

SUMMER INTERNSHIP PROGRAM

at

FORTIS ESCORTS HOSPITAL, JAIPUR

From Date 01/05/2024 to Date 30/06/2024

A REPORT BY

Nivedita Goyal

Master of Business Administration

(Hospital and Health Management)

2023-25

UNDER THE MENTORSHIP OF

DR. DEEPTI SHARMA

Associate Professor



02TH July, 2024

Fortis Escorts Hospital

Jawahar Lal Nehru Marg, Malviya Nagar,
Jaipur - 302 017 (Rajasthan)

Tel : +91 141 254 7000

Appointment : +91 141 409 7007

Ambulance : +91 141 254 7009

E-mail : contactus.jaipur@fortishealthcare.com

Website : www.fortishealthcare.com

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Nivedita Goyal has worked as a Trainee with us in the Dept. of Medical Admin from 01 May, 2024 to 29 June, 2024 for the period of Two Months.

Her performance during the period in the department was Good.

We wish Her the best for all her future endeavors.

For Fortis Healthcare Limited.

Authorized Signatory



FORTIS HOSPITALS LIMITED

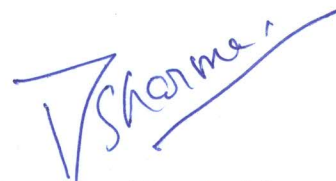
Regd. Office: Escorts Heart Institute and Research Centre, Okhla Road, New Delhi - 110 025
Tel: +91 11 2682 5000, Fax: +91 11 4162 8435 CIN: U93000DL2009PLC222166

IIHMR University Faculty Mentor Approval

This is to certify that **Dr Nivedita Goyal** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared poster with respect to her summer internship held during 1st May 2024 to 30th June 2024.

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

Date – 02/08/2024

A handwritten signature in blue ink, appearing to read 'D Sharma', with a long horizontal stroke extending to the right.

(Signature of Faculty Mentor)

Dr Deepti Sharma

Assistant Professor
IIHMR UNIVERSITY JAIPUR

"EVALUATING THE ACCURACY AND COMPLETION OF MEDICATION HISTORIES IN VARIOUS INPATIENT DEPARTMENTS": A STUDY AT FORTIS ESCORTS HOSPITAL, JAIPUR

Name :Dr Nivedita Goyal
Batch: HHM-28
Roll Number: 1770

University Mentor: Dr Deepti Sharma

Organisation Mentor: Mr Harish Choudhary

ABOUT FORTIS ESCORTS HOSPITAL, JAIPUR

Fortis Escorts Hospital, located in Malviya Nagar, Jaipur, is a leading multi-specialty tertiary care hospital established in 2007. As part of the Fortis Healthcare network, it offers a wide range of advanced medical services across various specialties, including Cardiology, Orthopaedics, Neurology, Oncology, Gastroenterology, Paediatrics, Urology, and Gynaecology. Accredited by the National Accreditation Board for Hospitals & Healthcare Providers (NABH), Fortis Escorts Jaipur adheres to high standards of healthcare services. The hospital is also involved in community health initiatives, providing free health camps, awareness programs, and preventive health check-ups.

Vision : To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

Mission: To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

ORGANISATION STRUCTURE



LEARNINGS DURING INTERNSHIP:

- File Management Techniques:** Effective practices for managing medical records in the department.
- Departmental Workflow:** Understanding workflow and file handling in hospital departments.
- Audit Procedures:** Procedures for auditing Medico Legal Cases (MLC), Discharge, and Death records.
- IPD File Audits:** Auditing closed IPD files, including death records, over multiple years.
- NABH Compliance:** Knowledge of NABH standards and compliance requirements.
- Open and Closed Audits:** Experience in conducting audits for various IPD departments.
- Interdepartmental Collaboration:** Collaborating across departments for comprehensive audits.
- Error Audits and Data Analysis:** Identifying and analyzing prescription and medication errors.
- Data Collection and Analysis:** Collecting data for quality improvement projects and error audits.

THEORETICAL LEARNING

- File arrangement specifications for the Medical Records Department (MRD).
- Layout and organization of the Outpatient Department (OPD)
- Separate entrances for Emergency and OPD areas.
- File flow processes across hospital departments and MRD.
- NABH audit procedures and requirements.
- Standards for auditing medication and prescription errors.
- Hospital coding systems.

PRACTICAL EXPOSURE:

- Observed and verified file arrangements in the MRD.
- Confirmed OPD layout through direct observation.
- Noted the separation of Emergency and OPD entrances.
- Witnessed file flow in various departments and MRD.
- Participated in the NABH audit process.
- Conducted medication and prescription error audits.
- Reviewed hospital coding systems in practice.

RECOMMENDATIONS

- Implement **targeted training programs** to emphasize the importance of documenting all aspects of patient history, especially **current medications**.
- Develop and enforce **standardized checklists and protocols** to ensure all necessary patient information is consistently documented.
- Enhance patient interview** techniques to better capture comprehensive medication details and past medical histories.
- Leverage EHR** systems to prompt and assist healthcare providers in documenting all required patient information, particularly focusing on areas with lower compliance rates.
- Perform **audits of documentation** practices periodically and provide constructive feedback to healthcare providers to reinforce compliance with documentation standards.
- Involve patients in the documentation** process by encouraging them to provide accurate and detailed information about their medical history, current medications, and allergies.
- Interdisciplinary communication** between nursing staff and doctor.

OBJECTIVE

- Evaluate how accurately medication histories are recorded across different inpatient departments to identify discrepancies and ensure correct medication use.
- Determine the completeness of medication records to support comprehensive patient care and minimize the risk of adverse drug events.

RESULT

Sample and data description:
The data collected for the project is primary.

Sample size of the data is 126.

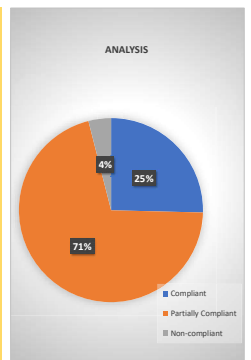
- Score of 10:** Awarded when the entire assessment is completed within **15 mins in Triage, 20 mins in ICU & 30 mins in the ward** and is countersigned by the admitting consultant within 24 hours. This is categorized as **COMPLIANCE**.
- Score of 5:** Given when any detail from the above requirements is missing. This is classified as **PARTIAL COMPLIANCE**.
- Score of 0:** Assigned when the assessment form is completely unfilled. This is identified as **NON-COMPLIANCE**.

METHODOLOGY

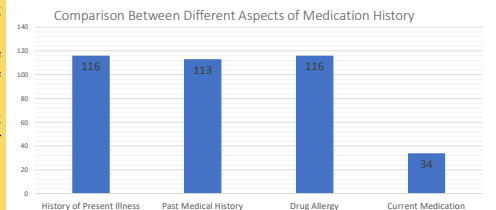
- Type and study design:** Descriptive study is conducted at the nursing stations on each floor of the inpatient departments (IPDs). It involves assessing the inpatient physical and history sheets, which are required to be completed within **20 mins in ICU and within 30 mins in Wards** of the patient's admission.
- Data collection method:** Primary data was collected by observation.
- Target Population:** All patient getting admitted in the hospital either for surgical or medical management.
- Sampling technique:** Systematic random sampling.
- Sampling size:** 126 patients that were admitted from May13,2024 to June10,2024. Primary data was collected to analyze the completion of the inpatient physical and history sheet.

ANALYSIS

After analysis of the data, it was found that out of all the 126 admitted patients, 32 admissions i.e. 25.93% were compliant, 89 doctor's initial assessment sheets were partially compliant i.e. 70.63% and rest 5 i.e. 3.96% were not compliant.



Additionally, the analysis extended to compare the compliance levels of various components within the history sheet, such as the history of present illness, past medical history, drug allergies (if any), and current medications. The analysis revealed that in 116 assessment sheets, the history of present illness was fully completed. Past medical history was fully documented in 113 sheets, drug allergy information was recorded in 116 sheets, and current medication details were provided in only 34 sheets.



STRENGTHS

- Accredited Standards like NABH,NABL,ISO.
- Experienced staff
- Advanced Technology

OPPORTUNITIES

- Targeted Training Programs.
- Enhanced use of EHR.
- Patient interaction.
- Periodic Audits.

THREATS

- Adverse Drug Events.
- Regulatory Non-Compliance.
- High Workload and Burnout.
- Patient Satisfaction and Trust.

WEAKNESS

- Inconsistent Documentation.
- Negligence and Oversight by Doctors and Nurses.
- Limited Patient interaction.

ABOUT THE PROJECT

INTRODUCTION

Accurate medication histories are vital for safe hospital care, detailing current and past medications to guide treatment decisions and prevent interactions. Challenges like patient recall, multiple prescribers, and EHRs affect accuracy. Despite technology, incomplete interviews and documentation errors lead to adverse drug events, prolonging stays and increasing costs. Evaluating accuracy across departments helps improve medication documentation for better patient safety.

CHALLENGES FACED DURING INTERNSHIP:

- Navigating and understanding the complex workflows and file management systems of diverse hospital departments.
- Maintaining precision and accuracy in auditing various records while ensuring strict adherence to protocols.
- Grasping and implementing the detailed and demanding requirements of NABH compliance standards.
- Accurately identifying prescription and medication errors and conducting thorough data analysis for quality improvement projects.

Week-1 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 01

From: 01/05/2024

To: 04/05/2024

Activity Done	Day 1: I was assigned the Medical Records Department (MRD). Done the observation of how the files are being managed. Day 2: Was briefed about the flow process of files in respective departments. Day 3: Started auditing the closed files for MLC, Discharge, Death files according to the checklist provided. Day 4: Continued with auditing the files and visited the Emergency and OPD area.
Linking theory (Classroom learning) with practice at your organisation	1. Flow of files in various departments are similar to as discussed. 2. The files in MRD are arranged as per discussed with specification 3. The OPD layout is similar as per the discussion. 4. The emergency area has a separate entrance other than OPD.
Gaps identified on the working area.	1. Lack of manpower in the department. 2. Cross-verification of files not done properly. 3. Workplace is not hygienic.
Suggestions for improvement	1. Recruitment and training of manpower for better file management. 2. Maintaining hygiene at workplace.
Plan for the next week	1. Continuing with the auditing work. 2. To get more knowledge regarding the flow process of files. 3. To get hands on experience on records management.

Nivedita Goyal

Dr Nivedita Goyal

Signature of the Student

Approved by the IIHMR University's Mentor

Week-2 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 02

From: 06/05/2024

To: 11/05/2024

Activity Done	1. Continued with the closed audit for the IPD files for the year 2023 and 2024. 2. Completed the closed audit for death files. 3. Attended board meeting regarding the NABH Compliance. 4. Briefed about the open audit procedure.
Linking theory (Classroom learning) with practice at your organisation	1. Flow of files in the department is similar as discussed. 2. The files in MRD are arranged as per the specification.
Gaps identified on the working area.	1. Unhygienic workplace. 2. Missing details in the files like consent forms for anaesthesia etc. 3. Lack of manpower in the department. 4. There is significant amount of unfinished tasks in the department.
Suggestions for improvement	1. Recruitment and manpower for better file management.
Plan for the next week	1. I will begin with the open audit at the floors in various departments. 2. Continue with the closed audit for the IPD files.



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Week-3 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 03

From: 13/05/2024 To: 18/05/2024

Activity Done	- Continued with the data collection process. - Checked NABH compliance in the whole hospital. - Assisted in completion of paper work for NABH Audit. - Completed closed and open audit according to the checklist provided for the various IPD & OPD files.
Linking theory (Classroom learning) with practice at your organisation	- NABH Audit is similar as discussed in the classroom. - Medication and prescription errors are similar as discussed in classroom
Gaps identified on the working area.	- Incomplete paper work of various departments. - Incomplete clinical files. - Incompetent manpower.
Suggestions for improvement	- Should appoint skilled manpower. - Should be up to date with all the paper works clinical & non-clinical. - Should conduct regular internal audits to overcome the limitations. - Should conduct regular training programs.
Plan for the next week	- Continue with data collection. - Learn more about the paper works required in the hospital. - Learning more about the role of a manager in a hospital.

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Week-4 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 04

From: 20/05/2024

To: 25/05/2024

Activity Done	- Continued with the data collection. - Done Antimicrobial Stewardship Audit. - Done open & closed file audit. - Started analysis of collected data.
Linking theory (Classroom learning) with practice at your organisation	- Files in MRD are arranged as per discussed. - The wards in the hospital are similar with theory discussed.
Gaps identified on the working area.	- Incompletion of files. - Lack of skilful and experienced manpower. - Incoordination between various departments leading to hampering patient satisfaction.
Suggestions for improvement	- Should appoint skilled manpower. - Should be up to date with all the paper works clinical & non-clinical. - Should conduct regular internal audits to overcome the limitations. - Should conduct regular training programs.
Plan for the next week	- Continue with data collection. - Learn more about the paper works required in the hospital. - Learning more about the role of a manager in a hospital.

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Week-5 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 05

From: 27/05/24

To: 01/06/2024

Activity Done	• Collected Data. • Data sorting for increasing the scope of analysis. • Analysis of the data. • Counselling file sorting for previous months. • AMS audit for May month.
Linking theory (Classroom learning) with practice at your organisation	• Data sorting and analysis is similar to as discussed. • The codes in hospital are similar to as discussed. • Various departments in a hospital work together in sync for smooth functioning of the hospital as a system.
Gaps identified on the working area.	• Counselling files missing of various patients. • Incompletion or improper filling of counselling files. • No proper coordination between departments. • Insufficient training of existing manpower.
Suggestions for improvement	• Training of Staff. • Proper documentation. • Proper channels for coordination among departments.
Plan for the next week	• Analysis of the data. • Continue with AMS audit. • Observing the gaps and suggesting acceptable improvement plan.

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Week- 6 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 06

From: 03/06/2024

To: 08/06/2024

Activity Done	• Data collection for SIP project. • AMS audit for May month. • Prescription audit for May month. • Closed and open file audit. • Analysis of the data collected for SIP project.
Linking theory (Classroom learning) with practice at your organisation	• Flow of files in the department is similar as discussed. • The files in MRD are arranged as per the specification. • Medication and prescription errors are similar as discussed in classroom.
Gaps identified on the working area.	• Unhygienic workplace. • Missing details in the files like consent forms for anaesthesia etc. • Lack of manpower in the department. • There is significant amount of unfinished tasks in the department.
Suggestions for improvement	• Should appoint skilled manpower. • Should be up to date with all the paper works clinical & non-clinical. • Should conduct regular internal audits to overcome the limitations. • Should conduct regular training programs.
Plan for the next week	• Continuing with AMS, Prescription and Closed file audit at MRD. • Analysing the data collected and review for corrections from the industry mentor.

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Week-7 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 07

From: 10/06/2024

To: 15/06/2024

Activity Done	• Done Closed file and open file audit for may month. • Done AMS audit for may month. • Done prescription error audit for may month. • Done medication error audit for may month. • Suggestions from industry mentor upon the analysis of the SIP project data.
Linking theory (Classroom learning) with practice at your organisation	• Flow of files in the department is similar as discussed. • The files in MRD are arranged as per the specification. • Medication and prescription errors are similar as discussed in classroom.
Gaps identified on the working area.	• Unhygienic workplace. • Missing details in the files like consent forms for anaesthesia etc. • Lack of manpower in the department. • There is significant amount of unfinished tasks in the department.
Suggestions for improvement	• Should appoint skilled manpower. • Should be up to date with all the paper works clinical & non-clinical. • Should conduct regular internal audits to overcome the limitations. • Should conduct regular training programs.
Plan for the next week	• Continue with auditing the files. • Getting the data and analysis ready for report writing.

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Signature of the Student

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Week-8 Report

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Admin (Medical Records Department)

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Week no: 08

From: 17/06/2024

To: 22/06/2024

Activity Done	• Done Closed file and open file audit for June month. • Done AMS audit for June month. • Done prescription error audit for June month. • Done medication error audit for June month. • Suggestions from industry mentor for report writing of the SIP project data.
Linking theory (Classroom learning) with practice at your organisation	• Flow of files in the department is similar as discussed. • The files in MRD are arranged as per the specification. • Medication and prescription errors are similar as discussed in classroom.
Gaps identified on the working area.	• Unhygienic workplace. • Missing details in the files like consent forms for anaesthesia etc. • Lack of manpower in the department. • Cross verification of file not done properly.
Suggestions for improvement	• Should appoint skilled manpower. • Should be up to date with all the paper works clinical & non-clinical. • Should conduct regular internal audits to overcome the limitations. • Should conduct regular training programs.
Plan for the next week	• Continue with auditing the files. • Report writing and submission of the report to the organisation.

Nivedita Goyal

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Signature of the Student

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COMPILED REPORT

Name of the Organisation: Fortis Escorts Hospital, Jaipur

Area/ Department: Medical Admin (Medical Records Department)

Project of Summer Internship Program: “Evaluating the Accuracy and Completeness of Medication Histories in Various In-Patient Departments”

Name of the Student: Dr Nivedita Goyal

Roll no: 1770

Stream: MBA Hospital and Healthcare Management

Activity Done	• I was assigned the Medical Records Department and observed how the files are being managed. • I was informed about the work flow and file handling processes in various departments. • I began auditing the closed files for Medico Legal Cases (MLC), Discharge, and Death records following the provided checklist. • Continued auditing the files and took a tour of the Outpatient (OPD) and Emergency area. • I continued auditing of the closed IPD files for the year 2023 and 2024. • Completed the closed audit for the death files. • Attended the board meeting regarding the NABH Compliance. • I was briefed on the procedure for conducting open audits. • I reviewed the hospital's overall compliance with NABH standards. • Assisted in completion of paperwork for NABH audit. • Continued with the closed and open audit for various IPD Department files according to the checklist. • I completed an antimicrobial stewardship audit for the ICUs and wards, following a checklist. • Started the data collection for the SIP Project. • I conducted prescription error audit for the May month. • Conducted the medication error audit for the May month. • Done analysis of the data collected for the SIP Project. • Recommendations from my industry mentor following analysis of the SIP Project data. • Done open and closed audit of the IPD files for the June month. • Done AMS audit for the June month.
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Linking theory (Classroom learning) with practice at your organisation	• The files in MRD are arranged according to the specification discussed in the hospital. • The OPD layout is similar as per the discussion. • The emergency entrance is separate than the OPD as discussed. • Flow of files in the various departments and MRD as discussed. • Procedure of the NABH Audit is similar as discussed. • The audit of medication and prescription errors is consistent with the previous discussions in the classroom. • The hospital's codes are as discussed previously. • The sorting and analysis of data align with what was discussed in the classroom.
Gaps identified on the working area.	• Lack of skilled manpower in the department. • Cross -verification of files not done properly. • Unhygienic workplace. • There is significant amount of unfinished tasks in the department. • Incomplete paper work and missing significant details in IPD files. • Incoordination between various departments leading to hamper patient satisfaction. •
Suggestions for improvement	• Recruitment and training of manpower for better management of files. • Maintaining hygiene at workplace. • Regular internal audits should be conducted to overcome the limitations. • Should conduct regular training programs. • Training of the doctors should be done for proper documentation of files. • Should be up-to date with all the paperwork.

Signature of the Student

Approved by the IIHMR University's Mentor

