

SUMMER INTERNSHIP PROGRAM

At

PSRI Hospital, Delhi

From 06/05/2024 to 05/07/2024

A REPORT BY

TARUNA SHARMA

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentor-ship of

Dr. Anupam Mehrotra

Assistant Professor



Date: 05.07.2024

INTERNSHIP COMPLETION CERTIFICATE

This is to certify that **Dr. Taruna Sharma** of 2023-25 batch of IIHMR university, Jaipur has done her summer internship with our organization from 06th May 2024 to 05th July 2024.

The overall performance shown by her during the period was excellent.

This certificate is being issued to meet the requirements of the IIHMR University.


Dr. Anju Wali
Medical Director



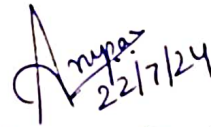

Dr. Kaushalendra Pratap Singh
Deputy General Manager-Operations

IIHMR University Faculty Mentor Approval

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

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

Date: 22nd July 2024

A handwritten signature in blue ink, appearing to read 'Anupam', with the date '22/7/24' written below it.

(Signature of Faculty Mentor)

Dr. Anupam Mehrotra

Assistant Professor

IIHMR University Jaipur

PSRI Hospital is a premier healthcare institution in Delhi and our country. It was established in 1996 by two illustrious Professors of AIIMS New Delhi viz. Prof. B.N Tandon and Prof. K. K. Malhotra. Now it is a prestigious NABH Accredited multi-specialty 200+ bed super specialty institute having all major super specialties. It was promoted by the JK Group one of the leading business houses. PSRI hospital has listened to the top 5 hospitals in India, renowned for top liver and kidney transplant hospitals in India.

SWOT ANALYSIS

STRENGTHS

- Advanced Medical Technology
- Highly Skilled Multidisciplinary Team
- Perform robotic surgery with precision, ensuring minimally invasive procedures that optimize patient outcomes and accelerate recovery.
- A prestigious hospital at the city centre.

WEAKNESSES

- The hospital's urology services are outsourced, hence there is no in-house urology team available.
- Surgical delays undermine operational efficiency and patient care standards.
- Surgery costs are prohibitively high

OPPORTUNITIES

- Expanding and increasing bed capacity present growth opportunities for the hospital.
- Innovate surgical procedures and technology for cost-effective healthcare access

THREATS

- High nurse attrition rates jeopardize staffing stability and quality of patient care.
- Nearby healthcare upgrades intensify competition, requiring substantial investment to remain competitive.

CHALLENGES

- Lack of cooperation from certain staff members in providing project data.
- Restricted access to some departments, hindering comprehensive understanding.
- Limited to observing the project process without active participation.

LEARNINGS

- Standardized Protocols
- Effective Communication
- Adequate Staffing
- Compliance

RECOMMENDATIONS

- Lean Management
- Clear pre-operative communication
- Flexible blocks
- Transportation assistance
- Reminder system installation

THEORETICAL

Learning about hospital management concepts and principles through books and classes.

USEFULNESS

- Personal skill development
- Networking
- Communication, and problem-solving skills.

PRACTICAL

Gaining hands-on experience by working in a hospital, learning how to handle real-world tasks and problems.

VISION

To achieve excellence in the health care delivery system through hard work & human touch.

MISSION

To help the ailing people through our chosen specialties. Devote ourselves to professional excellence through original research and academic activities. To work in a team to provide quality services at the most affordable cost.

AIM

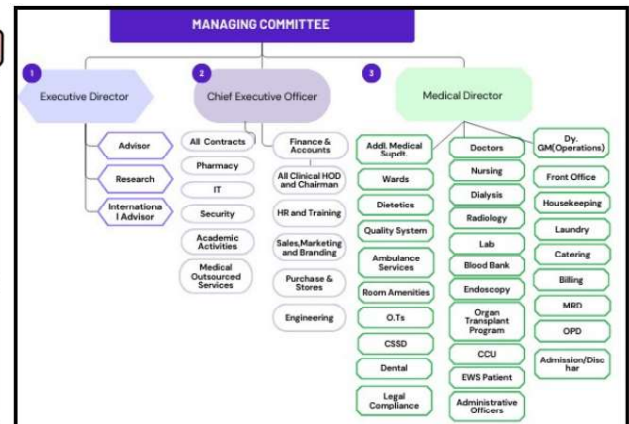
To study utilization of Operation Theaters in OT Complex

OBJECTIVES

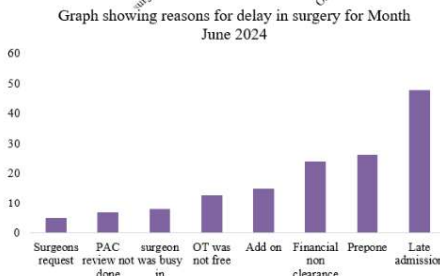
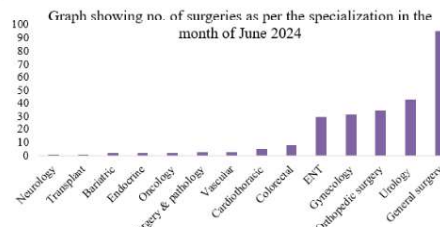
- To study utilization of Operation Theaters in OT Complex.
- To find out the types of surgeries that take place on OT and analyze the related information.
- Enhance the efficiency and effectiveness of operating theater utilization in PSRI through optimized scheduling, reduced downtime, and improved resource allocation.

METHODOLOGY

- Type of Study:** Observational study
- Location of Study:** OT complex, 2nd floor, PSRI, Delhi
- Duration of Study:** 1 June, 2024 to 30 June 2024
- Sample Size:** 237
- Data Collection Tool:** Observation and Documentations.
- Formula:** [Total hours of surgery + cleaning time of OT/total operational hours]



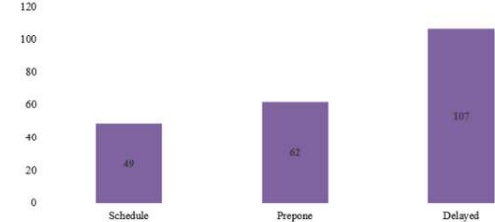
DATA ANALYSIS



Utilization of OT Complex during normal OT hours(9AM-5PM)



Graph showing deviation in OT Scheduling in June 2024



OTs	Total no. of cases	Average no. of cases per day
OT 1	46	1.84
OT 2	51	2
OT 3	52	2
OT 4	44	1.7
OT 5	44	1.7

CONCLUSIONS

In June 2024, 237 surgeries were performed, with general and laparoscopic surgeries being the most common. OT utilization was 53%, with 20% of surgeries completed within 15 minutes, and 45% delayed. Delays were primarily due to late patient arrivals, financial issues, and rescheduling of other surgeries. Post-op recovery time was 1 hour 30 minutes.

Reporting Format (Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUTE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations (Rotation)

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 1

From: 06/05/2024

To: 11/05/2024

Activity Done	• Introduction to hospital protocols and procedures. • Orientation: Familiarization with the hospital's layout and departments. • Department Rotation: Assigned to observe various departments (operations, quality, HR) • Observation of OPD (Outpatient Department) registration process. • Monitoring turnaround times for patient services. • Study of the hospital's refund policy. • Provision of consultations under supervision. • Observation of billing procedures in the hospital setting. • Informative introduction to the operations of the hospital.
Linking Theory (Classroom learning) with practice at your Organisation	• Importance of thorough departmental inspection for compliance as we learned in organization behaviour. • Understanding NABH standards and procedures as we learned in hospital essentials.
Gaps identified in the working area	• Lack of manpower in OPD registration and billing. • Insufficiency in communication between different department. • Refund process is substandard in its current form.

Suggestions for improvement	• Digitization of the OPD registration and billing and refund process.
OPD Plan for the next week	• Plan to gain further insight into OPD department.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUTE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 2

From: 13/05/2024

To: 18/05/2024

Activity Done	• Observe and understand the various specialties and their coordination. • Gain deeper insight into the triage area of the Emergency Room (ER). • Learn about the materials, instruments, and equipment required in the ER. • Familiarize myself with the different ID bands provided to patients with varying needs. • Understand the emergency admission process through to discharge. • Learn about the detailed admission process for patients.
Linking Theory (Classroom learning) with practice at your Organisation	• Deeper insight into emergency room as we learn in Hospital Essentials. • Understanding NABH standards and procedures as we learned in hospital essentials.
Gaps identified in the working area	• Recognize the deficiency in empathetic interactions by ER doctors.
Suggestions for improvement	• Implementation of training programs to foster a cooperative and emphatic work environment.
OPD Plan for the next week	• Plan to gain more insight into other departments of hospital.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 3

From: 20/05/2024

To: 25/05/2024

Activity Done	• Learned about different payer categories and the various documents required for admission. • Learned about the TPA (Third Party Administrator) process and the necessary documentation. • Studied the NABH (National Accreditation Board for Hospitals & Healthcare Providers) guidelines followed in the hospital's IPD (Inpatient Department). • Familiarized with the hospital's emergency codes. • Understood the criteria for shifting patients to the ICU. • Monitored day-to-day procedures for patients in the ward.
Linking Theory (Classroom learning) with practice at your Organisation	• Importance of effective interpersonal communication as we learned in communication planning management. • Understanding NABH standards and procedures as we learned in hospital essential.
Gaps identified in the working area	• Turnaround time for TPA(Third Party Admission) is prolonged.
Suggestions for improvement	• Enhance coordination between hospital departments and third-party insurance

	providers to minimize delays in the admission process.
OPD Plan for the next week	• Explore and understand the hospital's discharge policy thoroughly to ensure efficient coordination and patient care..

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 4

From: 27/05/2024

To:01/06/2024

Activity Done	• Acquired knowledge about the discharge process. • Gained insight into various IPD forms and checklists. • Studied the surgical safety checklist. • Understood the operations of pre- and post-operative areas. • Observed the functioning of the Pre-Anaesthesia Check-up (PAC) unit. • Visited the Central Sterile Services Department (CSSD) to comprehend its workflow, distinct areas, and their critical functions. • Examined the workflow and sterilization process of the operating theatre (OT).
Linking Theory (Classroom learning) with practice at your Organisation	• OT layout, zoning, and sterilization as we learned in Hospital Essential.
Gaps identified in the working area	• Noted the extended turnaround time for the discharge process. • Observed insufficient manpower in the TPA department. • Identified that the CSSD is confined to a single block of the hospital.
Suggestions for improvement	• Increase manpower in the TPA department.

	• Address factors causing delays in the discharge process. • Expand CSSD services to both blocks of the hospital.
OPD Plan for the next week	• To work on poster/project on OT utilization.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 5

From: 03/06/2024

To:08/06/2024

Activity Done	• Interacted with international patients. • Learned about the consultation and admission process for international patients. • Studied the FRRO (Foreigners Regional Registration Office) requirements and various documents that international patients need to submit. • Familiarized with different forms for international patients, such as Fit to Fly, Meta Form, and C Form. • Resolved queries of international patients. • Collaborated with the corporate department of the hospital.
Linking Theory (Classroom learning) with practice at your Organisation	• Importance of effective interpersonal communication as we learned in communication planning management.
Gaps identified in the working area	• Observed insufficient manpower in the corporate department.
Suggestions for improvement	• Increase manpower in corporate department for smooth working.

OPD Plan for the next week	• To work on poster/project on OT utilization. • To work and observe radiology department of hospital.
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Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organisation: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 6

From: 10/06/2024

To:15/06/2024

Activity Done	• Visited the neuro and cardiac ICUs of the hospital. • Observed the infrastructure and operations of the ICUs. • Conducted a quality audit check of the ICUs. • Learned about the admission and discharge criteria for different patients. • Worked on the OT utilization project.
Linking Theory (Classroom learning) with practice at your Organisation	• Importance of effective interpersonal communication as we learned in communication planning management.
Gaps identified in the working area	• Noted inefficiencies among ICU nurses. • Observed a high attrition rate of nurses.
Suggestions for improvement	• Implement targeted training programs to improve ICU nurses' efficiency. • Introduce retention strategies to reduce the high attrition rate of nurses, such as offering competitive salaries, professional development opportunities, and supportive work environment.

OPD Plan for the next week	• To work on poster/project on OT utilization. • To work and observe nonclinical department of hospital.
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Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organization: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 7

From: 17/06/2024

To: 22/06/2024

Activity Done	• Visited the hospital's gas manifold unit to gain a comprehensive understanding of its machinery, operations, and color-coding system. • Inspected the HVAC system area to assess its functionality and efficiency. • Explored the Food and Beverages Department to understand its operational processes. • Collected data and conducted analysis for the project focused on optimizing operating theater utilization. • Visited the Linen and Laundry Department to understand its various functions and processes, including sorting, washing, and tumbling.
Linking Theory (Classroom learning) with practice at your Organization	• Importance of effective interpersonal communication as we learned in communication planning management. • Understanding NABH standards and procedures as we learned in hospital essentials.
Gaps identified in the working area	• The nurse in the preoperative area is not cooperative and appears to lack concern for proper documentation. • All tasks in the Linen and Laundry Department are performed manually,

	which is both exhausting and time-consuming.
Suggestions for improvement	• It is recommended that the nurse in the preoperative area receives additional training and support on the importance of proper documentation. • To improve the Linen and Laundry Department, automate key processes and optimize workflows to reduce manual labor and enhance efficiency.
OPD Plan for the next week	• To work on poster/project on OT utilization. • Plan to work in and observe the remaining departments of the hospital.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Reporting Format

(Weekly)

Name of the Organization: PUSHPAWATI SINGHANIA RESEARCH INSTITUATE (PSRI), DELHI

Area/Department/Project of Summer Internship Program: Operations.

Name of the Student: Dr. TARUNA SHARMA

Roll no: 1872

Stream: Hospital and Health Management.

Week no: 8

From: 24/06/2024

To: 29/06/2024

Activity Done	• Visited the MRD (Medical Records Department) and understood its operations. • Learned about the different color codes assigned to patient files based on categories. • Collected data for the OT utilization project. • Classified the collected data. • Analyzed the data for the project using MS Excel. • Interpreted and presented the data using graphs. • Provided recommendations based on the project's results..
Linking Theory (Classroom learning) with practice at your Organization	• Importance of effective interpersonal communication as we learned in communication planning management. • Understanding NABH standards and procedures as we learned in hospital essentials.
Gaps identified in the working area	• Noted that patient waiting time in the Radiology department exceeds expectations. • Identified an insufficient number of machines relative to patient flow. • Prioritizing IPD patients causes delays

	in service delivery for OPD patients.
Suggestions for improvement	• Increase the number of machines to better accommodate patient flow. • Implement a scheduling system to balance service delivery between IPD and OPD patients, reducing overall wait times. • Optimize operational workflows to enhance efficiency and minimize delays.
OPD Plan for the next week	• Present the project I worked on. • Receive my Internship Completion Certificate from the organization. • Poster making.

Signature of the Student:

Approved by the IIHMR University's Mentor:

Compiled Report

Name of the Organization: PUSHPAWATI SINGHANIA RESEARCH INSTITUTE (PSRI), DELHI

Project of Summer Internship Program: Utilization Rate of Operation Theater in Hospital

Name of the Student: Dr. Taruna Sharma

Roll no: 1872

Stream: Hospital and Health Management

Activity Done	1. Introduction This report documents my internship experience at the hospital, detailing the various departments, protocols, procedures, and observations. The internship provided a comprehensive insight into hospital operations, patient management, and the administrative processes that support clinical functions. 2. Orientation and Familiarization • Hospital Protocols and Procedures I was introduced to the standard protocols and procedures followed in the hospital, ensuring patient safety, efficient service delivery, and adherence to regulatory standards. • Hospital Layout and Departments A thorough orientation was conducted to familiarize myself with the hospital's layout and its various departments, including critical care units, outpatient departments, and administrative areas. 3. Outpatient Department (OPD) • OPD Registration Process Observed the registration process for patients in the OPD, noting the workflow from patient arrival to consultation. • Monitoring Turnaround Times
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	Monitored and analyzed the turnaround times for patient services in the OPD to identify bottlenecks and areas for improvement. 4. Patient Services Consultations Provided consultations under supervision, gaining practical experience in patient interaction and diagnosis. Billing Procedures Observed the billing procedures within the hospital, understanding the financial aspects of patient care. 5. Hospital Operations Specialties Coordination Gained insights into how various specialties coordinate to provide comprehensive patient care. Emergency Room (ER) Operations Triage Area Developed a deeper understanding of the triage process and criteria in the ER ER Materials and Equipment Learned about the materials, instruments, and equipment essential for emergency care. Patient Identification Familiarized myself with the different ID bands provided to patients based on their specific needs. Emergency Admission to Discharge Process Understood the full cycle of emergency admissions, from initial evaluation to patient discharge. 6. Admission Processes Payer Categories and Documentation Learned about different payer categories and the documentation required for patient admission.
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	• Third Party Administrator (TPA) Process Studied the TPA process, including the necessary documentation for processing claims. 7. Inpatient Department (IPD) • NABH Guidelines Reviewed the National Accreditation Board for Hospitals & Healthcare Providers (NABH) guidelines followed in the IPD. • Emergency Codes Familiarized with the hospital's emergency codes and their implications for patient care. • ICU Criteria Understood the criteria for transferring patients to the Intensive Care Unit (ICU). • Ward Procedures Monitored day-to-day procedures for patients in the ward to ensure compliance with care standards. • Discharge Process Acquired knowledge about the discharge process and associated patient documentation. 8. Surgical Procedures • IPD Forms and Checklists Gained insight into various forms and checklists used in the IPD, including the surgical safety checklist. • Pre- and Post-Operative Areas Understood the operations of pre-and post-operative areas and observed the functioning of the Pre-Anaesthesia Check-up (PAC) unit. • Central Sterile Services Department (CSSD) Visited the CSSD to understand its workflow, distinct areas, and critical functions in ensuring sterile conditions.
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	• Operating Theatre (OT) Examined the workflow, layout, zoning, and sterilization process of the OT. 9. International Patients • Consultation and Admission Process Learned about the consultation and admission process for international patients. • FRRO Requirements Studied the Foreigners Regional Registration Office (FRRO) requirements and necessary documents for international patients. • International Patient Forms Familiarized with various forms for international patients, such as Fit to Fly, Meta Form, and C Form. • Resolving Queries Assisted in resolving queries of international patients, ensuring their needs were met promptly. 10. Project Work • Project Topic Finalization Finalized the project topic after discussions with my mentor, focusing on OT utilization. 11. Intensive Care Units (ICUs) • Neuro and Cardiac ICUs Visited the neuro and cardiac ICUs, and Dialysis unit observing their infrastructure and operations. 12. Non-Clinical Departments • Food and Beverages, Laundry, Housekeeping Visited non-clinical departments to understand their criteria and working processes, essential for overall hospital operations.
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	13. Data Collection and Analysis • OT Utilization Project Collected data for the OT utilization project, followed by data sorting and representation using Excel. • A SWOT Analysis of the OT utilization rate was done. • A Detailed Report was prepared as per the format shared by the organization mentor. • Poster Making: A rough poster was designed under the guidance of the organization's mentor • Report finalization: The draft of the report was finalized after corrections and making necessary additions and deletions. • Poster finalization: The color scheme of the poster was revised, images were added, and font size and style were changed. 14. Conclusion The internship provided a holistic view of hospital operations, patient management, and administrative processes. The experience has equipped me with practical knowledge and insights that are invaluable for a career in healthcare management.
Linking Theory (Classroom learning) with practice at your Organization	1. Departmental Inspection for Compliance • Importance of thorough inspections As emphasized in Organizational Behaviour, thorough departmental inspections are crucial for ensuring compliance with hospital standards. This practice helps maintain high-quality patient care, safety, and operational efficiency. During my internship, I observed and participated in inspections, noting the adherence to established protocols and identifying areas for improvement.

	2. NABH Standards and Procedures • Understanding NABH Standards In line with what we learned in Hospital Essentials, understanding NABH (National Accreditation Board for Hospitals & Healthcare Providers) standards is vital. These standards ensure that hospitals meet specific benchmarks for quality and patient safety. I reviewed the NABH guidelines followed in the IPD, observing how these standards were implemented and maintained. 3. Emergency Room (ER) Operations • Deeper Insight into ER Gaining a deeper insight into the emergency room, as discussed in Hospital Essentials, was a significant part of my internship. I developed an understanding of the triage process, essential materials and equipment, patient identification methods, and the emergency admission to discharge process. This comprehensive knowledge is critical for efficient ER management and patient care. 4. Effective Interpersonal Communication Importance in Healthcare • Effective interpersonal communication, as highlighted in Communication Planning Management, is crucial in a hospital setting. During my internship, I observed and practiced communication skills that facilitate teamwork, patient interactions, and coordination between departments. These skills are essential for ensuring that patient care is seamless and that all team members are informed and aligned. 5. Operating Theatre (OT) Management • OT Layout, Zoning, and Sterilization As covered in Hospital Essentials, the layout, zoning, and sterilization of the Operating Theatre (OT) are fundamental to preventing infections and ensuring smooth surgical procedures. I examined the OT's workflow, layout, zoning, and
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	sterilization processes, gaining valuable insights into how these elements contribute to overall patient safety and operational efficiency.
Gaps identified in the working area	1. Introduction • This summarizes my experience, highlighting observations on departmental operations, staffing issues, and areas needing improvement in the hospital. 2. Observations and Issues • OPD and Billing • Lack of Manpower: Noted insufficient staffing in OPD registration and billing, leading to delays and inefficiencies. • Interdepartmental Communication Insufficiency in Communication Observed poor communication between different departments, affecting coordination and patient care. • Refund and HMIS Systems Refund Process: Found the refund process to be substandard and in need of improvement. HMIS System: The Hospital Management Information System (HMIS) occasionally malfunctions, disrupting workflow. • Emergency Room (ER) Empathetic Interactions: Recognized a deficiency in empathetic interactions by ER doctors towards patients. • TPA Department Turnaround Time: Noted prolonged turnaround times for Third Party Admissions (TPA) and extended discharge processes. Insufficient Manpower: Observed insufficient staffing in the TPA department, causing delays. • CSSD and Corporate Department CSSD Limitation: Identified that the Central Sterile Services Department (CSSD) is confined to a single block, limiting its efficiency. Corporate Department: Observed a lack of manpower in the corporate department.

	• ICU and Nursing Staff ICU Inefficiencies: Noted inefficiencies among ICU nurses and a high attrition rate. Preoperative Area: Nurses in the preoperative area were uncooperative and lacked concern for proper documentation. • Linen and Laundry Department Manual Processes: All tasks in the Linen and Laundry Department are performed manually, leading to exhaustion and time consumption.
Suggestions for improvement	1. OPD and Billing Recommendations • Increase Staffing: Hire additional staff to handle peak times efficiently. • Cross-training: Train existing staff to perform multiple roles within OPD and billing to enhance flexibility and efficiency. 2. Interdepartmental Communication Recommendations • Regular Interdepartmental Meetings: Establish routine meetings to discuss and resolve ongoing issues. • Integrated Communication Systems: Implement an integrated communication system to streamline information sharing. 3. Refund and HMIS Systems Recommendations • Refund Process Overhaul: Redesign the refund process for greater efficiency and transparency. • HMIS System Upgrades: Invest in regular maintenance and upgrades of the HMIS to prevent malfunctions. 4. Emergency Room (ER) Recommendations • Empathy Training: Provide training programs for ER doctors to improve their patient interaction skills. • Patient Feedback Mechanism: Implement a system for patients to

	provide feedback on their ER experience. 5. TPA Department Recommendations • Streamline Processes: Review and optimize TPA and discharge processes to reduce turnaround times. • Increase Staffing: Hire more staff for the TPA department to manage workload more effectively. 6. CSSD and Corporate Department Recommendations • Expand CSSD: Consider expanding CSSD operations to multiple blocks to enhance efficiency. • Enhance Corporate Staffing: Hire additional staff for the corporate department to improve overall functionality. 7. ICU and Nursing Staff Recommendations • Improve ICU Training: Provide additional training and support to ICU nurses to improve efficiency and reduce attrition. • Preoperative Area Reforms: Implement stricter oversight and training for preoperative area nurses to ensure cooperation and accurate documentation. 8. Linen and Laundry Department Recommendations • Automation: Invest in automated systems for the linen and laundry department to improve efficiency and reduce staff exhaustion. • Process Optimization: Review and streamline existing processes to minimize manual workload. By addressing these observations with the recommended actions, the hospital can significantly improve operational efficiency, patient care quality, and overall staff satisfaction.
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Signature of the Student:

Tamiya

Approved by the IIHMR University's Mentor:


22/7/24