

Internship Report: Mangalam Hospital Jaipur

Internship Period: 18 March 2024 – 18 June 2024

Hospital Working Time: 9:00 AM - 5:00 PM, Monday to Saturday

Intern: Prashu Jain

University: IIHMR University, Jaipur

Degree: Master of Business Administration (MBA) in Hospital and Health Management

Supervisor: Dr Prashu Jain

1. Introduction

During my internship at Mangalam Hospital Jaipur, I focused on the pre-analytical phase of the laboratory diagnostics setup. The pre-analytical phase includes all steps taken before the analysis of samples, such as collection, transportation, processing, and storage. My role was to observe, analyse, and suggest improvements to enhance quality and efficiency in these processes.

2. Objectives

- To understand the existing pre-analytical processes in the laboratory.
- To identify gaps and areas for improvement.
- To propose solutions for enhancing quality and efficiency.

3. Activities and Responsibilities

Observation: Spent significant time observing sample collection procedures, transportation, and processing methods.

Data Collection: Collected data on sample handling times, transportation delays, and processing accuracy.

Interviews: Conducted interviews with laboratory staff, phlebotomists, and healthcare personnel involved in sample management.

Documentation Review: Reviewed existing Standard Operating Procedures (SOPs) and quality control documents.

Analysis: Analysed data collected using Excel to identify trends, delays, and common errors.

4. Key Findings

Inconsistent Sample Handling: Observed variations in sample collection, labelling, and transportation methods, leading to potential contamination and errors.

Training Gaps: Identified a need for more comprehensive training programs for laboratory staff on standardized procedures and proper sample handling techniques.

Equipment and Resource Constraints: Noted limitations in resources such as proper storage equipment and transportation containers, affecting sample integrity.

-Communication Issues: Found that poor communication between laboratory staff and healthcare providers often resulted in delays and mismanagement of samples.

5. Proposed Solutions

Standardization of Procedures: Recommended the development and implementation of standardized protocols for sample collection, handling, and transportation.

Training Programs: Suggested regular training sessions for laboratory staff to ensure adherence to SOPs and improve sample handling skills.

Resource Allocation: Advised management to invest in better storage and transportation equipment to maintain sample integrity.

Enhanced Communication: Proposed the establishment of clear communication channels and regular meetings between laboratory staff and healthcare providers to address issues promptly.

6. Conclusion

The internship at Fortis Hospital provided valuable insights into the pre-analytical processes of a laboratory diagnostics setup. By identifying gaps and proposing practical solutions, I contributed to enhancing the quality and efficiency of laboratory services. The experience reinforced the importance of rigorous training, standardization, and effective communication in achieving high-quality laboratory outcomes.

7. Acknowledgment

I am grateful to Dr Ashish Bandhu for his guidance and support throughout the internship. I also extend my thanks to the laboratory staff and management at Fortis Hospital for their cooperation and assistance during my internship.