

SUMMER INTERNSHIP PROGRAM

At

Fortis Escorts Hospital, Jaipur

From 1st May 2024 to 30th June 2024

A REPORT BY

Kratika Naruka

Master of Business Administration
(Hospital and Health Management)

2023-25

Under the Mentorship of

Mr. SANDESH KUMAR SHARMA

Professor



Completion Certification from the Organization CERTIFICATE

This is to certify that Dr. Kratika Naruka of MBA- HHM 2023-25 batch of IIMMR University has worked with our organization Fortis Escorts Hospital, Jaipur for her summer internship from May 01, 2024, to June 30, 2024.

The overall performance shown by her during the period was excellent/good/average. This certificate is being issued to meet the requirements of the IIMMR University.

Date: 30/06/2024

FORTIS ESCORTS HOSPITAL
Jawahar Lal Nehru Road
Malviya Nagar, JAIPUR-302017

Name: Harish Chaudhary

Designation: MRD In-charge

Seal/Stamp of the organization

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Kratika Naruka** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

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

Date: July 22, 2024

A handwritten signature in black ink, appearing to read 'Dr. Sandesh Kumar Sharma'.

Dr. Sandesh Kumar Sharma

Associate Professor

IIHMR University, Jaipur

ABOUT HOSPITAL

Fortis Healthcare was established by siblings Shivinder Mohan Singh and Malvinder Mohan Singh, commencing its healthcare operations in Mohali, Punjab, and subsequently expanding to several cities across India. Fortis Escorts Hospital in Jaipur is a 275-bed multi-specialty hospital accredited by NABH. Recognized as one of the top tertiary care centers in Rajasthan, it has earned a reputation for excellence in the region.

VISION & MISSION

Vision

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

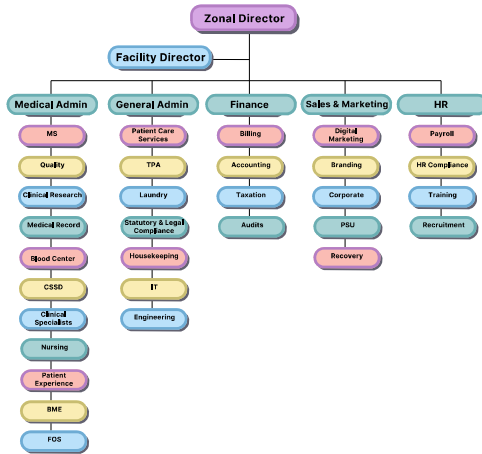
Mission

To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

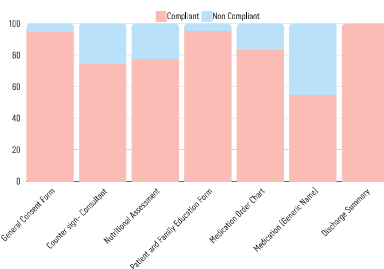
OBJECTIVE

The objective is to observe, analyze and evaluate and review data to ensure compliance with IPD AND OPD documentation standards.

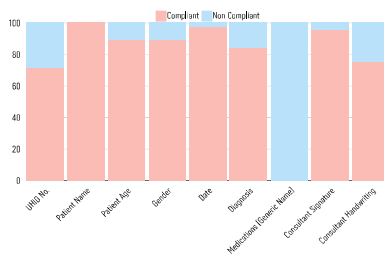
ORGANIZATIONAL CHART



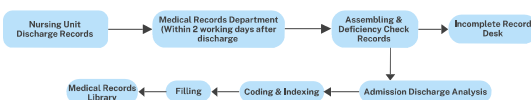
IPD Documentation



OPD Documentation



IPD Process Flow

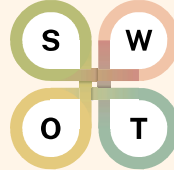


Strengths

- Reputation and Accreditation: Fortis Hospitals are well-known for their high-quality medical services and NABH accreditation, which boosts patient trust and credibility.
- Wide Range of Specialties: They offers a comprehensive range of medical specialties attracting diverse patient. Equipped with medical technology, Fortis ensures high standards of patient care and treatment.

Weaknesses

- High Costs: The advanced services and technology come with high treatment costs, which may not be affordable for all segments of the population.
- Geographic scope: Being in Malviya Nagar, the hospital may have limited accessibility for patients residing in distant areas of Jaipur.



Opportunities

- Telemedicine and Digital Health Services: Expanding telemedicine offerings can increase patient reach in remote areas.
- Medical Tourism: Capitalizing on the global demand for high-quality, cost-effective medical treatments can attract international patients and boost revenue.

Threats

- Intense Competition: The healthcare sector in India is highly competitive, with many hospitals and clinics vying for market share.
- Economic Fluctuations: Economic downturns can reduce patient spending on elective procedures and advanced treatments.

GAP ANALYSIS

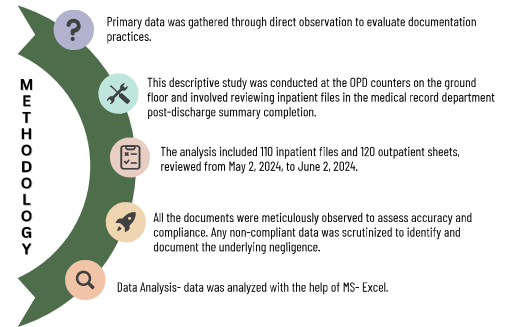
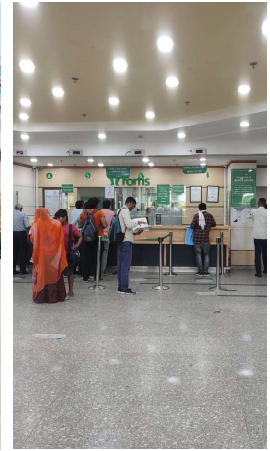
- Incomplete or missing consultant signatures and delayed signing of patient records, lead to potential legal and clinical risks.
- Missing or incomplete consent forms and lack of consistency in documenting patient consent.
- Inconsistent documentation of nutritional assessments and lack of follow-up on identified nutritional issues.
- Incomplete orders missing one or more critical components (e.g., dosage, route, frequency) and orders with unclear or ambiguous instructions.
- Frequent use of brand names instead of generic names and Potential for confusion and higher medication costs.
- Doctor's Negligence while filling medication order chart.
- Nursing Staff Cross-verification Negligence.
- Doctors not writing demographic details completely.
- Staffs not updated with latest information of the hospitals.
- Illegible writing of doctors, not mentioning generic names.

SUGGESTIONS

- EHR enhancements ensure standardized practices, reduce errors related to medication nomenclature, and support efficient medication management.
- Printed prescriptions are mandated for all doctors, requiring them to include essential details like age, UHID, date, and sex.
- Regular meetings are held to ensure doctors stay informed about new developments and updates, with information subsequently distributed via email.
- Conduct regular audits of documentation practices and offer constructive feedback to healthcare providers to ensure adherence to documentation standards.
- Engage patients in the documentation process by encouraging them to provide precise and thorough information regarding their medical history, current medications, and allergies.

DATA ANALYSIS

- The review of IPD documentation shows that while more than 50% of the data meets compliance standards, there is a significant concentration of non-compliance in the generic name medication chart. Moving forward, it is crucial to prioritize efforts toward improving compliance in this specific area to enhance overall documentation quality and accuracy.
- The analysis of OPD documentation reveals that while over 70% of the data meets compliance standards across multiple domains, the non-compliance of generic medication names stands out as a critical issue demanding urgent resolution. On the positive side, patient name data is entirely compliant, highlighting areas where further improvements can be focused to address remaining gaps.



PRACTICAL EXPOSURE

- Assist in conducting audits to ensure compliance with healthcare regulations and standards.
- Help in updating and maintaining policy and procedure manuals.
- Working on projects to improve patient flow, reduce waiting times, and enhance the overall patient experience.
- Rotating through various departments such as emergency, surgery, and outpatient to understand their unique administrative requirements and workflows.

THEORETICAL LEARNING

- Encourage consistency in decision-making to ensure dependable outcomes.
- Advocate for ongoing education and training to keep up with the latest standards.
- Leadership practices often rely on structured and predictable scenarios, with a strong emphasis on understanding and adhering to established protocols and guidelines.
- Value patient feedback as a critical component for continuously refining and improving protocols.

LEARNINGS DURING INTERNSHIP

- Developed strong teamwork and problem-solving skills.
- Enhanced both verbal and non-verbal communication through extensive interactions with colleagues.
- Improved proficiency in using HMIS and conducting data analysis.
- Participated in audits and gained knowledge about the requirements for NABH compliance.
- Acquired skills in time management and prioritizing tasks during NABH.
- Implemented quality improvement initiatives based on audit findings.
- Fostered a collaborative work environment to boost team morale and productivity.

CHALLENGES

- Balancing theoretical knowledge with practical application in real-world settings.
- As Medical records require a high level of accuracy, attention to detail, and thoroughness.

USEFULNESS OF INTERNSHIP

- Gaining practical experience in hospital and healthcare management systems.
- Deepening knowledge in hospital administration.
- Building professional network.

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 1st

From: 1st may 2024 to 5th may 2024

Activity Done:	Submission of documents to the HR department. I got posted in the medical records department. The organization mentor gave a brief review of the working of the department. During medical records auditing, carefully examine patient records to ensure they are complete, accurate, and compliant with regulatory standards.
Linking theory (Classroom learning) with practice at your organization	We learned to apply auditing principles, understand medical terminology, and precisely collect the information of records to ensure accuracy and compliance in record-keeping.
Gaps identified in the working area	Incomplete or inconsistent record-keeping as all paperwork is there.
Suggestions for improvement	Revamp filing systems to make medical records easily accessible and organized, reducing the time required for retrieval and minimizing the risk.
Plan for the next week	I will Participate in training sessions focused on medical record-keeping best practices, including documentation standards, and data entry protocols. I will learn more about working in the medical records department.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 2nd

From: 6th may 2024 to 11th may 2024

Activity Done:	➤ I did a closed files audit checklist of around 120 files from different departments. ➤ I checked around 35 files per day for compliance in the MRD department. ➤ Also, discuss gaps found in the hospital's working for NABH inspection during the meeting in the board room with the managerial heads of the hospital.
Linking theory (Classroom learning) with practice at your organization	➤ Essentials of hospital services- working and gaps. ➤ Swot analysis- learnt in POM class
Gaps identified in the working area	➤ No. of staff is less in MRD. ➤ The department is very congested.
Suggestions for improvement	➤ More Staff members should be hired in MRD. ➤ The consultant sign is missing in the patient files, so that should be maintained.
Plan for the next week	➤ I will do an open files audit checklist on different floors of different departments. ➤ I will organize documents in closed files on particular listings.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 3rd

From: 13th may 2024 to 18th may 2024

Activity Done:	• This week, I continued conducting closed file audits in the Medical Records Department, reviewing approximately 150 files. • Additionally, I expanded my skills by learning to perform open file audits in various departments, including MICUs, ICUs, and Internal Medicine. Through this process, I identified errors and discrepancies in the files, further enhancing my auditing and quality improvement expertise.
Linking theory (Classroom learning) with practice at your organization	• The Essentials of Hospital Services module is helpful. • I checked all the details and entries while checking closed files. This practice is crucial for maintaining security, compliance, and accountability.
Gaps identified in the working area	• In IPD files, • The consultant's signature is not present on the patient's history forms. • The date and time of the assessment is missing on the forms. • Waiting time is more than expected.
Suggestions for improvement	• Staff Compliance • Data Accuracy • Resource Allocation
Plan for the next week	• I will ensure to complete my tasks on time. • I will continue to actively engage in learning new concepts and methodologies relevant to my role. • I will collect data for my project report while doing auditing of files.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 4th

From: 20th may 2024 to 25th may 2024

Activity Done:	• I continued doing closed files auditing in Medical records department. • I did around 120 files this week. • I also learned to do open-file audits of different departments like MICUs, ICUs, and general wards. • Collect data for the project report to check the compliance and non-compliance in the file's documents.
Linking theory (Classroom learning) with practice at your organization	• Managing hospital operations, resource allocation, process improvement, and quality assurance in healthcare settings. • Understanding ethical dilemmas, patient rights, and compliance requirements.
Gaps identified in the working area	• Reliance on manual record-keeping, filing, or retrieval processes can lead to inefficiencies and delays.
Suggestions for improvement	• Staff Compliance • Data Accuracy • Hygiene should be maintained. • Records should be maintained by nurses properly before closing the files.
Plan for the next week	• I will ensure to complete my tasks on time. • I will continue to actively engage in learning new concepts and methodologies relevant to my role.

Signature of the Student

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Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 5th

From: 27th may 2024 to 1st June 2024

Activity Done:	• I continued doing closed files auditing in the Medical records department where I precisely checked documents like general consent forms, nutritional assessment forms, inpatient history forms and countersign by consultants, other consent forms, and medication order charts. • I also learned to do open file audits of different departments in MICUs, ICUs, and general wards where I checked whether history of present illness, past medical history, and drug allergy were fully documented or not.
Linking theory (Classroom learning) with practice at your organization	• Understanding ethical dilemmas, patient rights, and compliance requirements. • Research Skills: - Enhancement in sourcing and verifying data. • Data Collection and Management: - Proficiency in organizing and updating datasets
Gaps identified in the working area	NIL
Suggestions for improvement	NIL
Plan for the next week	• I will ensure to complete my tasks on time. • I will continue to actively engage in learning new concepts and methodologies relevant to my role.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 6th

From: 3rd June 2024 to 15th 2024

Activity Done:	Continued the project work by collecting data for IPD and OPD documentation. • Data collection for a general consent form, nutritional assessment sheets, and counter signature by a consultant in the medical records department from in-patient documents of last month. • Continued doing open and closed auditing of files from different departments. Activities: Data Collection and Analysis Open files auditing in a general ward.
Linking theory (Classroom learning) with practice at your organization	• Research Skills: - Enhancement in sourcing and verifying data. • Data Collection and Management: - Proficiency in organizing and updating datasets.
Gaps identified in the working area	• Bottlenecks in workflow processes that lead to delays in record retrieval, processing, or delivery. • Limited resources (staff, equipment, budget) hinder departmental efficiency and effectiveness
Suggestions for improvement	• Train staff on efficient data entry techniques for medical records. • Conduct regular training sessions for staff on updated procedures and compliance standards.
Plan for the next week	• I will ensure to complete my tasks on time. • I will continue to actively engage in learning new concepts and methodologies relevant to my role. • Analyse the data. • I will collect the data and will work on the project report

Signature of the Student

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Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 7th

From: 17th June 2024 to 22nd June 2024

Activity Done:	Continued the project work by collecting data for IPD and OPD documentation. • Data collection and analysis of data and documents like general consent forms, nutritional assessment sheets, and counter signature by a consultant in the medical records department from in-patient documents of last month to check the compliance of the data. • Evaluating daily data from the outpatient department includes UHID no., patient name, age, sex, date, and generic name of medications the consultant prescribes.
Linking theory (Classroom learning) with practice at your organization	• Research Skills: - Enhancement in sourcing and verifying data. • Data Collection and Management: - Proficiency in organizing and updating datasets.
Gaps identified in the working area	• Bottlenecks in workflow processes that lead to delays in record retrieval, processing, or delivery. • Doctor's oversight. • Incomplete data given by patient or relative.
Suggestions for improvement	Interdisciplinary communication between nursing staff and doctors will lead to more compliant documentation.
Plan for the next week	Analyze the data and will complete the project work in the upcoming week.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Week no: 8th

From: 24th June 2024 to 30th June 2024

Activity Done:	○ Completed the project work and after analyzing the data, it was found that the general consent form was missing, the consultant's signature was missing, the nutritional assessment was incomplete, and the generic name was not written on the sheets. ○ After a review of OPD data, found that UHID No. was not written on all the sheets, generic name was not mentioned. ○ We presented these identified gaps to the managing director, quality department manager, and MRD head and requested them to focus on addressing and improving them. ○ Submitted the project report to the department head and to the HR department.
Linking theory (Classroom learning) with practice at your organization	Data Collection and Management: - Proficiency in organizing and updating datasets
Gaps identified in the working area	○ Issues with incomplete documentation or inaccuracies in medical records. ○ Use of outdated or inefficient technology systems for record-keeping and management. ○ Lack of regular audits or quality assurance measures to ensure the accuracy and completeness of medical records.
Suggestions for improvement	➤ Implement or refine systems for efficient record keeping. ➤ Standardize procedures for assigning and verifying UHID numbers, and ensure accurate recording of patient demographics in all OPD encounters.
Plan for the next week	The internship is completed this week. Hence, no plans for next week

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: **FORTIS ESCORTS HOSPITAL, JAIPUR**

Area/ Department/ Project of Summer Internship Program: Medical Admin Intern

Name of the Student: Dr. Kratika Naruka

Roll no: 1733

Stream: MBA HM28

Activity Done:	○ I continued conducting closed file audits in the Medical Records Department, reviewing approximately 150 files. ○ Additionally, I expanded my skills by learning to perform open file audits in various departments, including MICUs, ICUs, and Internal Medicine. Through this process, I identified errors and discrepancies in the files, further enhancing my auditing and quality improvement expertise. ○ I precisely checked documents like general consent forms, nutritional assessment forms, inpatient history forms and countersign by consultants, other consent forms, medication order charts, generic name charts, patient and family education forms, cross referral forms, in house transfer forms. ○ Data collection and analysis of data and documents like general consent forms, nutritional assessment sheets, and counter signature by a consultant in the medical records department from in-patient documents of last month to check the compliance of the data. ○ Evaluating daily data from the outpatient department includes UHID no., patient name, age, sex, date, and generic name of medications the consultant prescribes. ○ Completed the project work by analyzing the data of IPD and OPD. ○ After analyzing the data, it was found that the general consent form was missing, the consultant's signature was missing, the nutritional assessment was incomplete, and the generic name was not written on the sheets. ○ After a review of OPD data, found that UHID No. was not written on all the sheets, generic name was not mentioned. ○ We presented these identified gaps to the managing director, quality department manager, and MRD head and requested them to focus on addressing and improving them.
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Linking theory (Classroom learning) with practice at your organization	➤ Essentials of hospital services- working and gaps. ➤ Swot analysis- learnt in POM class ➤ Managing hospital operations, resource allocation, process improvement, and quality assurance in healthcare settings. ➤ Understanding ethical dilemmas, patient rights, and compliance requirements ➤ Research Skills: - Enhancement in sourcing and verifying data. ➤ Data Collection and Management: - Proficiency in organizing and updating datasets
Gaps identified in the working area	• Reliance on manual record-keeping, filing, or retrieval processes can lead to inefficiencies and delays. Bottlenecks in workflow processes that lead to delays in record retrieval, processing, or delivery. • Limited resources (staff, equipment, budget) hinder departmental efficiency and effectiveness Issues with incomplete documentation or inaccuracies in medical records. • Use of outdated or inefficient technology systems for record-keeping and management. • Lack of regular audits or quality assurance measures to ensure the accuracy and completeness of medical records.
Suggestions for improvement	▪ Implement or refine systems for efficient record keeping. ▪ Standardize procedures for assigning and verifying UHID numbers, and ensure accurate recording of patient demographics in all OPD encounters. ▪ Transition to electronic signatures and promote the use of electronic health records (EHR) to minimize issues related to handwriting legibility and ensure timely documentation. ▪ Conduct regular training sessions for staff on updated procedures and compliance standards.

Signature of the Student

Approved by the IIHMR University's Mentor