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Internship Report

Introduction

As a part of the curriculum of the MBA in Hospital and Health Management at IIHMR University, Jaipur, I undertook a two-and-a-half-month internship at Ruby Hall Clinic, Pune from March 10, 2025 to May 31, 2025. The purpose of this internship was to provide hands-on exposure to hospital operations and to bridge the gap between theoretical learning and practical implementation in a real-world hospital setting. Ruby Hall Clinic, being a reputed NABH-accredited tertiary care hospital, offered me the opportunity to gain deep insights into various functional areas such as hospital quality management, compliance documentation, accreditation processes, patient safety protocols, and interdepartmental coordination.

The internship also served as the foundation for my dissertation project titled “Evaluating Consent Form Compliance Practices to Enhance Legal and Ethical Standards in a Multispecialty Healthcare Institution.” This project was executed under the guidance of hospital staff and aligned with quality and medico-legal standards, reinforcing the role of documentation in healthcare risk management.

Objectives of the Internship

The key objectives of this internship were:

- To understand the core functions of hospital operations, especially focusing on quality, legal compliance, and administrative processes.
- To gain exposure to NABH accreditation practices and hospital documentation protocols.
- To observe real-time application of patient rights, consent practices, and medico-legal documentation.
- To contribute to quality improvement activities and understand the importance of standard operating procedures (SOPs) and audits.
- To engage with multiple hospital departments, understand interlinkages, and appreciate the multidisciplinary approach in healthcare delivery.

Organizational Profile

Ruby Hall Clinic, Pune is one of Maharashtra's most established and trusted tertiary care hospitals. It was established in 1959 under the Grant Medical Foundation and has since evolved into a center of excellence for super-specialty services. The hospital has a total bed strength of over 600, with advanced infrastructure including Intensive Care Units, Operation Theatres, Cath Labs, and Emergency Units. It is recognized for specialties such as Cardiology, Neurology, Oncology, Orthopedics, Transplants, and Critical Care. The hospital is NABH and NABL accredited, reflecting its adherence to international quality standards in both clinical and support services.

Ruby Hall also functions as a teaching institution, with DNB courses, nursing education, and training programs in various allied health sciences. It combines healthcare delivery with education and research, making it a comprehensive institution for professional development in healthcare.

Services Provided by the Organization

Ruby Hall Clinic offers a broad spectrum of services, including:

- Inpatient and Outpatient Care: Across 30+ clinical specialties and super-specialties.
- Advanced Diagnostic Services: Radiology (CT, MRI, PET-CT), pathology labs, and nuclear medicine.
- Critical Care and Emergency Services: With over 100 ICU beds and a 24x7 emergency department.
- Surgical and Minimally Invasive Procedures: Including robotic surgeries and advanced laparoscopy.
- Transplant Services: Kidney, liver, and bone marrow transplants with a dedicated transplant ICU.
- Blood Bank and Pharmacy Services: In-house pharmacy and NABH-accredited blood bank.
- Health Check Packages & Wellness Clinics: Preventive care services and chronic disease management.
- Home Care & Teleconsultation: Remote patient management and digital health services.
- Academic and Research Initiatives: DNB programs, training sessions, and clinical research support.

Key Activities/Projects Undertaken (Other than Dissertation)

In addition to the dissertation study on consent form compliance, I was involved in multiple hands-on activities, which helped me expand my learning scope:

- NABH 5th Edition Standards Familiarization: Assisted the quality department in reviewing and updating departmental SOPs, manuals, and checklists as per the latest NABH requirements.
- Participation in Internal Quality Audits: Supported mock audits of departments like ICU, OPD, and Radiology. Observed the audit checklists, compliance scoring, and corrective action

documentation.

- Patient Feedback Monitoring: Analyzed patient satisfaction surveys and categorized feedback into actionable quality improvement suggestions. Helped draft a monthly feedback analysis report.
- OT Complex Workflow Study: Observed pre-op, intra-op, and post-op workflows in the Operation Theatre. Noted infection control measures, biomedical waste segregation, and pre-surgery checklist usage.
- Training Programs: Attended in-house sessions on biomedical waste management, fire safety drills, hand hygiene protocols, and CPR/BLS techniques for paramedical staff.
- Helpdesk and Billing Desk Observation: Understood the patient admission process, insurance pre-authorizations, discharge protocols, and cashless services documentation.
- Interaction with Clinicians and Quality Officers: Learned about their roles in ensuring documentation integrity, clinical audit response, and addressing medico-legal risks.

Key Learnings from the Internship

My time at Ruby Hall Clinic provided a robust understanding of hospital systems and patient-centric care delivery. Some of my key learnings include:

- Importance of Accurate Documentation: Informed consent, medical records, and timely entries are crucial for legal, clinical, and quality purposes.
- NABH Accreditation Processes: Gained understanding of how hospitals prepare for assessments, maintain daily compliance, and implement quality indicators.
- Team Coordination & Communication: Observed the interdependence of departments and the importance of seamless communication in clinical workflows.
- Patient Rights & Legal Safeguards: Realized the critical role of ethical practices, consent documentation, and patient awareness in ensuring safe treatment.
- Operational Efficiency: Saw how lean processes, SOPs, and trained personnel can reduce delays and improve service quality.
- Data-Driven Quality Improvement: Learned how patient feedback, audit findings, and performance metrics help drive continuous improvement.
- Professionalism & Ethics: Understood the expectations from hospital administrators in terms of confidentiality, discipline, empathy, and service mindset.