

Internship Report

At Jeevan Raksha Hospital, Bikaner, Rajasthan

1. Introduction

Internships serve as a significant learning platform for students pursuing careers in healthcare management and hospital administration. As a postgraduate student, I undertook my internship at Jeevan Raksha Hospital, located in Bikaner, Rajasthan, a healthcare institution known for its commitment to affordable and quality healthcare. The internship provided a unique opportunity to understand hospital functioning, patient care delivery, and the practical aspects of complying with NABH (National Accreditation Board for Hospitals & Healthcare Providers) standards.

Jeevan raksha hospitals moto is to deliver compassionate, high-quality healthcare that people can trust, they are committed to putting their patients first, ensuring their comfort, safety, and well-being at every step.

Throughout my internship, I experienced a multidisciplinary hospital setting where many departments worked together to guarantee effective and patient-focused care. Through observation, active involvement in departmental activities, documentation evaluation, and interactions with administrative and medical staff, the experience was enhanced. In addition to enhancing my academic understanding, it provided me with insights into contemporary hospital operations difficulties and advancements.

.2. Objectives of Internship

The main objectives of the internship at Jeevan Raksha Hospital were:

- To understand the day-to-day operations and administration of a multispecialty hospital.
- To study the implementation of NABH 6th Edition standards across hospital departments.

- To gain practical exposure to the roles and responsibilities of different departments including OPD, IPD, ICU, OT, Pharmacy, Diagnostics, and Emergency.
- To analyze quality indicators, safety measures, and risk management processes.
- To observe documentation practices and SOP adherence in departments.
- To participate in quality improvement initiatives, mock audits, and training sessions.
- To improve communication, critical thinking, and problem-solving skills within a healthcare setting.
- To correlate academic knowledge with practical exposure for better understanding of hospital accreditation, patient rights, and safety.

3. Organizational Profile

Jeevan Raksha Hospital, Bikaner is a multispecialty hospital established in 2009. The hospital has steadily evolved to become one of the prominent healthcare institutions in Rajasthan, particularly in the Bikaner region. The facility is working towards NABH accreditation and is actively implementing standard protocols and quality practices to ensure patient safety and clinical excellence.

- Name: Jeevan Raksha Hospital
- Location: A- 156 In front of SBI Bank, Sadul Ganj , Bikaner , 335001
- Established: 2009
- Bed Strength: 100+
- Type: Multi-specialty hospital
- Ownership: Privately owned and managed

- Mission: To provide affordable, ethical, and high-quality healthcare services to all sections of society.
- Vision: To be a trusted center of excellence in healthcare delivery through innovation, commitment, and patient focus.

The hospital offers both curative and preventive healthcare services and is staffed with experienced medical professionals and trained paramedics. It is equipped with modern diagnostic and therapeutic facilities and maintains a round-the-clock emergency care system.

4. Services Provided by Organization

Jeevan Raksha Hospital offers comprehensive healthcare services including outpatient, inpatient, emergency, diagnostic, surgical, and rehabilitative care. Major services include:

- Outpatient Services (OPD):

1. Daily consultations by specialists in Medicine, Pediatrics, Surgery, Obstetrics & Gynecology, Orthopedics, ENT, Dermatology, and Psychiatry.
2. Dedicated consultation rooms, registration desk, patient waiting area, and pharmacy.

- Inpatient Services (IPD):

1. General wards, private rooms, and ICU beds for admitted patients.
2. Regular monitoring, nursing care, and clinical documentation.

- Emergency & Trauma Services:

1. 24x7 emergency care with trained emergency physicians and nursing staff.
2. Availability of emergency surgery and resuscitation services.

➤ Operation Theatre (OT) Complex:

1. Modular operation theatres with standard infection control protocols.
2. Daily elective surgeries and emergency surgical interventions.

➤ Intensive Care Units (ICU/NICU):

1. Separate ICUs for adults and neonates.
2. Equipped with ventilators, monitors, infusion pumps, and trained intensivists.

➤ Diagnostics:

1. Pathology lab, radiology services including X-Ray, Ultrasound, ECG, and CT Scan.
2. Timely and accurate reporting.

➤ Pharmacy:

1. 24-hour hospital pharmacy adhering to NABH guidelines.
2. Inventory and expiry tracking, temperature maintenance.

➤ Support Services: Housekeeping, laundry, dietary, security, ambulance, and biomedical waste management.

➤ Quality and Safety Services: Patient education, feedback collection, internal audits, infection control, and staff training programs.

➤ **Consultants**

1. Dr. Bajrang Tak

MBBS, MS, FIAGES, FMAS (General And Laparoscopic Surgeon)

2. Dr. Dinesh Aggarwal

MBBS, MS (Orthopedics)

3. Dr. Ashok Kumar sokhal

MBBS, MS, MCH (UROLOGY)

4. Dr. Vikas Pareek

MBBS, MD(Medicine Care Specialist)

5. Dr. Krishna Veer Choudhary

MBBS, MS, M Ch, Neuro-Surgeon
AIIMS, NEW-DELHI

6. Dr. Krishan Poonia

MBBS, DGO

7. Dr. Minakshi Bothra

MS. (Ophthalmology)

8. Dr. Ajit Singh Kulhari

M.D. (Skin & VD)

9. Dr. Suchita Bothra

MBBS, DCH(Neonatology)

10. Dr. Sugeeta Pareek

BDA (Dentistry)

11. Dr. Nishant Verma

MBBS, MD MEDICINE, DNB Gastroenterology

12. Dr. Nitin & Praveen

MBBS, MS ENT- (Ear , Nose & Throat Specialist)

13. Dr. Kiran Choudhary

MBBS, MD (Radiology)

14. Dr. Rahul Kumar Roy

MBBS, MD RADIOTHERAPY

5. Key Activities/ Projects Undertaken (Other than Dissertation)

In addition to my dissertation on "Compliance to Core Objective Elements of NABH 6th Edition at Jeevan Raksha Hospital", I was involved in several critical activities and projects during the internship:

- Internal Audits: Participated in departmental audits and gap assessments.

- Verified checklists for patient records, safety measures, and SOP adherence.
- Documentation Review: Reviewed and organized documentation including treatment sheets, nursing notes, consent forms, and discharge summaries.
- SOP Standardization: Assisted in updating and formatting SOPs for departments such as Emergency, IPD, OT, Pharmacy, and Laboratory.
- Training Support:
 1. Helped organize training on topics like CPR, Fire Safety, Biomedical Waste Segregation, and Infection Control.
 2. Maintained attendance records and feedback forms.
- Infection Control Assistance:
 1. Observed hand hygiene compliance, PPE usage, and infection surveillance activities.
 2. Supported the Infection Control Nurse in data collection and documentation.
- Patient Feedback Analysis:
 1. Compiled and categorized patient feedback forms.
 2. Created summary reports highlighting satisfaction levels and areas for improvement.
- Incident Reporting:
 1. Studied incident reports and participated in root cause analysis (RCA) discussions.
 2. Suggested preventive strategies for recurrent issues.
- Biomedical Waste Monitoring:
 1. Conducted random checks for segregation compliance.

2. Verified color-coded bin placement and barcoding implementation.

6. Key Learnings from Internship

The internship experience at Jeevan Raksha Hospital was immensely rewarding. Key takeaways from the internship include:

➤ **Understanding NABH Standards:**

1. Gained practical knowledge of NABH 6th Edition requirements and their real-time application.
2. Understood how hospitals strive for quality improvement and patient safety.

➤ **Interdepartmental Coordination:**

1. Observed effective collaboration between clinical, nursing, and administrative units.
2. Understood the importance of communication in ensuring continuity of care.

➤ **Importance of Documentation:** Realized that accurate documentation is crucial for clinical safety, legal compliance, and accreditation.

➤ **Infection Control Awareness:** Learned the significance of infection control practices and their role in patient safety.

➤ **Patient-Centric Approach:** Understood the importance of patient rights, informed consent, grievance redressal, and feedback systems.

➤ **Audit and Quality Indicators:** Gained exposure to internal audit processes and interpretation of hospital performance indicators.

➤ **Professional Development:**

1. Improved interpersonal skills, professionalism, analytical thinking, and ethical sensitivity.
2. Learned to approach problems with practical, data-driven solutions.

Conclusion

The internship at Jeevan Raksha Hospital was a remarkable experience that boosted my academic knowledge, practical abilities, and professional confidence. It gave a thorough grasp of healthcare operations, quality standards, and patient-centered treatment. The experience has provided a solid basis for my future career in hospital administration and renewed my dedication to improving healthcare service in India.