

INTERNSHIP AT ETERNAL HOSPITAL SANGANER, JAIPUR

Internship Report Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

**Master of Business Administration (MBA) in
Hospital and Health Management by**

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Internship Report

Introduction

Internship training is an essential component of the 2nd year MBA (Hospital and Health Management) program at IIHMR University, providing us with the opportunity to immerse in the operational culture of a healthcare organization. It requires active participation across various departments and activities, offering firsthand exposure to the diverse functions within a hospital. Through this experience, I was able to gain a deeper understanding of workflows, processes, and the critical role of decision-making in healthcare management.

I embarked on my three-month internship at Eternal Hospital, Sanganer, beginning with an orientation program that introduced me to the hospital's mission, vision, and values, alongside an overview of its organizational ethos. I was assigned to the Clinical Operations department, where my primary focus was to support the preparation for the NABH 5th edition inspection—a significant milestone for the hospital. From the first week, I engaged in a variety of tasks, collaborating with teams to ensure compliance with quality standards. Additionally, my dissertation project, titled "Assessing ICU Patient Outcomes Using APACHE II Scores and SMR at Eternal Hospital," involved analyzing patient data in the ICU to evaluate care quality, which complemented my internship activities. Throughout this journey, I worked closely with my mentor, reporting progress regularly and gaining invaluable insights into the intricacies of hospital administration.

Objectives of Internship

1. To acquire an in-depth understanding of the operational framework of a multi-specialty healthcare facility.
2. To support the NABH accreditation process through clinical audits, data compilation, and the formulation of quality indicators.

3. To build expertise in patient safety protocols, quality assurance systems, and regulatory adherence.
4. To enhance the efficiency of the hospital's discharge process, thereby improving patient satisfaction and operational flow.
5. To strengthen professional skills in collaboration, communication, and analytical problem-solving within a healthcare context.

Organizational Profile



Eternal Hospital (a unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital located in Sangarner, Jaipur. This landmark healthcare facility is the result of the visionary leadership of Dr. Samin K. Sharma, a world-renowned interventional cardiologist based at Mount Sinai Hospital, New York, USA. The Eternal Heart Care Centre (EHCC) was founded in 2013, and its branch, Eternal Hospital, Sangarner (EHS), was established in October 2019. While EHCC's main unit has a capacity of 250 beds, EHS operates with over 100 beds, making it a significant healthcare provider in the region.

Notably, it is the only hospital in the state accredited by both the Joint Commission International (JCI) and the National Accreditation Board for Hospitals & Healthcare Providers (NABH), reflecting its commitment to global standards of care.

Vision:

To provide high quality care and to touch the lives of the people through excellence in clinical care and affordable cost.

Mission:

To provide compassionate, accessible, high quality, patient centered, cost effective healthcare to one and all through best-in-class medical practices, technology and to work continuously to improve and sustain clinical outcomes, patient safety and satisfaction

Floor wise distribution of departments:

- **Floor 6:** General Ward & Administrative Offices
- **Floors 5 & 4:** Suite, Deluxe & Semi-Deluxe Accommodations
- **Floor 3:** Medical Intensive Care Unit (ICU) & General Ward
- **Floor 2:** Operation Theatres & Post-Operative Recovery Ward
- **Floor 1:** Neonatal ICU (NICU), Surgical ICU & Blood Storage Centre
- **Ground Floor:** Outpatient Department (OPD) Chambers, Emergency Services, Pharmacy & Billing
- **Basement 1:** Radiology (X-Ray, CT scan, Ultrasound), Pathology Laboratory & Dialysis Unit
- **Basement 2:** Central Sterile Services Department (CSSD), Inpatient Pharmacy & Support Services

Services Provided by Organization

Eternal Hospital delivers an extensive array of clinical and non-clinical services, designed to provide comprehensive care and ensure operational excellence. The following details reflect the institution's commitment to meeting diverse healthcare needs.

Clinical Services

- **Emergency and Trauma Care:** Round-the-clock emergency response with advanced trauma management capabilities, supported by a dedicated team and rapid-response protocols.
- **Specialized Intensive Care:** A network of ICUs, including Medical ICU, Surgical ICU, Cardiac ICU, and Neonatal ICU, equipped with ventilators, hemodynamic monitoring systems, and other critical care technologies.
- **Surgical Expertise:** Cutting-edge operation theatres facilitating complex procedures in general surgery, orthopaedics, neurosurgery, cardiothoracic surgery, and minimally invasive techniques such as laparoscopy and robotic surgery.
- **Cardiology and Cardiac Surgery:** Advanced interventional cardiology (e.g., angioplasty, stenting) and cardiothoracic surgeries (e.g., bypass surgery), bolstered by a state-of-the-art Cath lab.
- **Maternity and Paediatric Care:** Comprehensive obstetric services, including Labor and Delivery Rooms (LDR), alongside a Neonatal ICU and paediatric consultations for holistic maternal and child health.
- **Diagnostic Services:** Full-spectrum diagnostics encompassing radiology (MRI, CT Scan, X-Ray, Ultrasound), pathology (biochemistry, histopathology), and nuclear medicine for precise and timely diagnoses.
- **Renal Care and Dialysis:** Specialized dialysis units offering haemodialysis and peritoneal dialysis, complemented by nephrology consultations for chronic kidney disease management.
- **Outpatient Specialty Clinics:** Over 20 specialty OPDs, covering cardiology, neurology, gastroenterology, endocrinology, and more, ensuring accessible expert consultations.

Non-Clinical Services

- **Pharmacy Services:** Fully stocked in-house pharmacies for outpatient and inpatient needs, ensuring uninterrupted access to medications and adherence to safety standards.
- **Billing and Insurance Processing:** Streamlined billing operations, including coordination with third-party administrators (TPA) and insurance providers for seamless financial transactions.
- **Housekeeping and Infection Control:** Rigorous sanitation protocols, biomedical waste management, and infection prevention measures to maintain a hygienic environment.
- **Security and Safety:** 24/7 security surveillance, access control systems, and emergency preparedness plans to safeguard patients, staff, and facilities.
- **Information Technology Infrastructure:** The EHCC – Akhil system integrates patient records, appointment scheduling, billing, and reporting, enhancing operational efficiency.
- **Nutrition and Dietary Support:** Customized dietary plans developed by certified dietitians, catering to inpatients' medical and nutritional requirements.
- **Patient Support Services:** Dedicated help desks, counselling, and patient navigation assistance to enhance the overall care experience.

Key Activities/Projects Undertaken Other than Dissertation

NABH Accreditation Preparation

- Executed clinical audits within the Gynaecology and Paediatrics departments to ensure adherence to NABH 5th edition standards.
- Formulated and documented clinical pathways for procedures such as Lower Segment Caesarean Section (LSCS) and Laparoscopic Cholecystectomy, in collaboration with the Operation Theatre team.
- Developed quality indicators, including the Standardized Mortality Ratio (SMR), by applying APACHE II scores for ICU patients. This work complemented my dissertation project, "Assessing ICU Patient Outcomes Using APACHE II Scores and SMR at Eternal Hospital," which focused on evaluating the accuracy of APACHE II in predicting patient outcomes and calculating SMR to assess care quality in the ICU.
- Assessed the appropriateness of radiology utilization to ensure compliance with clinical protocols and patient safety guidelines.

Discharge Process Optimization

- Conducted a detailed analysis of discharge workflows across floors 3–5, identifying inefficiencies such as delays in Discharge Summary preparation and billing reconciliation.
- Designed and implemented a standardized checklist to streamline discharge tasks, coordinating with nursing and administrative personnel.
- Worked with interdisciplinary teams to reduce discharge turnaround time, enhancing patient satisfaction and bed availability.

Additional Responsibilities

- Undertook rotations in critical areas, including Emergency Services, Central Sterile Services Department (CSSD), and Pharmacy, to gain a comprehensive perspective on hospital operations.
- Supported patient flow management during a high-volume OPD session with Dr. Samin K Sharma, ensuring efficient coordination across registration, consultation, and diagnostic stages.

Key Learnings from Internship

1. **Operational Insight:** Acquired a deep understanding of how hospital design and departmental integration optimize service delivery.
2. **Quality Assurance Proficiency:** Mastered the application of NABH standards to elevate patient safety and care quality.
3. **Analytical Skills:** Learned to leverage data-driven tools, such as quality indicators and process metrics, to inform decision-making.
4. **Process Improvement:** Successfully applied academic concepts to enhance discharge efficiency, directly impacting patient experience.
5. **Team Collaboration:** Strengthened interpersonal and teamwork abilities through effective collaboration with diverse healthcare professionals.