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INTERNSHIP REPORT

1. Introduction

The three-month internship at Cloudnine Hospital, Bellandur, was an integral component of my MBA (Hospital and Health Management) program. This period provided me with the opportunity to immerse myself in the operational and administrative framework of a leading maternity and childcare hospital in Bengaluru. My daily responsibilities ranged from observing clinical workflows to supporting administrative and quality assurance activities, which allowed me to bridge theoretical concepts with practical, real-world application. The internship also served as the groundwork for my dissertation project, which examined burnout among nurses in a 24×7 maternity hospital, offering valuable context and exposure to the challenges faced by frontline healthcare workers in continuous care settings.

2. Objectives of Internship

- To gain practical experience in hospital administration and operations.
- To understand the workflow and interdepartmental coordination in a maternity hospital.
- To develop skills in documentation, communication, and teamwork.
- To observe and learn about quality assurance, patient safety, and regulatory compliance.
- To support ongoing projects and initiatives under the guidance of my preceptor.

3. Organizational Profile

Cloudnine Hospital, Bellandur, is part of the renowned Cloudnine Group, which is recognized as a pioneer in maternity, neonatal, and women's healthcare in India. The hospital is strategically located in the heart of Bengaluru's IT corridor, catering to a diverse urban population. With a robust infrastructure comprising over 100 beds, advanced labor and delivery suites, Level III Neonatal Intensive Care Units (NICU), and state-of-the-art diagnostic and surgical facilities, Cloudnine is equipped to manage both routine and high-risk cases.

The hospital employs a multidisciplinary team of obstetricians, pediatricians, neonatologists, nurses, and allied health professionals, all committed to delivering compassionate, evidence-

based care. Cloudnine Bellandur is accredited by NABH and adheres to stringent protocols for patient safety, infection control, and clinical documentation. The organization places a strong emphasis on patient experience, offering services such as antenatal classes, lactation counseling, fertility treatments, and postnatal support. The hospital's culture is characterized by teamwork, continuous learning, and a patient-centric approach, making it an ideal environment for aspiring healthcare managers to gain practical exposure.

4. Services Provided by the Organization

- Maternity Care: Antenatal checkups, labor and delivery, postnatal care.
- Neonatal and Pediatric Care: Level III NICU, immunizations, growth and development monitoring.
- Fertility Services: IVF, IUI, and counseling.
- Gynecology: Laparoscopic surgeries, preventive screenings.
- Wellness Programs: Nutrition counseling, prenatal yoga, lactation support.

5. Key Activities/Projects Undertaken

5.1 Departmental Rotations

- Shadowed nursing and administrative staff in labor wards, NICU, OT, and postnatal wards.
- Assisted in daily patient rounds and observed handover processes between shifts.

5.2 Operations and Administration

- Supported the admissions team in patient registration and discharge processes.
- Helped maintain electronic medical records and ensured accurate documentation.
- Observed inventory management, including procurement and stock audits for pharmacy and consumables.

5.3 Quality and Compliance

- Participated in internal audits for NABH compliance, focusing on infection control and patient safety protocols.
- Assisted in preparing checklists and reports for quality assurance meetings.

5.4 Patient Experience Initiatives

- Engaged with patients and families to collect feedback on hospital services.
- Helped organize patient education sessions on breastfeeding, newborn care, and postpartum recovery.

5.5 Teamwork and Communication

- Worked closely with multidisciplinary teams, developing effective communication and conflict resolution skills.
- Supported staff training sessions on emergency preparedness and code blue drills.

6. Key Learnings from Internship

- Understanding Hospital Workflow: Gained insight into the complexities of managing a 24/7 healthcare facility, including shift management, patient flow, and resource allocation.
- Team Collaboration: Learned the importance of teamwork and interdepartmental coordination in delivering seamless patient care.
- Documentation Skills: Improved proficiency in maintaining accurate patient records and compliance with regulatory standards.
- Quality Focus: Recognized the significance of continuous quality improvement and adherence to accreditation standards for patient safety.
- Communication: Developed strong communication skills by interacting with staff, patients, and hospital leadership.
- Professionalism and Ethics: Observed the importance of ethical conduct, patient confidentiality, and empathy in healthcare delivery.

7. Mention of Dissertation Topic

During the internship, I also undertook data collection for my dissertation titled "Burnout among nurses in a 24×7 maternity hospital: A descriptive study." This provided valuable exposure to research methodology and deepened my understanding of the operational and human resource challenges in a busy maternity setting.

8. Conclusion

The internship at Cloudnine Hospital, Bellandur, was a transformative experience that significantly enhanced my understanding of hospital operations, multidisciplinary teamwork, and the complexities of healthcare delivery in a 24/7 maternity setting. Through daily involvement in administrative processes, patient care coordination, and quality improvement initiatives, I developed practical skills in documentation, communication, and problem-solving. Exposure to the hospital's dynamic environment also deepened my appreciation for the critical role of frontline staff, particularly nurses, in sustaining high standards of patient care.

The opportunity to observe and interact with various departments provided me with insights into both the operational strengths and the challenges inherent in continuous care environments. This experience not only complemented my academic learning but also informed my dissertation research on nurse burnout, reinforcing the importance of staff wellbeing in achieving organizational excellence. I am grateful to my preceptor and the entire Cloudnine team for their mentorship and support, which have prepared me for a future career in healthcare management.