

SUMMER INTERNSHIP PROGRAM

at

Rukmani Birla Hospital

1st May 2024 to 1st July 2024

A REPORT BY

Tanmay Sharma

Master of Business Administration

Hospital and Health Management

2023-25

under the Mentorship of

Dr. Anupam Mehrotra



RBH/2024/Jul/HRD/6164

Date: 01 Jul 2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Tanmay Sharma** has successfully completed his training in Operations Department from 01 May 2024 to 01 Jul 2024.

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

For CK Birla Hospital - RBH


Raju Kumar
Unit Head - HR

IIHMR University Faculty Mentor Approval

This is to certify that **MR. TANMAY SHARMA** of the academic year 2023-25 of Institute of Health Management Research has prepared a poster concerning his summer internship held from 1st May – 01st July 2024.

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

Date: 22/07/2024

A handwritten signature in blue ink, appearing to read 'Anupam', with a stylized flourish at the end.

Dr. Anupam Mehrotra
Assistant Professor

A study of financial counselling in self-pay and estimation of variance between the estimated bill and final bill of surgical patients at CK Birla Hospital, Jaipur

Name: Tanmay Sharma

Roll No: 1868

Faculty mentor: Dr. Anupam Mehrotra

Organisation mentor: Dr. Nihar Bhatia

HOSPITAL PROFILE

BRIEF HISTORY

- ❖ It was the first private hospital with the cutting-edge facility in healthcare in Kolkata.
- ❖ It is the first hospital in India to receive the National Accreditation Board of Hospital award.
- ❖ The group launched the most progressive center of the clinical care at Jaipur-The Rukmani Birla Hospital in 2016.

BRIEF DISCRPTION

The CK Birla group has different chains which include hospitals in Gurugram (CK Birla), Jaipur (RBH), Kolkata (CMRI), and Kolkata (BM Birla Heart Research Centre). CK Birla Hospital is a 230-bedded multi-specialty hospital in Jaipur. RBH has 24-hour specialized healthcare departments with highly trained doctors and nurses.

VISION

- ❖ To provide the highest level of patient care and clinical excellence

MISSION

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

METHODOLOGY

The study was conducted from secondary data.

- ❖ **Research Design:** Descriptive Study
- ❖ **Sample Population:** Surgeries of last 6 Months.
- ❖ **Sampling Method:** Convenience sampling
- ❖ **Sample Size:** 475 Surgical Patients
- ❖ **Study Area:** Financial Counselling Department.
- ❖ **Inclusion criteria:** Patients who are advised to undergo Surgical Procedure and financial counselling for estimation cost in self-pay.
- ❖ **Exclusion criteria:** Duplicate entries are excluded from the project, errors in documentation, and incomplete data.

SWOT ANALYSIS

STRENGTH

- Experienced, Skilled staff
- Efficient Workflow & turnaround time.
- Dynamic data management software.

THREAT

- Technical glitches
- Documentation and Data Error
- Insufficient flow-ups.
- Insurance dispute

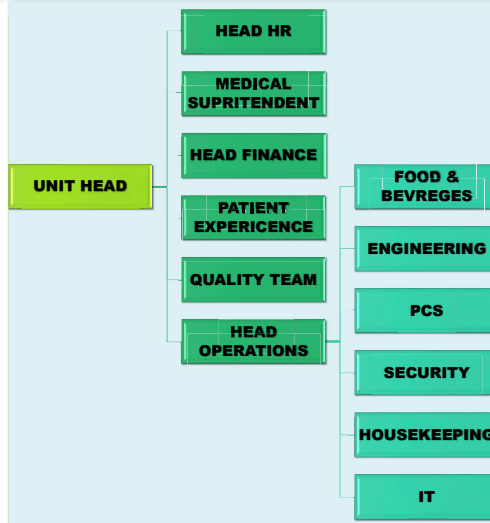
OPPORTUNITIES

- Collaboration and interdisciplinary care.
- Comprehensive application for patient care.

THREAT

- Data privacy and security.
- Rising patient expectations.
- Economical Downfall.

ORGANIZATION STRUCTURE



OBJECTIVES

- To assess the accuracy of estimated healthcare costs compared to actual expenses incurred by these patients.
- To find in which type of surgery the maximum deviation is present.
- To find the variation in the financial estimation to the final bill.

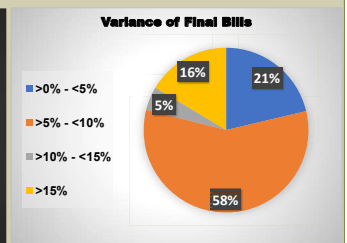
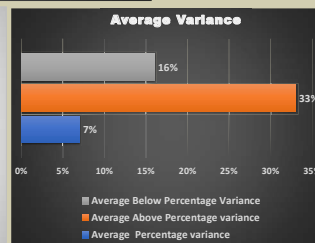
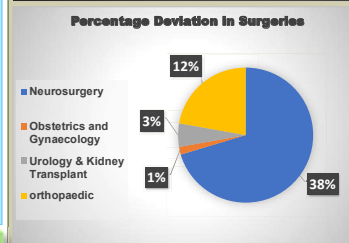
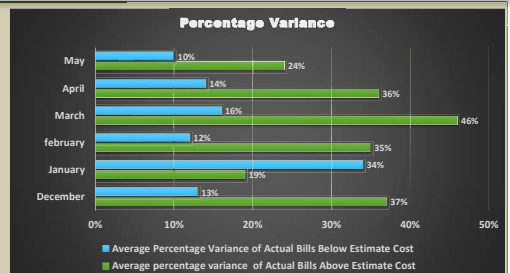
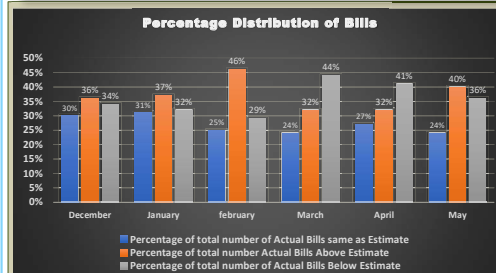
THEORETICAL VS PRACTICAL EXPOSURE

- Theoretical knowledge is more abstract and conceptual While practical knowledge is focused on real-world application.
- Theoretical knowledge enhances understanding, and analytical skills while practical knowledge develops skills such as problem-solving, decision-making, and teamwork.
- Theoretical knowledge helps in understanding the concepts, quality management principles, and industry standards, while practical knowledge helps me be more confident in implementing the theoretical concepts in my work.

LEARNING

- ❖ Developed the understanding about hospital management system.
- ❖ Emergency codes(STEMI, RRT) and its importance.
- ❖ Functioning of Departments (Patient care services - OPD & IPD, Engineering, F&B.
- ❖ Daily Internal assessments.
- ❖ Discharge process of cash and insurance patient.
- ❖ Learnt project management, patient coordination, task management, resolving problem.

PROJECT FINDINGS



SUGGESTIONS

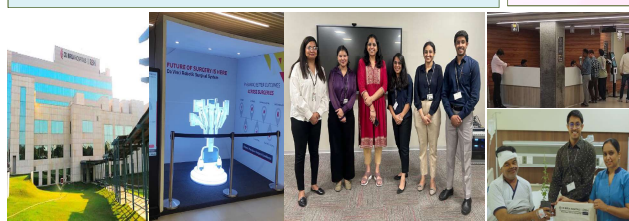
- Defined length of stay packages surgery wise for key specialties to prevent variance.
- Consumables should be used in appropriate numbers and extra usage of consumables can be reduced.
- Recounselling should be updated on real time basis.

USEFULNESS

- Hospital industry exposure.
- Opportunity to conduct research in hospital.
- Helps to create networking with hospital member.
- Opportunities to improve communication skills.

CHALLANGES

- Adjusting to Dynamic Hospital environment.
- Data Privacy and Confidentiality.
- Communication and Teamwork.



(Week 1)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

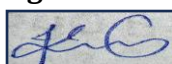
Roll no: 1868

Stream: MBA-HHM

Week no 1: From:01/05/2024 to 4/05/2024

Activity Done	• Observe the admission process of OPD and IPD. • Observe the admission process flow in the Emergency Department. • Observation of TAT in the OPD area. • Observe the process of bed management. • Observe the process Financial Counselling of Patient • General observation of depts of the hospital.
Linking theory (Classroom learning) with practice at your organisation	• Importance of reducing TAT in the OPD area to increase the overall patient satisfaction.
Gaps identified on the working area.	• Infection control in OPD area is insufficient • The duration patients spend waiting in the outpatient department before seeing the doctor is longer. • Overcrowding in peak hours.
Suggestions for improvement	• Staff - Patient Coordination should be improved. • Patient should be informed on prior basis, if the doctor is busy in some other works.
Plan for the next week	• Start working on the project

Signature of the Student



Approved by the IIHMR University's Mentor

(Week-2)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 2: From:06/05/2024 to 11/05/2024

Activity Done	• Observation in the Emergency Department • Patient management during Code Fast, Blue, and STEMI • Visit in Central Sterile Supply Department (CSSD) • Observe admission Process in IPD • Process of Inpatient Bed management • observation in General Ward • Visit in the Dialysis Department • General observation in the OPD area
Linking theory (Classroom learning) with practice at your organisation	• Review emergency triage concepts and how these concepts are applied in real-time, including rapid assessment techniques and interprofessional collaboration. • Learn about Zones in CSSD, sterilization techniques, infection control, and equipment handling in sterile processing courses. • Review the concept of Provider-Patient Collaboration.
Gaps identified on the working area.	• Lengthy admission procedures leading to patient dissatisfaction and delays in care. • Echo machines is not in Emergency Department during Critical Patient management • Long waiting time for Inpatient Bed allocation from E/R dept. • Long waiting time in receiving Diagnostic reports (ECHO and Radiology). • Discharge time is long for Insurance patients. • Unavailability of pre-discharge lounge.

Suggestions for improvement	• Ensure critical equipment like echo machines is always available in the Emergency Department through regular maintenance and inventory management. • The patient should be informed on a prior basis, if the doctor is busy in some other works. • Create a comfortable pre-discharge lounge with amenities to enhance patient experience while awaiting final discharge.
Plan for the next week	• Review NABH guidelines for Various dept. • General observation in PCS dept.

Signature of the Student



Approved by the IIHMR University's Mentor

(Week-3)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

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

Activity Done	• Visit in laundry and linen Department and Observe linen handling, and infection control measures. • Observation in the Engineering Department. • Review and Prepare a Checklist of Facility management and safety according to NABH. • Auditing of Electrical stock items acc. To Checklist. • Process of RGHS in both IPD and OPD. • Turnaround Time (TAT) during Code STEMI. • Visit to STP Plant.
Linking theory (Classroom learning) with practice at your organisation	• Based on Infection control, operations management Learn about linen handling, and infection control measures. • Learn about maintenance processes, project management techniques, and emergency handling based on Facilities management, project management.
Gaps identified on the working area.	• Inefficiencies in the collection of dresses and distribution process and delayed turnaround times. • Poor tracking of linen inventory leading to shortages or overstock. • Lack of systematic inventory tracking and management in the Engineering Dept. • Extended TAT beyond recommended benchmarks during Code STEMI. • Poor storage conditions affecting the lifespan of Engineering items.

Suggestions for improvement	• Implement a digital inventory system for distribution of Staff Dresses. • Improve storage conditions of Engineering items. • Conduct regular inventory audits with barcode systems. • Ensure adequate Cath lab resources and staffing.
Plan for the next week	• Data analysis of Cost Estimation and Final Bill Paid by the patient. • General observation in Engineering dept.

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(Week-4)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 4: From:20/05/2024 to 25/05/2024

Activity Done	• Pre-assessment Auditing of Discharge rooms according to checklist including services like Electricals & HVAC. • Visit in the MICU and ICCU. • Gain knowledge about process of dispensing high-risk medications from IP pharmacy to inpatient wards. • Observe the discharge process of Cash and insurance patients. • Work on the SOP of the Engineering Department. • Conduct Grooming Audits. • Work on the Data collection and analysis for the research topic.
Linking theory (Classroom learning) with practice at your organisation	• Learn to about Total quality management (TQM) principles to ensure discharge rooms meet safety and operational standards. • Learn protocols and risk mitigation strategies to ensure patient safety. • Understand administrative and financial aspects of patient discharge. • Understanding the development and implementation of SOPs is a key part of operations management.
Gaps identified on the working area.	• Inefficiencies and delays in the discharge process due to approvals from tpa providers. • Inconsistent adherence to grooming standards among staff. • Housekeeping takes more time in room clearance than the standard benchmark time.

	• Inter-departmental miscommunication, seen during the discharge process.
Suggestions for improvement	• Establish clear grooming guidelines and training. • Perform regular audits and provide feedback. • Regularly review and update SOPs. • Enhance inter-departmental communication.
Plan for the next week	• Data analysis of Cost Estimation and Final Bill Paid by the patient. • Start working on the SOP of the Patient care Service department.

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Approved by the IIHMR University's Mentor

(Week-5)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 5: From:27/05/2024 to 01/06/2024

Activity Done	• Observe Patient management and TAT during Code RRT. • Observe how discharge procedures are documented, including legal and ethical considerations, ensuring smooth transitions for patients. • Presentation on Mid-Point Performance which includes project progress, Task completed, and Task in progress. • General Observation Rounds in IP wards. • Auditing of History cards of all types of machinery including Chiller plant, Fire engine, UPS, Water softener plant. • Pre-assessment Auditing of Discharge rooms according to checklist including services like Electricals & HVAC.
Linking theory (Classroom learning) with practice at your organisation	• Workflow optimization and quick response in critical situations. • Learn to about Total quality management (TQM) principles to ensure discharge rooms meet safety and operational standards. • Developing clear and concise presentation skills for conveying complex information.
Gaps identified on the working area.	• Due to miscommunication between staff room is not cleared during transfer of RRT patient form IP ward to HDU. • Lengthy documentation processes impacting efficiency. Staff unavailability is seen in case RGHS, patient has to come on ground floor from ward for final discharge clearance.

	• Lack of coordination seen among housekeeping and nursing staff impacting patient care. • Incomplete record maintenance on history cards for machinery.
Suggestions for improvement	• Establish clear communication channels during emergencies and regular training and drills for emergency response. • Regular multidisciplinary meetings for better coordination. • Implement a strict maintenance schedule and Train staff on equipment management and record-keeping.
Plan for the next week	• Data analysis of Cost Estimation and Final Bill Paid by the patient. • Conduct activities for World Environment Day.

Signature of the Student



Approved by the IIHMR University's Mentor

(Week-6)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 6: From:06/06/2024 to 08/06/2024

Activity Done	• Contribution towards hospital representation on 5th June, World Environment Day at Rajasthan State Pollution Control Board. • Contribution to the plantation drive at the hospital. • Staff files audit of different departments of operations- housekeeping, engineering, food and beverage, etc. • Queue management during the implementation of new HIS software. • Observed initial glitches and the learning curve associated with the new HIS caused delays in patient care and administrative tasks.
Linking theory (Classroom learning) with practice at your organisation	• Guiding and Supporting Staff: Effective leadership involves guiding staff through the transition, providing training, and ensuring morale is maintained. Supportive leadership helps staff adapt to changes more smoothly. • Team Coordination: Coordinating between different departments (IT, medical, administrative) to ensure a unified approach to implementing the new HIS showcases strong team management skills.
Gaps identified on the working area.	• New HIS Software was implemented in the hospital which caused a lot of discomfort to patients. Many patients were unfamiliar with the new processes, which led to confusion and frustration during check-ins. • The staff needed more training and a greater number of days to adapt smoothly. Inadequate training ultimately led to discomfort to patients.

Suggestions for improvement	Regular Feedback Collection: Implement a robust system for collecting feedback from patients and staff continuously throughout the implementation phase. Use this feedback to make real-time improvements.
Plan for the next week	Learn new task in operations and how to handle them.

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Approved by the IIHMR University's Mentor

(Week-7)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 7: From:10/06/2024 to 5/06/2024

Activity Done	• Observation rounds in the hospital floors. • Prepared SNAG list for outstanding tasks for different departments. • Identify different measures which include in the Contingency plan for the Engineering department. • Learn about Hazard identification and risk assessment tool (HIRA). • Participate in World Blood Donor Day and help in the registration process of Donors. • Data Analysis of Project using Lean Six Sigma tool (DMAIC).
Linking theory (Classroom learning) with practice at your organisation	• During rounds, assess patient flow and identify areas where delays occur. Suggest improvements based on quality improvement theories. • Learn about health promotion strategies to encourage blood donation and use of community engagement theories in the effectiveness in donor participation.
Gaps identified on the working area.	• Incomplete task tracking and prioritization. • Lack of comprehensive risk assessment and contingency planning. • Poor communication and coordination between departments.
Suggestions for improvement	• Regular Feedback Collection: Implement a robust system for collecting feedback from patients and staff continuously throughout the implementation phase. Use this feedback to make real-time improvements.

Plan for the next week	• Learn new task in operations and how to handle them.
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Approved by the IIHMR University's Mentor

(Week-8)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

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

Activity Done	• Observation rounds on the hospital floors. • Audit of housekeeping floor round registers. • Observe the process of meal delivery from the F&B department to IP wards. • Cross-checked patient food summary of the F&B department from ward food census. • Gain Knowledge about different Diet plans. • Collect feedback from patients to improve the meal delivery process.
Linking theory (Classroom learning) with practice at your organisation	• Understand the Concepts of service quality in healthcare. • Utilize health informatics skills to manage and analyse patient dietary data, ensuring it aligns with patient care plans.
Gaps identified on the working area.	• Incomplete records by housekeeping staff. • Delayed deliveries of meals. • Inaccurate orders. • Poor coordination among staff. • Patient shifting and Discharge are not updated.
Suggestions for improvement	• Improve interdepartmental communication. • Train staff on accurate record-keeping. • Regular audits and feedback. • Double-check meal orders.
Plan for the next week	• Learn new task in operations and how to handle them.

Signature of the Student



Approved by the IIHMR University's Mentor

(Week-9)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: MBA-HHM

Week no 9: From:24/06/2024 to 29/06/2024

Activity Done	• Observe the process of meal delivery from F&B department to IP wards. • Cross checked patient food summary of F&B department from ward food census. • Stock audit of Food and Beverage department. • Gain knowledge about medical gases and their colour coding. • Visit in the Mortuary. • Attended mock drill of code orange.
Linking theory (Classroom learning) with practice at your organisation	• Understand the Concepts of service quality in healthcare.
Gaps identified on the working area.	• Delayed deliveries of meal • F&B department implemented new HIS software but not meeting expectations.
Suggestions for improvement	• Regular audits and feedback. • Double-check meal orders.

Signature of the Student



Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: Rukmani Birla Hospital

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Tanmay Sharma

Roll no: 1868

Stream: HHM

Activity Done	• Observe the admission process of OPD and IPD. • Observation in the Emergency Department. • Observation of TAT in the OPD area. • Observe the process of bed management. • Observe the process Financial Counselling of Patient. • General observation of depts of the hospital. • Patient management during Code Fast, Blue, and STEMI. • Visit in Central Sterile Supply Department (CSSD). • Observation in General Ward. • Visit in the Dialysis Department. • Visit in laundry and linen Department and observe linen handling, and infection control measures. • Observation in the Engineering Department. • Review and Prepare a Checklist of Facility management and safety according to NABH. • Auditing of Electrical stock items acc. To Checklist. • Process of RGHS in both IPD and OPD. • Turnaround Time (TAT) during Code STEMI. • Visit to STP Plant. • Pre-assessment Auditing of Discharge rooms according to checklist including services like Electricals & HVAC. • Visit in the MICU and ICCU. • Gain knowledge about process of dispensing high-risk medications from IP pharmacy to inpatient wards. • Observe the discharge process of Cash and insurance patients. • Work on the SOP of the Engineering Department.
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	• Conduct Grooming Audits. • Work on the Data collection and analysis for the research topic. • Observe Patient management and TAT during Code RRT. • Observe how discharge procedures are documented, including legal and ethical considerations, ensuring smooth transitions for patients. • Presentation on Mid-Point Performance which includes project progress, Task completed, and Task in progress. • General Observation Rounds in IP wards. • Auditing of History cards of all types of machinery including Chiller plant, Fire engine, UPS, Water softener plant. • Contribution towards hospital representation on 5th June, World Environment Day at Rajasthan State Pollution Control Board. • Contribution to the plantation drive at the hospital. • Staff files audit of different departments of operations- housekeeping, engineering, food and beverage, etc. • Queue management during the implementation of new HIS software. • Observed initial glitches and the learning curve associated with the new HIS caused delays in patient care and administrative tasks. • Prepared SNAG list for outstanding tasks for different departments. • Identify different measures which include in the Contingency plan for the Engineering department. • Learn about Hazard identification and risk assessment tool (HIRA). • Participate in World Blood Donor Day and help in the registration process of Donors. • Data Analysis of Project using Lean Six Sigma tool (DMAIC). • Audit of housekeeping floor round registers. • Observe the process of meal delivery from the F&B department to IP wards.
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	• Cross-checked patient food summary of the F&B department from ward food census. • Gain Knowledge about different Diet plans. • Collect feedback from patients to improve the meal delivery process. • Stock audit of Food and Beverage department. • Gain knowledge about medical gases and their colour coding. • Visit in the Mortuary.
Linking theory (Classroom learning) with practice at your organisation	• The importance of reducing TAT in the OPD area to increase the overall patient satisfaction. • Review emergency triage concepts and how these concepts are applied in real-time, including rapid assessment techniques and interprofessional collaboration. • Learn about Zones in CSSD, sterilization techniques, infection control, and equipment handling in sterile processing courses. • Review the concept of Provider-Patient Collaboration. • Based on Infection control, operations management learn about linen handling, and infection control measures. • Learn about maintenance processes, project management techniques, and emergency handling based on Facilities management, project management. • Learn to about Total quality management (TQM) principles to ensure discharge rooms meet safety and operational standards. • Learn protocols and risk mitigation strategies to ensure patient safety. • Understand administrative and financial aspects of patient discharge. • Understanding the development and implementation of SOPs is a key part of operations management. • Workflow optimization and quick response in critical situations. • Developing clear and concise presentation skills for conveying complex information.

	• Guiding and supporting staff: Effective leadership involves guiding staff through the transition, providing training, and ensuring morale is maintained. Supportive leadership helps staff adapt to changes more smoothly. • Team coordination: Coordinating between different departments (IT, medical, administrative) to ensure a unified approach to implementing the new HIS showcases strong team management skills. • During rounds, assess patient flow and identify areas where delays occur. Suggest improvements based on quality improvement theories. • Learn about health promotion strategies to encourage blood donation and use of community engagement theories in the effectiveness in donor participation. • Understand the concepts of service quality in healthcare. • Utilize health informatics skills to manage and analyse patient dietary data, ensuring it aligns with patient care plans.
Gaps identified on the working area.	• Infection control in OPD area is insufficient. • The duration patients spend waiting in the outpatient department before seeing the doctor is longer. • Overcrowding in peak hours. • Lengthy admission procedures leading to patient dissatisfaction and delays in care. • Echo machines is not in Emergency Department during Critical Patient management. • Long waiting time for Inpatient Bed allocation from E/R dept. • Long waiting time in receiving Diagnostic reports (ECHO and Radiology). • Discharge time is long for Insurance patients. • Unavailability of pre-discharge lounge. • Inefficiencies and delays in the discharge process due to approvals from TPA providers. • Inconsistent adherence to grooming standards among staff.

	• Housekeeping takes more time in room clearance than the standard benchmark time. • Inter-departmental miscommunication, seen during the discharge process. • Due to miscommunication between staff, room is not cleared during transfer of RRT patient from IP ward to HDU. • Lengthy documentation processes impacting efficiency. Staff unavailability is seen in case RGHS, patient has to come on ground floor from ward for final discharge clearance. • Lack of coordination seen among housekeeping and nursing staff impacting patient care. • Incomplete record maintenance on history cards for machinery. • New HIS Software was implemented in the hospital which caused a lot of discomfort to patients. Many patients were unfamiliar with the new processes, which led to confusion and frustration during check-ins. • The staff needed more training and a greater number of days to adapt smoothly. Inadequate training ultimately led to discomfort to patients. • Incomplete task tracking and prioritization. • Lack of comprehensive risk assessment and contingency planning. • Poor communication and coordination between departments. • Incomplete records by housekeeping staff. • Delayed deliveries of meals. • Inaccurate orders. • Poor coordination among staff. • Patient shifting and discharge are not updated. • F&B department implementing changes but not meeting expectations.
Suggestions for improvement	• Staff - Patient Coordination should be improved. • Patient should be informed on prior basis, if the doctor is busy in some other work. • Ensure critical equipment like echo machines is always available in the Emergency Department through regular maintenance and inventory management.

	• Create a comfortable pre-discharge lounge with amenities to enhance patient experience while awaiting final discharge. • Implement a digital inventory system for distribution of Staff Dresses. • Improve storage conditions of Engineering items. • Conduct regular inventory audits with barcode systems. • Ensure adequate Cath lab resources and staffing. • Establish clear grooming guidelines and training. • Perform regular audits and provide feedback. • Regularly review and update SOPs. • Enhance inter-departmental communication. • Establish clear communication channels during emergencies and regular training and drills for emergency response. • Regular multidisciplinary meetings for better coordination. • Implement a strict maintenance schedule and train staff on equipment management and record-keeping. • Regular Feedback Collection: Implement a robust system for collecting feedback from patients and staff continuously throughout the implementation phase. Use this feedback to make real-time improvements. • Improve interdepartmental communication. • Train staff on accurate record-keeping. • Regular audits and feedback. • Double-check meal orders.
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Signature of the Student



Approved by the IIHMR University's Mentor