

INTERNSHIP REPORT

Sai Sawali Multispeciality Hospital, Ahilya Nagar.

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1. INTRODUCTION

The Sai Sawali Multispeciality Hospital internship offered a comprehensive educational experience that delved deeply into the operational complexities of the healthcare industry. Through this immersive program, participants actively engaged in a variety of tasks designed to enhance their understanding of data collection procedures, patient feedback mechanisms, and service evaluation approaches. By taking part in these activities, I gained firsthand insight into how a leading healthcare facility operates and the importance of continuously improving services to enhance patient care and satisfaction.

2. OBJECTIVE OF THE INTERNSHIP

The primary goal of the internship was to acquire practical experience in healthcare management, with a specific emphasis on patient feedback analysis, data entry processes, and the assessment of service utilization. This objective was further supported by the development of key skills such as data management, effective communication, and problem-solving within a healthcare environment. Moreover, the internship aimed to offer a well-rounded understanding of healthcare service delivery dynamics and highlight the critical role of quality assurance in upholding high standards of patient care.

3. PROFILE OF ORGANIZATION

Sai Sawali Multispeciality Hospital is a trusted healthcare institution located in Ahilya Nagar district, Maharashtra, dedicated to delivering comprehensive and quality medical care. The hospital is equipped with modern medical technology and supported by a skilled team of doctors, surgeons, and healthcare professionals across various specialties. It offers a broad range of services, including outpatient consultations, diagnostics, emergency care, surgeries, maternity services, and specialty treatments in fields like cardiology, orthopedics, pediatrics, and gastroenterology. Sai Sawali Multispeciality Hospital is committed to patient-centered care, with a strong focus on medical excellence, accessibility, and continuous improvement in service delivery to ensure high standards of patient satisfaction.

4. SERVICES PROVIDED BY THE ORGANIZATION

Sai Sawali Multispeciality Hospital provides a wide range of comprehensive healthcare services across multiple specialties, ensuring accessible and quality care.

The hospital offers:

- Emergency and Critical Care Services
- General Medicine
- Pediatrics
- Gynecology and Obstetrics
- Orthopedics
- Cardiology
- Neurology and Neurosurgery
- Gastroenterology
- Radiology and Sonography
- Pathology and Laboratory Services
- Preventive Health Checkups
- Surgical Services (General, Laparoscopic, and Specialized)
- Urology and Nephrology
- Diabetology and Rheumatology
- Anesthesia and Pain Management

With 24/7 emergency support and a dedicated team of specialists, the hospital is committed to delivering patient-focused care rooted in medical excellence and compassion.

5. KEY ACTIVITIES OTHER THAN DISSERTATION

During the internship variety of key activities were carried out beyond the scope of the dissertation project. These included:

- **Google Reviews Analysis:** Actively collected and analyzed patient reviews from Google to assess satisfaction levels and pinpoint areas needing improvement.
- **Interdepartmental Collaboration:** Engaged with various hospital departments to study service utilization and identify areas for service enhancement.
- **Participation in Strategic Discussions:** Attended departmental meetings and brainstorming sessions to contribute to discussions on improving healthcare delivery strategies.

- **Report and Presentation Preparation:** Assisted in developing detailed reports and data-driven presentations to support quality improvement initiatives and inform decision-making processes.
- **Feedback via Practo:** Utilized the Practo platform to gather in-depth patient feedback, offering valuable insights into their experiences with hospital services.
- **Data Entry and Evaluation:** Entered and analyzed health checkup data, with a focus on patient demographics and the types of services utilized, to identify usage patterns and trends.
- **Data Validation:** Cross-referenced information from multiple sources to ensure the accuracy, consistency, and completeness of records.

6. KEY LEARNINGS FROM THE INTERNSHIP

The internship at **Sai Sawali Multispeciality Hospital** provided an enriching experience, offering a blend of hands-on learning and practical exposure to real-world healthcare operations. Engaging with multiple departments and hospital functions gave me valuable insights into the inner workings of a multispecialty healthcare facility.

- **Service Quality and Evaluation:** I gained a strong understanding of the importance of quality assurance and continuous service evaluation in delivering safe and effective healthcare services.
- **Role of Patient Feedback:** Collecting and analyzing patient feedback, especially through platforms like Google Reviews and Practo, highlighted its crucial role in identifying service gaps and improving patient satisfaction.
- **Data Handling and Analysis:** I developed competence in managing patient data, from collection to entry and analysis. These skills are critical for interpreting service usage trends and supporting data-driven decisions in healthcare.
- **Operational Understanding:** Direct exposure to administrative processes deepened my understanding of hospital workflow, departmental coordination, and the logistical efforts required to maintain seamless service delivery.
- **Interpersonal and Communication Skills:** Daily interactions with patients, doctors, and hospital staff helped sharpen my communication abilities, fostering confidence in professional dialogue and collaborative engagement.
- **Healthcare Management Practices:** The internship also introduced me to core management protocols used in hospital settings, including patient flow coordination, resource allocation, and routine monitoring.

Overall, the internship at Sai Sawali Hospital was a transformative professional experience that significantly strengthened my foundation in healthcare management. The exposure to patient-centered practices, data systems, and operational procedures has equipped me with the practical skills and knowledge required for a promising career in the healthcare sector.