



UNIVERSITY OF EDUCATION, WINNEBA

**SCHOOL OF BUSINESS
DEPARTMENT OF ACCOUNTING**

INTERNSHIP REPORT

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TITLE: INTERNSHIP REPORT AT WINNEBA MUNICIPAL HOSPITAL

STUDENT: ABEKAH EMMANUEL

INDEX NUMBER: 220024924

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SUPERVISOR: MR. KWAME OWUSU BOAKYE

SITE SUPERVISOR: MR. DANIEL DADZIE

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Executive Summary

I completed my internship at Winneba Municipal Hospital from January 14th to May 2nd, **2025**. I was placed in the **Accounting Department**, where I worked with the finance team. This internship helped me learn how money is managed in a hospital. I did real tasks like writing payment vouchers, entering creditor records, giving clearance chits to patients, and helping with monthly bank statements.

I also helped with registering and releasing dead bodies, which is part of hospital records. I learned how to use the LHIMS system. All these jobs helped me understand how accounting works in the real world.

Even though I faced challenges like poor internet, not enough computers, and small office space, I worked hard. I learned to manage my time, stay focused, and work in a team. I also improved my communication skills and gained more confidence.

This internship gave me the chance to use what I learned in school. I saw how important accounting is in hospitals. The staff were kind and always helped me. I thank my supervisor and all the staff for guiding me. This experience has helped me grow, and I feel ready for the workplace.

Introduction

An internship is a time when students leave the classroom and go to a real workplace to learn by doing. My school, the **University of Education, Winneba**, wants students to do internships so we can use what we learn in class in the real world. I did my internship at **Winneba Municipal Hospital** from **14th January to 2nd May 2025**. I worked in the **Accounting Department**.

The hospital is a busy place where many people come for health care. It has different departments like pharmacy, laboratory, surgery, and finance. I was part of the team that took care of money matters and kept records. This helped me learn how hospitals manage their money and pay for things.

In the Accounting Department, I worked with real workers who helped me understand how things are done. They were kind and guided me when I had questions. I did tasks like preparing payment vouchers, entering records, and helping with reports. I also used the hospital's computer systems.

This internship helped me grow. I learned how to work with others, talk to people in a respectful way, and manage my time. I also learned that accounting is very important in a hospital. It helps the hospital track income and expenses, prepare budgets and financial reports, and handle patient billing.

Doing this internship made me more confident. It helped me understand my future career better. I believe this experience will help me do well in school and life.

Profile of the Institution

Winneba Municipal Hospital is found in the town of **Winneba**, in the **Central Region of Ghana**. It is the main hospital in the **Effutu Municipality** and helps over **350,000 people** in the area. The hospital was started in **1945** and has grown into a large and trusted healthcare center.

The hospital has many departments. Some of them are the **medical ward**, **surgery**, **pediatrics** (children's ward), **maternity**, **eye clinic**, **dental clinic**, **lab**, and **pharmacy**. It also has **ambulance services**, a **physiotherapy unit**, and a **records department**. These departments work together to give full healthcare to patients.

The hospital is open 24 hours every day. It has more than **150 nurses**, about **25 doctors**, **8 specialists**, and **12 pharmacists**. The staff work very hard to help sick people and also do health education in the community. They give services like **HIV/AIDS education**, **child welfare clinics**, and **pregnancy care**.

The hospital wants to be a top health center in Ghana. Its mission is to give **quality, safe, and easy-to-reach health services** to all people. It also helps train health workers and students. The hospital works with other groups to make healthcare better for everyone.

The staff in the hospital are friendly and work like a team. During my time there, I saw how much they care for patients and for their work. It is a good place to learn and to help people.

Goals and Objectives

The main goal of my internship was to **learn new skills** and **gain real-life experience** in accounting. I wanted to see how accounting is done in a real workplace and not just in the classroom. Working at **Winneba Municipal Hospital** helped me reach this goal.

Here are the objectives I had during the internship:

1. **Use what I learned in school** – I wanted to apply accounting lessons I learned in class to real work in the hospital.
2. **Learn how the hospital manages money** – I wanted to understand how they prepare budgets, handle payments, and keep records.
3. **Practice using accounting tools** – I aimed to learn how to use Excel and the hospital's LHIMS system for accounting work.
4. **Improve my teamwork and communication** – I wanted to learn how to work well with others and talk in a respectful and professional way.
5. **Build confidence** – I hoped this internship would help me feel more confident doing accounting work on my own.
6. **Solve real problems** – I wanted to learn how to think and act when something goes wrong or when there is a challenge.

By the end of the internship, I was happy because I had achieved most of these goals. I learned a lot, worked with kind people, and now feel more prepared for the future. The internship made me a better student and gave me new skills for my career.

Core Duties

During my internship at **Winneba Municipal Hospital**, I was placed in the **Accounting Department**. I reported every morning to my site supervisor, **Mr. Daniel Dadzie**, who showed me what to do. The workers in the office were very helpful and kind. They made it easy for me to learn and work.

Here are the main duties I did during my internship:

1. **Writing Payment Vouchers (PV):** I helped prepare payment vouchers based on memos and orders sent from different units in the hospital.
2. **Issuing Clearance Chits:** I gave clearance chits to patients who had finished treatment and needed to settle their bills.
3. **Dead Body Registration:** I helped register dead bodies in the records and prepare documents needed for their release.
4. **Preparing Waybills:** I helped prepare waybills for the release of dead bodies to family members.
5. **Entering Creditor Transactions:** I entered supplier and creditor payments into the ledger book and the Excel sheet.
6. **Bank Reconciliation:** I helped prepare the bank reconciliation statement for the month of **February 2025**.
7. **Stock Counting and Order Picking:** I worked with the team during the counting of items in the stores and helped in selecting items for hospital use.

These duties helped me learn real accounting tasks. I now understand how careful and accurate you must be when dealing with money and records. The work helped me improve my focus, teamwork, and time management.

Organizational Challenges

While working at **Winneba Municipal Hospital**, I saw some challenges that made work harder for both staff and interns. These problems affected how fast and well things were done. If they are fixed, the hospital can work even better.

1. **Poor Internet Connection:** The Wi-Fi in the hospital was not always working well. Sometimes, it was slow or completely off. This made it hard to use the LHIMS system and other online tools. It delayed work and made it hard to send or receive important data.
2. **Limited Office Space:** The Accounting Department was small. There were not enough seats or desks. Some people had to sit far away or wait to get a place to work. This made it hard for interns to learn closely from their supervisors.
3. **Few Computers:** There were only three computers in the accounting office. This was not enough for all the workers and interns. Sometimes, I had to wait for my turn to use one. This made work slower and tiring.
4. **No Lunch for Workers:** The hospital does not give lunch to its workers. Some staff found it hard to stay strong and focused, especially at the end of the month when they had no money to buy food.

Even though the staff worked hard, these problems slowed things down. If the hospital gets better internet, more space, and more tools, the work will be faster, smoother, and better for everyone.

Student Challenges

As an intern at **Winneba Municipal Hospital**, I also faced some challenges during my time in the Accounting Department. These problems made some parts of my work a bit difficult, but I learned from them and became stronger.

1. **Poor Wi-Fi Connection:** Sometimes, I could not use the internet because the Wi-Fi was very slow or off. This made it hard to use the hospital's LHIMS system or send data on time.
2. **Small Office Space:** There was not enough space in the office. I had to sit far from my supervisor. Because of that, I could not always see how he was doing things. I missed some chances to learn by watching him.
3. **Few Computers:** There were only three computers in the office. I had to wait for others to finish before I could do my work. This made some tasks take a long time.
4. **Weak Excel Skills at First:** I did not know how to use Microsoft Excel well at the beginning. I found it hard to enter data and do accounting work on the computer. But my supervisor and other staff helped me, and I improved.

Even though I had these problems, I did not give up. I asked for help, practiced more, and worked harder. These challenges taught me how to stay calm, learn fast, and keep trying. I am proud of how much I have grown because of this internship.

Achievements

During my internship at Winneba Municipal Hospital, I achieved many personal and professional goals. These achievements have helped me grow and become more confident in my career path. One big achievement was learning how to use Microsoft Excel and the LHIMS system to enter and manage accounting data. At first, I did not know how to use these tools well, but with help and practice, I became good at them.

Another achievement was writing real payment vouchers, working on bank reconciliation statements, and entering creditor information into the ledger. I also got the chance to register and release dead bodies and handle important hospital documents. Doing these tasks made me feel trusted and responsible.

I also improved my communication and teamwork skills. I was able to work with staff, ask questions, and share ideas politely. I learned how to stay organized, manage my time, and complete tasks on time. These are skills I can use in any future job.

One more achievement was facing my fears. I was shy in the beginning, but I became bold enough to talk to people and work on my own without always needing help. My supervisors and other staff were proud of my progress.

These achievements show that I used my time well. I did not only worked, but I also learned, practiced, and improved. I now believe more in myself and feel ready to take on new challenges in accounting and beyond.

Lessons Learnt

My internship at Winneba Municipal Hospital taught me many valuable lessons that I will remember for a long time. First, I learned that being part of a team is very important. In the hospital, every worker must do their part to help patients and keep things running well. I saw how teamwork and respect make work easier and better.

I also learned how to use Excel and the LHIMS system to do accounting work. Before the internship, I only had a small idea about how to use them. Now, I know how to enter data, prepare reports, and check for mistakes. This is a big step forward in my learning.

Time management was another important lesson. I had to come to work early, complete tasks on time, and meet deadlines. I saw that being late or slow could affect other people's work. So, I started planning my day well and staying focused.

I also learned to be brave and ask for help when I didn't understand something. At first, I was afraid to ask questions, but later I saw that asking helped me learn more. The staff were kind and always ready to support me.

Lastly, I learned that accounting is not just numbers. It involves care, truth, and good record-keeping. A small mistake can cause a big problem, so I must always be careful and honest.

These lessons have helped me become better. I am thankful for everything I learned and for all the people who helped me during my internship.

Recommendations

After doing my internship at **Winneba Municipal Hospital**, I saw some areas where things can be made better. These are my recommendations for the hospital and the university to help both staff and future interns:

1. **Improve the Internet:** The hospital should fix the Wi-Fi to make it faster and more reliable. This will help staff and interns use the LHIMS system and send information without delays.
2. **Increase Office Space:** The Accounting Department is too small. The hospital should create more space or add more desks so that all staff and interns can work comfortably.
3. **Add More Computers:** The hospital should buy more computers for the accounting office. This will help everyone do their work on time and reduce waiting.
4. **Provide Lunch for Workers:** Giving lunch to the staff will help them stay strong and focused during long workdays. It will also show care for their well-being.
5. **Teach Excel in School:** The university should train students better in using Microsoft Excel and accounting software. This will help students feel ready before going to their internship.
6. **Orientation for Interns:** Before starting, interns should be given a short guide or training on how things work in the hospital. This will help them start work with more confidence.

By making these changes, the hospital can work better, and future interns will have an even greater experience. These small steps can make a big difference for everyone.

Conclusion

My internship at **Winneba Municipal Hospital** was a very good and helpful experience. I worked in the **Accounting Department** from **14th January to 2nd May 2025**. During this time, I did real work and learned how accounting is done in a busy hospital.

I wrote payment vouchers, gave clearance chits to patients, and helped with the bank reconciliation. I also registered and released dead bodies and helped in counting hospital stock. These tasks helped me use what I learned in school in real life. I now understand how important accounting is in the hospital. It helps the hospital buy what it needs, pay workers, and keep track of money and supplies.

I also learned new skills, like using Excel and the LHIMS system. I improved my teamwork, time management, and how I speak and behave at work. I now feel more confident about working with others and doing accounting work on my own.

Even though I faced some problems like poor internet, few computers, and small office space, I stayed strong and kept learning. The staff were kind and helped me anytime I asked. I am very thankful to my supervisor, **Mr. Daniel Dadzie**, and all the staff for their support.

This internship taught me lessons I will never forget. I now feel ready to work in the real world. I am proud of myself and happy that I got the chance to do my internship at such a good hospital.

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