

SUMMER INTERNSHIP PROGRAM

at

Fortis Escorts Hospital, Jaipur

01st of May 2024 – 30th of June 2024

A REPORT BY

Mahima Dash

Master of Business Administration Health And

Hospital Mangement MBA

2023-2025

Under the mentorship of

Dr. Kunal Rawal

Associate Professor



02TH July, 2024**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that Ms. Mahima Dash has worked as a Trainee with us in the Dept. of Infection Control 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

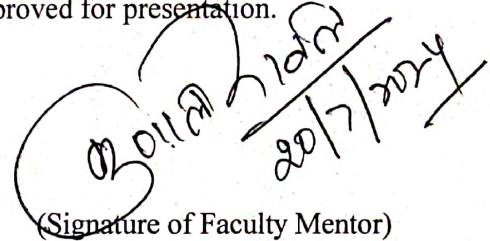
**FORTIS HOSPITALS LIMITED**

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 Ms. Mahima Dash of academic year 2023-25 of INSTITUTE OF HEALTH MANAGEMENT AND RESEARCH has prepared a poster with respect to her summer internship held during May-June 2024.

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



(Signature of Faculty Mentor)

Date:18/07/2024

Dr. Kunal Rawal

Associate Professor
IIHMR UNIVERSITY

Presented By:- Mahima Dash

University Mentor:-Dr. Kunal Rawal

Organizational Mentor :-Dr. Bhanu Priya Panwar

Batch:-HM-28

Roll No.:-1739

ABOUT THE ORGANIZATION

- Fortis escort hospital located in malviya nagar ,Jaipur
- 200+ bedded multi specialty and NABH accredited hospital with over 46 Specialities (neurosciences, cardiac sciences orthopedics etc with Robotic joint replacement technique.
- It is equipped with Medical Intensive Care Unit (MICU), Surgical Intensive Care Unit (SICU), Critical Care Unit(CCU) and Cath labs.

VISION AND MISSION

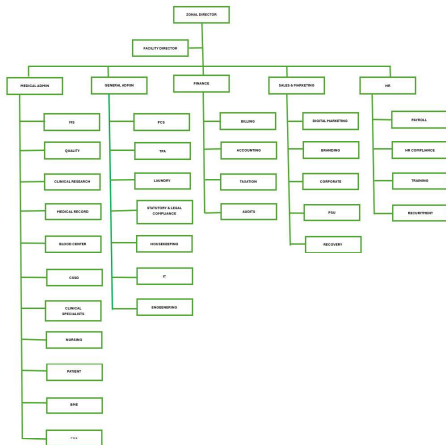
Vision

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 organisation known for Clinical Excellence and Distinctive Patient Care.

ORGANIZATION STRUCTURE



SWOT ANALYSIS

STRENGTHS

- Infection control department in association with HR regularly keep check on complete vaccination of Health Care Workers.
- Well-defined protocols and procedures for infection prevention and control.

WEAKNESS

- Frequently changing of GDA & HK staff, due to this staff is not properly educated
- Reluctance of healthcare workers towards sharp injuries.
- Challenges in data collection, analysis, and management

OPPORTUNITIES

- Issues are escalated and discussed with administration in hospital Infection control committee meetings (HICC)
- Opportunities for collaboration with external organizations and institutions for research and best practices.

THREATS

- Risk of blood borne infections like (HBV, HCV, HIV)
- Economical and financial burden to the organisation



AIM

The aim of ICU surveillance is to enhance patient safety, improve clinical outcomes, and ensure compliance with established standards of care in ICUs. It focuses on continuous monitoring and assessment to identify potential risks, prevent complications, and promote evidence-based practices.

OBJECTIVES

- To ensure the highest level of patient safety by monitoring for adverse events, medical errors, and complications.
- To identify areas for improvement in ICU care and implement strategies to enhance the quality of services provided.
- To monitor and reduce the incidence of healthcare-associated infections (HAIs) in the ICU.

WHY THIS PROJECT?

I chose the topic of ICU surveillance as per NABH (National Accreditation Board for Hospitals & Healthcare Providers) for my report because it aligns with my objective of enhancing patient safety and improving clinical outcomes. ICU surveillance is critical in preventing healthcare-associated infections, ensuring compliance with established standards, and promoting evidence-based practices. By focusing on NABH guidelines, I aim to contribute to the continuous monitoring and assessment processes that identify potential risks and complications in ICUs. This topic not only builds on my experience from my internship at Fortis Hospital but also addresses a vital aspect of healthcare quality and patient safety.

SPECIALITY	Sample Taken	Percentage of Positive Results
MICU-1	3	0.00%
MICU-2	8	0.00%
MICU-3	27	2%
SICU-1	3	0.00%
PMU	6	2%
SICU-3	18	0.00%
SICU-4	16	0.00%

STUDY METHODOLOGY

Type of study: - Descriptive study

Sample Collection: Swab collected from bed railing, fridge handle, intra venous stand, external surface ventilator, nursing station, patient table, medicine trolley, pillow cover, and disinfectant. Hand swab and mouth swab of nursing staff were also collected.

Sample Size:- 81 samples were collected from medical and surgical intensive care unit of Fortis Escort Hospital, Jaipur, Rajasthan.

RESULTS

Sample Size = 81.

POSITIVE: Out of 81 Sample 4 samples were positive.

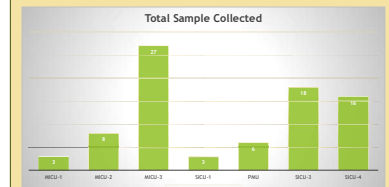
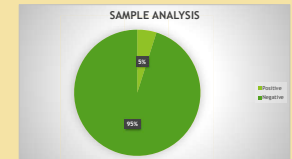
In MICU-3 AC DUCT inlet and outlet bacteria named *Acinetobacter baumannii* and *Enterococcus faecium* were found.

Where as in PMU, In Green Sheet and Suction jar, *Klebsiella pneumoniae* and *Enterobacter coccae* were found.

NEGATIVE: Out of 81 Sample 77 samples were negative.

ANALYSIS

After Analysis of the data, it was found that out of the 81 sample, 77 sample i.e 95.06% were negative and 4 sample i.e 4.9 % were positive.



LEARNINGS AND VALUE ADDITION

- Get chance to know and learn about clinical protocols of the hospitals.
- Able to Audit different wards of the hospitals MICU, CCU, SICU.
- What is HAI?
- Learned The standard Of Quality Which is set By NABH.
- Trained Nursing staffs, House keeping staffs about the Hand hygiene and 5 key movements.
- Improved Communication Skills.

USEFULNESS OF INTERNSHIP

- Participated in Hand hygiene week.
- Present during the NABH audit of the Hospital.
- Attended Short Seminar on International Patient Safety Goals (IPSG).
- Participated in CME meeting of the Hospital.

SUGGESTIONS

- Develop and implement standardized clinical protocols and guidelines based on best practices and evidence-based medicine.
- Implement stringent infection prevention and control practices, including regular hand hygiene audits, proper sterilization procedures, and strict management of invasive devices.
- BMW guidelines should be followed for the segregation of the waste

CHALLENGES FACED

- Lack of communication between an auditor and the HCWs staff
- Negligence towards sharp injury And Different Bins for Segregation was shown by HK, GDA as well as by nursing staff.



Reporting Format (Weekly)

Name of the Organisation: Fortis escorts hospital jaipur

Name of the Student: Mahima Dash

Roll no: 1739

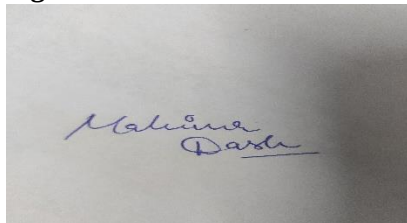
Stream: MBA Hospital and Health Management

Week no: 1

From: 1 May 2024 to 4 May 2024

Activity Done	1) Participated in hand hygiene training program. 2) Poster making on Hand sanitization awareness week may 2024 under supervision of Sarita mam and Vidhya mam 3) Attended Hand Hygiene mela for section control.
Linking theory (Classroom learning) with practice at your organisation	Able to relate with epidemiological studies, all out various disease infection and its control.
Gaps identified on the working area.	Lack and Awareness Lack of knowledge about Digitilaztion of the patient related data and medical equipments.
Suggestions for improvement	
Plan for the next week	Round visit for quality checking of patients hygiene . Data entry of patients and CVP and Ventilation

Signature of the Student



Approved by the IIHMR University's Mentor

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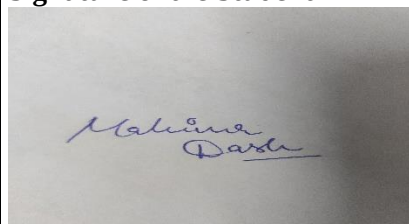
Stream: MBA Hospital and Health Mnagement

Week no: 2

From: 06 May 2024 to 11 May 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Interaction with Doctors and nurses of various Department. 4)Learn 5 key movements. 5)learn Excel classes. 6)For NABH helps the doctor to organize and manage the data. 7)Maintain the weekly audit data of the infection control Department. 8)Visit OT , MICU,NICU,CCU for Learning of medical equipments
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lack of knowledge about Digitilaztion of the patient related data and medical equipments.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Data entry of patients and CVP and Ventilation and Feedback of the patients.

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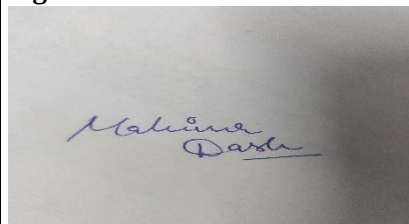
Stream: MBA Hospital and Health Mnagement

Week no: 3

From: 13 May 2024 to 18 May 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Interaction with Doctors and nurses of various Department. 5)learn Excel classes. 6)For NABH helps the doctor to organize and manage the data. 7)Maintain the weekly audit data of the infection control Department. 8)Visit OT , MICU,NICU,CCU for Learning of medical equipments
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lack of knowledge about Digitilaztion of the patient related data and medical equipments.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Data entry of patients and CVP and Ventilation and Feedback of the patients.

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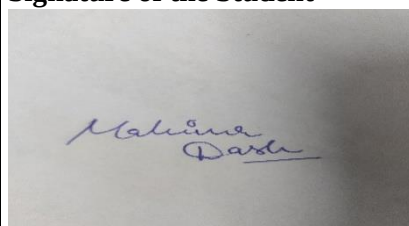
Stream: MBA Hospital and Health Mnagement

Week no: 4

From: 20 May 2024 to 25 May 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Went to Round Visit For Clinical Pharma Data Collection. 4)Maintain the weekly audit data of the infection control Department. 5)Visit OT , MICU,NICU,CCU for Learning of medical equipments
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

Signature of the Student



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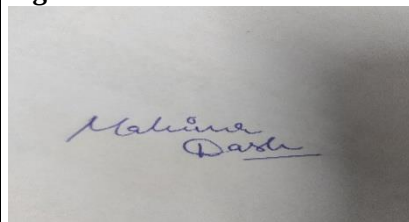
Stream: MBA Hospital and Health Mnagement

Week no: 5

From: 27 May 2024 to 1 June 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Went to Round Visit For Clinical Pharma Data Collection. 4)Maintain the weekly audit data of the infection control Department.
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

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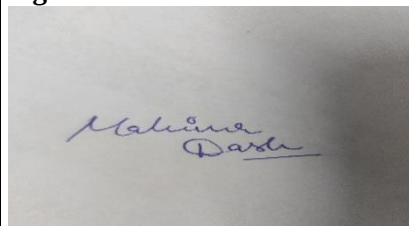
Stream: MBA Hospital and Health Mnagement

Week no: 6

From: 3 June 2024 to 8 June 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Went to Round Visit For Clinical Pharma Data Collection. 4)Maintain the weekly audit data of the infection control Department. 5)Start Auditing for Bio medical waste management of hospital.
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Will Start auditing files in MRD. Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

Signature of the Student



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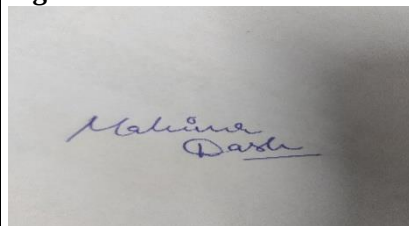
Stream: MBA Hospital and Health Mnagement

Week no: 7

From: 10 June 2024 to 15 June 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Went to Round Visit For Clinical Pharma Data Collection. 4)Maintain the weekly audit data of the infection control Department. 5)Start Auditing for Bio medical waste management of hospital.
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Will Start auditing files in MRD. Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

Signature of the Student



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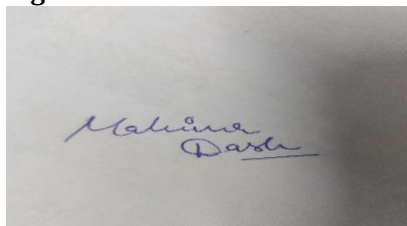
Stream: MBA Hospital and Health Mnagement

Week no: 8

From: 17 June 2024 to 22 June 2024

Activity Done	1)Went to Round visit for patient hygiene and quality check. 2)Various types of patient data collection. 3)Went to Round Visit For Clinical Pharma Data Collection. 4)Maintain the weekly audit data of the infection control Department. 5)Start Auditing for Bio medical waste management of hospital.
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygeine . Will Start auditing files in MRD. Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

Signature of the Student



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Reporting Format (Weekly)

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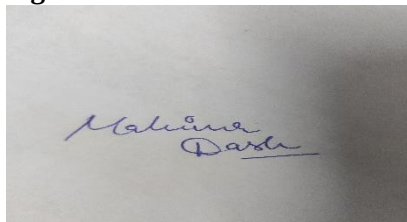
Stream: MBA Hospital and Health Management

Week no: 9

From: 24 June 2024 to 29 June 2024

Activity Done	1) Went to Round visit for patient hygiene and quality check. 2) For My project take feedback and approval from the mentors. 3) I presented my project to my mentor, quality head ceo of the Fortis. 3) Went to Round Visit For Clinical Pharma Data Collection. 4) Maintain the weekly audit data of the infection control Department. 5) Start Auditing for Bio medical waste management of hospital.
Linking theory (Classroom learning) with practice at your organisation	Able to understand basic terminology of Hospital.
Gaps identified on the working area.	Lacking in Taking Care of Patients.
Suggestions for improvement	Basic Training for patients hygiene and practices to make patient experience better should be done on daily basis.
Plan for the next week	Continue with Round visit for quality checking of patients hygiene . Will Start auditing files in MRD. Continue with Audit For Clinical Pharma Data Collection. Data entry of patients and CVP and Ventilation and Feedback of the patients.

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Compiled Reporting Format

Name of the Organisation: Fortis escorts hospital jaipur

Name of the Student: Mahima Dash

Roll no: 1739

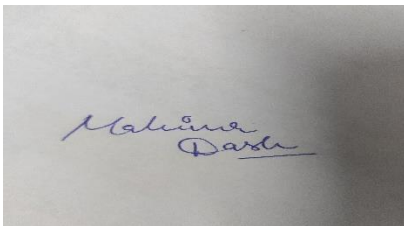
Stream: MBA Hospital and Health Management

Activity Done	1) Went to Round visit for patient hygiene and quality check. 2) For My project take feedback and approval from the mentors. 3) I presented my project to my mentor, quality head ceo of the Fortis. 3) Went to Round Visit For Clinical Pharma Data Collection. 4) Maintain the weekly audit data of the infection control Department. 5) Start Auditing for Bio medical waste management of hospital. 6) Gives Training to the Nursing Staff and House keeping How To Do Hand Sanitization. 7) Learn Codes Of the Hospital when and how and where to use and whom to inform. 8) Organize and celebrate various awareness programmes during Hand Hygiene week and nurse day celebration. 9) Learn About various clinical protocols and policies of the hospitals.
Linking theory (Classroom learning) with practice at your organization	Understanding the Basics: Revisiting the key concepts I learned in the classroom about infection control, such as different types of pathogens, modes of transmission, and preventive measures. Observation and Application: During my internship, I observe how these theoretical concepts are applied in real-world settings. Pay attention to how the hospital implements protocols like hand hygiene, personal protective equipment (PPE) usage, and environmental cleaning to prevent infections.
Gaps identified in the working area.	1) Inadequate Data Collection Systems: Many ICUs lack robust systems for comprehensive data collection and analysis, which can hinder the monitoring of patient outcomes and the identification of areas needing improvement. 2) Inconsistent Adherence to Protocols: • Variability in adherence to clinical protocols and guidelines among healthcare providers within the ICU. 3) Limited Staff Training and Education: • Insufficient ongoing training and education programs for ICU staff on the latest protocols, guidelines, and best practices.

Compiled Reporting Format

Suggestions for improvement	1)Implement Comprehensive Data Collection Systems • Develop and deploy robust electronic health record (EHR) systems that facilitate comprehensive data collection, analysis, and reporting. 2)Standardize Clinical Protocols: • Develop and implement standardized clinical protocols and guidelines based on best practices and evidence-based medicine. 3)Strengthen Infection Control Measures: • Implement stringent infection prevention and control practices, including regular hand hygiene audits, proper sterilization procedures, and strict management of invasive devices. 4)Continuous Quality Improvement: • Establish a dedicated quality improvement team to regularly review performance metrics, identify areas for improvement, and implement targeted interventions.
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Mahima Dash

A photograph of a piece of white paper with a handwritten signature in blue ink. The signature is written in a cursive style and reads "Mahima Dash".

Signature of the Student

Approved by the IIHMR University's Mentor