

Siddharth Sharma MBA Hospital & Healthcare management, Batch – 27, Roll No – 1620

From 01/05/23 – 30/06/23    UNDER GUIDENCE – Dr. PR Sodani (University mentor) & Mr. Hanuman Sharma (Industry mentor)

INTRODUCTION

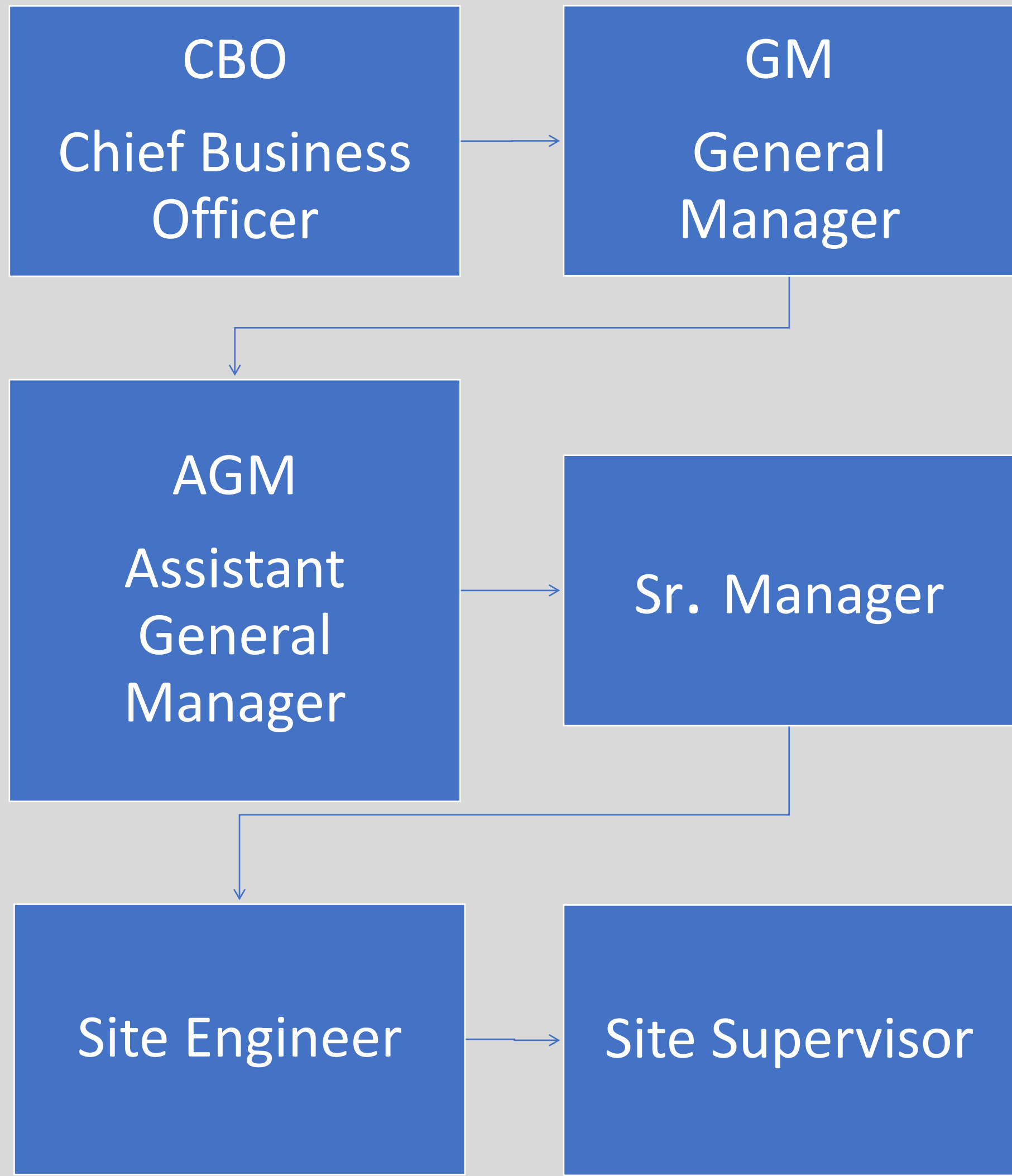
RBH is a multi-specialty hospital in Jaipur with world-class infrastructure which offers comprehensive in-patient, out-patient services and medical care including Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement and more.

**VISION**  
To provide best of Patient Service & Clinical Excellence.

**MISSION**  
To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

Some USPs of RBH

- Patient Centric High-Quality Care
- State of the Art Technology
- Best Treatments by Qualified Doctors
- Value For Money



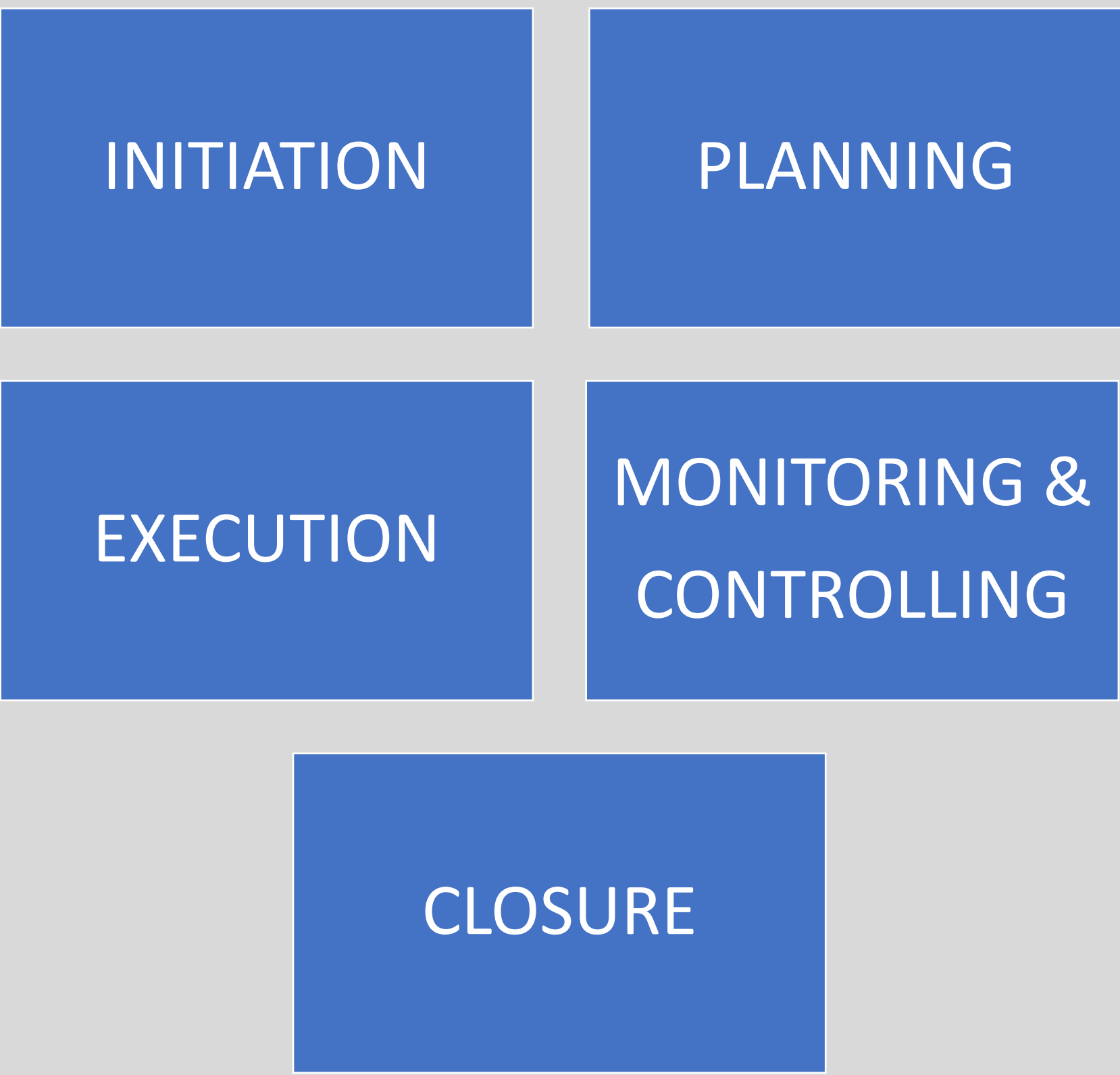
PROJECTS DEPARTMENT

ABOUT THE PROJECT

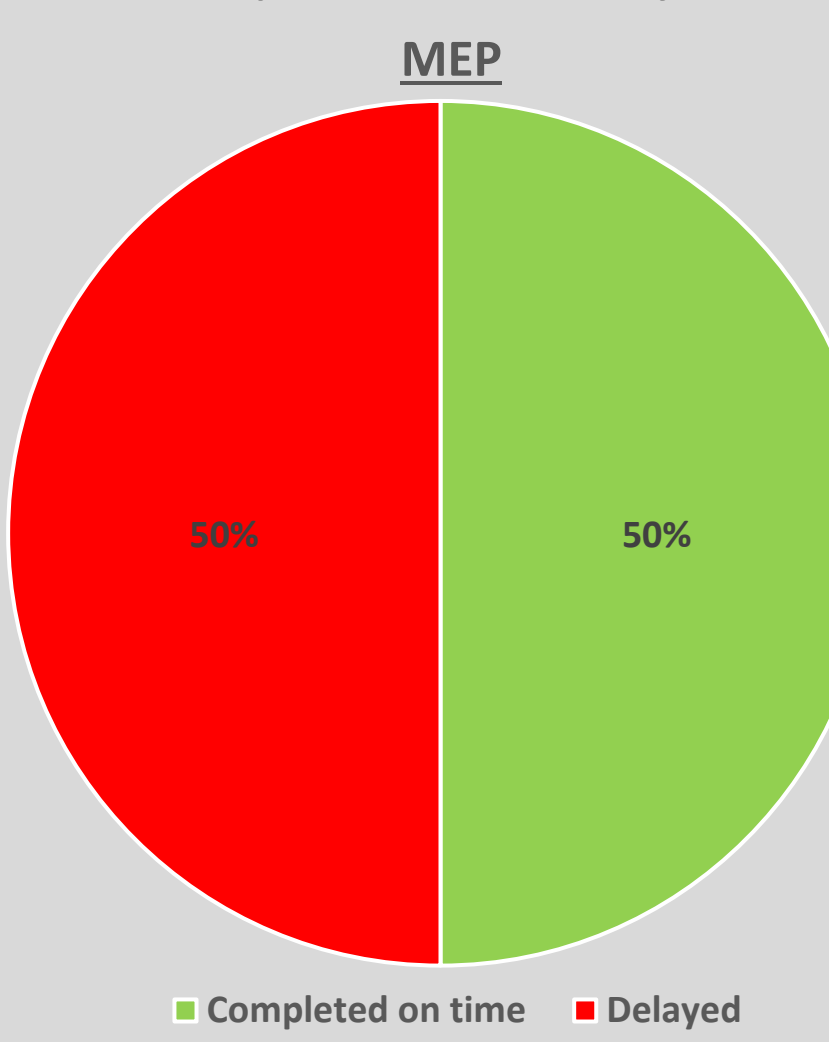
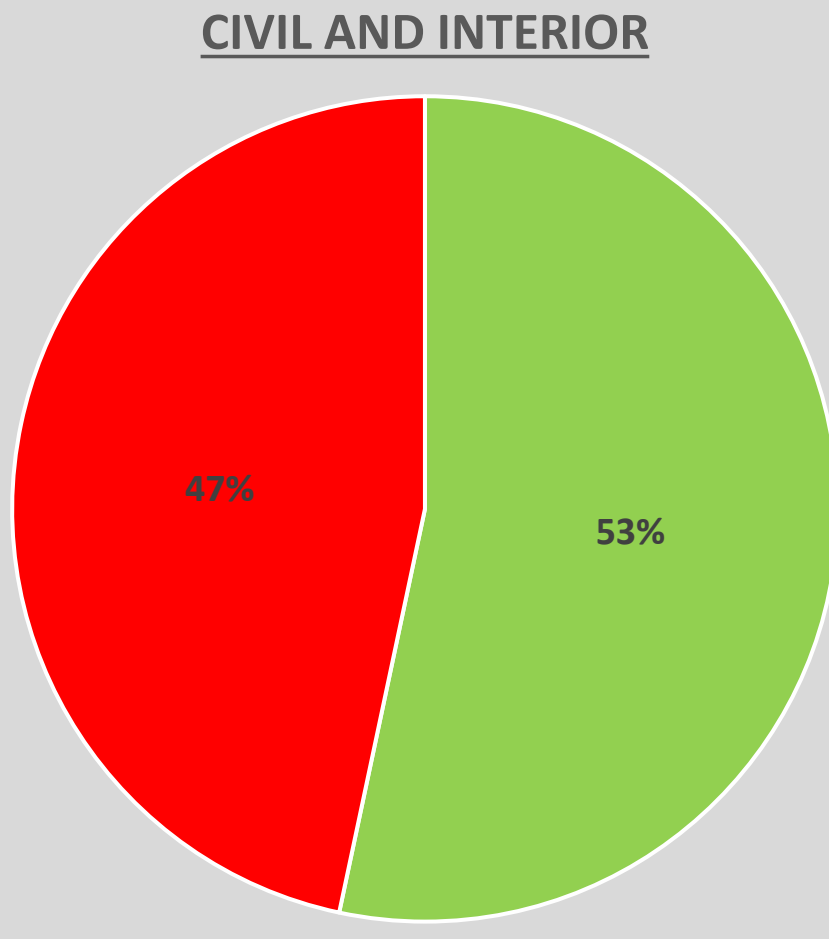
During my two months internship, I worked on three projects. In which I monitored their progress, whether the task was completed on time or not, the availability of the necessary materials, and the quality of the work.

1. Modular Operation Theatre
2. CSSD Department
3. IPD Rooms

STEPS OF PROJECT MANAGEMENT



| WBS | TASK                                 | START     | END       | DAYS | FINAL STATUS |
|-----|--------------------------------------|-----------|-----------|------|--------------|
| 4   |                                      |           |           |      |              |
| 5   | Single IP rooms (3rd floor)          | 1-Apr-23  | 31-May-23 | 60   |              |
| 6   | (A) CIVIL & INTERIOR WORK            |           |           |      |              |
| 7   | 1 DEMOLITION WORKS                   | 8-Apr-23  | 28-Apr-23 | 20   | Completed    |
| 8   | 2 Shifting Malba of demolished       | 8-Apr-23  | 30-Apr-23 | 22   | Completed    |
| 9   | 3 Wall opening                       | 8-Apr-23  | 25-Apr-23 | 17   | Completed    |
| 10  | 4 IPS Flooring                       | 5-May-23  | 8-May-23  | 3    | Completed    |
| 11  | 5 BRICK WORK                         | 10-Apr-23 | 25-Apr-23 | 15   | Completed    |
| 12  | 6 RCC lintel                         | 10-Apr-23 | 25-Apr-23 | 15   | Completed    |
| 13  | 7 Plastering                         | 25-Apr-23 | 2-May-23  | 7    | Completed    |
| 14  | 8 Water proofing                     | 7-May-23  | 9-May-23  | 2    | Delayed      |
| 15  | 9 DOOR FRAME                         | 28-Apr-23 | 3-May-23  | 5    | Completed    |
| 16  | 10 POP                               | 2-May-23  | 7-May-23  | 5    | Completed    |
| 17  | 11 Flush door                        | 4-May-23  | 15-May-23 | 11   | Delayed      |
| 18  | 12 False ceiling work                | 6-May-23  | 11-May-23 | 5    | Delayed      |
| 19  | 13 Vitrified tiles                   | 10-May-23 | 17-May-23 | 7    | Delayed      |
| 20  | 14 Self levelling                    | 20-May-23 | 21-May-23 | 1    | Delayed      |
| 21  | 15 Vinyl flooring                    | 22-May-23 | 24-May-23 | 2    | Delayed      |
| 22  | 16 Luxury emulsion paint             | 17-May-23 | 25-May-23 | 8    | Completed    |
| 23  | 17 SS profile                        | 24-May-23 | 25-May-23 | 1    | Delayed      |
| 24  | 18 Wall Cladding                     | 10-May-23 | 13-May-23 | 3    | Completed    |
| 25  | 19 MIRRORS                           | 20-May-23 | 21-May-23 | 1    | Completed    |
| 26  | 20 Bed head panel cum wall panelling | 2-May-23  | 15-May-23 | 13   | Delayed      |
| 27  | 21 Panelling of window/wall          | 15-May-23 | 18-May-23 | 3    | Completed    |
| 28  | 22 Full height Storage               | 20-May-23 | 25-May-23 | 5    | Delayed      |
| 29  | 23 Over head storage                 | 20-May-23 | 25-May-23 | 5    | Delayed      |
| 30  | 24 Storage Under Counter             | 20-May-23 | 25-May-23 | 5    | Delayed      |
| 31  | 25 FastTrack Cubical Track System    | 23-May-23 | 23-May-23 | 1    | Delayed      |
| 32  | 26 Roller blind                      | 25-May-23 | 28-May-23 | 3    | Completed    |
| 33  | 27 PVC crash rail                    | 25-May-23 | 30-May-23 | 5    | Completed    |
| 34  | 28 Wall protection                   | 25-May-23 | 30-May-23 | 5    | Completed    |
| 35  | 29 TRAP DOORS                        | 15-May-23 | 20-May-23 | 5    | Delayed      |
| 36  | 30 Under counter storage             | 20-May-23 | 25-May-23 | 5    | Delayed      |
| 37  | 31 Work Station Table                | 20-May-23 | 25-May-23 | 5    | Completed    |



| THEORETICAL KNOWLEDGE                                                       | PRACTICAL EXPOSURE                                                                                                                                      |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| I have learned how to prepare Gantt chart and how to maintain the schedule. | I applied this knowledge in live projects, and realised how important it is to stick with it.                                                           |
| Theoretically, I have studied how to manage workers and complete the tasks. | In practice, this requires a combination of effective leadership, communication, planning, and adaptability. Which I have learned during live projects. |

- Green area indicates the work completed on time according to the schedule.
- Red area indicates the work delayed as per the schedule.
- I was responsible for analysing the reasons behind the delay and resolve it as soon as possible, in order to get the work done in time.
- In addition, I had to make sure the work being done was of high quality.

LEARNING & VALUE ADDITION

CHALLENGES FACED DURING INTERNSHIP

- Me being new in this field, I had to do a lot of reading in order to gain more knowledge about the process and understand the detailed working.
- Keeping track of so many activities and maintaining schedule accurately on daily basis was a task.
- Dealing with material unavailability was the biggest challenge because it is the main reason behind the delays.

STRENGHTS

- Making the well-planned schedule and sticking to it.
- Ability to handle large number of workers.
- Being able to form a picture of the project in your mind in order to work efficiently.
- Being able to manage the supply and workforce efficiently.

OPPORTUNITY

- Ordering the raw materials in advance in order to avoid delays.
- Products which must be factory made, order should be made beforehand, to ensure availability.

WEAKNESS

- Lack of enthusiasm in workers for their work
- Delayed delivery of materials results in delay in work.

THREATS

- If the work did not get completed on time, it will cause revenue loss for the hospital
- satisfaction level with getting hospital beds available for patients to prevent refusal.

SWOT

LEARNING OUTCOMES

- Learned about the components used inside modular OT, CSSD & IPD.
- Learned about the detailed working of AHU & HVAC in hospital
- Learned how to manage big size projects and large number of workers.
- Learned how to manage corporate money and get the work done according to schedule.
- Learning to manage multiple activities at the same time to ensure project completion cycle to achieve timelines.
- Tracking & monitoring on activity wise -project completion schedule

SUGGESTION

- Regularly reviewing progress: To find areas that could use improvement and make sure the project doesn't go off course.
- Continuous track on long lead items ordering & delivery from vendor's side.

VALUE ADDITION

- Gained new and improved technical skills for live projects
- Improved business communication and confidence buildup.
- Gained knowledge on complete hospital project management and how it's different from other industries followed by different hospital norms, rules & regulation..