

SUMMER INTERNSHIP PROGRAM
at
PREETI UROLOGY AND KIDNEY HOSPITAL

Dr. Chandra Mohan's



02nd of April 2024 to 30th of June 2024

A REPORT BY
BINGI SHASHANK
Master of Business Administration
Pharmaceutical Management
2023-25

under the Mentorship of
SUDHINDER SINGH CHOWHAN
Associate Professor





CERTIFICATE

This is to certify that Mr. BINGI SHASHANK of PM-15 of INDIAN INSTITUTE OF HEALTHCARE MANAGEMENT & RESEARCH (Pharmaceutical Management) has worked with our organization for his summer internship from 02/05/2024 to 30/06/2024. The overall performance shown by him during the period was excellent. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 03/07/2024

(Signature of Organization Mentor)

Name: C Rajender Reddy
Designation: Administrator

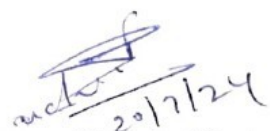


Seal/Stamp of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that Mr. BINGI SHASHANK of academic year 2023-25 of School of Pharmaceutical Management has prepared a poster with respect to his summer internship held during May-June 2024. He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 20/7/24


(Signature of Faculty Mentor)

Name: Sudhinder Singh Chowhan
Designation: Associate Professor



Preeti

UROLOGY & KIDNEY HOSPITAL
Advanced Laser, Laparoscopy, Reconstructive Uro-Surgical Center



Name : Bingi Shashank
Roll No : 0491
Batch : PM-15(2023-25)
Faculty mentor : Sudhinder Singh Chowhan

MANAGEMENT OPERATIONS IN A SPECIALITY HOSPITAL

History

Preeti Kidney and Urology Hospital was founded to address the growing need for specialized kidney and urological care. Guided by visionary healthcare professionals, it quickly earned a reputation for excellence. In its early days, the focus was on building a durable foundation with skilled staff and essential services. Over time, the hospital expanded, incorporating state-of-the-art technology and advanced treatments like minimally invasive and robotic-assisted surgeries. Today, it offers comprehensive care, from diagnostics to specialized pediatric urology, and is renowned for its compassionate approach and community outreach, including free health camps and educational programs.

Description

Preeti Kidney and Urology Hospital offers specialized care for kidney and urological conditions, equipped with advanced technologies and experienced staff. Services include nephrology (kidney disease diagnosis, dialysis, and transplantation), urology (urinary tract infections, kidney stones, prostate, bladder, and male reproductive health), minimally invasive and robotic-assisted surgeries, and comprehensive diagnostics. The hospital features state-of-the-art operation theaters, advanced dialysis units, ICUs, and modern patient areas.

Mission

Preeti Kidney and Urology Hospital provides high-quality, innovative, patient-centered care, promoting education and research, and enhancing outcomes through personalized treatment plans.

Vision

The hospital's vision is to be a leader in kidney and urological care, recognized for its commitment to innovation, excellence, and compassionate patient care.

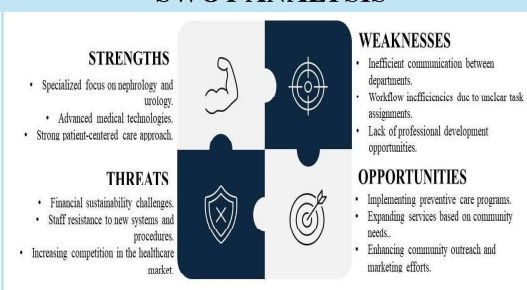
Practical Exposure:

- Streamlining registration and scheduling processes.
- Enhancing communication protocols among healthcare providers.
- Improving efficiency in handling customer queries.
- Utilizing tools like Excel to automate data entry.
- Reviewing resource usage across departments.

Theoretical Understanding

- Applying concepts like Lean and Six Sigma for process improvement.
- Leveraging electronic health records for better data management.
- Using leadership theories to improve team communication and workflow.
- Conducting SWOT analysis for strategic planning.
- Ensuring operations adhere to ethical standards.
- Using data analysis for evidence-based decision-making.

SWOT ANALYSIS



ORGANISATION STRUCTURE



Usefulness of Internship

- Opportunity to apply theoretical knowledge in real-world.
- Enhanced skills in communication, workflow analysis, and resource management.
- Gained a deep understanding of hospital operations and management.

Learnings During Internship

- Importance of streamlining operations to enhance efficiency.
- Value of cross-functional teams in problem-solving and innovation.
- Enhancing patient experience through efficient processes.
- Optimal use of resources for better operational efficiency.

Challenges Faced During Internship

- Delays and miscommunication due to inefficient communication between departments.
- Overlapping responsibilities and unclear task assignments.
- Staff resistance to new systems and procedures.
- Long wait times and confusing hospital navigation.

WEEK-1

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 1

From: 02-May-2024 **to:** 04-May-2024

Activity Done	• Front Office Operations: Improve the patient experience by streamlining front office operations such as registration and scheduling. • Inpatient Care Coordination: Enhance continuity of care between inpatients by implementing protocols for improved communication. • Emergency Department Efficiency: Optimize patient flow and reduce wait times in the emergency department through workflow analysis and process improvement initiatives.
Linking theory (Classroom learning) with practice at your organisation	Studying principles of management, including process analysis, quality improvement, resource allocation, Healthcare policies, regulations, and organizational structures, Developing communication, teamwork, and leadership skills. Applying these principles to analyse hospital workflows, identify inefficiencies, and develop strategies for improvement in areas such as patient flow, inventory management, and resource utilization, applying knowledge of healthcare administration to navigate hospital protocols, utilizing these skills to effectively communicate with cross-functional teams.
Gaps identified on the working area.	• Inefficient communication between departments leading to delays in patient care or miscommunication of critical information. • Issues affecting the patient experience, such as long wait times, confusing navigation, or lack of amenities. • Insufficient training or professional development opportunities for staff to enhance skills and stay updated on best practices.
Suggestions for improvement	Implement a unified communication system or platform to facilitate seamless communication between departments, ensuring timely exchange of information and coordination of patient care. Provide ongoing training and development opportunities for staff to enhance their skills, stay updated on best practices.
Plan for the next week.	• Conduct a detailed analysis of communication channels and workflow processes in each department. • Develop a proposal for enhancing communication and workflow processes in each department. • Outline specific action steps, timelines, and resource requirements for implementation.

Signature of the Student

B. Shashank

Approved by the IIHMR University's Mentor

WEEK-2

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 2

From: 06-May-2024 **to:** 11-May-2024

Activity Done	● Communication and Workflow Analysis: Identified various communication methods including email, phone calls, meetings, and messaging platforms. Reviewed workflow sequences to understand task progression and operational dynamics. Observed workflow in action, reviewed documentation, and gathered data to pinpoint inefficiencies. ● Enhancement Of Workflow: Recommended specific measures to optimize communication channels and streamline workflow procedures. Supported for the adoption of new communication tools, standardization of workflow protocols, and process redesign where necessary. ● Implementation Planning: Detailed a series of action steps including training sessions, documentation revisions and workshops. Established timelines for the completion of each action item to ensure a systematic approach.
Linking theory (Classroom learning) with practice at your organisation	● Applied theories of motivation and leadership to assess team dynamics and identify areas for improvement in communication and workflow processes. ● Applied HR principles to assess organizational culture and employee engagement, identifying areas where improved communication and workflow processes could enhance employee satisfaction and productivity. ● Leveraged knowledge of organizational behaviour to develop strategies for fostering collaboration and teamwork across departments.
Gaps identified on the working area.	● Communication Breakdowns: Lack of clear communication channels leading to misunderstandings or delays in information sharing. ● Workflow Delay: Overlapping responsibilities or unclear task assignments causing confusion. ● Resource Mismanagement: Inadequate allocation of resources (e.g., time, personnel, technology) leading to inefficiencies in task execution. ● Feedback Issues: Absence of regular feedback mechanisms resulting in missed opportunities for process improvement and performance optimization. Ineffective communication of feedback leading to unresolved issues and recurring inefficiencies.

Suggestions for improvement	● Develop standardized workflow protocols and documentation templates to ensure consistency and clarity in task execution. ● Establish cross-functional teams or task forces to tackle complex projects or initiatives, fostering collaboration and knowledge sharing among departments. ● Encourage regular communication and collaboration between departments through joint meetings, brainstorming sessions, or shared project spaces. ● Establish clear roles, responsibilities, and performance expectations for each team member, promoting accountability and ownership of tasks and outcomes.
Plan for the next week.	● Map out the existing workflow processes for insurance claims processing, customer inquiries, and policy management. ● Research best practices and industry standards for insurance workflow optimization. ● Propose solutions such as workflow automation, task prioritization, and streamlined documentation processes. ● Develop an implementation plan detailing step-by-step procedures for deploying proposed enhancements.

Signature of the Student

B. Bashant

Approved by the IIHMR University's Mentor

WEEK-3

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 3

From: 13-May-2024 to: 18-May-2024

Activity Done	• Insurance Claims Processing: Conducted interviews with staff to understand each step involved in processing insurance claims from initiation to resolution. Documented the workflow, including data entry, verification, approval, and communication stages. • Customer Inquiries: Observed the process of handling customer inquiries, including how inquiries are received and routed to the appropriate department. Mapped out the response process, including initial acknowledgment, information gathering, issue resolution, and follow-up. • Policy Management: Reviewed the workflow for policy issuance, updates, renewals, and cancellations. Documented the steps involved in each process, including data entry, policy review, approval, and customer notification.
Linking theory (Classroom learning) with practice at your organisation	Studying healthcare financing models, budgeting, and cost-effectiveness analysis. Utilize economic principles to analyse the financial aspects of insurance operations, including claims processing costs, reimbursement rates, and revenue generation. Implement cost-effective strategies to optimize resource allocation within the insurance department, ensuring financial sustainability and efficiency. Understanding health information systems, electronic health records (EHR), and healthcare data analytics. Utilize health information technology to streamline insurance operations, including claims processing, policy management, and customer inquiries. Implement data analytics tools to analyse insurance data, identify trends, and make data-driven decisions for process improvement and efficiency optimization. Studying healthcare laws, regulations, and compliance requirements. Ensure compliance with healthcare regulations and insurance laws governing claims processing, policy management, and customer interactions
Gaps identified on the working area.	During my observation of insurance operations at the hospital, no significant gaps were identified. My assessment revealed that the current processes and practices are functioning smoothly, reflecting the dedication and effectiveness of my team.
Suggestions for improvement	• Enhance Efficiency: Look for opportunities to streamline processes further, even if they are already running smoothly. This could involve automating certain tasks, reducing manual work, or optimizing communication channels. Establish cross-functional teams or task forces to tackle complex projects or initiatives, fostering collaboration and knowledge sharing among departments.

	● Implement Performance Metrics: Establish clear performance metrics to track the effectiveness of insurance operations. This allows for ongoing evaluation and refinement of processes based on data-driven insights
Plan for the next week.	● Propose solutions such as workflow automation, task prioritization, and streamlined documentation processes.

Signature of the Student

B. Babanik

Approved by the IIHMR University's Mentor

WEEK-4

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 4

From: 20-May-2024 **to:** 25-May-2024

Activity Done	• Workflow Automation: Utilizing Excel for automating repetitive tasks like data entry, claim validation, and policy renewals. This can be achieved through Excel macros and VBA scripting to streamline these processes efficiently. • Task Prioritization: Develop a priority matrix for insurance claims that categorizes tasks based on urgency and impact. Use task management software like Asana or Trello to help staff prioritize and manage their workload effectively. • Streamlined Documentation Processes: Implemented a document management system (DMS) to digitize and centralize all insurance-related records.
Linking theory (Classroom learning) with practice at your organisation	Analyzed team dynamics and leadership styles within the insurance department to optimize collaboration and communication. Understanding health information systems, electronic health records (EHR), and healthcare data analytics. Utilized health information technology to streamline insurance operations and improve data management. Ensured compliance with healthcare regulations and insurance laws during the analysis and proposal stages.
Gaps identified on the working area.	No significant gaps were identified during the observation of insurance operations at the hospital. Current processes and practices are functioning smoothly, indicating effective systems and team performance.
Suggestions for improvement	• Workflow Automation: Streamline approval processes with automated workflows to enhance speed and accuracy. • Streamlined Documentation Processes: Standardize documentation procedures for consistency and ease of retrieval. Digitize records and store them in a centralized, accessible system to improve efficiency.
Plan for the next week.	• Overseeing the procurement, inventory, and distribution of medical supplies and equipment. • Market research and analysis to identify opportunities for growth and development. • Developing and enforcing safety protocols to protect patients, staff, and visitors.

Signature of the Student

B. Ashank

Approved by the IHMR University's Mentor

WEEK-5

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 5

From: 27-May-2024 **to:** 01-June-2024

Activity Done	• Conducted Market Research: Gathered qualitative and quantitative data from internal hospital records, patient feedback, and external market sources. • Data Analysis: Analysed data to identify trends, patient needs, service utilization, and competitive landscape. • SWOT Analysis: Conducted a SWOT analysis to evaluate the hospital's strengths, weaknesses, opportunities, and threats.
Linking theory (Classroom learning) with practice at your organisation	Applied theoretical knowledge of market research methodologies, such as surveys, focus groups, and competitive analysis, to collect and analyse data. Utilized classroom learning on SWOT analysis to assess the hospital's internal and external environment. Integrated theories of healthcare management and strategic planning to identify potential areas for growth and development.
Gaps identified on the working area.	• Service Availability: Limited availability of certain specialties and services. Unmet patient needs and potential revenue loss as patients seek services elsewhere. • Community Health Needs: Underserved populations and lack of preventive care programs. Higher incidence of preventable diseases and increased long-term healthcare costs. Certain demographics and geographical areas are not adequately served. Preventive care programs for chronic diseases, mental health, and wellness are insufficient. • Outreach and Marketing: Insufficient outreach and marketing efforts to attract new patients. Lack of effective marketing strategies to promote hospital services and educate the community about available care options. • Telehealth Services: Limited access to care, reduced patient engagement, and potential loss of patients to competitors offering telehealth services.
Suggestions for improvement	• Expand Service Lines: Introduce new specialties and services based on community needs and market demand. Meet patient needs and increase hospital revenue. • Develop Community Health Programs: Launch preventive care and wellness programs tailored to community health needs. Reduce preventable diseases and improve community health outcomes.

	• Upgrade Technology: Invest in modern technology and integrate systems to streamline operations. Upgrade EHR systems, invest in new medical equipment, and improve IT infrastructure. • Optimize Resources: Implement resource management software to optimize staff and facility use.
Plan for the next week.	• Continue gathering data through surveys, focus groups, and competitive analysis. • Assess current resource allocation and identify areas for reallocation or investment to support growth initiatives.

Signature of the Student

B. Babanik

Approved by the IIMMR University's Mentor

WEEK-6

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 6

From: 03-June-2024 to: 08-June-2024

Activity Done	• Gathered financial statements, budget reports, and resource allocation documents. • Conducted interviews with department heads and project managers. • Identified underutilized resources in HR training programs and IT department. • Detected overutilized resources in Marketing and R&D departments.
Linking theory (Classroom learning) with practice at your organisation	• Utilized techniques learned in financial management courses to analyze budget reports and identify inefficiencies. • Applied strategic resource allocation principles to align company resources with growth objectives. • Leveraged management skills to assess resource utilization across different departments.
Gaps identified on the working area.	• Finance department was overburdened with compliance and reporting tasks, limiting its ability to focus on strategic financial planning. • Training programs in the Human Resources department had excess capacity that was not fully utilized. • Redundant software licenses and underutilized server capacity in the IT department.
Suggestions for improvement	• Reduce the training budget by 5% and redirect these funds to digital marketing initiatives. • Allocate funds to implement automation software in all the department. • Review and eliminate redundant software licenses and repurpose underutilized server capacity to support R&D projects.
Plan for the next week.	• Develop a detailed project plan outlining steps, timelines, and responsibilities for the proposed changes. • Prepare a detailed presentation of the assessment findings and recommendations. • Engage in further learning and support activities to ensure a smooth transition and successful implementation of the recommended changes.

Signature of the Student

B. Ashank

Approved by the IHMR University's Mentor

WEEK-7

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 7

From: 10-June-2024 to: 15-June-2024

Activity Done	• Participated in intensive training sessions focused on the new hospital management software and electronic health record (EHR) systems. These sessions were designed to ensure that all staff members were proficient in using the new tools. • Joined weekly interdepartmental team meetings to discuss the progress of the changes being implemented, address any issues that arose, and plan further steps. • Worked closely with senior hospital staff and mentors to gain insights into the practical challenges of hospital operations. This included shadowing senior staff members during their daily routines to observe best practices. • Attended and contributed to workshops aimed at optimizing patient flow within the hospital. These workshops emphasized strategies to reduce patient wait times and improve overall efficiency.
Linking theory (Classroom learning) with practice at your organisation	• Ethical theories informed decision-making processes and policies in sensitive healthcare situations. For instance, when addressing resource allocation in critical care settings, I applied principles of distributive justice to ensure fair and equitable distribution of limited resources among patients. • Statistical theories and data analysis techniques were instrumental in leveraging data-driven insights to improve healthcare delivery. By analyzing patient data and clinical outcomes, we identified trends and correlations that informed evidence-based decisions on treatment protocols and patient care pathways.
Gaps identified on the working area.	• A noticeable resistance among some staff members to adopt new systems and procedures. This resistance was often due to a lack of understanding of the benefits or fear of increased workload. • Ineffective communication between different departments, leading to misunderstandings and delays in patient care. • Challenges in data management and integration between the old systems and the newly implemented systems, causing disruptions in workflow.
Suggestions for improvement	• Conduct workshops specifically focused on change management to help staff understand the benefits of the new systems and processes and address any concerns or fears they may have. • Conduct a thorough review of resource allocation across departments to ensure that each department has the necessary tools and staff to operate efficiently. This may involve reallocating resources or investing in additional ones.

	• Suggested effective communication channels between departments. Regular interdepartmental meetings and the use of communication tools can help improve coordination.
Plan for the next week.	• Review and Finalize the Internship Report: Go through the entire internship report to ensure all sections are comprehensive and accurately reflect my experiences, observations, and contributions during the internship. • Create a Poster Presentation: Develop a concise and visually appealing poster that highlights the key insights, contributions, and recommendations from the internship report. • Discuss the Report and Poster with the Organization Mentor: Walk through the key sections of the report and poster with the mentor, explaining the main findings, observations, and recommendations.

Signature of the Student

B. Shashank

Approved by the IIMR University's Mentor

WEEK-8

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Week no: 8

From: 17-June-2024 **to:** 22-June-2024

Activity Done	• Scheduling Follow-Up Appointments: Assisted the administrative team in scheduling follow-up appointments for patients, ensuring that appointments were made at convenient times for both patients and healthcare providers. • Assisting with Patient Queries: Helped answer patient queries regarding their appointments, treatment plans, and follow-up procedures. Provided information about hospital services and directed patients to the appropriate resources when necessary. • Administrative Support: Assisted in organizing patient records and ensuring that all documentation was up-to-date and accurately filed. Helped prepare reports and summaries for the department head, highlighting key activities and patient statistics for the week. • Patient Check-Ins and Initial Assessments: Assisted the front desk staff with the patient check-in process, ensuring that all necessary forms were filled out accurately and efficiently.
Linking theory (Classroom learning) with practice at your organisation	• I studied the principles of management, including scheduling optimization and strategies to reduce wait times. • The benefits of EHR systems in improving the accuracy of patient records, enhancing communication among healthcare providers, and facilitating data-driven decision-making. • The importance of interdisciplinary teamwork in healthcare, where different specialists collaborate to provide comprehensive care. • The ethical and legal responsibilities of healthcare providers, including patient confidentiality, informed consent, and professional conduct.
Gaps identified on the working area.	• Inconsistent Patient Flow: Despite the use of scheduling software, there were periods of congestion due to overbooking and late arrivals, leading to extended wait times. • Limited Patient Education: There was a noticeable lack of patient education materials available, which could help patients better understand their conditions and treatment plans. • Communication Barriers: Some patients experienced difficulties communicating with staff due to language barriers, which impacted the quality of care.

Suggestions for improvement	• Improve Patient Feedback Mechanisms: Limited structured feedback from patients on their experiences and satisfaction. • Enhance Waiting Area Comfort: The waiting area may not be adequately equipped to handle high patient volumes, leading to discomfort and dissatisfaction. • Streamline Referral Processes: Delays and inefficiencies in referring patients to specialists or other departments. • Leverage Community Partnerships: Limited engagement with community resources that can support patient care and wellness.
Plan for the next week.	• Completing my internship by preparing a comprehensive report and presentation summarizing the activities and accomplishments of the past eight weeks. • The report will conclude with key insights gleaned from the internship and an assessment of its overall impact on hospital operations. • A visual representation of activities undertaken, and slides illustrating the alignment of theory with practical application, identified gaps and challenges, proposed improvements, and concluding remarks.

Signature of the Student

B. Babanik

Approved by the IIHMR University's Mentor

Final Report

Name of the Organisation: Preethi Urology and Kidney Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Bingi Shashank

Roll no: 0491

Stream: Pharmaceutical Management

Activity Done

- **Front Office Operations**

I concentrated on enhancing the patient's experience by simplifying the registration and scheduling processes. This was a meticulous review of the existing workflow to recognize such bottleneck problems as forms filling that already exist and manual entry of data. Through methods such as electronic registration forms and automated scheduling system implementation, we were able to bring patient wait times down to a fraction and raise patients' satisfaction overall. These certain transformations offer the exact steps that both the staff and the patients need to follow.

- **Inpatient Care Coordination**

One of my primary focuses was on connecting healthcare providers through better communication protocols to ensure the continuity of care. The aim of this effort was to create a common handoff device while providing accurate patient information to all caregivers. This approach helped us decrease medical errors and elevate patient outcomes, because all members of the nursing staff were fully aware of the most current patient data.

- **Emergency Department Efficiency**

My objectives out of two points of focus in healthcare: efficiency of the patient flow and waiting time reduction. Employing such techniques as workflow improvement and process redesign, I made time-motion tests through which I observed and outlined patient pathways and thus, I engaged in designing fast-track systems which changed the service time and decreased patient waiting.

- **Communication and Workflow Analysis**

My direct responsibilities included the design and implementation of an information flow and work analysis. The creation of a workflow diagram, the conversation with the personnel, and the detection of the inefficiencies moreover gave me the opportunity to suggest better means of communication and the creation of a balanced and efficient path of flows. These series of actions concluded with the definition of the non-functionality of communication mediums as well as the introduction of new tactics thereby making the transfer of information on time but also make it precise.

- **Insurance Claims Processing**

At the insurance department I managed to concentrate my efforts towards enhancing the handling of the insurance claims. In addition to speaking with staff members and observing the work process, I was able to determine inefficiencies and make recommendations such as an automated validation system. These changes not only increased the flow of the claims processing time

but also reduced the amount of error, and thus, leading to efficient and effective claims processing.

- **Customer Inquiries**

Another significant task was the handling of customer queries. This allowed me to note how they responded to inquiries as well as how they handled inquiries and relayed information back to the client. Through making suggestions to increase the efficiency of answering those inquiries, I assisted in increasing the overall customer service level, as patients and customers receive responses to their requests.

- **Workflow Automation**

To ease workload, I employed Excel to automate some activities like data entry, claim validation. Such automation helped control errors and release staff time for more important and useful work, which are higher value-added processes.

- **Task Prioritization**

A priority matrix was established, and task management software was utilized to enhance the prioritization of tasks. This also aided in the assignment of work and recognizing important tasks as well as ensuring that main activities were accomplished within the specified time which enhanced productivity and output.

- **Streamlined Documentation Processes**

Another major success was the adoption of document management system to automate and consolidate documents. This has helped to enhance the access to information in order to organize documents more efficiently to aid efficient record keeping and search.

- **Interdepartmental Meetings**

By taking part in periodic staff meetings, I have recognized the importance of reviewing accomplishments and future tasks. These gatherings foster connectivity and comprehension between departments, ensuring that all teams are aligned with the hospital's primary aims and objectives.

- **Assisting with Patient Queries**

Patient inquiries and record organization were some of my responsibilities; my hands-on approach to understanding patients' concerns through collaborative interaction played a role in this process, too. I answered queries of participants that had less articulacy by doing advanced screening or by providing further clarification based on the information available to me. Due to my hands-on, take-charge manner of getting things done, I consistently maintain a top patient satisfaction score and guarantee that their requirements are satisfied in a timely, efficient manner.

- **Patient Check-Ins and Initial Assessments**

Assisting with patient check-in procedures, I collected patient data, conducted initial assessments, and prepared reports for the department head. The aim was to ensure all necessary paperwork was accurate and submitted on time, thereby optimizing the overall patient check-in process.

	Resource Utilization Assessment Administered an in-depth performance review of resources from each department, zeroing on underutilized and overused resources for reallocation into decrease in order meet the highest patient need criteria and made sure operations here were sustainable with minimal loss of assets.
Linking theory (Classroom learning) with practice at your organisation	Management Principles Course concepts and theories in process analysis, quality improvement and resource management were applied to optimise hospital operations. Best practices like Lean and Six Sigma were adopted to help to single out and eradicate waste, which improved the efficiency of business processes. Healthcare Financing and Economics Knowledge of healthcare financing and economics was crucial in analysing the financial aspects of insurance operations. Cost-effective strategies were implemented to optimize resource use and reduce operational costs, ensuring the financial sustainability of the hospital. Health Information Systems Health information technology was leveraged to streamline operations and improve data management. This included using electronic health records systems to improve the accuracy and accessibility of patient information, therefore enhancing the quality of care. Leadership and Team Dynamics Theories of motivation and leadership were applied to improve communication and workflow within teams. Effective leadership practices helped in managing changes and addressing staff concerns, fostering a collaborative and productive work environment. Strategic Planning and Market Analysis Market research methodologies and SWOT analysis were used to evaluate the hospital's environment. This strategic planning helped in identifying opportunities for growth and areas needing improvement, enabling the hospital to adapt to changing market conditions. Ethical Decision-Making Ethical theories informed decision-making processes and policies, ensuring that patient care and hospital operations adhered to ethical standards. This commitment to ethics enhanced trust and integrity within the organization. Statistical Analysis Data analysis techniques were employed to improve healthcare delivery and inform evidence-based decisions. Analysing patient data helped identify trends and develop strategies for improvement, contributing to better patient outcomes and operational efficiency.

Gaps identified on the working area.

- **Communication Issues**

Inefficient communication between departments was leading to delays and miscommunication. There was a lack of standardized communication protocols, resulting in inconsistent information sharing. This gap needed addressing to ensure more effective interdepartmental communication.

- **Workflow Inefficiencies**

Workflow inefficiencies were evident due to overlapping responsibilities, unclear task assignments, and resource mismanagement. These issues caused delays in patient care and administrative processes, highlighting the need for clearer task delineation and better resource management.

- **Lack of Training and Development**

Staff had insufficient professional development opportunities, limiting their ability to adapt to new systems and practices. Enhanced training programs were necessary to ensure staff could keep up with industry advancements and improve their performance.

- **Patient Experience Issues**

Patients experienced long wait times, confusing navigation within the hospital, and a lack of amenities, negatively impacting patient satisfaction. Improving these aspects was essential to enhance the overall patient experience.

- **Resource Utilization**

Training programs were underutilized, software licenses were redundant, and the finance department was overburdened. This resulted in inefficient use of resources, necessitating better resource allocation and management.

- **Resistance to Change**

There was staff resistance to new systems and procedures due to a lack of understanding or fear of increased workload. This resistance hindered the implementation of improvements, indicating a need for better change management strategies.

- **Community Outreach and Marketing**

The hospital's efforts to attract new patients and promote services were insufficient, affecting its ability to reach its full potential. Enhanced community outreach and marketing efforts were needed to improve the hospital's visibility and attract more patients.

Suggestions for improvement

- **Unified Communication System**

Implementing a platform to facilitate seamless communication between departments will reduce delays and miscommunication. This system should include standardized protocols and channels for information sharing, ensuring accurate and timely communication.

- **Ongoing Training**

Opportunities for staff training and development through regular training and development will really strengthen their existing skills as well as keep them updated about new practices. Making the staff systematic in lots of actions makes it easier for them to adjust to new systems and procedures effectively, leading to continuous process improvement.

- **Standardized Workflow Protocols**

Developing clear protocols and documentation templates will ensure consistency in task execution. This will streamline processes, reduce inefficiencies, and improve overall operational efficiency.

- **Cross-Functional Teams**

Establishing cross-functional teams will foster collaboration and knowledge sharing among departments. This will enhance problem-solving and innovation, leading to more effective and efficient operations.

- **Workflow Automation**

Automating tasks that are continually taking place will allow rate of speed and performance to increase and manual labor to be reduced such as such as time and cost. These in-turn will spare employees from these simple yet mandatory workloads, giving them place and time to spend it on value-added type works which are more complicated.

- **Service Expansion**

Introducing new specialties and services based on community needs will increase hospital revenue and enhance its ability to meet diverse patient needs. This expansion will also improve the hospital's competitive edge in the healthcare market.

- **Preventive Care Programs**

Initiation of dedicated preventive community health programs could contribute significantly toward improved health outcomes and a reduction in long-term health care expenditures, which could eventually help in limiting the rising healthcare costs. We require a cultural shift in the social policies being developed and implemented to recognize preventive health at both the individual and ecological level and their effect on people's lives overall.

- **Technology Upgrades**

Investing in modern technology, including EHR systems and medical equipment, will streamline operations and improve patient care. This will also enhance the hospital's competitive edge and ability to provide high-quality care.

- **Resource Optimization**

Implementing resource management software will optimize the use of staff and facilities, ensuring efficient and effective resource allocation. This will improve operational efficiency and reduce resource wastage.

- **Change Management Workshops**

Conducting workshops to help staff understand the benefits of new systems will address their concerns and reduce resistance to change. This will facilitate smoother implementation of improvements and ensure staff buy-in.

- **Improved Patient Feedback Mechanisms**

Implementing structured feedback systems will gather patient insights and improve services. This will enhance patient satisfaction and loyalty by ensuring that patient concerns are addressed promptly and effectively.

- **Enhanced Waiting Area Comfort**

Upgrading waiting areas to accommodate high patient volumes and enhance comfort will improve patient experience. This can include adding more seating, providing entertainment options, and ensuring a pleasant environment.

- **Streamlined Referral Processes**

Improving referral processes will minimize delays, ensuring that essential patient interventions take place as soon as possible. This promotes excellence in patient care while enhancing patient satisfaction and outcomes through workshops to facilitate the transition for patients post discharge helping with addictions and mental health services for complex patients.

- **Community Partnerships**

Referral processes that are more efficient and effective will reduce some of the time and inefficiency in patient movement that results from the current system and reduce issues concerning the delivery of appropriate care in a timely manner to achieve better patient outcomes and satisfaction.

Signature of the Student

B. Ashank

20/17/24

Approved by the IHMR University's Mentor