



SUMMER INTERNSHIP PROGRAM

at

RAMKRISHNA CARE HOSPITAL

From 06th May, 2024 to 04th July, 2024

A REPORT BY

Amishi Singh

Master of Business Administration

HOSPITAL AND HEALTH MANAGEMENT

2023-25

Under the Mentorship of

Dr. Varsha Tanu

(Associate Professor)

IIHMR UNIVERSITY

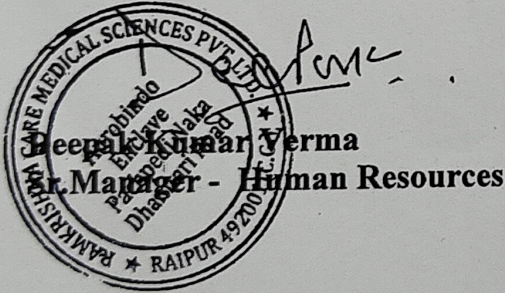
Date: 04-July-2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Amishi Singh** has completed her internship in "**General Administration Services**" Department, at **Ramkrishna CARE Hospital, Raipur** (NABH Multi-speciality 359 bedded hospital), from **06-May-2024** to **04-July-2024**.

We wish her a successful future and a brilliant professional career ahead.

For **Ramkrishna Care Medical Sciences Pvt. Ltd.**



RAMKRISHNA CARE MEDICAL SCIENCES PRIVATE LIMITED

CIN: U85110CT1998PTC013035

evercare group

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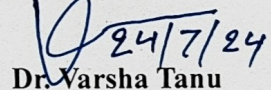
IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Amishi Singh** 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 23, 2024

(Signature of Faculty Mentor)

A handwritten signature in black ink, appearing to read 'Dr. Varsha Tanu', with the date '24/7/24' written next to it.

Dr. Varsha Tanu

(Associate Professor)

IIHMR UNIVERSITY

JAIPUR



Assessment of Admission and Discharge Processes of Various Departments at RKC Hospital, Raipur

ORGANIZATION HISTORY

History

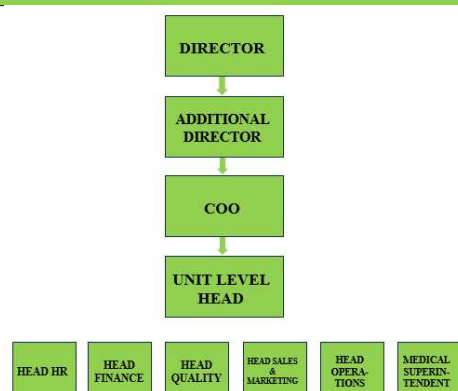
Ramkrishna CARE is a direct descendant of Ramkrishna Surgical Nursing Home, which was established in July 1992 as a 25-bed uni disciplinary institution by Dr. Sandeep Dave. Through immaculate and arduous teamwork, innovative pursuits, effervescent enterprises, and intuitive foresight, it had grown to 215 bedded multidisciplinary super specialties by 2004 and another 200 bedded multidisciplinary super specialties by October 2017.

With the help of CARE Group of Hospitals backed by Ever CARE Group, Ramkrishna CARE Hospitals is providing superior health care with state-of-the-art equipment, dexterity, and technology. On October 17, 2004, a new endeavour of a private firm at Pachpedi Naka, Raipur, was inaugurated in a new building in a diverse and varied environment.

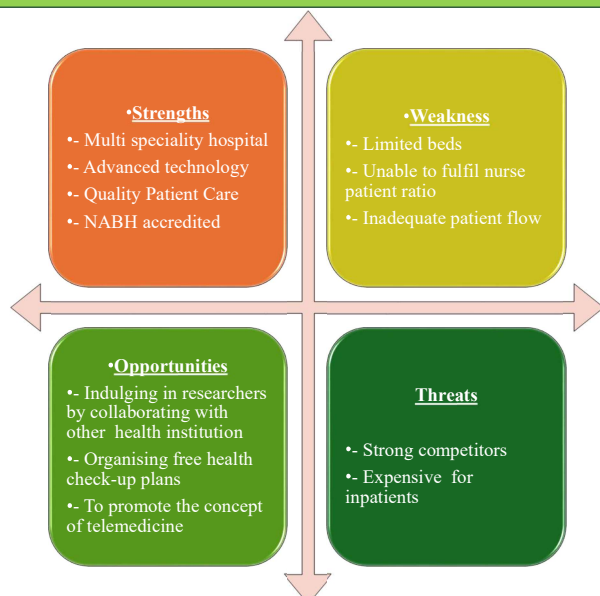
Mission & Vision

To be a trusted, people-centric, integrated healthcare system as a model for global health.

ORGANIZATION STRUCTURE



SWOT ANALYSIS



RECOMMENDATION

- Adopt an advanced scheduling software to streamline appointment bookings and reduce patient waiting times.
- Assess current bed occupancy rates and patient flow to determine areas where additional beds are needed.
- Implement a centralized communication platform to facilitate seamless information sharing and coordination.
- Automate the approval workflow where possible to expedite decision-making and reduce delays.

OBJECTIVES

To analyse and improve hospital processes and patient care in various departments, focusing on patient registration.

METHODOLOGY

Method- Qualitative method is used for the study.

Study Design- Descriptive and observational study I have witnessed.

Analysis- Observational and discussion was used to construct the study.

LEARNINGS DURING INTERNSHIP

OPD

- Patient registration- Optimizing patients numbers with the help of well organised registration system.
- Patient flow-To optimize patient flow and reduce waiting times, implementing strategies to manage and minimize patient load
- Triage procedure-Learning how to prioritize patients based on severity of their conditions
- Feedback- Patient feedback play a great role in identifying improvement areas
- Referral process- Learned how to prepare referrals for ensuring smooth transitions of patients requiring specialized care.

ER

- Resource allocation-Observed the management and allocation of resources in emergency situation.
- Patient Admission-Observed the documentation and initial assessment of patients by consultants before the admission.
- Collaboration-Interaction and coordination of nursing staff with other departments including Private Ward, ICU, Oncology, Laboratory etc.
- Code Blue: Participated in mock drills and real situations to deal with critical patients.
- LAMA and DAMA Procedure- Understand the protocols of LAMA and DAMA and their implications for patient care and hospital liability.

ONCOLOGY

- Get to know the importance of psychological and emotional help for oncology patients and their informants in addition to medical.
- Learning about the various treatment modalities for cancer, such as chemotherapy, radiation therapy, immunotherapy, and surgical interventions.

PRIVATE WARD

- Patient Education-Observe how staff provide education on disease management, medication adherence, and post-discharge care.
- Admission and Discharge Procedures- Gain insights into patient admissions and discharges, ensuring efficiency and patient satisfaction.
- Billing and Insurance-Learn about the administrative tasks involved in billing, handling insurance claims, and managing financial aspects of patient care.
- Record Keeping- Understand the importance of accurate and timely medical record keeping, including digital record systems and confidentiality protocols.

USEFULNESS OF THE INTERNSHIP

- To improve communication skill.
- Get the opportunity to interact with the patients and the hospital staff.
- Development of Leadership quality.
- Building connections with mentors and the nursing staff.
- Got the opportunity to observe and learn from multiple departments.

CHALLENGES

Faced challenges like adapting to the hospital environment and grasping medical terminologies. Insufficient staff management during peak hours. Adapting to fast-paced environment.

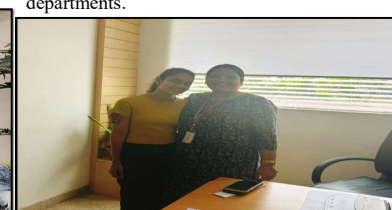
THEORITICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

Theoretical Understanding

Learned about concepts, gained knowledge about different departments.

Practical Exposure

Learned about applicability of these concepts. Observed the functionality of these departments.



Weekly Report

(06-05-24 to 11-05-24)

Name of the Organisation: Ramkrishna CARE Hospital Raipur, C. G.

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

Name of the Student: Amishi Singh

Roll no: 1673 **Stream:** MBA HM (Hospital)

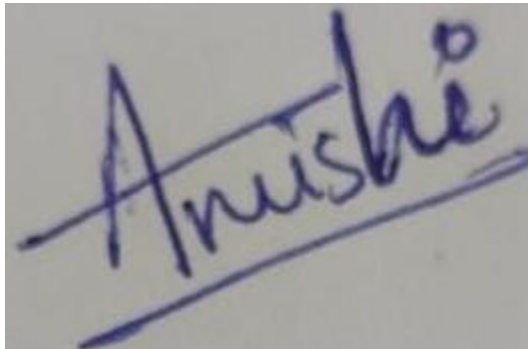
Week no: 01

From:.....06/05/24.....**to:**.....11/05/2024.....

Activity Done	• Orientation to hospital floors and departments • Learn admission process of patient. • Learn different type of formats for referral letter made.
Linking theory (Classroom learning) with practice at your organisation	• Observing the hospital settings, like different departments have their system. • Learn the bed management for patient. • Entry of patient of each and every level with specific detail Age, Sex, diagnosis, UHID, Number of days for admitting etc.
Gaps identified on the working area.	• Till now I didn't find any gaps in the department.
Suggestions for improvement	• Till now I don't want to give any suggestions right now.

Plan for the next week	Identifying the area of interest for project selection and working on it through research and observation.

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.

Weekly Report

(13-05-24 to 18-05-24)

Name of the Organization: Ramkrishna CARE hospital RAIPUR C.G.

Area/ Department/ Project of Summer Internship Program: Administrative department

Name of the Student: Amishi Singh

Roll no:1673

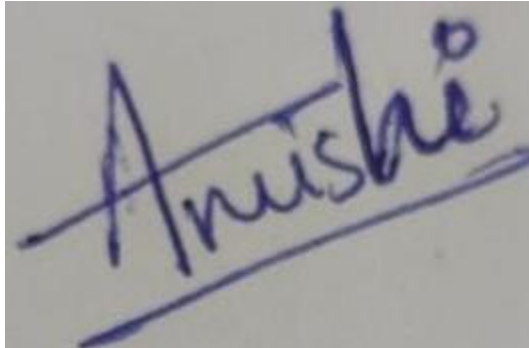
Stream: MBA HM-28

Week no:02

From:13th May.....to.....18th May

Activity Done	1. Feedback collection from patients in OPD regarding there experience in the hospital. 2. Done admission of some patient.
Linking theory (Classroom learning) with practice at your organization	Hospital had 200 bedded, future growth is vital for organizations success, so management of patient flow is important.
Gaps identified on the working area.	1.Poor communication between nurses and floor coordinator. 2.Patient experiencing delay in getting services due to heavy workload in the hospital. 3. Complain of noise and disturbance of floor. (Nurses discussing and taking phone ringing).
Suggestions for improvement	1.Better communication and networking among the staff and streamlining various process in order to improve the efficiency of the system.
Plan for the next week	I had complete the OPD admission process and I will start my new project on other department.

Signature of the Student:

A handwritten signature in blue ink that reads "Anushi". The signature is written in a cursive style and is underlined with a single horizontal line.

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Weekly Report

(20-05-24 to 25-05-24)

Name of the Organisation: Ramkrishna CARE Hospital Raipur (RKCH)

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT /
PROCESS IMPROVEMENT

Name of the Student: AMISHI SINGH

Roll no:1673

Stream: MBA HHM

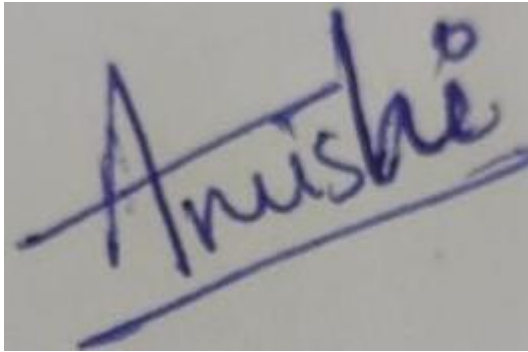
Week no: 03

From: ...20th may 2024...**to:**.....25th may 2024

Activity Done	1. I observed, that an accident patient came and was treated immediately in the ER Ward and made admission of that patient . 2. I learnt the 2 procedure of admission in ER department LAMA (Leave Against Medical Advisory) and DAMA (Discharge Against Medical Advisory)
Linking theory (Classroom learning) with practice at your organisation	In the ER department there are 15 bedded system for patients and these are divided into 4 zone. Black Zone – Dead bodies Green Zone – less complex condition Yellow Zone – Primarily used for assessment and certain treatment Red Zone – Critical patient.
Gaps identified on the working area.	Less seating area for patient attendant.
Suggestions for improvement	Make more waiting areas for patient attendant.

Plan for the next week	I will complete the ER project by 1 st of June and I will start my new project.
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Weekly Report

(27-05-24 to 01-06-24)

Name of the Organisation: Ram Krishna CARE Hospital (RKCH)

Area/ Department/ Project of Summer Internship Program: EMERGENCY DEPARTMENT/
PROCESS IMPROVEMENT

Name of the Student: AMISHI SINGH

Roll no:1673

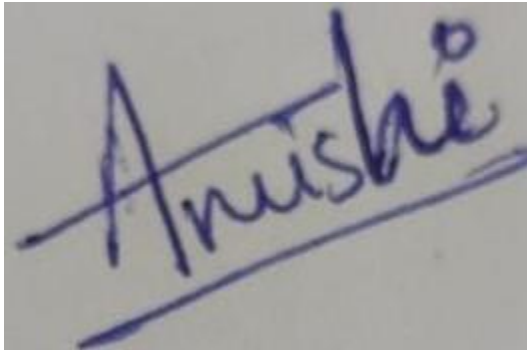
Stream: MBA HHM

Week no: 04

From: ...27TH may 2024...to.....01 june 2024

Activity Done	1. Admission process is same as the administrative department. 2. To learn about that family members given counselling about the whole financial conditions during their discharge time and during their admission process. 3. They given whole idea about that financial condition after that they fill up the financial consent form.
Linking theory (Classroom learning) with practice at your organisation	The ER Department is fully equipped. Proper hygiene is maintained. Cleaning and changing room for doctors are there. Ambulance facility is properly maintained.
Gaps identified on the working area.	No more gaps find just less sitting area for emergency patient family member.
Suggestions for improvement	Provide more sitting area for patient family members.
Plan for the next week	Completed the recent project type and I will focus on another department.

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Weekly Report

(03-06-24 to 08-06-24)

Name of the Organization: Ramkrishna CARE Hospital Raipur (C.G.)

Area/ Department/ Project of Summer Internship Program: Operations/Medical Administration/Process Improvement

Name of the Student: Amishi Singh

Roll no:1673

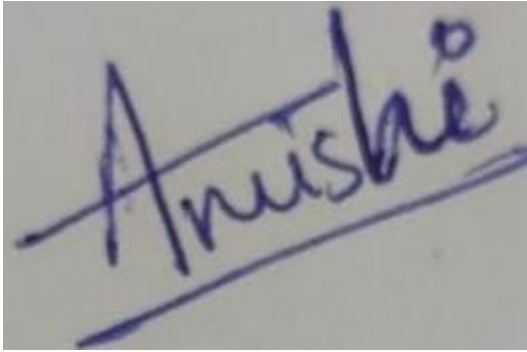
Stream: MBA HM-28

Week no: 05

From:3rd June 24...to...8th June 24

Activity Done	1.Analyzing the IPD Ward admission process. 2. Observation of admission process. 3. The admission team are explaining the hospital policies, provide necessary information and coordinating with nursing staff for room preparation.
Linking theory (Classroom learning) with practice at your organization	IPD has separate billing system where details about the stay can be obtained, including fees depending on the type of room, specialty, and procedure. It helps in learning these concept learned during the hospital services module.
Gaps identified on the working area.	Identified delays in the admission process due to manual paperwork and documentation.
Suggestions for improvement	Need more assessment before any suggestions.
Plan for the next week	Observe the entire IPD Ward admission process.

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Weekly Report

(10-06-24 to 15-06-24)

Name of the Organization: Ramkrishna CARE Hospital Raipur (C.G.)

Area/ Department/ Project of Summer Internship Program: Operations/Medical
Administration/Process Improvement

Name of the Student: Amishi Singh

Roll no:1673

Stream: MBA HM-28

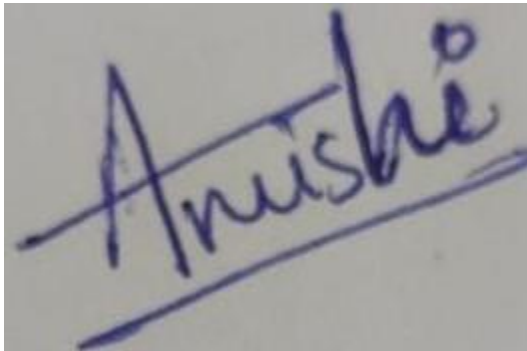
Week no: 06

From:10th June.....to...15th June

Activity Done	1. Patients are assigned beds according to their availability and medical needs provide proper placement with hospital facility. 2. Ensure timely evaluation and initiation of treatment protocols. 3. Learn patient information, medical history, and initial treatment plan is recorded in electronic health records (EHR).
Linking theory (Classroom learning) with practice at your organization	Standardizing admission protocols has improved efficiency and reduced errors in patient data collection and processing. Regular training sessions on updated procedures and protocols ensure staff competence and readiness to handle diverse patient needs.
Gaps identified on the working area.	1. During peak hours, delays in bed assignment and admission processing were observed, impacting patient flow and satisfaction. 2. Inconsistent communication between nursing and administrative staff led to occasional lapses in patient information updates.
Suggestions for improvement	1. Implement strategies to streamline bed allocation and admission processing during peak periods. 2. Establish clear communication channels and protocols between nursing, administrative, and medical staff to ensure timely updates on patient status.

Plan for the next week	Complete the IPD ward and observe the discharge process.
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Signature of the Student:



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Weekly Report

(17-06-24 to 22-06-24)

Name of the Organization: Ramkrishna CARE Hospital

Area/ Department/ Project of Summer Internship Program: Operations/Medical Administration

Name of the Student: Amishi Singh

Roll no:1673

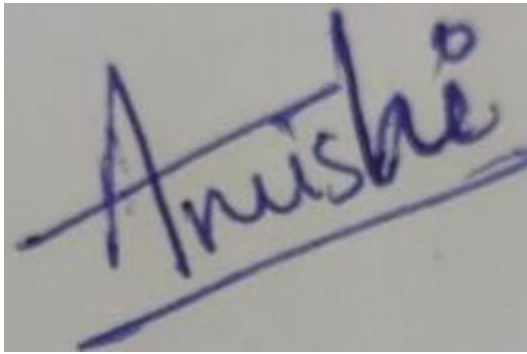
Stream: MBA HM-28

Week no:07

From: 17th Juneto.....22nd June

Activity Done	• Conducted thorough review of discharge protocol and procedure. • Observe discharge activities to understand the workflow. • Analyzed staff observations regarding the discharge experience.
Linking theory (Classroom learning) with practice at your organization	• Importance of clear communication during discharge to ensure patient understanding. • Legal and ethical considerations in the discharge process, including patient rights and responsibilities.
Gaps identified on the working area.	• Delays in post-discharge follow-up appointments causing patient dissatisfaction. • Issues with coordination between departments, impacting discharge readiness.
Suggestions for improvement	• Implement a standardized discharge checklist to ensure comprehensive patient preparation. • Enhance communication channels between nursing, pharmacy, and case management teams to streamline discharge planning.
Plan for the next week	Observe the entire discharge process in detail and find out the gaps.

Signature of the Student:

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Weekly Report

(24-06-24 to 29-06-24)

Name of the Organisation: Ram krishna CARE Hospital Raipur, C. G.

Area/ Department/ Project of Summer Internship Program: Operation/ Medical Administration

Name of the Student: Amishi Singh

Roll no: 1673

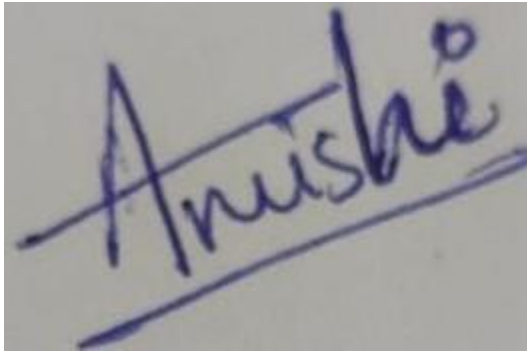
Stream: MBA HM (Hospital)

Week no: 08

From:.....24/06/24.....**to:**.....29/06/2024.....

Activity Done	• Observe for patient length of stay. • Patient education: Provided on [Medications, Follow-up Appointments, Home Care Instructions].
Linking theory (Classroom learning) with practice at your organisation	1. Variability in how staff educated patients about post-discharge care.
Gaps identified on the working area.	• Gaps of inappropriate filling of patient files.
Suggestions for improvement	• Appropriate filling of medication cards.
Plan for the next week	NA

Signature of the Student :

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Approved by the IIHMR University's Mentor

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Compiled Reporting Format

Name of the Organisation: Ramkrishna CARE Hospitals, Jaipur

Area/ Department/ Project of Summer Internship Program: General administration

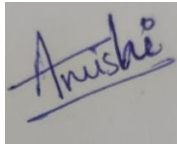
Name of the Student: Amishi Singh

Roll no: 1673 **Stream:** Hospital and Health

Activity Done	1.Learned about the admission process of patients. 2.Learned about different formats for referral letters used within the hospital. • TPA letter, 3.Collected feedback from patients in the OPD regarding their hospital experience. 4. Emergency Response Observed that accident patient given medication immediately coming after the hospital. • Learned the procedures for LAMA (Leave Against Medical Advice) and DAMA (Discharge Against Medical Advice) in the ER. 6. Noted the provision of financial counselling during admission and discharge. 7. Analysed and observed the IPD ward admission process, including policy explanation and room preparation. 8. Treatment Protocols and EHR: • Ensured timely evaluation and treatment initiation. • Learned to record patient information in EHR.
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	9. Discharge Protocol and Procedures: ○ Reviewed discharge protocols and observed discharge activities. ○ Analysed staff observations regarding the discharge experience. ○ Monitored patient length of stay to understand discharge timings. ○ Observed that patient given proper education on medications, follow-up appointments, and home care instructions after their discharge. 10. Checklist was prepared for the proper understanding of process improvement in the hospital.
Linking theory (Classroom learning) with practice at your organisation	• Organizational structure of the healthcare industry. • Medico legal and regulatory practices.
Gaps identified on the working area.	1. Poor communication between nurses and floor coordinator. 2. Patient experiencing delay in getting services due to heavy workload in the hospital. 3. Side effects of medicines and cost of treatment / medications was not mentioned clearly to the patient or family person. - some additional gap findings included disturbance in wards, food services delay. - Responsiveness to patient needs and discharge instructions. 4. Nursing care issues due to lack of training of new hired staff.

	5. Seating area for patient family members are less.
Suggestions for improvement	• Training of staff for providing information and potential side effects about medication to patients while administration. • Better coordination and communication needs to be done. • Hire more number of new staff for better improvement provide to patient. • Technology solutions. • Training should be done for new hired staff every week.



Signature of the Student

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