

Internship Report

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by

Dr. Swarna Dipti

Under the Supervision and Guidance of

Dr. Ritu Vashistha

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INTRODUCTION

This report presents a comprehensive account of my three-month internship at **Eternal Hospital, Sanganer, Jaipur**—a well-established multispecialty healthcare institution. The internship served as an essential link between my academic foundation and the practical realities of hospital operations. It offered me an invaluable opportunity to gain experiential learning through direct exposure to clinical practices and administrative workflows.

Throughout this journey, I was actively involved in observing and participating in the daily functions of various departments. I interacted with healthcare professionals including doctors, nurses, and administrative staff, which not only deepened my understanding of interdisciplinary teamwork but also enhanced my appreciation for the complexities of healthcare delivery. The internship also allowed me to observe patient care processes closely, enabling me to build both clinical insight and empathetic communication skills. Moreover, I became familiar with hospital protocols, ethical standards, and regulatory compliance mechanisms, all of which play a crucial role in ensuring quality and accountability in healthcare.

INTERNSHIP OBJECTIVES

The main goal of this internship was to bridge academic learning with real-world experience. At Eternal Hospital, I focused on:

- Gaining clinical exposure across multiple departments.
- Developing basic hands-on skills and understanding medical equipment usage.
- Enhancing knowledge of diseases, treatments, and standard protocols.
- Strengthening communication and patient interaction skills.
- Building professional rapport with doctors, nurses, and healthcare staff.
- Participating in academic discussions and research-related activities.
- Learning hospital administration processes and quality protocols.
- Understanding ethical standards, patient confidentiality, and compliance practices.

ABOUT THE ORGANIZATION

Eternal Hospital, Sanganer is a premier multispecialty healthcare institution located in Jaipur, Rajasthan. Renowned for its commitment to delivering world-class medical services, the hospital combines cutting-edge technology with a compassionate, patient-focused approach. It has earned a reputation for clinical excellence, advanced infrastructure, and comprehensive care across a wide range of medical specialties.

Equipped with state-of-the-art diagnostic and therapeutic equipment, Eternal Hospital provides services in cardiology, neurology, orthopedics, oncology, internal medicine, emergency care, and more. The hospital is staffed by a highly qualified team of doctors, nurses, and support professionals who work collaboratively to ensure optimal patient outcomes.

From routine health check-ups to highly specialized surgical procedures, Eternal Hospital is dedicated to maintaining the highest standards of safety, quality, and ethics. Its focus on continuous innovation, patient satisfaction, and adherence to global healthcare practices makes it a trusted name in the region's medical landscape.

SERVICES OFFERED

The hospital offers a wide spectrum of services, including but not limited to:

- **Core Specialties:** Cardiology, Orthopaedics, Neurology, Gastroenterology, Nephrology, Obstetrics & Gynaecology, Urology, ENT, General Medicine, and Paediatrics.
- **Critical Services:** Emergency & Trauma, Anaesthesia & ICU care, Cardiac and Neurosurgeries.
- **Diagnostic & Support Services:** Pathology, Radiology (CT, X-ray, Ultrasound), Pharmacy, Physiotherapy, Dialysis, Spirometry, and TMT.
- **Specialized Clinics:** Dermatology, Endocrinology, Rheumatology, Ophthalmology, and Dental care.
- **Wellness & Preventive Services:** Dietetics, health check-up packages, and feedback-based quality improvement.

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 documentation completeness and compliance with discharge protocols.
- **KOOS-12 Knee Survey:** Assisting in data collection for patients with knee conditions to evaluate treatment outcomes using the KOOS-12 assessment tool.
- **IV Infection Prevention Survey:** Monitoring infection control practices related to IV administration and gathering feedback from staff and patients to reduce infection risks.
- **LSCS Survey:** Collecting data on lower segment caesarean section (LSCS) cases to evaluate patient satisfaction and clinical outcomes.
- **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, analysing, 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.