



SUMMER INTERNSHIP PROGRAM

at

RJN APOLLO SPECTRA HOSPITAL

From 1st May 2024 to 30th June 2024

A REPORT BY

GARIMA SHARMA

Master of Business Administration

HOSPITAL AND HEALTH MANAGEMENT

2023-25

Under the Mentorship of

Dr. Mahender Kumar

Associate Professor

IIHMR UNIVERSITY

Date: 06th July 2024

Training Certificate

This is to certify that **Ms. Garima Sharma**, has successfully completed 60 days training in **Quality department** from **01st May 2024** to **30th June 2024** at **RJN Apollo Spectra Hospitals, Gwalior**.

Her training activity includes NABH Processing, familiarization to all the departments and there operations & process under the guidance of **Dr. Amit Kumar Kamlesh, Operations Head**.

During the period of her training, we found her punctual, hard working and linguistic.

We wish her every success in her life and career.

For **RJN Apollo Spectra Hospitals, Gwalior**


Dr. Girish Arora
(Additional Director)


IIHMR University Faculty Mentor Approval

This is to certify that MS. GARIMA SHARMA of academic year 2023-25 of the INSTITUTE OF HEALTH MANAGEMENT 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.

Date: 19/07/2024

A handwritten signature in blue ink, appearing to read 'Dr. Mahender Kumar', written over a horizontal line.

(Signature of Faculty Member)

Dr. Mahender Kumar

~~Associate~~ Professor

IIHMR UNIVERSITY JAIPUR

Analyzing the Quality for Excellence Data of Different Departments of Apollo Spectra Hospital



Presented by: Garima Sharma
Roll No.: 1710
Batch: MBA HM 28

University Mentor: Dr. Mahender Kumar
Organization Mentor: Dr. Amit Kumar Kamlesh



HISTORY AND DESCRIPTION

Apollo Spectra Hospitals, the Specialist in Minimally Invasive Surgeries has joined hands with Ratan Jyoti Netralaya, a renowned Eye hospital in 2009 to set up unarguably the most advanced specialty hospital in Gwalior.

This 150-bed hospital includes various services namely Consultations, Specialities, Health Checks, Pharmacy 24/7, Lab Reports, Physiotherapy, and Diagnostics. As a specialty hospital, RUN Apollo Spectra Hospitals gives your patient the advantage of expert and quality healthcare with all the benefits of a large hospital but in a friendlier, more accessible facility. Additionally, it's impaneled with all major TPAs for cashless hospitalization facilities, and these insurance-approved surgical packages are known for transparency and simplicity.

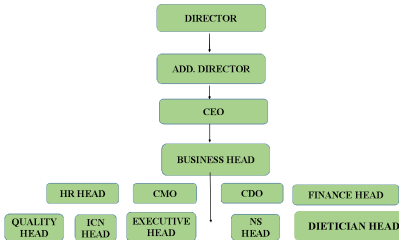
VISION

The Vision of the RUN Apollo Spectra Hospital is to "Touch a Billion Lives."

MISSION

Bring healthcare of International standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of humanity.

ORGANIZATIONAL STRUCTURE



SWOT ANALYSIS

Strengths

- Multi Specialty Hospital
- NABH Accredited
- Kidney and Bone Marrow Transplant
- Advanced Technology

Weaknesses

- Limited beds
- Shortage of NS and GDA
- Too much paperwork for the staff

SWOT Analysis

- Limited salary of the staff
- Laboratory testing
- Competition with others

Threats

Opportunities

- Strengthen feedback system as a part of digital marketing
- Organizing camps, doorstep health services, and telemedicine, and research projects

CHALLENGES

- Privacy and confidentiality of the patients.
- The hospital environment was quite new for me in the beginning.
- Unaware about some operative words, Invested time on them.
- Didn't get much time to interact with the staff due to their busy schedule.

LEARNINGS DURING ORGANIZATION

- Get to know about various protocols like Needle Stick Injury, Patient's rights and responsibilities,
- IPSC Goals, segregation of Bio-Medical Waste.
- Learned about Non-Conformances of the Quality for Excellence Audit on departments and wards.
- Acquired knowledge regarding Pressure Area Management for Thrombophlebitis and its importance.
- Interacted with the patients and the different stakeholders of the hospital including Nursing Superintendent, Infection Control Head, Quality Head etc.

INTRODUCTION

The true measures of quality for a hospital are the outcomes that matter to patients. Outcomes data gives you information on how well a hospital provides care for most of its patients. When outcomes are measured and published, it fosters improvement and helps healthcare organizations adopt best practices. Publishing outcomes indicates a true commitment to an environment of constant improvement and transparency.

About the Project: Quality for Excellence (Q4E) Data is maintained by Apollo Group of Hospitals consisting of 76 indicators for different departments including NS, Quality, OPD, DC, ICN, OT, Radio, Laboratory, Pharmacy. Among these 76 indicators, 50 indicators are uploaded on Aabhatum Portal of Apollo.

OBJECTIVES

- To understand and learn about Q4E data through secondary data.
- To collect the data regarding Q4E indicators from various departments.
- To observe the understanding of the nursing staff regarding Q4E Indicators.
- To analyze the Q4E Data for the months of March, April and May.
- To enlist the Non-Conformances during the Q4E Audit raised by the Auditor.

METHODOLOGY

Study Duration:

The study was conducted for a period of 1 month and divided as: Observed and learned about Q4E Indicators through secondary data (March & April) – 16/5/24 – 31/5/24 Collected and Analyzed data for the month of May – 1/6/24- 15/6/24

Sample: 180

Sampling Technique: Convenience Sampling

Collection Tools: Checklists, Documentations, Aabhatum Portal

Data Analysis Tool: SPSS, MS Excel

Quality for Excellence data outcome consists of 76 Indicators for the Apollo group of Hospitals. It's done to assess the quality and level of performance of different departments every month. I've taken 50 indicators from the Aabhatum Portal regarding bed occupancy, incident reporting, total discharge, total blood transfusion, thrombophlebitis, hand hygiene opportunities and compliances, etc. for understanding, analyzing and comparing the data of March, April and May.

RESULTS



FINDINGS

On the basis of the above results it could be interpreted that:

Laboratory and Radiology:

Consistently scored lowest especially in following two parameters:

- Adherence of safety precautions by employees working in these departments
- Compliance to critical Value Reporting

Quality:

It didn't showed much improvement in comparison with other departments due to:

- Percentage of near misses
- Percentage of medication charts with error prone abbreviations

While scored consistently good in – incomplete consents, variations in mock drills, & patient fall rate etc.

Operation Theatre:

The performance and quality of services was great in OT:

- Less number of unplanned return to OT
- Less cases of wrong site, wrong patient, and wrong medications
- Reporting of surgical site infection rate, and rescheduling surgeries were also less

Nursing Supervisor:

Nursing is also performing well in comparison to other departments:

- Just need to work more on appropriate handovers by Doctors and Nurses
- To improve compliance rate to medication prescription in Capitals

Infection Control:

Highest improvement was detected in it, especially due to:

- Higher rate of hand hygiene compliance
- Lower rate of Needle Stick Injury and transfusion reactions

Quality for Excellence Audit:

It was audited by Dr. Vivek from Apollo Bangalore, he has given 24 NC's from different departments regarding legitimacy of MLC in ER, LASA Medications, Surgical Safety Checklist, Critical Value register was not evidenced.

USEFULNESS OF INTERNSHIP

- Empathized with the patients as well as the hospital staff
- Get the opportunity to work and learn from such experienced staff
- Understood the importance of leadership, teamwork, and time management
- Gained confidence after working in a professional setting

SUGGESTIONS

- Need to improve the quality of laboratory testing
- To reduce paperwork to improve quality of care
- Specific trainings needed on Triage Codes, Thrombophlebitis, and LASA medications.
- To introduced more field visits in the University curriculum to improve the level of practical knowledge.

THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

THEORETICAL UNDERSTANDING

- Learned about concepts like Triage codes, High Risk Medications.
- Gained Knowledge about different departments.
- Understood regarding Emergency codes.

PRACTICAL EXPOSURE

- Learned about applicability of these concepts.
- Observed the functionality of these departments.
- Witnessed it, during the audit for mock drills.



Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 01

From: 1 MAY 2024 **To:** 4 MAY 2024

Activity Done	-Prepared the Chemotherapy Report and Surveillance Audit Report. -Entered data of MIS Training Record for the month of April 2024. -Prepared the formats for the CSSD Report and the Nursing Assessment and Clinical Chart for Emergency Department.
Linking theory (Classroom learning) with practice at your organisation	-Observing the hospital settings, like the different lifts, directions in both languages, the bell systems in the nursing station. -The collaboration of the check-up, infection control, dietician and various departments work simultaneously on the individual patient. -The entry of the patient at each and every level with specific details like Name, Age/Sex, UHID, Diagnosis, D.O.A, D.O.D, Number of days, etc. - Observed the entire report of the patients from Admission form to the Discharge sheet.
Gaps identified on the working area.	-Some of the details are missed out by the junior staff or entered incorrectly like numbers of length of stay. -In some cases the CPR details were not entered properly on the CPR Noted Progress Report.
Suggestions for improvement	To give a proper briefing to the staff on regular basis about their respective tasks, to assess the work of the junior staff, discuss about the problems faced by them.

Plan for the next week	To work on the new format of the Code Blue Analysis of the ICU Patients.
-------------------------------	--



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 02

From: 6 MAY 2024 **To:** 11 MAY 2024

Activity Done	-Prepared the CPR Analysis of the ICU patients. -Entered data from the MIS Training Record for the month of May 2024 in the Excel sheet. -Prepared the Training effectiveness sheet, HR Policy feedback analysis, Disaster Management Medicine Kit, and CSSD Record Format.
Linking theory (Classroom learning) with practice at your organization	-The collaboration of the check-up, infection control, dietician, and various departments work simultaneously on the individual patient. -The post-discharge feedback of the patient is very essential for assessing the quality of care. -The minute details of the patients which are entered by the nursing and G.D.A. staff are very essential in handing over and for continued treatment. -Absence of internal grudges is very essential for the smooth delivery of services. - Investigations are conducted with all departments at every level if, any sort of mistake is made by the staff.
Gaps identified in the working area.	-Inappropriate communication among departmental members leads to poor management and chances of error increase. -Some of the staff members were not strictly following the professional appearance guidelines.
Suggestions for improvement	To give a proper briefing to the staff regularly about their respective tasks, to assess the work of the junior staff, and discuss the problems faced by them.

Plan for the next week	-To work on the remaining NCs of NABH and submit it on 15 May 2024. -To visit the different departments and observe the settings with the nursing staff.
-------------------------------	--



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 03

From: 13 MAY 2024 **To:** 18 MAY 2024

Activity Done	-Prepared the Hand hygiene analysis for the month of April. -Entered data from the MIS Training Record for the month of May 2024 in the Excel sheet. -Learned how to prepare the Incident reporting on the portal. -Collected and inserted the Quality for Excellence (Q4E) data i.e. Quality indicators for the April month. -Observed and visited different departments via rounds along with the nursing head.
Linking theory (Classroom learning) with practice at your organization	The maintenance of the patient's file with various records from Admission, Drug charts of every day, cultures, and consent forms. Hangover of the patient is very important and takes place between 3 shifts (6,6, and 12 hrs). The shifting of the patient among various hierarchical levels based on the severity of the patient i.e. from ward, ICU, and so on. Special taken was taken upon the hand hygiene of the staff especially while dealing with the ICU patients.
Gaps identified in the working area.	-Sometimes the team leaders didn't complete the Audit sheets of Q4E. Sometimes, the attending doctor didn't sign the drug chart daily.
Suggestions for improvement	To give a proper briefing to the staff regularly about their respective tasks, to assess the work of the junior staff, and discuss the problems faced by them. To provide training regarding the safety measures in radiology and laboratory testing to the staff.

Plan for the next week	-Try to select a topic for the project. -To visit the different departments and observe the settings with the nursing staff.



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 04

From 20 MAY 2024 To 25 MAY 2024

Activity Done	-Completed the analysis of IPSG Audit using the Excel sheet for the month of April. -Entered data from the MIS Training Record for the month of May 2024 in the Excel sheet. -Prepared the list current list of Admissions of IPD patients for the various wards. -Continued with the Quality for Excellence (Q4E) data i.e. Quality indicators for the April month. -Observed and visited different departments via rounds along with the nursing head.
Linking theory (Classroom learning) with practice at your organization	The extra classes taken on Excel were really helpful in the Analysis of various data. The knowledge gained via lectures on Health and development regarding different health parameters, Health policy, and Health care delivery including various programs especially Ayushman was of great help.
Gaps identified in the working area.	-The coordination among the staff was not of prime level. -Sometimes the staff didn't accept their mistakes and showed rationalization.
Suggestions for improvement	To give a proper briefing to the staff regularly about their respective tasks, to assess the work of the junior staff, and discuss the problems faced by them. To provide training regarding the safety measures in radiology and laboratory testing to the staff.

Plan for the next week	-To prepare the Committee Analysis report. -Try to select a topic for the project. -To visit the different departments and observe the settings with the nursing staff.
-------------------------------	---



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 05

From 27 MAY 2024 **To** 01 JUNE 2024

Activity Done	Started the analysis of IPSG Audit using the Excel sheet of May for ICU and General ward. Continued with the data entry of the MIS Training Record for the month of May 2024 in the Excel sheet. Observed the post-discussions of the Clinical meeting and tried to understand the gaps in providing appropriate service. Continued with the Quality for Excellence (Q4E) data i.e. Quality indicators for the April month. Observed and visited different departments via rounds along with the nursing head.
Linking theory (Classroom learning) with practice at your organization	The extra classes taken on Word were really helpful in the Analysis of various data. The knowledge gained via lectures on Principles of Management, Organisation Behaviour, and Human Resource Management helped me to communicate better in terms term of professionalism and also gave me an understanding of the hierarchy within the hospital.
Gaps identified in the working area.	Requirement of more nursing staff to strictly follow the Nurse Patient Ratio. The G.D.A supervisors and the staff need to become more responsible.
Suggestions for improvement	Need to recruit more nursing staff. In the clinical meeting, the problems must be discussed by both ends that is, from the doctor's side as well as the nursing staff.

Plan for the next week	To prepare the Committee Analysis report. To continue with the other data for the month of May. To visit the different departments and observe the settings with the nursing staff.
-------------------------------	--



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of the total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 06

From 03 JUNE 2024 **To** 08 JUNE 2024

Activity Done	Began the data entry of patients for the analysis of Blood TAT, Blood transfusion, CAUTI, and HAPU. Analysis of records of patients with Thrombophlebitis and instructed the nursing staff regarding the new format of the Phlebitis sheet. Continued with the data entry of the MIS Training Record for the month of June 2024 in the Excel sheet. Completed the outcome measures including various parameters like IP days, OT hours, total radiology and laboratory tests, total admissions, discharges, and length of stay, etc.
Linking theory (Classroom learning) with practice at your organization	The extra classes taken on Microsoft Excel were really helpful in the Analysis of various data. The knowledge gained during hospital services regarding various services, departments, and guidelines helped me access more information about various quality indicators.
Gaps identified in the working area.	Special treatment was given to some of the patients who have their valuable resources at the same cost, such a thing shouldn't be performed. The Emergency Department is quite small depending upon the cases.
Suggestions for improvement	I believed that there is a lot of paperwork for the nursing staff due to which patient care gets hampered.

Plan for the next week	To continue with the other data for the month of June To visit the different departments and observe the settings with the nursing staff. To complete other quality indicators of the Q4E.
-------------------------------	---



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of the total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 07

From 10 JUNE 2024 **To** 15 JUNE 2024

Activity Done	Continued the data entry of patients for the analysis of Blood TAT, Blood transfusion, CAUTI, and HAPU. Prepared and analysed the Hand Hygiene Audit, Laboratory safety and radiology safety. Completed the Focused Internal Audits including the CSSD Audit, Kitchen Audit, and Laundry Audit. Surveyed the guidelines of Fire Safety Audit and discussed and, reported it with the concerned departments.
Linking theory (Classroom learning) with practice at your organization	The extra classes taken on Microsoft Excel were really helpful in the Analysis of various data. The knowledge gained during hospital services including Management of Medication, Medication errors, NABH different chapters, Patient Nurse Ratio, Biomedical waste segregation guidelines helped me in understanding the things in a systematic manner.
Gaps identified in the working area.	The complaint bells need some other functions including lighting the bulb in front of the room where the complaint have been raised.
Suggestions for improvement	There must be some rewards for motivating the staff to perform better and reinforcing those who are already doing good.

Plan for the next week	To continue with the other data for the month of June To prepared for the workshop on Braden scale for the nursing staff.
-------------------------------	--



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of the total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.

Reporting Format (Weekly)

Name of the Organisation: RJN APOLLO SPECTRA HOSPITAL

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

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Week no: 08

From 17 JUNE 2024 **To** 22 JUNE 2024

Activity Done	Attended the workshop on Pressure Area Management, learned about Therapeutic Surface System, Blanching test, and Braden Scale for measuring the grade of bed sore. Completed the Focused Internal Audits including the Nursing Documentation Audit, Nursing Process and the Prescription Audit. Analysed the Nursing Annual Appraisal based on the instructions of their supervisor.
Linking theory (Classroom learning) with practice at your organization	The extra classes taken on Microsoft Excel were really helpful in the Analysis of various data. The information gained about the Ayushman Card in Health policies, regarding primary prevention for various diseases in health and development and Essentials of Epidemiology could be easily observed in the hospital premises and also the importance of Digital and Social media is very important for the publicity both for attracting the patients and the new staff.
Gaps identified in the working area.	Sometimes it was found that the segregation of Bio-Medical Waste was improper.
Suggestions for improvement	Proper briefing must be given to the nursing staff to strictly follow the guidelines of the bio-medical waste. The points that were highlighted during the workshop, the Supervisors must have an eye on that and also keep asking the staff about the pointers.

Plan for the next week	Organising a Blood Donation Camp Going to have a Clinical Meet
-------------------------------	---



Signature of the Student

Approved by the IIHMR University's Mentor

On the last day of every week report in the above format should be submitted to the faculty mentor. Submission of the total of 8 reports in 8 weeks is compulsory. Each report should not be more than 2 pages.



Compiled Reporting Format

Name of the Organisation: RJN Apollo Spectra Hospital

Area/ Department/ Project of Summer Internship Program: Quality Department

Name of the Student: GARIMA SHARMA

Roll no: 1710

Stream: Hospital and Health Management

Activity Done :

Prepared the report formats and the lists of the following:

- Chemotherapy report and the Surveillance Audit Report.
- CSSD Report, Nursing Assessment, and the Clinical Chart for Nursing.
- CPR Analysis of the ICU Patients.
- Training effectiveness sheet, HR Policy feedback analysis, Disaster Management
- Medicine Kit, and CSSD Record Format.
- OJT and Staff Training Record for the months of May and June 2024 in Excel.
- Patient profiles for the analysis of Blood TAT, Blood transfusion, CAUTI, and HAPU.
- Learned how to prepare the Incident reporting on the portal. Collected and inserted the Quality for Excellence (Q4E) data i.e. Quality indicators of April, May, and June.

Observed and attended the following things:

- Observed and visited different departments via rounds along with the nursing staff.
- Observed the post-discussions of the Clinical meeting and tried to understand the gaps in providing appropriate service.
- Attended the workshop on Pressure Area Management, learned about Therapeutic Surface Systems, Blanching test, and Braden Scale for measuring the grade of bed sore.

Analysis was done of the following items:

- Hand hygiene Compliance
- Analysis of IPSG Audit
- Thrombophlebitis records and instructed staff with new guidelines.

Completed the tasks which include the following:

- Completed the outcome measures including various parameters like IP days, OT hours, total
- Radiology and laboratory tests, total admissions, discharges, length of stay, etc.
- Completed the Focused Internal Audits including the CSSD Audit, Kitchen Audit, and Laundry Audit.
- Surveyed the guidelines of Fire Safety Audit discussed and, reported it to the concerned departments.
- Completed the Focused Internal Audits including the Nursing Documentation Audit, Nursing Process, and Prescription Audit.

Linking theory (Classroom learning) with practice at your organization:

- Observed the hospital settings, like the different lifts, directions in both languages and the bell systems in the nursing station.
- The post-discharge feedback of the patient is very essential for assessing the quality of care.
- The extra classes taken in Microsoft Word and Excel were really helpful in the Analysis of various data.
- The knowledge gained via lectures on Health and development regarding different health parameters, Health Policy, and Health care delivery including various programs especially Ayushman was of great help.
- The knowledge gained via lectures on Principles of Management, Organisation Behaviour, and Human Resource Management helped me to communicate better in terms term of professionalism and also gave me an understanding of the hierarchy within the hospital.
- The information acquired by hospital services regarding various services, departments, and guidelines helped me access more information about various quality indicators.
- The knowledge gained during hospital services including Management of Medication, Medication errors, NABH different chapters, Patient Nurse Ratio, and Bio-Medical Waste segregation guidelines helped me in systematically understanding things.

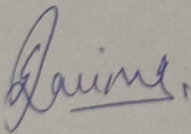
- The lectures about the Ayushman Card in Health policies, regarding primary prevention for various diseases in health and development and Essentials of Epidemiology could be easily observed on the hospital premises also the importance of Digital and Social media is very important for the publicity of both for attracting the patients and the new staff.

Gaps identified in the working area:

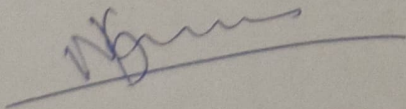
- Incomplete patient profiles
- Inappropriate communication among departmental members
- Professional Appearance Guidelines not followed by G.D.A Staff
- Completion of Q4E Sheets was delayed
- The Nurse-Patient Ratio was not fulfilled
- Call bells were not upgraded
- Improper segregation of Bio-Medical Waste

Suggestions for improvement:

- Briefing and assessment are required for the junior staff.
- Need to recruit more nursing staff.
- Paperwork needs to be reduced to improve the quality of care.
- Reinforcements must be adopted instead of punishment.
- Training is required for the segregation of Bio-Medical Waste.
- The Ayushman window should be shifted near to dialysis unit.
- Laboratory testing requires attention.



Signature of the Student



Approved by the IIHMR University's Mentor