

INTRODUCTION

As part of the curriculum for my MBA in Hospital and Health Management, I undertook an internship at EHCC Hospital, Jaipur, in the Quality Department from 17th March to 7th June 2025. This internship provided a valuable opportunity to apply classroom knowledge to real world healthcare settings and gain practical insights into hospital quality systems, patient safety, and accreditation standards.

INTERNSHIP OBJECTIVES

Understanding Workflows: To gain a clear understanding of clinical and operational workflows across various hospital departments and how they contribute to overall patient care and hospital efficiency.

- **Skill Development:** To develop practical skills in quality monitoring, auditing, data interpretation, and hospital information system (HIS) usage.
- **Knowledge Enhancement:** To deepen understanding of healthcare standards, accreditation protocols (e.g., NABH), patient safety practices, and infection control measures.
- **Professional Growth:** To build collaborative working relationships with healthcare professionals and learn the dynamics of multidisciplinary teamwork.
- **Patient-Centered Care Insight:** To observe patient journeys and enhance communication and service delivery based on patient feedback tools like PROM and PREM.
- **Administrative Understanding:** To understand hospital operations management, SOP development, inventory control, and compliance documentation
- **Quality and Safety Orientation:** To learn about key quality assurance tools, such as incident reporting systems, root cause analysis, and clinical audit processes.
- **Ethics and Regulations:** To become familiar with healthcare ethics, patient rights, and adherence to hospital accreditation and regulatory standards.

ABOUT THE ORGANIZATION

Organizational Profile

- Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital in Jaipur city. This landmark Healthcare Institute is the result of the vision of Dr. Samin K. Sharma, world-renowned Interventional Cardiologist based at

Mount Sinai Hospital, New York, USA. Founded in 2013. Eternal Hospital brings the best in multispecialty treatment to the state of Rajasthan. Hospitals with a capacity of 250 bedded hospitals have state-of-the-art technology focusing on specialties like Cardiology, Cardiac Surgery, Neurology, Neurosurgery, Orthopedic & Joint Replacement, Spine Surgery, Nephrology, Pediatrics, Gynecology, Critical Care, Urology, Pulmonology, Gastroenterology, Diabetes and Endocrinology and many more.

Vision: A Centre of excellence in the area of medicine with the highest international standard at affordable cost for the community around the globe.

Mission: To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

Core Values:

- Integrity
- Patient Centric
- Teamwork
- Excellence
- Hospitality
- Accountability
- Respect for All

Clinical Services Offered

- Anesthesiology
- Bariatric Surgery - Weight Loss Surgery
- Blood Bank
- Cardiac Surgery
- Cardiology
- Critical Care
- Dental Care
- Dietetics
- Emergency And Trauma Services
- Endocrinology & Diabetes

- ENT
- Gastroenterology
- General & Laparoscopic Surgery
- GI Surgery
- Gynecology & Obstetrics
- Internal Medicine
- Neurology
- Oncology
- Orthopedics and Joint Replacement
- Pediatrics
- Pathology and Microbiology
- Physiotherapy
- Plastic Surgery
- Pulmonology
- Radiology
- Rheumatology & Clinical Immunology

PROJECTS AND ACTIVITIES INVOLVED

During my internship at Eternal Hospital, my core assignment was a dissertation project titled

“Optimizing Wellness Package Utilization, Patient Adherence, and Turnaround Time.”

This project aimed to evaluate and enhance the efficiency and effectiveness of wellness services provided by the hospital.

In addition to the dissertation work, I actively engaged in several quality assurance initiatives and patient experience enhancement activities. These included:

- **Open File Audits:** Reviewing patient admission files to ensure all required documentation was accurately recorded at the time of admission.
- **Live Audits:** Conducting real-time observations of ongoing patient care to assess adherence to standard hospital protocols and procedures.
- **Close File Audits:** Examining discharge records to confirm complete documentation and compliance with discharge protocols
- **IV Infection Prevention Survey:** Monitoring infection control practices related to IV administration and gathering feedback from staff and patients to reduce infection risks.
- **Feedback Collection:** Interacting with patients and staff to gather input on their experiences, aimed at identifying areas for improvement.
- **Mock Drills (Red Code):** Participating in emergency preparedness exercises, including fire and internal disaster simulations, to understand hospital response protocols.

KEY LEARNINGS

This internship gave me real-world exposure to healthcare delivery and hospital administration. Some of my biggest takeaways include:

- **Process Optimization:** Learned how to spot inefficiencies and suggest workflow improvements.
- **Data Skills:** Gained confidence in collecting, analyzing, and interpreting healthcare data.
- **Team Collaboration:** Experienced the importance of teamwork and communication across departments.
- **Problem-Solving:** Tackled real challenges by identifying delays and proposing actionable solutions.
- **Project Management:** Planned and executed my dissertation from data gathering to reporting.
- **Process and Compliance Auditing:** Strengthened auditing skills by conducting compliance checks across multiple departments (e.g., pharmacy, ICU, OPD, MRD), learning to use standard checklists, score results, and compile findings for quality reporting.