

SUMMER INTERNSHIP PROGRAM

at

EHCC Hospital Malviya Nagar, Jaipur

From – 6th May 2024 to 6th July 2024

A REPORT BY

Abhishek Panwar

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Dr. Neetu Purohit

Professor

IIHMR University

Jaipur



TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. Abhishek Panwar** student of **IIHMR University, Jaipur** has completed his internship at "Eternal Hospital, Jaipur" from **6th May 24 to 6th July 24**.

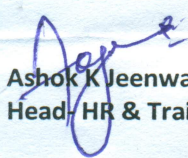
Eternal Heart care Centre & Research Institute, Jaipur is a 225-bedded multispecialty Hospital.

During this period, he was inducted, oriented, and trained in the working and processes of **Quality Department** under the guidance of **Milind G Kulkarni**.

During the period we found him sincere, intelligent, obedient, and hard working.

We wish him all the best for future endeavours.

For **ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE, JAIPUR**


Ashok K. Jeenwal
Head, HR & Training



IIHMR University Faculty Mentor Approval

This is to certify that Mr. Abhishek Panwar of academic year 2023-25 of Institute of Health Management Research has prepared a poster with respect to his summer internship held during May-June 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date: 19/07/2024

A handwritten signature in blue ink, appearing to read 'Neetu Purohit', with a horizontal line underneath.

Dr. Neetu Purohit

Designation: Professor

ABOUT EHCC HOSPITAL

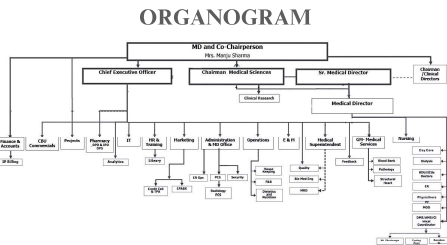
Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital in Jaipur city. This landmark Healthcare Institute is the result of the vision of Dr. Samin K. Sharma, world-renowned Interventional Cardiologist based at Mount Sinai Hospital, New-York, USA. Founded in 5th October 2013. Hospital has a capacity of 225 beds. This hospital is accredited by JCI, NABH, NABL and awarded for Nursing Excellence by NABH.

VISION

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

MISSION

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.



LEARNING AND USEFULNESS OF INTERNSHIP

- How different departments coordinate together for smooth operations and efficient delivery of services.
- Turn Around Time
- Quality improvement and patient safety and implementation of national and international standards
- Practical exposure of how the quality department works.
- Development of communication skills.
- Networking opportunities.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

Theory provides foundation of knowledge, and helps to understand the process going on in real time but practical exposure focuses more on the application, skill development and learning from experience & also how theoretical learning need to be modified according to real time situation so it becomes more useful for patient care.

CHALLENGES FACED DURING INTERNSHIP

- Difficulty in motivating staff to consistently engage in quality improvement activities.
- Unfamiliarity of staff with standard operating procedures of laundry.
- Frequently changing staff unaware about laundry process.
- Lack of motivation in supervisors for training of staff.
- Due to resource limitations difficulty in enforcing SOPs, and SOP's not accessible.
- Communicating with department in charge.
- Different explanations of similar things by staff. (Process flow and recruitment process)
- Staff unable to understand and answer the questions asked.

ABOUT PROJECT

The project focused on auditing the laundry process to identify non-compliance with Standard Operating Procedures (SOPs) of JCI and NABH.

OBJECTIVE

The objective was to ensure adherence to SOPs in the laundry process by: Identifying the deviations.

METHODOLOGY

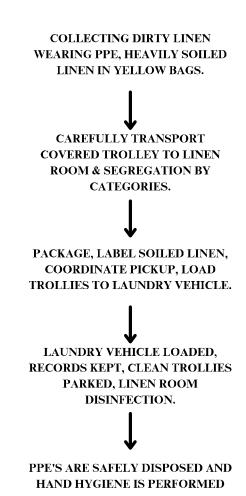
An observational method was used to identify non-compliance with JCI and NABH guidelines. The entire process of dirty and fresh linen flow was meticulously traced.

SWOT ANALYSIS (LAUNDRY DEPARTMENT)

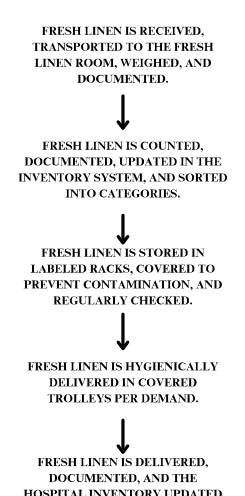
STRENGTH - EXPERIENCED SUPERVISOR - CO-ORDINATION WITH PLANT - TIMELY INVENTORY - STAFF TRAINING AND MANAGEMENT - STAFF READINESS FOR CHANGE IN PROCESS	WEAKNESS - NEGATIVE AIR PRESSURE NOT MAINTAINED IN SOILED LINEN ROOM - CHALLAN SYSTEM - COMMUNICATION BETWEEN WARD AND LAUNDRY STAFF REGARDING DISCHARGE AND PATIENT DRESS INFORMATION - CONTINUOUS MONITORING OF LAUNDRY WASHING PLANT NOT POSSIBLE
OPPORTUNITY - DIGITAL INDENT SYSTEM - SIZE ADJUSTABLE DRESSES - RFID MACHINE FOR COUNTING - COUNTER SYSTEM TO MAINTAIN HYGIENE	THREAT - ATTRITION RATE MORE DUE TO CONTRACTUAL STAFF - LOW STOCK OF LINEN CAUSING HINDERANCE IN IMPROVEMENT (DIGITAL INDENT SYSTEM & NOT DISCARDING LINEN ON TIME) - PATIENT DISSATISFACTION (MALE AND FEMALE DRESS SHOULD BE SEPERATE)

LAUNDRY PROCESS :-

DIRTY LINEN FLOW



FRESH LINEN FLOW



OBSERVATIONS

Major gaps identified while tracing the process and their reasons :-

- Missing linen causing improper inventory management.
- Reason -lack of communication between ward and laundry staff.
- Patient complaints about their dress specifically females.
- Reason - size differences and unadjustability of dress.
- Staff not following SOPs properly.
- Reason - lack of training and high attrition rates, No eligibility criteria for staff recruitment.
- Staff complaints about their missing uniforms.
- Reason - improper disposing of their uniform by the staff and laundry staff not maintaining documentation properly.

SUGGESTIONS

FOR LAUNDRY DEPARTMENT :-

- Package system should be introduced to prevent missing resources
- Laundry department should be informed about the discharge of the patient and also about the dresses which are charged to patient for inventory management
- Training of the staff should be given on priority basis to implement SOPs properly
- Training regarding disaster codes should be given in every 15 days by the concerned department
- Patient dresses should be made adjustable so female patients are also comfortable
- Uniform documentation should be included.
- proper disposing of staff uniform in the respective places.
- Staff should know basic stitching
- Separate water camper and hand hygiene for laundry staff.
- Bed which is to be occupied by the patient should be kept bed accessories free with prior information or the bed should be put out of the room.
- Guard or slow driving signage should be there along with blood bank signage.
- Mobile ramps for trolley loading and unloading.
- Power backup for computer system in laundry should be provided.
- Separate space should be there outside department for collection of PPE.
- Discarded linen should be managed on mothly basis and timely replacement should be there.

DEPARTMENTS VISITED

These are few other departments which i had the opportunity to visit during internship except laundry department on which i had my project.

PRESENTED BY -
ABHISHEK PANWAR
ROLL NO. 1661
BATCH - MBA HM28

MENTORS -
DR. NEETU PURPOHIT
(PROFESSOR AT IIHMR UNIVERSITY, JAIPUR)

MR. MILIND G. KULKARNI
(MANAGER QUALITY, EHCC)

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 1

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

Activity Done	1. Hospital familiarization 2. Assessing TAT of first dose administered to new IPD patients. 3. Assessing TAT of Dispensing Medicines at OPD pharmacy. 4. Assessing TAT of Duration of patient consultation at cardiac OPD
Linking theory (Classroom learning) with practice at your organisation	1. Lean Management 2. Quality management 3. HR capacity building
Gaps identified on the working area.	1. Hospital directory posters are outdated. 2. Hospital department signages are missing and improper. 3. Documentation of IPD patient file was not proper. 4. Hospital security staff also need to be trained in patient shifting.
Suggestions for improvement	1. Conducting brief surveys with department heads to identify areas for improvement. 2. Medical record should be recorded digitally. 3. A separate counter should be made for giving phlebotomy reports to manage patients near OPD counter. 4. Staff should be trained for proper patient handling/shifting. 5. Display of OPD pharmacy should be positioned properly.

Plan for the next week	1. Start a short duration new project on Emergency TAT evaluation. 2. Will continue the ongoing projects. 3. Will join and observe the ongoing preparation for the upcoming audit of hospital.

Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 2

From: 13/05/2024 to 18/05/2024

Activity Done	1. Emergency department patients average length of stay evaluation 2. Ambulance movement process 3. Interdisciplinary team round
Linking theory (Classroom learning) with practice at your organisation	1. Lean management 2. Hospital planning 3. NABH Guidelines 4. Patient satisfaction and quality management 5. Resource management
Gaps identified on the working area.	1. ER admission desk is not located appropriately. 2. Fire extinguisher allocation near admission desk is not visible. 3. Feedback machine signage is not visible. 4. Feedback box height from the ground is not appropriate. 5. New working staff does not know financial counselling.
Suggestions for improvement	1. The waiting area for ER should be in front of ER admission desk. 2. Proper signages should be there for better guidance finding ER admission desk. 3. Feedback box should be positioned properly along with support for placing the feedback form. 4. Feedback prompt on feedback machine should be larger and easily visible. 5. Fire extinguisher on admission desk can be moved to front for better access and visibility.

	6. New ER desk staff require training for specific financial counselling.
Plan for the next week	1. Understanding of backend processes. 2. Starting a project on infection control.

Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 3

From: 20/05/2024 to 25/05/2024

Activity Done	1. Orientation on laundry department Process (Linen flow through hospital and its management) 2. Understanding of Billing and TPA process 3. Attended Disaster code mock drill of code orange
Linking theory (Classroom learning) with practice at your organisation	1. Just in time (JIT) 2. Supply chain management 3. Hospital information system 4. Disaster management codes
Gaps identified on the working area.	1. Location of Billing department 2. Process of billing 3. Process after code activation 4. Inventory management of laundry
Suggestions for improvement	1. Door curtains can be used in billing department 2. Separate watercooler for billing and laundry department 3. Location of Billing department is not appropriate in relation to admission desk, they should be more closer 4. Billing process can be improved 5. Token or Digital indent system can be implemented for better inventory management of laundry 6. New staff require training on disaster management process for code orange 7. MSDS sheets should be updated
Plan for the next week	1. Continuation of ongoing QIPs 2. Mock drills of disaster code

	3. Understanding billing audit process
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Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 4

From: 27/05/2024 to 01/06/2024

Activity Done	1. Understanding laundry department Process (White linen) 2. Orientation by Billing Audit department 3. Attended Disaster code Session of code “Green”
Linking theory (Classroom learning) with practice at your organisation	1. Supply chain management 2. Cost control and efficiency 3. Disaster management codes
Gaps identified on the working area.	1. Inventory management of the laundry system 2. Process of linen collection and distribution 3. Manual documentation is not reliable due to human errors
Suggestions for improvement	1. Segregation of dirty linen should be done after wearing PPE. 2. Trolley should be covered properly while transporting dirty linen and should be labelled. 3. Dirty linen trolley should not be overloaded. 4. Fresh linen should be covered & stored separately. 5. Inventory should be labelled according to linen. 6. While distributing fresh linen it should be carried in separate bag. 7. Patient profile needs to be updated and checked regularly to avoid errors.
Plan for the next week	1. Continuation of ongoing QIPs 2. Understanding management of green linen

	3. Understanding biomedical waste management process
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Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 5

From: 03/06/2024 to 08/06/2024

Activity Done	1. Understanding laundry department Process (Green linen) 2. Understanding Biomedical Waste management 3. General Ambulance audit
Linking theory (Classroom learning) with practice at your organisation	1. Infection control & patient safety 2. Quality management
Gaps identified on the working area.	1. Disposing, transporting, and segregating green linen 2. Collection and transportation of biomedical waste
Suggestions for improvement	1. Green linen should be disposed separately without used rubber gloves, masks, caps, shoe covers and other PPE components. 2. While transporting green linen trollies should be covered. 3. Designated lift should be used while transporting both biomedical waste and green linen. 4. PPE should be worn by the staff while segregating the green linen. 5. Hand hygiene should be performed after segregation. 6. Biomedical waste bags should be put in their respective boxes according to colour coding.
Plan for the next week	1. Continuation of ongoing QIP,s 2. Understanding IPD pharmacy process.

Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 6

From: 10/06/2024 to 15/06/2024

Activity Done	1. General observations in laundry department 2. Understanding the discharge process 3. Understanding process of IPD pharmacy
Linking theory (Classroom learning) with practice at your organisation	1. Infection control & patient safety 2. Just in time 3. Supply chain management
Gaps identified on the working area.	1. Medicine return process 2. Staff recruitment and training in Laundry
Suggestions for improvement	1. Nursing staff need to recreate medicine return slip if doctor ask patient to stay for few more days for further observation to reduce TAT. 2. Nursing staff should be trained about how to open medicine packaging properly so the remaining can be prescribed again if possible. 3. An induction programme should also be conducted for newly joined staff properly by laundry department apart from HR. 4. Staff training related to hospital protocols & disaster codes should be conducted within gap of 15 days for laundry department staff. 5. Laundry department staff should know basic stitching.

	6. Staff retention techniques should be used for laundry department.
Plan for the next week	1. Continuation of ongoing QIPs. 2. Observations of various departments working.

Signature of the Student *Abhishek Panwar*

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 7

From: 17/06/2024 to 22/06/2024

Activity Done	1. General observations in laundry department 2. Understanding the admission process 3. Glucometer and Critical value analysis
Linking theory (Classroom learning) with practice at your organisation	1. Infection control & patient safety 2. Input quality control. 3. Point of care testing
Gaps identified on the working area.	1. Miscommunication between path lab and nursing staff 2. Not maintaining glucometer IQC file properly 3. Linen getting missing from patient room
Suggestions for improvement	1. Nursing staff should be instructed to record glucometer IQC record properly and on daily basis whenever glucometer strips are changed, and glucometer is tested. 2. Nursing staff should be instructed to use the critical value chart for reference before making an entry in critical value register. 3. Path lab staff should communicate well with nursing staff regarding high value and critical value entry. 4. Package system should be used while giving linen to patients so that proper record is maintained. 5. Room discharge and patient dress handover information should be given to laundry department for maintaining record and linen. 6. Adjustable patient dress should be used so female patients are comfortable while wearing that.

	7. Carpets should be used for better hygiene maintenance in the department and soiled linen room. 8. Negative pressure needs to be maintained in the soiled linen room to prevent infection. 9. An counter system should be introduced in for fresh linen room to restrict entry of staff other then laundry. 10. Par stock of each floor should be increased so that linen can be supplied according to the demand of department.
Plan for the next week	1. Continuation of ongoing QIPs. 2. Understanding process of MRD, AR marketing and F&B department.

Signature of the Student

Abhishek Panwar

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: ABHISHEK PANWAR

Roll no: 1661

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 8

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

Activity Done	1. Understanding process of • MRD • AR marketing • F&B • IT departments 2. Acute stroke clinical audit
Linking theory (Classroom learning) with practice at your organisation	1. Hospital operation process 2. QIP
Gaps identified on the working area.	1. Dietician ticket system
Suggestions for improvement	1. In hospital software dietitian ticket system is old and food suggestions given by the system is not proper according to patient requirements. This requires manual editing in printed ticket for patient by dietitian.
Plan for the next week	-----NIL-----

Signature of the Student

Abhishek Panwar

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: : ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE (ETERNAL HOSPITAL, MALVIYA NAGAR BRANCH JAIPUR)

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

Name of the Student: Abhishek Panwar

Roll no:1661

Stream: Hospital and Health Management

Activity Done	• Hospital familiarization • Assessing TAT of first dose administered to new IPD patients. • Assessing TAT of Dispensing Medicines at OPD pharmacy. • Assessing TAT of Duration of patient consultation at cardiac OPD • Emergency department patients average length of stay evaluation. • Ambulance movement process • Interdisciplinary team round • Understanding of Billing and TPA process • Attended Disaster code mock drill of code orange. • Understanding laundry department Process (White linen) • Orientation by Billing Audit department • Attended Disaster code Session of code “Green”. • Understanding laundry department Process (Green linen) • Understanding Biomedical Waste management • General Ambulance audit • General observations in laundry department • Understanding the discharge process • Understanding process of IPD pharmacy
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	• General observations in laundry department • Understanding the admission process • Glucometer and Critical value analysis • Understanding process of other departments • MRD • AR marketing • F&B • IT • Acute stroke clinical audit
Linking theory (Classroom learning) with practice at your organisation	• Lean Management (TAT) • Quality management • HR capacity building • Hospital planning • NABH Guidelines • Patient satisfaction and quality management (Feedback) • Resource management • Just in time (JIT) (IPD Pharmacy) • Hospital information system • Cost control and efficiency (Billing audit) • Disaster management codes • Infection control & patient safety (BMW) • Supply chain management (IPD Pharmacy) • Input quality control (Glucometer) • Point of care testing • Hospital operation process • Quality improvement programs
Gaps identified on the working area.	Hospitals Familiarisation - • Hospital directory posters are outdated. • Hospital department signages are missing and improper. • Hospital security staff also need to be trained in patient shifting. Assessing TAT of first dose administered to new IPD patients -

	- Documentation of IPD patient file was not proper. Emergency department patient average length of stay evaluation - - ER admission desk is not located appropriately. - Fire extinguisher allocation near admission desk is not visible. - New working staff does not know financial counselling. - Separate lift should be there for emergency patients shifting. Interdisciplinary team round – - Feedback machine signage is not visible. - Feedback box height from the ground is not appropriate. Understanding of billing and TPA process - - Location of Billing department - Process of billing Attended Disaster code mock drill of code “orange”- - Process after code activation Orientation by Billing Audit department - - Manual documentation is not reliable due to human errors. Understanding Biomedical waste management - - Collection and transportation of biomedical waste Understanding laundry department process (Green linen) - - Disposing, transporting, and segregating green linen Understanding process of IPD pharmacy - - Medicine return process Glucometer and critical value analysis - - Miscommunication between path lab and nursing staff - Not maintaining glucometer IQC file properly
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	F & B Department - • Dietician ticket system
Suggestions for improvement	Hospital familiarization - • Conducting brief surveys with department heads to identify areas for improvement. • A separate counter should be made for giving phlebotomy reports to manage patients near OPD counter. • Staff should be trained for proper patient handling/shifting. • Display of OPD pharmacy should be positioned properly. Assessing TAT of first dose administered to new IPD patients - • Medical record should be recorded digitally. Emergency department patient average length of stay evaluation - • The waiting area for ER should be in front of ER admission desk. • Proper visible signages should be there for better guidance finding ER admission desk. • Fire extinguisher on admission desk can be moved to front for better access and visibility. • New ER desk staff require training for specific financial counselling. Interdisciplinary team round - • Feedback box should be positioned properly along with support for placing the feedback form. • Feedback prompt on feedback machine should be larger and easily visible. Understanding of billing and TPA process - • Door curtains can be used in billing department. • Separate watercooler for billing department • Location of Billing department is not appropriate in relation to admission desk, they should be more closer. • Billing process can be improved.

	Attended Disaster code mock drill of code “orange”- • MSDS sheets should be updated. Orientation by Billing Audit department - • Patient profile needs to be updated and checked regularly to avoid human errors. Understanding laundry department process (Green linen) - • Green linen should be disposed separately without used rubber gloves, masks, caps, shoe covers and other PPE components. • While transporting green linen trollies should be covered. • Designated lift should be used while transporting both biomedical waste and green linen. • PPE should be worn by the staff while segregating the green linen. Understanding Biomedical waste management – • Biomedical waste bags should be put in their respective boxes according to colour coding and should be emptied on timely basis. Understanding process of IPD pharmacy - • Nursing staff need to recreate medicine return slip if doctor ask patient to stay for few more days for further observation to reduce TAT. • Nursing staff should be trained about how to open medicine packaging properly so the remaining can be prescribed again if possible. Glucometer and critical value analysis - • Nursing staff should be instructed to record glucometer IQC record properly and on daily basis whenever glucometer strips are changed, and glucometer is tested. • Nursing staff should be instructed to use the critical value chart for reference before making an entry in critical value register. • Path lab staff should communicate well with nursing staff regarding high value and critical value entry.
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	F & B Department - • In hospital software dietitian ticket system is old and food suggestions given by the system is not proper according to patient requirements. This requires manual editing in printed ticket for patient by dietitian.
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Project Section

Activity Done	Title - Optimizing process flow of laundry. About Project - The project mainly focused on auditing the laundry process to identify noncompliance with the standard operating procedure off JCI and NABH. Objective - The objective was to ensure adherence to SOPs in the laundry process by: • Identifying the deviations. • Reporting these deviations to the quality team. • Facilitating corrective measures to enhance operational efficiency and quality compliance.
Linking theory (Classroom learning) with practice at your organisation	• Supply chain management. • Infection control & patient safety • HR capacity building • Resource management
Gaps identified on the working area.	• Inventory management of laundry • Process of linen collection and distribution • Staff recruitment and training in Laundry • Linen getting missing from patient room
Suggestions for improvement	• Separate watercooler for laundry department • Digital indent or package system can be implemented for better inventory management of laundry. • New staff require training on disaster management process for code orange in laundry.

	• Segregation of dirty linen should be done after wearing PPE. • Trolley should be covered properly while transporting dirty linen and should be labelled. • Dirty linen trolley should not be overloaded. • Fresh linen should be covered & stored separately. • Inventory should be labelled according to linen. • While distributing fresh linen it should be carried in separate bag. • Hand hygiene should be performed after segregation. • Discarded linen should be managed on monthly basis. • PPE inventory should be checked timely. • An induction programme should also be conducted for newly joined staff properly by laundry department apart from HR. • Staff training related to hospital protocols & disaster codes should be conducted within gap of 15 days for laundry department staff. • Laundry department staff should know basic stitching. • Staff retention techniques should be used for laundry department • Package system should be used while giving linen to patients so that proper record is maintained. • Room discharge and patient dress handover information should be given to laundry department for maintaining record and linen. • Adjustable patient dress should be used so female patients are comfortable while wearing that. 1. Carpets should be used for better hygiene maintenance in the department and soiled linen room.
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	2. Negative pressure needs to be maintained in the soiled linen room to prevent infection. 3. An counter system should be introduced in for fresh linen room to restrict entry of staff other then laundry. 4. Par stock of each floor should be increased so that linen can be supplied according to the demand of department
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Signature of the Student

*Abhishek
Panwar*

Approved by the IIHMR University's Mentor

