

Internship Report

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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INTERNSHIP REPORT

1. 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.

2. Objectives of the Internship

- **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.

3. 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. Hospital with a capacity of 250 bedded hospitals have state-of-the-art technology focusing on specialties like Cardiology, Cardiac Surgery, Neurology, Neurosurgery, Orthopaedic & Joint Replacement, Spine Surgery, Nephrology, Pediatrics, Gynecology, Critical Care, Urology, Pulmonology, Gastroenterology, Diabetes and Endocrinology and many more.

Vision: A Centre of excellence in 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

- Anaesthesiology
- 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
- Gynaecology & Obstetrics
- Internal Medicine
- Neurology
- Neurosurgery
- Oncology
- Orthopaedics and Joint Replacement
- Pediatrics
- Pathology and Microbiology
- Physiotherapy
- Plastic Surgery
- Pulmonology
- Radiology
- Rheumatology & Clinical Immunology

Key Projects Undertaken During Internship

- Assessed IV cannulation compliance using CAHO-validated Patient-Reported Experience Measure (PREM) tools.
- Collected patient feedback across multiple departments on communication, pain management, and procedural hygiene.
- Ensured ethical and respectful patient interaction while conducting structured PREM-based interviews.
- Analyzed feedback to identify gaps in IV cannulation practices and variations in patient experience.
- Benchmarked findings against institutional protocols and CAHO standards for quality assurance.
- Collaborated with nursing and quality teams to suggest improvements in communication and post-cannulation care.
- Prepared department-wise reports and recommended integrating PREM tools into regular quality audits.

Key Learnings and Takeaways

- **Enhanced Understanding of Quality Standards:**
Gained practical exposure to the application of NABH standards and protocols through documentation audits, departmental checks, and policy management, enhancing knowledge of accreditation requirements in real-time hospital settings.
- **Data-Driven Quality Improvement:**
Developed skills in collecting, analyzing, and interpreting data related to PREMs, PROMs, PSQ indicators, and medication errors to support informed decision-making and continuous quality improvement.
- **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.

- **Policy and SOP Familiarity:**
Acquired practical knowledge of organizing, reviewing, and drafting SOPs and hospital policies under various NABH chapters, which deepened understanding of structured healthcare governance and regulatory documentation.
- **Patient Safety Practices:**
Understood the importance of safety protocols through initiatives such as IPSPG audits, active participation in safety campaigns, reinforcing vigilance in daily hospital operations.
- **Root Cause Analysis Exposure:**
Participated in analyzing real-world medication error data and supported the development of a Fishbone Diagram, learning how structured tools assist in identifying underlying causes and supporting corrective actions.
- **Communication and Teamwork:**
Collaborated with various departments, mentors, and clinical teams, strengthening interpersonal communication and the ability to work in a multidisciplinary healthcare environment.
- **Excel and Data Visualization:**
Improved proficiency in Excel for compiling audit data, creating dashboards, and visualizing trends in PSQ indicators, which are crucial for performance tracking and reporting in hospital quality management.