

**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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&

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INTERNSHIP REPORT

INTRODUCTION

This internship was undertaken as part of the academic requirements for the completion of the **MBA HOSPITAL & HEALTH MANAGEMENT**. It provided an opportunity to bridge the gap between theoretical knowledge and practical experience within the healthcare sector. The internship was conducted at **Narayana Health, Bangalore** a prominent healthcare institution known for its patient-centred services and innovation in hospital operations.

OBJECTIVES OF INTERNSHIP

- To understand the operational structure and workflow of a multispecialty hospital.
- To observe and participate in real-time healthcare service delivery.
- To analyse specific administrative and pharmacy-related processes.
- To identify challenges in inventory management and communication systems.
- To develop practical problem-solving and project execution skills in a hospital environment.

SERVICES PROVIDED BY ORGANIZATION

- Surgical Services (Cardiac, General, Neuro, etc.).
- Diagnostic Services (Pathology, Radiology).
- Pharmacy and Medication Management.
- Specialized Clinics and Health Check-ups.
- Health Information Management and Medical Records.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

- Assisted in the reorganization of pharmacy return logistics at the 6th-floor IP store.
- Participated in data collection and stock audit processes.
- Conducted workflow observations in the Cath Lab for internet cable extension planning.
- Coordinated with biomedical and facility management for infrastructure improvement requests (e.g., exhaust fan installation).
- Supported antibiotic stewardship tracking in collaboration with SCM and clinical departments.

KEY LEARNINGS FROM INTERNSHIP

Gained insights into the complexity of medication management and indent processes.

Understood the importance of communication channels in ensuring efficient patient care.

Learned to work with multidisciplinary teams and hospital administration.

Developed skills in drafting professional communication and report writing.

Acquired practical knowledge in operational problem-solving and policy improvement initiatives.