

INTERNSHIP REPORT



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Course: M.B.A. Hospital Management

Department: School of Hospital Management

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1. Introduction:

This report provides an overview of an internship activities undertaken at Paras Healthcare, particularly focusing on the preparation and operational workflow on Paras HEC Hospital in Ranchi. On the other hand, management trainee in general administration role which involved pivotal tasks such as tracking records, interdepartmental coordination, quality control, IT terminal planning, and outpatient department layout assistance. These activities were integral phase to construct a new obstacle on clinical excellence and distinctive patient care for state of art healthcare facilities on national and international level. This report highlights key learnings in project management, interdepartmental collaboration, marketing strategies, facility planning, regulatory compliance, quality assurance, and patient experiences on fully operational workflow data. This observation enhances patient experience in every different department to provide benchmarks and management style.

2. Internship Objectives:

1. OPD Planning Area
2. IT Integration System
3. Interdepartmental Coordination
4. Patient Monitoring and Tracking
5. Map Briefing and Wards Quality
6. Internal Audits and Quality Checker

OPD Planning Area-

To assist in planning the outpatient department which has various specialties services to flow optimize patient care, resources allocation and services delivery. This area integrates information to provide all departmental subsidiaries.

IT Integration Systems-

To ensure that setup of IT systems and data monitored for patients and other services to support hospital operations and control all administrative work.

Interdepartmental Coordination-

For better communication and collaboration among various departments to enhance operational efficiency and correlation to adopt sustainable work.

Patient Monitoring and Tracking-

To develop and maintain systems for track project activities and records patients in admission to discharge process.

Map Briefing and Wards Quality-

On the area with a wide range of specialties wards and several types of rooms including private and semi-private to facilities easy navigation for staff, patients, and visitors.

Internal Audits and Quality Checker-

To provide systematically involved on internal processes, documentation, and service delivery to ensure compliance with health and safety standards, protocols, and regulatory requirements.

3. Organization Description:

Paras Healthcare is the sixth leading chain healthcare provider in India offering comprehensive and top quality of medical care services. The growth of ecosystem on international level on sub-continent healthcare system, providing affordable, accessible, and high-quality healthcare services across specialties at Tier II and Tier III cities to provide health facilities and development of financial services.

Paras Healthcare was started and established in 2006 and for the last nineteenth year, it has been setting clinical outcomes as well as patient centric care benchmarks repeatedly. Paras are one of the most trusted healthcare providers due to its continuous innovation drive, patient centric services delivery, models, and business ethics.

TAG LINE:

Partners In Health

CORE VALUES:

Accessibility – Taking healthcare services closer to places where there is a need.

Affordability – Driven to provide affordable healthcare services.

Compassion – Caring for patients medical needs as partners.

Quality – Clinical outcomes as per international standards in patient care

MISSION:

“To make affordable and quality tertiary health accessible to communities, we serve with compassion.”

VISION:

“Partner for a healthy Bharat”

Paras HEC Hospital, Ranchi-

Paras HEC is a multispecialty healthcare facility for the first time in Jharkhand. It was established in private-public partnership between Paras Healthcare and Heavy Engineering Corporation, to make a corporate hospital commenced operations in 2022 with an initial capacity of 300 beds. This hospital is open and has a new branch at Ranchi. It is also IQC and NABH accredited for ensuring adherence to high quality healthcare standards. Paras HEC has newly introduced in April 2025 new radiation oncology known as radio therapy devices that emits the cancer and other cancer particles to destroy and healthier life of patient.

The center located at Gurugram has major industrial cum residential hub can be accessed from part of NCR region easily.

It has different medical specialties and advanced treatments thereby acting as an all-round healthcare provider.

Paras Health HEC Hospital has variety of flooring that defines that works in different hospital directory such has-

Ground Floor – Block A		
OPD RECEPTION	OPD REGISTRATION	OP PHARMACY
OPD WING 4	OPD WING 3	
Ground Floor – Block B		
ADMISSION DESK	ECHO	TMT
SAMPLE COLLECTION	OPD WING 2	OPD WING 1
Ground Floor – Block C		
TPA DESK		
Ground Floor – Block D		

EMERGENCY	MINOR OT	RADIOLOGY
ENDOSCOPY	BRONCHOSCOPY	DIALYSIS
PFT ROOM	DAYCARE	UROFLOWMETRY
RADIATION - CR	RADIO THERAPY	
Ground Floor – Block E		
BLOOD CENTRE	LABORATORY	PHYSIOTHERAPY
IP BILLING	IP PHARMACY	CAFETERIA
First Floor – Block D		
GENERAL WARD	NEURO WARD	PARAS BLISS
First Floor – Block E		
PRIVATE WARD	SEMI-PRIVATE WARD	
Second Floor – Block D		
CARDIAC CARE UNIT	CTVS - ITU	CATH LAB
OT COMPLEX	OT PHARMACY	
Second Floor – Block E		
HDU	ICU	
Third Floor – Block E		
MRD ROOM	ONCOLOGY WARD	ONCO DAYCARE
ONCOLOGY TPA		
Fourth Floor – Block E		
ADMIN BLOCK		

Networks of Paras Health Hospital-

There are currently operating only 8 hospitals in India, Paras Healthcare Hospitals are widely in north to east region to focus and quality of patient healthcare. Major cities operating multispecialty and research institutes focus on Srinagar, Udaipur, Panchkula, Gurugram, Kanpur, Darbhanga, Patna, Ranchi. More expansion future in Paras healthcare Ludhiana, Meerut, Jammu, Mumbai to build 500 bed capacity on these regions.

4. Organization Services Description:

There are 300 beds ranging from general wards to private rooms and deluxe suites for the different patient experiences and needs.

65 beds for critical care units for patients with monitoring services and 100 beds for intensive care unit for specialist patients.

2 Operation Theatre complex is equipped with surgical instruments and technology on cardiothoracic and vascular surgery and neurosurgery.

Specialties		
Critical Care	Emergency Medicine	Internal Medicine
E.N.T.	Spine Services	Gynaecology
Mother and Child Care- Obstetrics	Pediatrics and Neonatology	Vascular and Endovascular Surgery
Ophthalmology	Hematology	Endocrinology
Rheumatology	Psychiatry and Psychology	Pulmonology
Radiology	Vascular and Non- Vascular Radiology	Lab Sciences
Nutrition and Dietetics	Physiotherapy	Dermatology
Dermatology	Dentistry	
24 x 7 Services		
Ambulance	Laboratory	Emergency

5. Activities Undertaken on Internship:

1. Department Rotation
2. Floor Administration
3. Quality Management
4. Front Office and Process
5. IT Integration Systems

Departmental Rotation

To observe and assist in key clinical and non-clinical departments like OPD, IPD, Emergency, Diagnostics, Pharmacy and Operation Theatre to understand the workflow, patient flow, and coordination between departments.

Floor Administration

To understand the floor on daily basis to ensure smooth operations and handle patients complaints and grievances under supervision. To monitored on housekeeping, linen, and food service quality.

Quality Management

To know about their hospital protocols with NABH standards, IQC and internal audits to support the quality team in checking compliance with standards of procedures.

Front Office and Process

To know about patient registration, admission, billing and discharge procedures and importance for patient protocols and safety.

IT Integration Systems-

To ensure that setup of IT systems and data monitored for patients and other services to support hospital operations and control all administrative work.

6. Key Learnings:

1. Project Management
2. Interdepartmental Skills
3. Marketing and Branding
4. Facility Planning and Management
5. Patient Experience

Project Management:

A healthcare projects are initiated, planned, executed, and closed within a hospital setup and gained exposure to managing departmental goals, timelines, and coordination during OPD restructuring and process improvement tasks. To understand the importance of tracking KPIs and utilizing tools like Excel dashboards for reporting and monitoring.

Interdepartmental Skills:

Observed the interdependence between clinical and non-clinical departments and communication and coordination skills by participating in daily rounds, case discussions, and support activities across departments like Neurology, Surgery, and Housekeeping which help the value of teamwork, proper documentation, and escalation procedures in ensuring smooth hospital functioning.

Marketing and Branding:

To understand the hospital branding and outreach strategies influence patient footfall and community trust. Many assisted in health camp promotions and patient feedback analysis to assess brand impact and knowledge of digital marketing, social media awareness, and how patient satisfaction contributes to brand image.

Facility Planning and Management:

Observed space utilization, infrastructure planning, and biomedical equipment handling about maintenance SOPs, utility services, infection control protocols, and waste management planning in assessments of emergency preparedness and layout planning for better patient flow.

Patient Experience:

Understood patient journey touchpoints from admission to discharge. Interacted with patients and caregivers to identify pain points, especially in billing, waiting times, and communication gaps an empathy, timely service, and environment contribute to better satisfaction scores.