

Internship Report of BBA (HCM) Final year V Sem at Gandhi Hospital

BBA (HCM) – III Year V Semester

Gandhi Hospital Internship

Duration: 19th July 2025 – 2nd September 2025 (45 Days)

Total Strength: 18 Students

Introduction

As part of the Bachelor of Business Administration in Healthcare Management (BBA HCM) curriculum, students of the V Semester were assigned a 45-day internship at **Gandhi Hospital**, Hyderabad, a premier government healthcare institution. The internship commenced on **19th July 2025** and concluded on **2nd September 2025**.

This internship aimed to provide hands-on experience in healthcare management, hospital administration, and exposure to real-time healthcare operations in a multi-specialty tertiary care hospital.

Objectives of the Internship

- To understand the functioning of various hospital departments.
- To gain insights into hospital administration and healthcare service delivery.
- To observe patient care management, medical records, billing, and inventory systems.
- To develop practical skills related to healthcare operations and hospital workflow.
- To interact with healthcare professionals and understand interdisciplinary roles.

Hospital Overview: Gandhi Hospital

Gandhi Hospital is one of the largest government hospitals in Telangana, known for its extensive infrastructure and wide range of departments including General Medicine, Surgery, Pediatrics, Orthopedics, Obstetrics & Gynecology, and more. It is also a teaching hospital affiliated with Gandhi Medical College, offering clinical and non-clinical training.

Internship Structure

The internship was divided into departmental rotations, allowing students to gain experience in various units of hospital operations. The schedule included:

Week	Department / Area	Key Activities
Week 1	Orientation & Hospital Tour	Introduction to policies, SOPs, hospital layout
Week 2	Outpatient Department (OPD)	Patient registration, queue management, medical records
Week 3	Inpatient Department (IPD)	Admission process, ward management, patient care

Week	Department / Area	Key Activities
Week 4	Emergency & Casualty	Emergency protocols, triage system, coordination
Week 5	Diagnostics (Lab & Radiology)	Test procedures, report handling, workflow
Week 6	Administration & Billing	Billing systems, insurance desk, HR, inventory

Key Learnings

- **Hospital Operations:** Students learned about the daily operational flow of the hospital and inter-departmental coordination.
- **Patient Handling:** Gained insights into patient-centric services, admission-discharge protocols, and feedback mechanisms.
- **Health Information Management:** Exposure to medical records maintenance, EMR systems, and data confidentiality protocols.
- **Billing & Financials:** Observed billing processes, government schemes (like Aarogyasri), and insurance processing.
- **Emergency Management:** Understood triage, emergency response systems, and inter-professional collaboration.
- **Administrative Skills:** Observed HR policies, procurement, waste management, and quality control practices.

Challenges Faced

- High patient load led to time constraints during department rotations.
- Limited digital infrastructure in some departments made data tracking difficult.
- Language barriers with patients in some cases impacted communication for non-local students.

Feedback from Students

The students expressed that the internship provided an enriching experience in understanding healthcare systems practically. They appreciated the exposure to real-time operations, teamwork, and hospital workflow. Many felt more confident about their future roles in healthcare management after this internship.

Conclusion

The 45-day internship at Gandhi Hospital has been an invaluable part of the BBA HCM program, offering students a platform to apply theoretical knowledge in a real-world healthcare setting. It has helped bridge the gap between academics and practical experience, shaping the students' professional outlook in hospital management.

Acknowledgement

We extend our heartfelt thanks to the **Gandhi Hospital administration**, all the department heads, and supporting staff for their cooperation and guidance. Special thanks to the **faculty coordinators** and **internship supervisors** for their support in organizing and monitoring the internship successfully.

