

Internship Report

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Introduction:

Towards the end of the second year of MBA Hospital and Health Management course at IHMR University, gives an opportunity for three-month Internship which is mandatory for all the students to attain fulfilment of the degree. The Intern was placed at Cloudnine Hospital, Kanakpura Road, which focuses on maternity. The internship period started from 10th March to 30th May.

Roles and responsibilities (given by the organization)

Week	Activity	Objective	Key process(es)	Key learning
10/03/2025 to 17/03/2025	Understanding about the organization, scope of services and understanding the job role.	To learn about the organization and work culture. To have orientation about the responsibilities.	• Facility round • Meeting with CXOs • HMIS • Zing HR	Better understanding of hospital and scope of services.
18/03/2025 to 28/03/2025	Understanding the process flow of the hospital.	To learn about the process from point of entry to exit of the patient.	• Appointment management system • LT (Billing) • Escalations	Better understanding of hospital workflow of each department.
29/03/2025 to 02/04/2025	Handover from Manager Operations	Division of work and specified job role.	• Excel (Advanced) • Doctors meet up	Specified job role for clarity of workflow.

03/04/2025 to 09/04/2025	Training in handling the fertility department as the first point of contact for escalations and operations. In OP and IP as second point of contact.	Responsibility to handle the fertility department acting as first point of contact. To handle the escalations from OP and IP also.	• Procedures in the fertility department • Rate chart • Financial counselling • OP packages • IP rounds	Better understanding of fertility department and all legal documents to be followed for some procedures. Better understanding for handling escalations.
10/04/2025 to 30/05/2025	Fertility department And OP & IP	Seamless coordination and delivery of services.	• Developing strategies to increase the conversions. • Timely resolution of escalations.	Improving processes

Objectives of internship:

- To gain valuable insights about hospital management related to maternity, women's, child and fertility services within a hospital setting.
- To apply classroom learning to real-world scenarios, enhancing practical understanding of managerial functions in hospital.
- To develop proficiency in key areas such as process flow management, customer service improvement, and operational efficiency in a specialized hospital environment.

Organizational profile:

Vision: “To be the kind of leader in the space of women and child health that India has not yet witnessed yet, by providing premier quality healthcare to women and children.”

Mission: “ Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.”

Services provided by the organization:

- Maternity
- Gynecology
- Pediatric
- Fertility

Key activities undertaken during the internship (in context of managerial functions)

- Understanding process flow of organization.
- Understanding the procedures and workflow of the fertility department.
- Voice of customer.
- Fertility, OP and IP continuum of services

Key learning from internship(hospital manager)

- Operational insight
- Customer - centric approach
- Strategic development
- Leadership skill
- Adaptability and problem solving
- Delivering quality care