanding of documentation practices and highlighting opportunities to strengthen compliance.

- Participated in crash cart audits across various wards, ensuring that emergency equipment and supplies were up to standard and ready for use.
- Engaged in safety belt audits to ensure wheelchair-bound patients were securely fastened, emphasizing the importance of even the smallest details in patient safety.
- Worked on MRD file audits, particularly focusing on orthopedic cases, verifying proper placement of implant stickers in patient files and discharge summaries.
- Joined audits of outsourced services, including laundry and biomedical waste management, which offered a broader perspective on how support services impact overall hospital quality.
- Attended departmental meetings and prepared meeting minutes, helping improve communication, follow-up, and documentation across teams.
- Calculated essential hospital performance indicators, including Average Length of Stay (ALOS) and Bed Occupancy Rate (BOR), contributing to hospital-wide operational insights.
- Supported the identification of process gaps in Code RRT and Code Blue workflows, participating in meaningful discussions to improve emergency response protocols.
- Participated in an RCA-CAPA workshop, gaining hands-on experience in root cause analysis and corrective action planning, both of which are fundamental tools in healthcare quality improvement.

Key Learnings from Internship

- Gained practical understanding of hospital quality and patient safety standards, particularly NABH requirements.

- Developed skills in conducting clinical and operational audits across departments, improving attention to detail and compliance assessment.
- Learned the importance of patient-centered care through PREM audits, recognizing patient feedback as a critical tool for service improvement.
- Improved data management and analytical skills by maintaining dashboards, tracking KPIs, and interpreting key hospital metrics.
- Strengthened ability to work under pressure and understand hospital crisis management through observation of emergency mock drills (Code Blue, Grey, Yellow, Orange, FAST).
- Built knowledge in infection control and medication safety practices by participating in Hand Hygiene and Medication Safety Week activities.
- Gained exposure to emergency preparedness by auditing crash carts and assisting in code workflow assessments.
- Improved documentation and communication skills by preparing meeting minutes and contributing to departmental reviews.
- Developed an understanding of multidisciplinary teamwork and how various departments coordinate to maintain hospital standards.
- Enhanced problem-solving and critical thinking abilities through participation in RCA-CAPA workshops and analysis of audit findings.

- Learned the value of process improvement and the continuous cycle of monitoring, feedback, and corrective actions in a healthcare setting.
- Understood the operational role of support services (laundry, BMW, MRD, outsourced services) in ensuring overall hospital quality.
- Became familiar with calculating and interpreting hospital performance indicators like ALOS and BOR, linking them to operational efficiency.
- Appreciated the importance of patient safety measures, including small but vital checks like safety belt audits and implant tracking.
- Gained confidence in working with healthcare professionals and understanding the broader ecosystem of quality management in hospitals.