

SUMMER INTERNSHIP PROGRAM

At

CK BIRLA-RBH (Jaipur)

From 1st MAY 2024 to 1st JULY 2024

Investigating and Addressing the Critical Issues of Green Linen Discrepancies in Rukmani Birla Hospital

A REPORT BY

SAMEERA KHAN

Master of Business Administration

Hospital and Health Management (HHM)

2023-25

under the Mentorship of

S.P. Chattopadhyay (Assistant Professor)



RBH/2024/Jul/HRD/6158

Date: 01 Jul 2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Sameera Khan** has successfully completed her training in Operations Department from 01 May 2024 to 01 Jul 2024.

We found her sincere, punctual & hardworking. We wish her every success in her future and career.

For CK Birla Hospital - RBH



Raju Kumar
Unit Head - HR

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. SAMEERA KHAN (PT)** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT AND RESEARCH** has prepared a poster with respect to his/her summer internship held during May-June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 22/07/2024

A handwritten signature in blue ink, appearing to be 'S.P. Chattopadhyay', written over a horizontal line.

(Signature of Faculty Mentor)

S.P. CHATTOPADHYAY

Assistant Professor

IIHMR UNIVERSITY, JAIPUR

Organization

History-1969-1979: First private hospital with cutting-edge facilities in Kolkata. 1989-1999: Established BM Birla Heart Research Center, the first Indian hospital to receive NABH award. 1999-2019: Launched Rukmani Birla Hospital (RBH) in Jaipur in 2016.

Background- The CK Birla Group operates hospitals in Gurugram (CK Birla), Jaipur (RBH), and Kolkata (CMRI, BM Birla Heart Research Centre). CK Birla Hospital in Jaipur is a 230-bed multi-specialty hospital. RBH offers 24-hour specialized healthcare with highly trained staff.

Organization Structure



Challenges

Communication Gaps: Ineffective communication between CSSD and OTs.

Data Discrepancies: Managing linen inventory and data accuracy.

Quality Control: Ensuring high-quality and well-maintained linen.

Staff Training: Improving linen handling and management training.

Process Standardization: Standardizing linen usage and record-keeping.

Inventory Management: Aligning inventory with current demands and schedules.

Vision

To provide the best of Patient Service & Clinical Excellence.

Mission: To set the bar for providing an incomparable patient experience through clinical and service excellence in an exclusive environment that holds innovation and quality, as well as compassion, accountability, and transparency.

Key Principles: The foundation of RBH has been laid on three key principles that define the ethos: Clinical Excellence, Ethical Conduct and Patient Centric

Core Values: Quality, Teamwork, Innovation and Compassion.

Learning

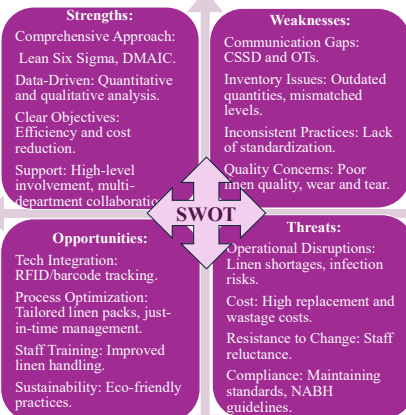
Operational Insight: Practical experience in hospital operations, linen management, and data analysis.

Problem-Solving: Identified process gaps and proposed efficiency improvements.

Communication: Enhanced skills in data presentation, report writing, and professional communication.

Sustainability: Engaged in eco-friendly projects promoting hospital sustainability.

Coordination: Highlighted the importance of effective interdepartmental communication.



Usefulness

Hands-On Experience: Gained practical insights into hospital operations and linen management.

Problem-Solving Skills: Identified and addressed discrepancies in linen inventory and supply processes.

Data Analysis: Developed skills in data collection, analysis, and presentation using tools like Excel.

Process Improvement: Applied Lean Six Sigma and DMAIC methodologies to improve operational efficiency.

Interdepartmental Coordination: Enhanced understanding of the importance of communication between departments (CSSD, OTs, housekeeping).

Quality Control: Addressed issues related to linen quality and maintenance.

Professional Development: Improved skills in report writing, creating presentations, and professional communication.



Suggestions

Forecasting: Improve daily case forecasting for linen needs.

Standardization: Update linen pack quantities and items.

Quality: Enhance linen quality, size, and fabric type.

Communication: Improve communication between CSSD, linen department, and OTs.

Record-Keeping: Standardize and share linen usage records.

Inventory Management: Adjust inventory to meet current demand (35-40 cases/day).

Just-in-Time: Adopt just-in-time linen dispensing.

Monitoring: Regularly monitor and replace discarded items.

Laundry Process: Send dirty linen to laundry twice daily.

Shortages: Identify and address root causes of linen shortages.

Staff Training: Train staff on proper linen handling and usage.

Project

- *To establish an efficient system for distribution and retrieval of green linen between the CSSD and OTs.
- *To prevent any surplus or deficit of green linen in both departments.
- *To ensure the green linen are utilized effectively and efficiently within the OTs.

A mixed-methods approach was used, combining quantitative data analysis with qualitative insights

Quantitative Method:

Study Area: CK Birla Hospital, Jaipur

Design: Analytical and descriptive study

Period: 30 days

Sample Size: 275 (11 items × 25 days)

Sampling: Systemic sampling

Data Collection: Primary data

Analysis: Microsoft Excel

Type: Quantitative

Qualitative Method:

Data Collection: Observations and staff interviews

Design: Descriptive study

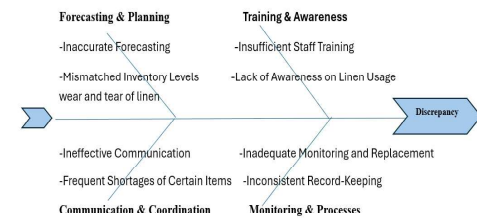
Scope: All departments using green linen

Duration: 1 month

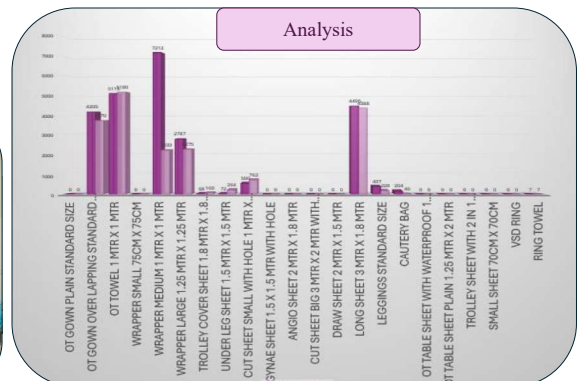
Sample Size: 10 staff interviewed

Fishbone Analysis

Qualitative Analysis: A fishbone or Ishikawa diagram for root-cause analysis of discrepancy



Analysis



Plant Distribution



Operations Department



Interns Batch 2024



Linen Department



Engineering Department



Faculty Mentor-
S.P Chattopadhyay

Organization Mentor-
Dr. Nihar Bhatia

Submitted By- Sameera
Khan (1812)

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 1

From: 1-05-2024 to 4-05-2024

Activity Done	• Took a tour of hospital infrastructure and building. • Posted to observe the housekeeping and linen department of non-clinical operations. • Observed the sub-departments of housekeeping (BMW, Gardening, Tailoring, Linen, Laundry, Cleaning and Sanitation). • Gained knowledge about the working of housekeeping staff on daily basis also learned about how the supervisors work and manage staff.
Linking theory (Classroom learning) with practice at your organisation	• Got to see the BMW management like how they divide the waste into different categories and measure their weight along with tags of the area they are coming from. • Got to see the distribution of linen into different areas of the hospital. • Learned how cleaning staff works for maintaining hygiene and sanitation all day round.
Gaps identified on the working area.	• Issues with staff retention due to out-sourcing. • Every new staff needs to be briefed about hospital's norms and standards by the supervisor. • Distribution of dresses to the hospital staff, as they don't return them causing a shortage and unnecessary need for new dresses every day.
Suggestions for improvement	• Improve staff retention by fostering engagement and offering incentives on a daily/weekly/monthly basis, potentially reducing attrition based on rewards. • Standardize onboarding with digital modules for new staff to efficiently convey hospital norms and standards, freeing up supervisory time. • Implement a token system for dresses, using digital tracking to ensure accountability and reduce shortages.
Plan for the next week	• Use departmental observations and insights from the department head to pinpoint a significant operational gap, such as inventory management or staff scheduling, for project focus.

Sameera

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Sameera Khan

Roll no: 1812

Stream: HHM

Week no: 2

From: 05 May 2024 to 11 May 2024

Activity Done	• Select a project topic focusing on discrepancies in the supply of green linen and the collection of soiled linen. • Develop a project synopsis. • Explore the management processes for green linen within the organization. • Conduct visits to the CSSD and various operating theatres to observe the utilization of green linen.
Linking theory (Classroom learning) with practice at your organisation	• Monitor the daily operations of the operating theatres (OTs) and Central Sterile Supply Department (CSSD). • Learn about the management's methods for packaging linens and equipment for various case types. • Observe the sterilization process and gain insight into the storage and distribution methods.
Gaps identified on the working area.	• A discrepancy exists between the distribution and retrieval of green linen. • Unused linen in operating rooms leads to wastage. • Excess linen is stored and retained, resulting in inconsistencies in linen supply.
Suggestions for improvement	• Implement a digital tracking system using RFID or barcodes to accurately monitor linen distribution and retrieval. • Standardize linen packs according to the specific needs of each type of surgical procedure to prevent unused linen in operating rooms. • Conduct regular audits to assess linen usage and storage practices, ensuring that only necessary quantities are kept on hand.
Plan for the next week	• Collection of data for the project. • Design implementation.

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Sameera Khan

Roll no: 1812

Stream: HHM

Week no: 3

From: 12 May 2024 to 18 May 2024

Activity Done	• Began collecting data on green linen usage and inventory levels. • Discussed current linen practices with CSSD and OT staff, introducing planned changes. • Started quantifying the gap between the fresh and used linen in OT department.
Linking theory (Classroom learning) with practice at your organisation	• Used project management skills to structure the tracking system's implementation phases. • Applied supply chain theories to improve linen management efficiency.
Gaps identified on the working area.	• Current systems fail to provide immediate tracking updates. • High reliance on manual processes, increasing error risks.
Suggestions for improvement	• Schedule training for the new system to ensure smooth adoption. • Set up a feedback system for immediate issue identification during pilot testing.
Plan for the next week	• Complete the detailed rollout plan for the new system. • Continue collecting primary data for a month (Sample size). • Analysing daily data.

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS
DEPARTMENT

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 4

From: 20-05-2024 to 25-05-2024

Activity Done	• Data collection and sorting it in excel for the project, collected over 7 days of data, and formatted it to deduce initial finding. • Create a mid-point performance review PPT for the organization database, which will be presented to the division head in the coming week. • Reviewed linen and housekeeping SOP
Linking theory (Classroom learning) with practice at your organisation	• Qualitative and quantitative analysis for the project, which was taught to us in class. • NABH guideline which was taught are being used here in SOP and compared.
Gaps identified on the working area.	• There are significant gaps in linen return within the hospital, have quantified the same through the data for my project. • A meeting was recently called to educate their staff on grooming and work ethics.
Suggestions for improvement	• Working on recommendations for my projects, including optimizing linen and gown packs for the OTs. • Grouping items in linen have been somewhat the main reason for shortage in returns. • Improvement in quality of linen according to the requirement of the department.
Plan for the next week	• Continue collecting the data for next few weeks. • Presenting the PPT to division head. • Analysis the data on daily basis to understand the gaps. • Continue observation in different departments of operations.

Sameera

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 5

From: 27-05-2024 to 01-06-2024

Activity Done	- Collected and sorted data in Excel over a 12-day period, formatting it to deduce initial findings. - Presented the project and progress to the Unit Head via a PowerPoint presentation, explaining all work done to date. - Incorporated his advice and suggestions and continued working on the project.
Linking theory (Classroom learning) with practice at your organisation	- Began understanding and utilizing research tools for the project methodology, such as Lean Six Sigma. - Conducted a SWOT analysis of the project to present the results to the organization.
Gaps identified on the working area.	- Identified a difference in the category of the most discrepant green linen items. According to my data, the items with the highest discrepancies are the medium wrappers (100cm x 100cm) and gowns. However, laundry records indicate that the most discrepant items should be long sheets and OT towels. - There is also a gap in the current inventory, which is based on previous requirements, while the current requirements have changed.
Suggestions for improvement	- My suggestion would be to reevaluate the linen packs being prepared, tailoring them to the specific needs of each OT specialty. - Additionally, I will recommend increasing both the quality and quantity of the green linen to meet the demands of each OT specialty effectively.
Plan for the next week	- Continue collecting the data for next few weeks. - Analysis the data on daily basis to understand the gaps. - Continue observation in different departments of operations.

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 6

From: 3-06-2024 to 08-06-2024

Activity Done	• Collected and sorted data in Excel over a 20-day period, formatting it to deduce initial findings. • Incorporated his advice and suggestions and continued working on the project. • Started working on the draft report for SIP to be submitted to both the organisation and to the university. • Made a digital poster on world environment day and submitted it to the organisation. • Participated in the plantation drive took place by organisation itself and distributed plants and eco-friendly bags to the OPD and IPD patients to promote sustainability and eco-friendly practices.
Linking theory (Classroom learning) with practice at your organisation	• Began understanding and utilizing research tools for the project methodology, such as Lean Six Sigma. • Conducted a SWOT analysis of the project to present the results to the organization. • With the help of Annexure F from the SIP format provided by the university, I have started drafting the report.
Gaps identified on the working area.	• Identified a difference in the category of the most discrepant green linen items between my data and the actual data. • There is also a gap in the current inventory, which is based on previous requirements, while the current requirements have changed.
Suggestions for improvement	• My suggestion would be to reevaluate the linen packs being prepared, tailoring them to the specific needs of each OT specialty. • Additionally, I will recommend increasing both the quality and quantity of the green linen to meet the demands of each OT specialty effectively.
Plan for the next week	• Continue collecting the data for the last weeks. • Analysis the data on daily basis to understand the gaps.

Sameera

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 7

From: 10-06-2024 to 15-06-2024

Activity Done	- Collected and sorted data in Excel over a 26-day period, formatting it to deduce initial findings. - Finalizing and analysing the data as it come to the end of data collection. - Started working on Poster which we have to submit to the university and the PPT as well. - Started working on the draft report for SIP to be submitted to both the organisation and to the university.
Linking theory (Classroom learning) with practice at your organisation	- Began understanding and utilizing research tools for the project methodology, such as Lean Six Sigma. - Conducted a SWOT analysis of the project to present the results to the organization. - With the help of Annexure F from the SIP format provided by the university, I have started drafting the report.
Gaps identified on the working area.	- Identified a difference in the category of the most discrepant green linen items between my data and the actual data. - There is also a gap in the current inventory, which is based on previous requirements, while the current requirements have changed.
Suggestions for improvement	- My suggestion would be to reevaluate the linen packs being prepared, tailoring them to the specific needs of each OT specialty. - Additionally, I will recommend increasing both the quality and quantity of the green linen to meet the demands of each OT specialty effectively.
Plan for the next week	- Continue collecting the data to finalize the sample size. - Analysis the data on daily basis to understand the gaps. - Continue observation in different departments of operations.


Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: OPERATIONS

Name of the Student: SAMEERA KHAN

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 8

From: 17-06-2024 to 22-06-2024

Activity Done	• Participated in the 2 meetings held for the green linen discrepancy and observe the problem and solution they come up for it by the higher authorities of the hospital. • Collected and sorted all the data in Excel of 30 days period, formatting it to deduce initial findings. • Finalizing and analysing the data as it come to the end of data collection. • Prepared the draft of SIP report. • Started working on Poster which we must submit to the university and the PPT as well.
Linking theory (Classroom learning) with practice at your organisation	• Began understanding and utilizing research tools for the project methodology, such as Lean Six Sigma. • Conducted a SWOT analysis of the project to present the results to the organization. • With the help of Annexure F from the SIP format provided by the university, I have started drafting the report.
Gaps identified on the working area.	• There is a communicational gap between CSSD and HK department. • OT Gown are the highly short in the past week due to wear and tear of the gowns.
Suggestions for improvement	• Improve communication between the two departments. • To increase and replace the damaged gowns.
Plan for the next week	• Going to make the poster and PPT for the submission. • Continue observation in different departments of operations.

Signature of the Student

Report (Weekly)

Name of the Organisation: CK Birla Hospital (RBH)

**Area/ Department/ Project of Summer Internship Program: OPERATIONS
DEPARTMENT**

Name of the Student: Dr SAMEERA KHAN (PT)

Roll no: 1812 (S.no-41)

Stream: MBA HHM (BATCH B)

Week no: 9

From: 24-06-2024 to 29-06-2024

Activity Done	• Participated in seed ball making plantation drive to grow plants in the areas where there are no trees. • Finalize the SIP report and get it checked by organization mentor, took the suggestions and make the changes. • Completed the Poster which we must submit to the university and the PPT as well. • Did F & B audits and also check for the updates on the changes suggested by me.
Linking theory (Classroom learning) with practice at your organisation	• Learnt about creating reports, PPT, and poster in a professional way. • With the help of Annexure F from the SIP format provided by the university, I have completed the report • As per the guidelines, created a poster about the whole SIP duration.
Gaps identified on the working area.	• There are some gaps to meet the standards of SOP guidelines, the F & B department is making changes on the suggestions provided by us.
Suggestions for improvement	• To improve the procedure of working according to the SOP and the NABH standards. • Also to check on the improvements on regular basis by their own department authorities so that to maintain the change.
Plan for the next week	• Submit all the documents required by the organization along with the report, poster and PPT. • Continue observation in different departments of operations.

Signature of the Student

Compiled Report

Name of the Organisation: CK Birla Hospital (RBH)

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Sameera Khan

Roll no: 1812

Stream: HHM

Activity Done	Hospital Orientation and Housekeeping Observation: • Tour of Hospital Infrastructure and Building: I toured the hospital to familiarize myself with the layout and facilities. This helped me understand the various departments, their locations, and the overall infrastructure of the hospital. • Observation of Housekeeping and Linen Departments: I observed the daily operations of the housekeeping and linen departments. This included monitoring how these departments functioned and their role in maintaining hospital hygiene. • Insights into BMW Management, Waste Categorization, and Linen Distribution: I gained knowledge about biomedical waste (BMW) management, including how waste is categorized, tagged, and weighed. Additionally, I observed the distribution of linen throughout the hospital, which is crucial for maintaining cleanliness and patient care. Linen Management and Project Topic Selection: • Selection of Project Topic: I chose a project focusing on discrepancies in the supply of green linen and the collection of soiled linen. This topic is significant as it directly impacts the efficiency of hospital operations and hygiene standards. • Development of Project Synopsis: I created a synopsis outlining the project objectives, scope, and methodology. This served as a roadmap for the project. • Exploration of Management Processes for Green Linen: I studied the existing processes for managing
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	green linen within the hospital. This included how linen is sourced, cleaned, distributed, and collected. • Visits to CSSD and Operating Theatres: I conducted visits to the Central Sterile Supply Department (CSSD) and various operating theatres to observe how green linen is utilized and managed in these critical areas. Data Collection and Initial Findings: • Data Collection: Over a period of 30 days, I collected data related to the usage and discrepancies in green linen. This involved tracking linen movement, usage patterns, and discrepancies. • Data Sorting and Analysis: I sorted the collected data in Excel, formatted it to deduce initial findings, and identified patterns and trends. • Mid-point Performance Review: I created a mid-point performance review presentation and presented it to the division head. This review highlighted the progress made so far and the initial findings from the data analysis. Sustainability and Eco-Friendly Initiatives: • Participation in Seed Ball Making and Plantation Drive: I participated in a sustainability initiative involving seed ball making and a plantation drive. This effort aimed to grow plants in areas lacking greenery. • Distribution of Plants and Eco-Friendly Bags: I helped distribute plants and eco-friendly bags to outpatient (OPD) and inpatient (IPD) patients to promote sustainability and eco-friendly practices. • Digital Poster for World Environment Day: I created a digital poster for World Environment Day, which was submitted to the organization to raise awareness about environmental sustainability. Report and Presentation Preparation: • Draft Report for SIP: I worked on the draft report for my Summer Internship Project (SIP), ensuring it met the guidelines provided by the university and the organization.
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	• Poster and PPT Preparation: I prepared a poster and a PowerPoint presentation (PPT) summarizing the project. These materials were to be submitted to the university. • Final Data Analysis: Towards the end of the data collection period, I finalized and analyzed the data, incorporating feedback from my organizational mentor to refine the report. Meetings and Observations: • Participation in Meetings: I participated in meetings addressing the discrepancies in green linen management. These meetings involved discussions with higher authorities to find solutions to the identified problems. • F & B Audits: I conducted Food and Beverage (F & B) audits and checked for updates on the changes suggested by me. This was part of ensuring compliance with SOPs and improving service quality. • Continued Observations: I continued observing different departments within operations to gain a comprehensive understanding of hospital operations and identify further areas for improvement.
Linking theory (Classroom learning) with practice at your organisation	• Qualitative and Quantitative Analysis: I applied classroom teachings of qualitative and quantitative analysis to the project data. This involved using statistical methods to analyse data and draw meaningful conclusions. • NABH Guidelines: I used NABH (National Accreditation Board for Hospitals & Healthcare Providers) guidelines to review and compare Standard Operating Procedures (SOPs) for linen and housekeeping. This ensured that the hospital's practices aligned with national standards. • Lean Six Sigma and SWOT Analysis: I utilized Lean Six Sigma methodologies for project management and conducted a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to present the project's results. These tools helped in identifying inefficiencies and areas for improvement.

	• Professional Reporting: I created professional reports, posters, and PPTs as per university guidelines. This included formatting the documents professionally and ensuring they met academic standards.
Gaps identified on the working area.	Linen Distribution and Retrieval: • Discrepancy Between Distribution and Retrieval: There was a notable discrepancy between the amount of green linen distributed and the amount retrieved, indicating potential mismanagement or loss. • Unused Linen in Operating Rooms: Unused linen left in operating rooms led to wastage and inefficiency. • Inconsistent Linen Storage: Excess linen was stored and retained inconsistently, resulting in supply shortages and inefficiencies. Staff Retention and Onboarding: • Issues with Staff Retention: High turnover rates due to outsourcing led to frequent staff changes, affecting continuity and quality of service. • Need for Constant Briefing: New staff required constant briefing about hospital norms and standards, taking up supervisory time and resources. Communication Gaps: • Between CSSD and Housekeeping: There was a communication gap between the Central Sterile Supply Department and the housekeeping department, affecting linen management. • Inventory Gaps: Inventory management was based on previous requirements, which did not align with current needs, leading to discrepancies. Green Linen Discrepancies: • Differences in Data: There were differences in the category of the most discrepant green linen items between my collected data and actual records.

	• Inventory Misalignment: The current inventory of green linen was not aligned with changing requirements, leading to shortages and inefficiencies. SOP and NABH Compliance: • Gaps in Meeting SOP and NABH Standards: There were gaps in meeting the SOP and NABH standards, particularly in the Food and Beverage department, indicating a need for regular checks and updates.
Suggestions for improvement	Linen Management: • Digital Tracking: Implement a digital tracking system using RFID or barcodes to monitor linen distribution and retrieval accurately. • Standardize Linen Packs: Create standardized linen packs tailored to the specific needs of each surgical procedure to prevent wastage. • Regular Audits: Conduct regular audits to optimize linen usage and storage, ensuring that only necessary quantities are kept on hand. Staff Engagement: • Foster Engagement: Improve staff retention by fostering engagement and offering daily, weekly, or monthly incentives based on performance. • Standardize Onboarding: Implement digital modules for onboarding new staff to efficiently convey hospital norms and standards, reducing the burden on supervisors. Communication Enhancement: • Improve Communication: Enhance communication between CSSD and housekeeping departments to streamline linen management. • Regular Updates: Ensure that department authorities conduct regular checks and updates to maintain changes and improvements. Inventory Optimization:

	• Reevaluate Linen Packs: Tailor linen packs to meet the specific needs of each OT specialty, ensuring that the inventory aligns with current requirements. • Increase Quality and Quantity: Improve the quality and quantity of green linen to meet the demands of each OT specialty effectively. SOP and NABH Compliance: • Regular Checks: Conduct regular checks to ensure compliance with SOP and NABH standards, particularly in the Food and Beverage department. • Maintain Changes: Ensure departmental authorities maintain changes on an ongoing basis to uphold standards.
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Signature of the Student

Lamees

Approved by the IIHMR University's Mentor