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**INTERNSHIP REPORT.**

**DEPARTMENT OF MANAGEMENT SCIENCES.**

**NAME: SAKORDEA RICHAED KWEKU**

**INDEX NUMBER:**  **220033421**

**Level: 400**

**BUSHROAD MEDICAL CENTER.**

**MENTOR:** **Mr. Abass Adams**

**DURATION: 7th JANUARY TO 25th APRIL.**

TABLE OF CONTENTS

* 1. EXECUTIVE SUMMARY
  2. INTRODUCTION
  3. PROFILE OF THE INSTITUTION
  4. GOALS AND OBJECTIVES
  5. CORE DUTIES AND RESPONSIBILITIES
  6. ORGANIZATIONAL CHALLENGES IDENTIFIED AND SUGGESTIONS MADE
  7. CHALLENGES ENCOUNTERED
  8. ACHIEVEMENTS
  9. LESSONS LEARNT OR INSIGHTS GAINED
  10. GENERAL RECOMMENDATIONS
  11. CONCLUSION
  12. REFERENCE
  13. EXECUTIVE SUMMARY

My internship at Bushroad Medical Center has been a transformative experience that provided practical exposure and a deeper understanding of the professional environment in my chosen field; throughout the program, I actively participated in diverse projects, refined both technical and interpersonal skills, gained firsthand insight into industry standards and expectations, and, through collaboration with experienced professionals, enhanced my knowledge and reaffirmed my dedication to a career in this sector—overall, this internship has significantly contributed to my personal and professional development, and this report outlines the hospital’s profile, my goals and objectives, the core duties and responsibilities I performed, the organizational and personal challenges encountered along with suggestions offered, my achievements and lessons learned, and concludes with recommendations, a conclusion, references, and appendices.

1.2 INTRODUCTION

The mandatory internship program at the University of Education, Winneba, is an essential component of the final-year (Level 400) curriculum, held during the first semester from January to April. It serves as a practical extension of academic learning, offering students the opportunity to apply knowledge and skills acquired from Levels 100 to 300 in a real-world professional setting. This experience is designed to bridge the gap between the classroom and the workplace, equipping students with relevant competencies, workplace ethics, and industry insight that are critical for their transition into the job market. I am sincerely grateful to the Human Resource Department for granting me the opportunity to undertake my internship at Tafo Government Hospital, where I was able to gain valuable hands-on experience and deepen my understanding of the professional environment.

* 1. PROFILE OF THE ORGANIZATION

Bushroad Medical Center, a government-operated healthcare facility, stands as a key institution in the Bushroad community, offering essential medical services to the local population. It plays an integral role in promoting the health and well-being of residents by delivering a range of clinical and preventive care services. As part of a broader network of health facilities within the municipality, Bushroad Medical Center collaborates with nearby clinics, hospitals, and maternity homes to ensure comprehensive healthcare coverage for the area.

**Bushroad Medical Center – Overview**

**Key Features and Services**

**Privately-Owned Facility:**  
Bushroad Medical Center is a privately-operated healthcare institution, committed to delivering quality and patient-centered medical services. Formerly known as *Prolife*, the facility has undergone significant transformation to better serve the growing healthcare needs of the Bushroad, Rasta community in Teshie.

**Primary Health Institution:**  
The medical center stands as a vital healthcare provider in the area, offering comprehensive services to the residents of Bushroad, Rasta, and its surrounding communities.

**Skilled Professional Workforce:**  
The hospital maintains a dedicated and competent staff of approximately **172** professionals, including doctors, physician assistants, pharmacists, nurses, and midwives, all working collaboratively to provide efficient and compassionate care.

**Strategic Location:**  
Bushroad Medical Center is situated in **Teshie**, within the **Bushroad, Rasta community**, making it easily accessible to a large population in need of dependable medical services.

**NHIS Participation:**  
The facility supports Ghana’s National Health Insurance Scheme (NHIS), with over **75%** of its patients benefiting from insured healthcare services, making quality care both accessible and affordable.

**Vision Statement**

To become a fully equipped, multidisciplinary private hospital where clients leave satisfied and staff are proud to work—ensuring that no woman loses her life due to pregnancy or related complications.

**Mission Statement**

To enhance the health status of the people through the provision of accessible, affordable, and high-quality healthcare services, delivered by a motivated workforce and supported by strong community and stakeholder partnerships.

**Goal**

To significantly improve the health outcomes of individuals living in the Bushroad, Rasta community and beyond.

**Strategic Priorities**

* Strengthen collaboration with other healthcare institutions within the catchment area.
* Continually upgrade the knowledge, skills, and attitudes of staff to enhance professional competencies.
* Deliver consistently high-quality and affordable healthcare across all service points.
* Support households and communities in identifying and addressing health challenges through education and outreach.
* Reduce infant and maternal mortality and morbidity rates.
* Upgrade medical facilities, including the operating theatre and inpatient wards, for major surgical procedures.
* Build strong partnerships with private organizations and community stakeholders.
* Improve data collection, analysis, and health information systems.
* Rehabilitate and maintain infrastructure for improved service delivery.
* Provide uninterrupted 24-hour emergency medical services.
* Offer ongoing professional development and training on emerging health issues.

**Core Values**

* **People-Centeredness**
* **Professionalism**
* **Teamwork**
* **Discipline**
* **Innovation & Excellence**
* **Integrity**

**Internship Goals and Objectives – Bushroad Medical Center**

As part of my industrial training experience at **Bushroad Medical Center**, a reputable private healthcare facility in **Teshie’s Bushroad, Rasta community**, I have outlined the following goals and objectives to guide my professional and personal development during the internship period:

➤ **Enhance Practical Knowledge:**  
I intend to bridge the gap between theoretical learning and professional practice by engaging in real-world medical and administrative activities that reflect my academic background. This hands-on exposure will allow me to apply classroom concepts in a structured healthcare environment.

➤ **Develop Core Workplace Competencies:**  
Through active participation in daily operations, I aim to build essential skills such as effective communication, critical thinking, adaptability, and teamwork—qualities that are fundamental to succeeding in any professional healthcare setting.

➤ **Gain Insight into Industry Standards and Practices:**  
By closely observing hospital workflows, procedures, and technologies used at Bushroad Medical Center, I hope to deepen my understanding of current industry practices and the expectations placed on healthcare professionals.

➤ **Expand Professional Network:**  
I look forward to building meaningful connections with experienced staff members, mentors, and fellow interns, which may serve as valuable support for future academic and career endeavors.

➤ **Evaluate and Grow Personally and Professionally:**  
Throughout this internship, I will reflect on my performance, embrace constructive feedback, and identify both strengths and areas for improvement to better align my future career path with my capabilities and goals.

**1.5 Core Duties and Responsibilities**

During my internship at **Bushroad Medical Center**, I had the opportunity to support the Human Resource Department in a variety of essential administrative and operational functions. My key responsibilities included:

➤ **Assisting with Employee Onboarding:**  
I played a supportive role in welcoming new staff by helping to communicate hospital policies, working hours, HR protocols, and employee benefits, thereby easing their transition into the organization.

➤ **Maintaining Employee Records:**  
I assisted in organizing and filing essential personnel documents such as appointment letters, leave forms, and performance appraisals. Additionally, I helped update internal databases with relevant staff information, including contact details and employment status.

➤ **Data Entry and Reporting:**  
Part of my duties involved entering and updating staff data into HR management software and Excel spreadsheets, particularly for attendance and training schedules. I also participated in compiling internal reports to support HR audits and management decision-making.

➤ **Leave and Attendance Management:**  
I supported the team in recording and tracking employee leave requests and helped with processing attendance data, which was later used in payroll preparation.

**1.6 Organizational Challenges and Suggestions Made**

**Organizational Challenges**  
While interning at Bushroad Medical Center, I observed several structural and operational challenges that affected workflow:

➤ **Power Reliability Issues:**  
Frequent power outages posed significant disruptions to hospital operations. The facility’s existing power backup system was not always responsive, especially during critical times such as medical procedures, creating potential health risks.

➤ **Limited Office Space:**  
The HR office faced congestion due to limited space, housing permanent staff, national service personnel, and interns all in one room. This overcrowding sometimes hindered effective task execution and created interruptions during mentorship sessions.

**Suggestions Made**  
➤ I recommended that hospital management prioritize acquiring a reliable standby generator to ensure uninterrupted power supply, especially in critical service areas like the operating theatre.

➤ I also suggested that the hospital secure additional office space or restructure the current layout to better accommodate the staff and interns, thus improving efficiency and reducing disruptions.

**1.7 Challenges Encountered**

One of the main challenges I encountered was the limited workspace within the Human Resource office. Sharing a confined space with multiple personnel—including three permanent staff, two national service personnel, and three interns—occasionally made it difficult to work comfortably or concentrate during mentorship sessions. On several occasions, interns had to vacate their seats to make room for guests or clients, interrupting workflow and learning processes.

**1.8 Achievements**

Throughout my internship at Bushroad Medical Center, I accomplished several professional and personal milestones aligned with the goals I had set at the beginning of the program:

➤ **Professional Development:**  
I improved key skills such as communication, time management, teamwork, and critical thinking through hands-on experience and consistent engagement with staff.

➤ **Practical Experience:**  
By applying theoretical knowledge in a practical environment, I deepened my understanding of HR processes and gained confidence in navigating real workplace scenarios.

➤ **Organizational Insight:**  
I gained a deeper appreciation for the mission, operations, and ethical values of Bushroad Medical Center and the vital role HR plays in maintaining workplace harmony and efficiency.

➤ **Networking:**  
I formed meaningful professional relationships with mentors and staff, many of whom offered guidance and career advice that will be valuable moving forward.

➤ **Work Ethic and Reliability:**  
I consistently reported to work on time and carried out all responsibilities with dedication and professionalism, earning the trust of both supervisors and peers.

**1.9 Lessons Learnt and Insights Gained**

The internship experience at Bushroad Medical Center was transformative. It offered not just technical learning but also valuable insights into the dynamics of a professional healthcare institution. Key lessons include:

➤ **Application of Theory to Practice:**  
Working within a real-world setting helped me understand how classroom knowledge is utilized to solve everyday workplace challenges.

➤ **Skill Refinement:**  
I strengthened my interpersonal, organizational, and decision-making skills—competencies that are transferable across multiple roles and industries.

➤ **Professional Conduct:**  
I learned the importance of adhering to workplace norms such as punctuality, confidentiality, responsibility, and respectful communication.

➤ **Building Networks:**  
Collaborating with experienced professionals allowed me to develop a strong foundation of industry contacts and mentorship relationships.

➤ **Career Clarity:**  
The experience solidified my passion for human resource management and affirmed my decision to pursue a career in this field.

**1.10 General Recommendations**

Based on my observations and experience, I would like to offer the following recommendations to enhance the internship program at Bushroad Medical Center:

➤ **Strengthen Mentorship Structures:**  
Continue assigning experienced staff as mentors to guide interns through structured activities. This approach facilitates knowledge transfer, builds confidence, and fosters intern engagement.

➤ **Provide Orientation Sessions:**  
Implement a brief, standardized orientation for new interns covering key policies, work expectations, and organizational culture. This will help interns integrate quickly and perform effectively.

➤ **Introduce Formal Evaluation Systems:**  
A structured feedback and assessment process should be put in place to track intern performance. This will not only support their development but also offer insights for improving the internship program.

**1.11 Conclusion**

I am profoundly grateful to God for guiding me through a successful internship journey. I also extend sincere appreciation to the **University of Education, Winneba – School of Business**, and to the dedicated staff of **Bushroad Medical Center**, particularly the Human Resource team, for their unwavering support.

This internship served as a vital bridge between academic knowledge and practical application. It has deepened my understanding of human resource functions in a healthcare setting and provided me with tools and experiences that will shape my professional future. I leave this program not only more skilled and confident but also more motivated and inspired to contribute meaningfully in my chosen field.

1.12 **REFERENCE**

* ghanahospitals.org
* www.bushroadmedicalcenter.com

BUSHROAD MEDICAL CENTER – TESHIE,RASTA.