

INTERNSHIP REPORT

By – Dr.Surbhi kumari (1860)

TENURE – 17TH MARCH TO 17TH
JUNE

LOCATION – JAY PRABHA
MEDANTA SUPER SPECIALITY
HOSPITAL, PATNA, INDIA

Guide – Ritu Vashistha (Assistant
Professor)

INTRODUCTION

This report details the comprehensive internship experience undertaken at Jay Prabha Medanta Hospital, located in Patna. As a leading healthcare institution in the region, Jay Prabha Medanta offers a state-of-the-art environment for medical practice, research, and patient care. This internship provided an invaluable opportunity to bridge theoretical knowledge with practical application within a dynamic clinical and administrative setting.

Jay Prabha Medanta, a collaborative venture between the Medanta Group and the Bihar government, stands as a beacon of advanced medical care in Eastern India. Established with a vision to provide world-class, holistic healthcare at an affordable cost to the citizens of Bihar, the hospital has rapidly transformed the healthcare landscape. Sprawled across an expansive 1 million square feet campus, it is one of the largest private hospitals in Patna, equipped with cutting-edge technology, including advanced imaging and diagnostic machines, and notably features Eastern India's first Varian Edge Machine for comprehensive cancer care. The hospital boasts a planned capacity of up to 650 beds, 112 critical care beds, and 14 operating theatres, offering a comprehensive range of specialties such as Cardiology, Neurology, Orthopaedics, Oncology, Gastroenterology, Nephrology, Urology, and advanced surgical services including robotic surgery. Its commitment to patient-centric care, innovation, and ethical practices, underscored by NABH accreditation, has positioned it as a premier destination for a wide spectrum of medical needs. The hospital's mission extends beyond treatment to encompass community health initiatives and medical education, reflecting its dedication to holistic well-being and the advancement of healthcare standards in the region.

The primary objective of this internship was to gain hands-on experience in Medical administration and clinical operations department. Over the duration of the internship period, from 17th March 2025 to 17th Jun 2025, I was exposed to various facets of the hospital's operations, allowing for a deeper understanding of the complexities and challenges inherent in modern healthcare delivery.

This report will outline the objectives set for the internship, the key learning outcomes and experiences gained, and a reflective analysis of the overall impact of this practical exposure.

The insights garnered from working alongside experienced professionals at Jay Prabha Medanta have been instrumental in shaping my understanding of the healthcare industry and fostering a commitment to professional excellence.

OBJECTIVES OF INTERNSHIP

- ☐ To gain real-world exposure in a reputed super-specialty hospital while working alongside experienced professionals in the healthcare field.
- ☐ To build practical skills in patient services, medical administration and hospital operations.
- ☐ To take part in a research initiative aimed at enhancing healthcare delivery and patient outcomes, as part of the MBA program requirements.
- ☐ To actively contribute to the hospital's commitment to quality, innovation, and patient-centered care through teamwork and continuous learning.

ORGANIZATIONAL PROFILE

Overview

Jay Prabha Medanta Super Specialty Hospital, located in Patna, Bihar, is a significant healthcare institution operating under Global Health Limited (Medanta), one of India's largest private multi-specialty tertiary care providers. Established as a collaborative effort between the Medanta Group and the Government of Bihar, it aims to deliver world-class, holistic, and affordable healthcare services to the citizens of Bihar and surrounding regions. The hospital commenced its OPD (Outpatient Department) facilities in 2020 and IPD (Inpatient Department) services in the second half of FY22.

Mission

To deliver world class, patient centric, integrated and affordable healthcare through a dynamic institution that focuses on the development of people and knowledge.

Core Values

Jay Prabha Medanta, aligned with the broader Medanta philosophy, is driven by a strong set of core values that guide its operations and patient interactions:

- ☐ Patient centric care: Foster a culture where every one of us is committed to care for

patients and their caregivers.

- Leadership and quality: Commit to delivering excellence in everything we do through exemplary action and behaviour.
- Integrity and courage: Maintain the highest ethical standards by putting the patient first and demonstrating the courage to do what is right.
- Collaboration, learning and innovation: Promote teamwork and collaboration, welcome change and creativity, encourage innovation.

SALIENT FEATURES

Scale and Infrastructure: Sprawled across an expansive 1 million square feet campus, Jay Prabha Medanta Patna is designed to be one of the largest private hospitals in the region. It has a planned bed capacity of up to 650 beds, including 112 critical care beds, and 14 operating theatres.

Advanced Technology: The hospital is equipped with cutting-edge medical technology. Notable inclusions are advanced imaging and diagnostic machines (MRI, CT scans, ultrasound), and Eastern India's first Varian Edge Radiation Machine, crucial for its Comprehensive Cancer Care Programme, enabling highly precise radiation therapies like SRS, SRT, and Rapid Arc Therapy. It also offers Total Body Irradiation for Bone Marrow Transplant patients.

Accreditations: Jay Prabha Medanta Patna holds NABH (National Accreditation Board for Hospitals & Healthcare Providers) accreditation, signifying its adherence to stringent national quality and patient safety standards.

Patient-Centric Design: The hospital's design prioritizes patient comfort and efficient care, featuring well-connected departments, multiple entry points (OPD, IPD, Emergency, Staff & Services), dedicated small waiting spaces, and provisions for differently-abled persons. It also emphasizes natural light and centralized environmental control systems, creating a safe and friendly healing environment.

Comprehensive Specialty Care: The hospital provides a wide spectrum of multi-super specialty services under one roof, reducing the need for patients to travel for advanced

treatments.

Highly Skilled Professionals: A team of experienced doctors, many with international training, and a dedicated nursing and paramedical staff ensures high-quality care through a doctor-led model.

Public-Private Partnership (PPP) Model: Operating as a joint venture with the Bihar government, the hospital also aims to provide affordable healthcare, including reserving 25% of operationalized beds at CGHS rates for referred BPL patients.

SERVICES PROVIDED

Jay Prabha Medanta Patna offers a comprehensive range of medical and surgical specialties, delivered by a team of highly skilled and experienced medical professionals, many with international training. Key departments and services include:

Cardiac Sciences: Cardiology, Cardiothoracic and Vascular Surgery (CTVS), Interventional Cardiology, Electrophysiology.

Neurosciences: Neurology, Neurosurgery.

Oncology: Medical Oncology, Surgical Oncology, Radiation Oncology (including Total Body Irradiation for Bone Marrow Transplant patients, SRS, SRT, and Rapid Arc Therapy).

Gastroenterology & Hepatology: Medical Gastroenterology, GI Surgery, GI Oncology, Bariatric Surgery.

Renal Sciences: Nephrology, Urology, Kidney Transplant Surgery.

Orthopaedics: Joint Replacement, Spine Surgeries, Sports Injuries.

Critical Care & Emergency Medicine: 24/7 specialized services for critical and trauma cases.

Other Specialties:

Anaesthesiology

Aesthetic & Plastic Surgery

Blood Bank

Breast Services

Dentistry (including Aesthetic Dentistry)

Dermatology

Diabetology & Endocrinology

ENT (Ear, Nose, Throat)

General Medicine

General Surgery

Gynaecology & Obstetrics

Haematology & Bone Marrow Transplant

Ophthalmology

Paediatric Care (including Paediatric Cardiology, Paediatric Pulmonology, Neonatology)

Pathology & Laboratory Medicine

Radiology & Imaging

Respiratory & Sleep Medicine

Psychiatry

Diagnostic Services: Comprehensive diagnostic facilities including MRI, CT scans, ultrasound, and a wide range of laboratory tests.

Support Services: Pharmacy, Ambulance Services, Telemedicine, Homecare, and health check-up programs.

Organizational Approach

Medanta operates on a team-based, doctor-led model, where highly experienced specialists collaborate across disciplines to provide holistic, multidisciplinary care. This structure promotes integration and ensures comprehensive treatment plans for patients. The hospital is committed to continuous improvement, adherence to international standards, and ongoing training for its healthcare professionals.

Community Engagement

Beyond clinical services, Jay Prabha Medanta Patna is actively involved in community outreach. This includes conducting health camps, awareness programs (e.g., CPR training, where over 15,000 individuals in Bihar have been trained), and participating in disaster relief efforts, demonstrating a commitment to public health and social responsibility.

KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Key activities:

- ☐ Attended the induction program of Jay Prabha Medanta and gained insights into the departments, services, and policies of the organisation.
- ☐ Orientation of the F&B, housekeeping, and fire safety departments.
- ☐ Overview of the physiotherapy and dietitian department.
- ☐ Understanding the process of the PCS department and finding gaps through observation for a week.
- ☐ Understanding the TPA process.
- ☐ Overview of the nursing and medical transcription department.
- ☐ Understanding the process of the Emergency department and finding gaps through observation for a week.
- ☐ Understanding the roles and responsibilities of a floor manager in managing IPD wards.
- ☐ Orientation of the OT of the hospital.
- ☐ Understanding departmental coordination in the OT department.
- ☐ Conducting daily OT rounds.
- ☐ Solving the issues and providing suggestions to improve infection control in OT.
- ☐ Orientation of the Quality department.

Key project:

Title – Time Motion Study of OT patient from arrival to shifting to pre-OP.

Methodology – observational.

Sample size – 54.

Duration – 1 month.