

INTERNSHIP REPORT
HCG HOSPITAL,VADODARA

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

Dr. Shivani Mistry(PT)

1. Introduction

Internships serve as a critical bridge between academic instruction and real-world healthcare operations. As part of my MBA in Hospital and Healthcare Management, I undertook a structured internship at HCG Cancer Hospital, Vadodara, a leading oncology institution under Healthcare Global Enterprises Ltd., known for its patient-centric approach and multidisciplinary cancer care.

This internship provided hands-on exposure to hospital workflows, patient engagement mechanisms, and administrative functions. The core focus areas included Outpatient Department (OPD) operations, follow-up appointment coordination, internal referral mapping, and supplementary observations in Inpatient Department (IPD) and Operation Theater (OT) workflows.

This report outlines the key objectives, projects undertaken, challenges observed, process improvements recommended, and critical learnings gained during the internship.

2. Objectives of the Internship

The internship was designed to meet both academic learning outcomes and institutional operational needs. The key objectives were:

- To understand the end-to-end patient journey and workflow challenges in an oncology care hospital, especially in OPD services.
- To assess and optimize patient-facing processes such as appointment scheduling, follow-up coordination, and doctor accessibility.
- To identify operational inefficiencies contributing to patient dissatisfaction or dropout and recommend actionable solutions.
- To analyze internal referral mechanisms and their impact on continuity of care.
- To gain exposure to digital health systems (HIS/CRM) and observe their role in hospital decision-making and service delivery.
- To propose improvements that are patient-centered, feasible, and aligned with hospital standards.

3. Organizational Profile

HCG Cancer Hospital, Vadodara, is a unit of Healthcare Global Enterprises Ltd., one of India's foremost cancer care providers. HCG specializes in comprehensive,

technology-enabled cancer treatment across surgical, medical, and radiation oncology, supported by diagnostics, pharmacy, and patient navigation services.

Vision: Adding life to years by redefining healthcare through global innovation.

Mission: To be an acclaimed healthcare institution in pursuit of medical excellence through value-based medicine.

Core Values:

- Innovation: Clinical outcomes through technology and improvement.
- Collaboration: Team-based care delivery.
- Leadership: Excellence at individual and institutional levels.
- Quality: Delivering patient-centered, high-quality care.

4. Services Offered

- Surgical, Medical, and Radiation Oncology
- Oncology Nursing & Palliative Care
- Comprehensive Cancer Diagnostics
- Pharmacy & Laboratory Services
- Patient Navigation and Support Programs
- Pain Management and Psychosocial Counseling

5. Key Projects and Activities

A. Improving Accessibility of Doctor Information

During the internship, it was observed that patients—particularly the elderly and digitally challenged—faced difficulties in accessing timely and accurate information about doctors' availability, specialties, consultation timings, and OPD room numbers. To address this, a printed trifold Doctor Directory Leaflet was proposed, containing essential details and a QR code linking to live updates. Additional suggestions included installing digital display boards and laminated noticeboards at key patient interaction points. A long-term solution recommended was the introduction of self-service kiosks for real-time doctor search and navigation. These interventions were aimed at enhancing transparency, reducing front desk burden, and improving patient satisfaction.

B. Streamlining Follow-Up Appointment Scheduling and Communication

The existing follow-up scheduling process in the Surgical OPD was fragmented and manual, involving multiple steps that led to data redundancy, errors, and communication breakdowns. Follow-ups were noted in physical files, then manually transcribed into Excel by MIHU staff, and later relayed to patients via call center SMS or phone calls—often resulting in mismatches or missed appointments. To optimize this, I proposed enabling doctors to directly enter follow-up appointments into the HIS/CRM system. Real-time access was recommended for MIHU and call center teams, along with automation of SMS/call reminders. Standard Operating Procedures (SOPs), staff training, and a feedback mechanism were also advised to enhance coordination, reduce no-shows, and ensure timely communication.

C. Observations on IPD and OT Workflow Coordination

Although the primary focus was on OPD processes, limited exposure to IPD and OT operations provided valuable insights into systemic coordination challenges. Delays were observed in bed management and patient discharge due to a lack of real-time information sharing. In the OT, late updates from surgical teams often caused scheduling bottlenecks and inefficiencies. To address these issues, the use of real-time dashboards for bed tracking and patient transfers was suggested. Additionally, synchronizing OT scheduling systems with surgeon inputs and patient readiness could enhance operational efficiency across departments.

6. Key Learnings

1. Systems Thinking in Oncology

Each process in cancer care—from diagnosis to referral—must be streamlined for patient adherence and outcome optimization.

2. Operational Process Improvement

Learned to identify root causes of inefficiencies and translate observations into implementable solutions, backed by stakeholder input and data.

3. Digital Health Integration

Gained practical knowledge of HIS/CRM usage for scheduling, patient tracking, and communication automation.

4. Interdepartmental Coordination

Appreciated the critical role of internal referrals and handovers in ensuring timely, effective care transitions.

5. Professional Communication & Documentation

Enhanced ability to structure reports, prepare presentations, and communicate findings clearly to healthcare teams and administrators.

7. Conclusion

The internship at HCG Cancer Hospital, Vadodara, was a transformative experience that deepened my understanding of hospital operations within a high-acuity, multidisciplinary oncology setting. By actively engaging in OPD process evaluation, follow-up scheduling redesign, and referral mapping, I gained practical exposure to real-world healthcare delivery and decision-making.

The opportunity to work on a structured dissertation, observe hospital subsystems, and contribute to ongoing improvements solidified my capability in process analysis, digital health strategy, and patient-centered management. This experience has significantly shaped my perspective as a future healthcare manager committed to operational excellence and compassionate care delivery.