

SUMMER INTERNSHIP PROGRAM
at
CK BIRLA HOSPITALS, JAIPUR

From 01-05-2024 to 01-07-2024

A REPORT BY
Tanvi
Master of Business Administration
Hospital and Health Management
2023-25

under the Mentorship of
Mr. Ashish Bandhu



RBH/2024/Jul/HRD/6160

Date: 01 Jul 2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Tanvi Sahnani** has successfully completed her training in Quality Department from 01 May 2024 to 01 Jul 2024.

We found her sincere, punctual & hardworking. We wish her every success in her future and career.

For CK Birla Hospital - RBH


Raju Kumar
Unit Head - HR

Annexure A

Completion Certification from the Organization
CERTIFICATE

This is to certify that Dr./Mr./ Ms. TANVI of
HM-28 (batch) of
IIHMR UNIVERSITY, JAIPUR (Name of the department/institute) has
worked with our organization for his/her summer internship from
MAY 1st, 2024 to
JULY 1st, 2024 (date). The overall
performance shown by him/her during the period was excellent/good/average. This
certificate is being issued to meet the requirements of the IIHMR University.

Date: July 1st, 2024

(Signature of Organization)



Designation: Dr. Kirti Tanvi

Quality Head

Seal/Stamp
of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that **DR. TANVI** of 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 work as per the guidelines. Her poster is approved for presentation.

Date: 22 July 2024

A handwritten signature in blue ink, appearing to read 'Ashish', is written over the printed name.

Mr. Ashish Bandhu

Assistant Professor

IIHMR University Jaipur

ASSESSMENT OF PATIENT-CENTERED COMMUNICATION IN ICUs



Presented By- Dr. TANVI (1869)
HM-28 BATCH-B

University Mentor- Mr. ASHISH BANDHU
Organisation Mentor- Dr. KRITI TAMBI



ABOUT THE ORGANISATION

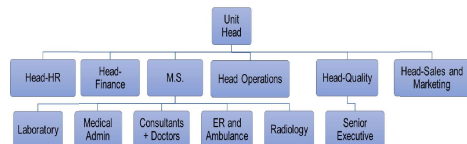
- NABH accredited, 230 bedded hospital
- Multi-specialty hospital with specialties like Orthopaedics and Joint Replacement, Cardiac Services, Neurosciences, Obstetrics and Gynaecology and many more
- Robotic surgery
- 8-state-of-art modular OT's
- 75 Total ICU beds

VISION - To provide best of Patient Service & Clinical Excellence.

MISSION - To create Clinical Centre of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome



ORGANISATION STRUCTURE



AIM

To assess the effectiveness of communication between the healthcare providers and patients/attendants in ICU settings.

OBJECTIVE

- To observe conversations between the healthcare providers and patients/attendants in the ICU.
- To collect feedback from patients/attendants and understand their experiences and perceptions of communication with healthcare providers.
- To identify common barriers to patient-centered communication in ICU settings.

METHODOLOGY

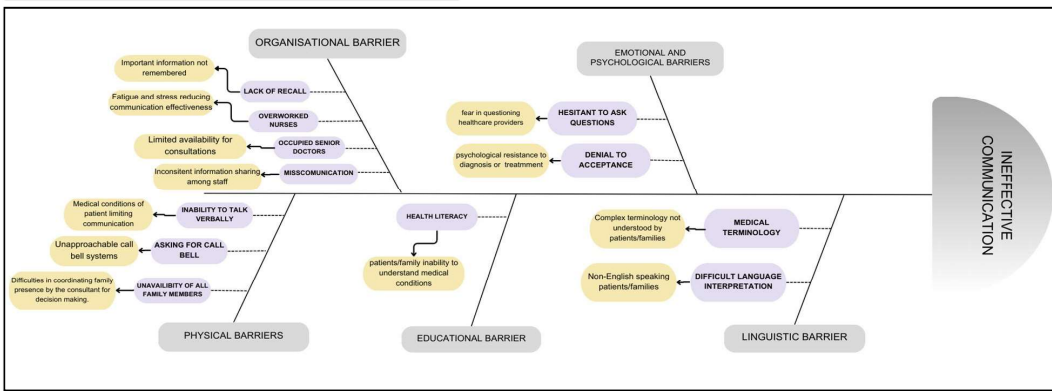
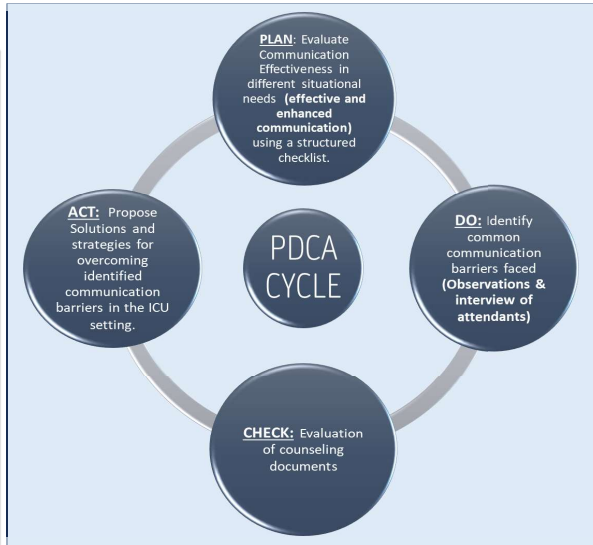
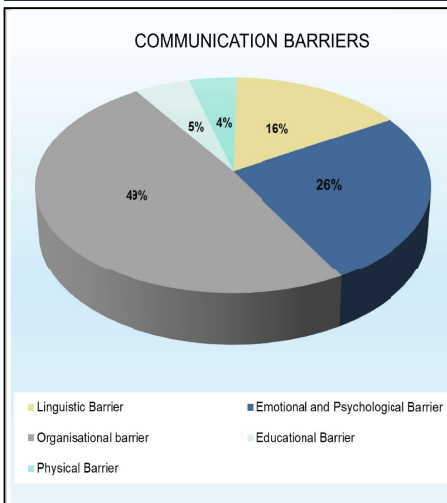
STUDY DESIGN: Descriptive Cross-sectional study

DATA COLLECTION PROCEDURE:

- Observation of conversation between healthcare professionals and patient/attendants in the ICU
- Checklist- Develop a checklist into 2 questionnaires based on situational needs (effective and enhanced communication)
- Patient/attendant interview- collect feedback focusing on their communication experience

SAMPLE SIZE- 100 patients/attendants

STUDY DURATION- 10th May 2024 – 15th June 2024



STRENGTH

- Structured Assessment: Systematic checklist for evaluation.
- Holistic Understanding: Combining observed interactions and feedback
- ICU Focus: Targeted barrier identification in critical care.

WEAKNESS

- Subjectivity in Observations: Potential bias in assessment.
- Feedback Reliability: feedback may be affected by their health condition and stress levels

SWOT ANALYSIS

OPPORTUNITIES

- Training Programs: Improve healthcare provider communication skills.
- Enhanced Communication: Better patient satisfaction and outcomes.
- Policy Development: Improve healthcare communication standards.

THREATS

- Resistance to Change: Reluctance in adopting new strategies.

THEORETICAL KNOWLEDGE

Read briefly about quality tools theoretically.

Studied about different types of studies in epidemiology

Read about importance of effective communication.

PRACTICAL KNOWLEDGE

Applied quality tools like RCA, Checklists, PDCA cycle for analysis.

Used observational study in project.

Applied the knowledge to formulate the checklists for the study.

SUGGESTIONS

- On-site Counseling Services for families to address their emotional and psychological needs.
- Single key decision maker should be selected to receive all information from the doctor, ensuring clarity and streamlined communication.
- Strengthening fixed timings and place for family counselling of ICU patients.
- Provision of 3-days case-summary to attendants.
- Strengthening real time feedback systems for attendants.
- Training of staff to effectively communicate adequate information.

LEARNINGS

- NABH 5 TH EDITION-Understanding the hospital quality requirement as per the accreditation.
- Hand hygiene Audit
- Importance of clinical documentation(open file audit)
- HIRA audit
- Bundle of care Audit

USEFULNESS

- Understanding concept and importance of audits in depth.
- Exposure to different quality tools used in health care contributing to patient safety and quality of care.
- Career exploration and clarification.
- Networking and professional connections

HARDSHIPS

- Tracking conversations with consultants, who had no fixed time, often conflicting with family meeting time
- Due to lack of practical exposure, time taken to collect data is high.

Weekly Report 1

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: DR. TANVI

Roll no: 1869

Stream: MBA HM

Week no: 1 From:01-05-2024 to 04-05-2024

Activity Done	• Working on streamlining the SOP's as per NABH guidelines in the hospital. • Participated in an open file audit of critical and non-critical areas. • Observed functioning of different departments and flow of patients. • Observed a CODE BLUE mock drill conducted in hospital and learned about teams responsible in such emergency situations.
Linking theory (Classroom learning) with practice at your organisation	• Knowledge about different departments of a hospital and scope of each department helped me to understand the functionality of each department. • Quality standards set by NABH makes comparison easy if the functioning of hospital is being done accordingly or not.
Gaps identified on the working area.	• Incomplete documentation in patient files. • Code blue mock drill made me realised the staff didn't handle the emergency well and a lot of time was wasted in reporting and lack of communication was there in giving treatment.

Suggestions for improvement	• Still observing the organisation functioning more before giving any further solutions.
Plan for the next week	• To finalise and start working on the project for my summer internship.

Signature of the Student



TANVI

Weekly Report 2

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: DR. TANVI

Roll no:1869

Stream: MBA HM

Week no: From:06-05-2024 to 11-05-2024

Activity Done	• Finalised the Project- Communication Barrier among patients and healthcare staff in hospital. (yet to finalise the exact name of the project). It is mainly related to studying about lack of effective and enhanced communication among patients and hospital staff) • Started gathering data related to project. • Working on streamlining of SOP for the hospital as per NABH guidelines. • Started with HIRA Audit (Hazard Identification and Risk Assessment) which is to be continued in the next week.
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Linking theory (Classroom learning) with practice at your organisation	• Knowledge about importance of effective communication helped me observe the major communication gap between patients/attendants and healthcare providers.
Gaps identified on the working area.	• Major gap in communication between the hospital staff and patients have been observed. • Long waiting hours of the discharge process .
Suggestions for improvement	Working on it
Plan for the next week	• To collect data related to project by observing the family counselling done by healthcare staff. • Identify situations more deeply where managerial actions be taken to improve the functioning of the organisation.

Signature of the Student



Tanvi

Weekly Report 3

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. Tanvi

Roll no:1869

Stream: MBA HM

Week no:3 From: 13 -05-2024 to 18-05-2024

Activity Done	• Started gathering data related to project. • Working on streamlining of SOP for the hospital as per NABH guidelines. • Continued with HIRA Audit (Hazard Identification and Risk Assessment) of the entire hospital.
Linking theory (Classroom learning) with practice at your organisation	• Knowledge about importance of effective communication helped me observe the major communication gap between patients/attendants and healthcare providers.
Gaps identified on the working area.	• Long waiting time for report completion in NIC department. • Lower rate of conversion of patient from OPD to IPD.
Suggestions for improvement	• Working on it
Plan for the next week	• To collect more data related to project. • Identify situations more deeply where managerial actions need to be taken to improve the functioning of the organisation.

Signature of the Student



Tanvi

Weekly Report 4

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr Tanvi

Roll no:1869

Stream: MBA HM

Week no: From:20-05-2024 to 25-05-2024

Activity Done	• Continued Gathering data related to project. • Working on streamlining of SOP for the hospital as per NABH guidelines. • Completion of HIRA Audit (Hazard Identification and Risk Assessment) of the entire hospital along with its report. • Conducting Medication safety audit.
Linking theory (Classroom learning) with practice at your organisation	• Knowledge about importance of effective communication helped me observe the major communication gap between patients/attendants and healthcare providers.
Gaps identified on the working area.	• Long waiting hours of discharge process
Suggestions for improvement	• Working on it

Plan for the next week	• To continue collecting data related to project. • Identify situations more deeply where managerial actions need to be taken to improve the functioning of the organisation.

Signature of the Student



Tanvi

Weekly Report 5

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. TANVI

Roll no:1869

Stream: MBA HM

Week no: From:27-05-2024 to 01-06-2024

Activity Done	• Gathering data related to barriers in communication in ICU setting of hospital. • Started with internal audit of ICU's. • Mid-term presentation of work done so far
Linking theory (Classroom learning) with practice at your organisation	• Knowledge about importance of effective communication helped me observe the major communication gap between patients/attendants and healthcare providers.

Gaps identified on the working area.	Reduced transfer of patients from OPD to IPD
Suggestions for improvement	Working on it
Plan for the next week	- To continue collecting data related to project. - Identify situations more deeply where managerial actions need to be taken to improve the functioning of the organisation.

Signature of the Student



TANVI

Weekly Report 6

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. TANVI

Roll no:1869

Stream: MBA HM

Week no:6 From:03-06-2024 to 08-06-2024

Activity Done	- Gathering data related to barriers to communication in ICU setting of hospital. - Continuing internal departmental audit of ICU's. - Started with PREM audit on geriatric care and safety
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Linking theory (Classroom learning) with practice at your organisation	Knowledge about importance of effective communication helped me observe the major communication gap between patients/attendants and healthcare providers.
Gaps identified on the working area.	Lack of effective communication among patients/attendants and healthcare providers
Suggestions for improvement	Working on it
Plan for the next week	- To continue collecting data related to project. - Identify situations more deeply where managerial actions need to be taken to improve the functioning of the organisation.

Signature of the Student



Tanvi

Weekly Report 7

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. TANVI

Roll no:1869

Stream: MBA HM

Week no: From:10-06-2024 to 15-06-2024

Activity Done	• Analysing data related to project. • Developed revised checklist on departmental audit as per NABH • Started with hand hygiene audit.
Linking theory (Classroom learning) with practice at your organisation	• Communication helped me thrive in the administrative work culture of the hospital.
Gaps identified on the working area.	• Duplicity in indentation of data due to launch of new HIS
Suggestions for improvement	• Working on it
Plan for the next week	• Start with poster making of project • Identify situations more deeply where managerial actions need to be taken to improve the functioning of the organisation.

Signature of the Student



Tanvi

Weekly Report 8

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. TANVI

Roll no:1869

Stream: MBA HM

Week no:8 From:17-06-2024 to 22-06-2024

Activity Done	• Collected data related to hand hygiene audit and bundle of care audit. • Started with final presentation of the project.
Linking theory (Classroom learning) with practice at your organisation	• Using quality tools for analysis of data • Knowledge about effective and efficient communication is helping me identify the compliance or non-compliance of communication among patient and hospital staff.
Gaps identified on the working area.	• Lack of awareness about presence of feedback system among patients/attendants. • Lack of adherence to hand hygiene movements in critical and non-critical areas of hospital.
Suggestions for improvement	• Working on it
Plan for the next week	• Conduct a training session, if possible, for nurses to guide them on the importance of effective communication. • Gathering more data and completing the analysis of hand hygiene and bundle of care audit.

Signature of the Student



Tanvi

Weekly Report 9

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: Dr. TANVI

Roll no:1869

Stream: MBA HM

Week no:9 **From:**24-06-2024 to 29-06-2024

Activity Done	• Completed the poster on topic “ASSESSING PATIENT-CENTERED COMMUNICATION IN ICU’s” and made PPT for the same. • Collected data related to hand hygiene audit in critical areas.
Linking theory (Classroom learning) with practice at your organisation	• Using quality tools for analysis of data • Linked the zoning and layout of various departments that was learned in essentials of hospitals.
Gaps identified on the working area.	• Lack of awareness about presence of feedback system among patients/attendants. • Lack of adherence to hand hygiene movements in critical and non-critical areas of hospital.

Suggestions for improvement	• On-site Counseling Services: Offer on-site counseling services for families to address their emotional and psychological needs. • Single key decision maker should be selected to receive all information from the doctor, ensuring clarity and streamlined communication. • Strengthening fixed timings and place for family counselling of ICU patients. • Provision of 3-days case-summary to attendants. • Strengthening real time feedback systems for attendants. • Training of staff to effectively communicate adequate information.
Plan for the next week	• Presenting the work done.

Signature of the Student



Tanvi

Compiled Report

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: QUALITY

Name of the Student: TANVI

Roll no:1869

Stream: MBA HM

Activity Done	• Undertook a project on ASSESSING PATIENT-CENTERED COMMUNICATION IN ICU'S • Did various audits such as- 1. Hand Hygiene audit, 2. Open File audit 3. HIRA audit 4. Bundle of care audit 5. Department audit 6. Patient Reported Experience Measures on geriatric care and safety Audit • Prepared SOP for hospitals as per NABH standard. • Prepared SOP for Emergency Management of Burn Patient. • Observed mock drills of emergency codes
Linking theory (Classroom learning) with practice at your organisation	• In theory, I learnt about importance of effective communication in hospital, and here I applied this knowledge to formulate checklist for my study. • In theory, I briefly read about quality tools, and here I applied quality tools like RCA, checklist, PDCA cycle for analysis of my project. • In theory I learnt about various types of studies in epidemiology and here I used observational study to gather data for my project.

Suggestions for improvement	• On-site Counseling Services for families to address their emotional and psychological needs. • Single key decision maker should be selected to receive all information from the doctor, ensuring clarity and streamlined communication. • Strengthening fixed timings and place for family counselling of ICU patients. • Provision of 3-days case-summary to attendants. • Strengthening real time feedback systems for attendants. • Training of staff to effectively communicate adequate information. • Hourly alarms to be introduced at nursing stations to remind the staff about maintaining hand hygiene.
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Signature of the Student

Tanvi

TANVI

Ashish

Approved by the HHMR University's Mentor

THANKYOU