

INTERNSHIP REPORT

MEDANTA HOSPITAL, GURUGRAM

Submitted to



IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration

(MBA)

in

Hospital and Health Management

by

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Program: MBA – Hospital and Health Management, IIHMR University

Internship Site: Medanta – The Medicity, Gurugram

Internship Duration: 17th March 2025 to 15th June 2025

Departments Covered: In-Patient Department (IPD), Out-Patient Department (OPD), Daycare Services and Emergency

INTRODUCTION

I undertook my internship at **Medanta – The Medicity**, Gurugram, one of India's leading multi-specialty hospitals known for delivering advanced and integrated healthcare services. The hospital's patient-centric approach, world-class infrastructure, and adherence to quality standards provided me with a dynamic and insightful environment to understand the real-time functioning of a tertiary care institution.

During the course of my internship, I had the opportunity to observe and contribute to the daily operations of several critical hospital departments, including the In-Patient Department (IPD), Out-Patient Department (OPD), Emergency, and Daycare services. This exposure enabled me to bridge the gap between theoretical knowledge and real-world practice by applying classroom concepts such as hospital workflow, quality assurance, patient safety, and service management in a live setting.

The structured rotations, under the guidance of departmental supervisors and preceptors, helped me gain deeper insights into administrative responsibilities, patient handling protocols, audit processes, and coordination among clinical and non-clinical teams. This hands-on learning experience has significantly enriched my understanding of hospital operations, enhanced my problem-solving skills, and reinforced my commitment to contribute effectively to the healthcare management sector.

OBJECTIVES OF INTERNSHIP

The primary objectives of this internship were:

- To gain hands-on experience in the functional domains of hospital operations.
- To observe and participate in the day-to-day responsibilities of hospital administration.
- To understand how patients are managed across different departments
- To learn about hospital quality indicators, audit processes, documentation standards, and complaint redressal mechanisms.
- To enhance soft skills such as teamwork, communication, problem-solving, and analytical thinking.
- To foster a professional work ethic that includes punctuality, accountability, integrity, and responsibility.

ORGANISATIONAL PROFILE: MEDANTA-THE MEDICITY

Medanta – The Medicity, located in Gurugram, Haryana, is one of India's largest and most advanced multi-super specialty medical institutions. Established in 2009 by eminent cardiac surgeon Dr. Naresh Trehan, Medanta was conceived to bridge the gap between high-quality and affordable healthcare, especially for patients who could not afford overseas treatment. The hospital blends cutting-edge modern medicine with traditional Indian healing systems, fostering a uniquely holistic approach to care.

The institution is grounded in the philosophy of affordable access, clinical excellence, and patient-centricity. Medanta integrates medical education, clinical research, and comprehensive patient services, offering high-end healthcare through state-of-the-art infrastructure and a team-based, full-time specialist model that ensures continuity and coordination across disciplines.

Medanta's operational ethos is rooted in values like integrity, compassion, collaboration, and innovation. Its doctors are fully engaged with the hospital on a full-time basis, promoting interdepartmental collaboration and facilitating a multidisciplinary approach. This model supports super-specialization while reinforcing team accountability and comprehensive patient outcomes.

Vision and Mission

- Vision: To make world-class healthcare accessible and affordable through the development of centers of excellence in integrated medical care, education, and research.
- Mission: To provide affordable medical services with care, compassion, and commitment, aiming to be a leader in tertiary care, research, and education.

SERVICES PROVIDED BY THE ORGANISATION

Medanta offers comprehensive services across preventive, diagnostic, therapeutic, and rehabilitative care. Key offerings include:

- Institute of Liver Transplantation & Regenerative Medicine
- Kidney and Urology Institute
- Institute of Digestive & Hepatobiliary Sciences
- Cancer Institute
- Internal Medicine
- ENT & Head Neck Surgery, Ophthalmology, Gynaecology, Plastic & Reconstructive Surgery
- Institute of Musculoskeletal Disorders and Orthopaedics

- Institute of Neurosciences
- Endocrinology, Peripheral Vascular Sciences, Rheumatology, Dermatology
- Cardiothoracic & Vascular Surgery, Chest Surgery, Lung Transplantation, Respiratory & Paediatric Medicine
- Heart Institute
- Preventive Health and Wellness Centre
- Blood Bank, Emergency, Pharmacy, Admissions, Radiology, International Patient Services
- Radiation Oncology

KEY ACTIVITIES

March 17 – March 31: Orientation & Induction Program

The initial week was dedicated to organizational orientation, conducted in a structured induction format. The key sessions included:

- Introduction to Medanta's vision, mission, and operational structure.
- Quality Management Systems – including NABH and JCI standards.
- Fire Safety & Spill Management Protocols.
- Human Resource policies and code of conduct.
- Infection control, biomedical waste management, and safety training.
- Grooming standards and professional etiquette.

We also participated in hospital walkthroughs to understand department layouts and gain macro-level insight into hospital functioning.

April 1 – May 3: In-Patient Department (IPD)

In the IPD, I was assigned to work with floor managers to support daily administrative and operational tasks. Key learnings and responsibilities included:

Daily Activities:

- Attending morning handovers to understand ongoing patient issues, discharge plans, and new admissions.
- Ensuring billing continuity and checking for any overnight errors.
- Managing discharges: coordinating between doctors, nursing, billing, and pharmacy.

- Meeting newly admitted patients and taking rounds (FMDR).
- Ensuring proper documentation in live files and interacting with patients for feedback.

Weekly/As-Needed Responsibilities:

- Coordinating LAMA (Leave Against Medical Advice) cases and ensuring legal and clinical documentation.
- Liaising with the financial counseling team to clear billing discrepancies.
- Supporting TPA processes by checking pre-authorizations, submitting documents, and following up on queries.
- Ensuring isolation protocols and identifying rooms for infectious patients.
- Participating in monthly audits such as MRD (Medical Record Department), IPSG (International Patient Safety Goals), and facility checks.
- Handling service recovery and documenting Root Cause Analysis (RCA) and Corrective Action Plans (CAPA) for complaints.

May 5 – May 31: Out-Patient Department (OPD) & Daycare

Out-Patient Department (OPD)

During this phase, I was exposed to the dynamics of patient inflow and service delivery in a high-volume OPD setting. My responsibilities included:

- Observing patient registration and consultation flow.
- Assisting front desk staff in managing queues and addressing walk-in patients.
- Coordinating billing processes and ensuring smooth navigation for first-time visitors.
- Handling the Zykr complaint system, where patient issues are tracked and resolved within Turn-Around Time (TAT).
- Participating in OPD feedback collection and analysis to identify service gaps.
- Familiarization with Hospital Information System (HIS) and digital appointment platforms.
- Conducting RCA and CAPA for recurring issues.
- Floor-wise introduction to different OPD units from 3rd to 14th floor.

Daycare Services

I was exposed to multiple daycare units including:

- Endoscopy, Bronchoscopy, Dialysis, and Chemotherapy.
- Understood the flow of IPD and OPD patients visiting for scheduled procedures.

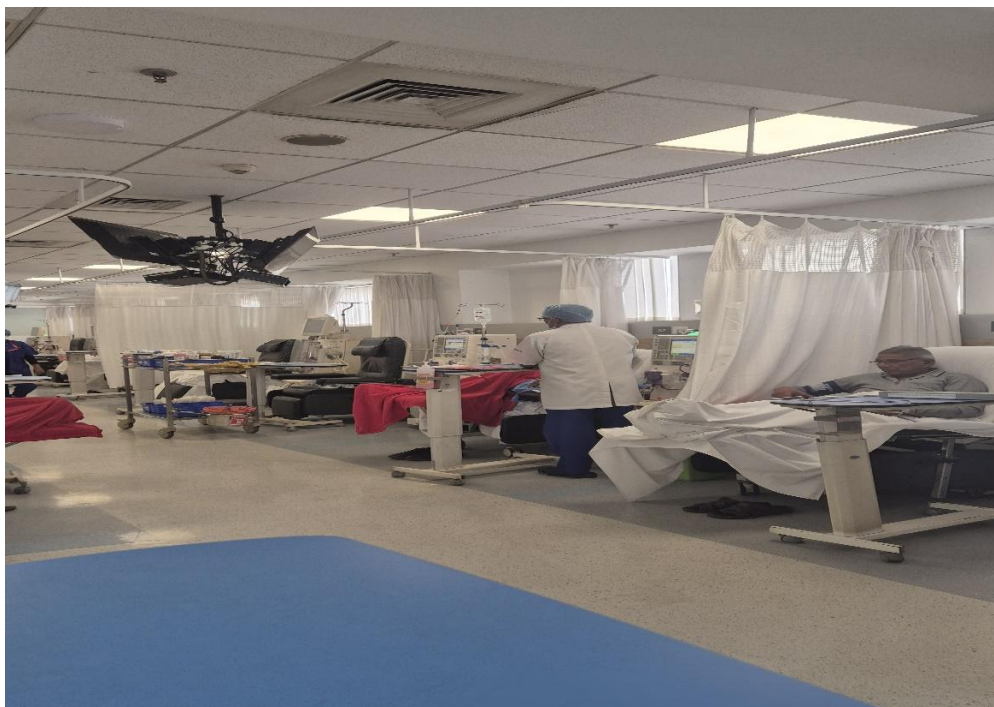
- Learned documentation requirements such as informed consent, medical records, and nursing notes.
- Observed coordination between departments for pre-procedure and post-procedure care.

June 1 – June 15: Emergency Department

My final posting was in the Emergency Department (ED), which offered fast-paced and critical exposure to triage management and emergency protocols.

Key Learning Areas:

- Registration and triage of patients based on urgency: Stat, Urgent, and Routine.
- Understanding the Color-Coding System for triage (Red, Yellow, Green).
- Observing how doctors and nurses handle acute care, cross-referrals, and rapid diagnostics.
- Introduction to KPIs of Emergency Department:
 - 72-hour revisit rates (patients returning after discharge).
 - Door-to-Platelet TAT (monitoring time of thrombolytic administration).
 - Disposition Time: ED to Ward (<4 hrs), ED to ICU (<3 hrs).
- Documenting and supporting emergency billing for panel and insured patients.
- Observing interactions with family attendants and managing emergency consent forms.



KEY LEARNINGS

Throughout this internship, I developed both technical and interpersonal competencies essential for healthcare management:

- **Operational Exposure:** Firsthand experience in coordinating between departments for efficient patient care.
- **Process Understanding:** Learned the importance of documentation, SOP adherence, and compliance with hospital quality standards.
- **Audit Familiarity:** Understood the structure and relevance of MRD, IPSPG, and facility audits in ensuring service quality.
- **Technology Integration:** Trained on HIS and complaint tracking systems like Zykr.
- **Service Excellence:** Understood the value of patient feedback, TAT maintenance, and service recovery.
- **Professional Growth:** Developed confidence in interacting with clinical staff, understanding patient expectations, and resolving real-time administrative challenges.
- **Integrity and Responsibility:** Understood the importance of ethical behaviour, confidentiality, and a patient-first approach in all tasks.

CONCLUSION

My internship at Medanta Hospital, Gurugram, provided a comprehensive and immersive experience into the workings of a modern, multidisciplinary healthcare institution. The structured rotational exposure across IPD, OPD, Emergency, and Daycare departments allowed me to appreciate the complexities of hospital administration and patient care delivery.

This hands-on training has helped me evolve as a future healthcare manager, capable of addressing operational challenges, enhancing service quality, and contributing to organizational goals with diligence and professionalism. The internship was not just a learning opportunity but a stepping stone in shaping my vision and commitment to the healthcare industry.