

Internship Report

Introduction

Internship training is an integral part of the MBA (Hospital and Health Management) program at IIHMR University. It allows students to bridge the gap between academic concepts and real-world hospital administration. My three-month internship at EHCC Hospital, Jaipur, in the Medical Administration Department, was not just a professional exposure—it was a learning journey that deepened my understanding of patient care, operational workflows, and administrative efficiency in a real-time hospital setup.

From day one, I was welcomed with warmth and responsibility. Under the guidance of my department mentor, I began contributing to core administrative functions while simultaneously working on my dissertation project titled "Measuring Patient Feedback: An Analysis Using Net Promoter Score and Patient Satisfaction Index." The experience empowered me to explore how structured feedback mechanisms can become a powerful tool for enhancing patient experience and operational excellence.

Objectives of the Internship

- To gain firsthand experience in the day-to-day working of a tertiary healthcare facility.
- To understand patient feedback mechanisms and their influence on hospital branding and service quality.
- To support the design and implementation of patient satisfaction initiatives using tools like NPS and PSI.
- To collaborate with various hospital departments and understand the challenges in medical administration.
- To translate academic learning into practical insights by contributing to ongoing administrative projects.
- To enhance professional skills in communication, problem-solving, and coordination within a hospital setting.

Organizational Profile: EHCC Hospital, Jaipur

Eternal Heart Care Centre (EHCC) is a reputed multi-specialty tertiary care hospital located in Jaipur. Known for its state-of-the-art infrastructure and patient-centric approach, EHCC is accredited by JCI and NABH, ensuring adherence to international standards. The hospital offers over 250 beds, with a wide range of clinical and non-clinical services, focusing on cardiac sciences, orthopaedics, neurology, nephrology, oncology, and more.

Vision: To touch lives with quality and compassionate care.

Mission: To provide high-quality, patient-centric, and affordable care through excellence in clinical practices and advanced technologies.

Department: Medical Administration

The Medical Administration Department plays a pivotal role in maintaining the operational backbone of the hospital. It ensures smooth coordination among departments, monitors compliance standards, supervises patient services, and continually strives to enhance overall care delivery.

Dissertation Project Overview

Title: Measuring Patient Feedback: An Analysis Using Net Promoter Score and Patient Satisfaction Index

The focus of my project was to evaluate the effectiveness of the current patient feedback system and to recommend improvements based on data analysis. The NPS (Net Promoter Score) and PSI (Patient Satisfaction Index) were used as metrics to gauge patient loyalty and service quality.

Key Activities:

- Designed feedback forms tailored to different patient categories (IPD, OPD, Emergency).
- Collected and analyzed over 100 responses across service areas.
- Identified critical areas affecting patient satisfaction such as discharge delays, communication gaps, and food quality.
- Suggested department-wise feedback dashboards for real-time monitoring.
- Recommended reward and recognition systems for high-performing units.

Other Key Activities During Internship

1. Feedback System Revamp

- Standardized the patient feedback collection process across departments.
- Assisted in integrating digital kiosks and QR-based forms to improve response rates.
- Coordinated with the IT and Quality departments to ensure smooth data flow.

2. Admission & Discharge Process Mapping

- Participated in observing and mapping admission-to-discharge workflows.
- Identified bottlenecks in the discharge process such as delays in billing and documentation.
- Proposed SOP-based checklists to reduce turnaround time and improve patient satisfaction.

3. Interdepartmental Coordination

- Facilitated communication between Nursing, Housekeeping, F&B, and Pharmacy units to resolve patient issues in real-time.
- Shadowed duty managers during high-volume OPD days to understand on-ground crisis handling.

4. Daily Rounds and Grievance Handling

- Accompanied medical administrators during daily patient rounds.
- Took part in grievance resolution by recording concerns and ensuring quick redressal with relevant departments.

Key Learnings

- Data-Driven Decision Making: Learned how structured feedback systems can guide administrative strategies.
- Real-Time Problem Solving: Understood the importance of being proactive in addressing patient and staff concerns.
- Cross-Departmental Collaboration: Built communication and leadership skills by working closely with diverse teams.
- Patient-Centric Thinking: Realized that empathy and active listening are crucial traits in healthcare administration.
- Practical Application of Management Tools: Applied quality management concepts like process mapping, Pareto analysis, and root cause analysis to real-time hospital issues.

Conclusion

My internship at EHCC Hospital was a transformative experience that went far beyond academic learning. It gave me a chance to contribute meaningfully, reflect deeply, and grow both personally and professionally. Working in the Medical Administration Department allowed me to witness the invisible threads that hold a hospital together—and how patient feedback, if used wisely, can become a compass for continuous improvement.