

SUMMER INTERNSHIP PROGRAM

at

Shravan Hospital and Kidney Institute

From 02/05/2024 to 30/06/2024

A REPORT BY

Sunaina Batra

Master of Business Administration

(Hospital and Healthcare Management)

2023-25

under the Mentorship of

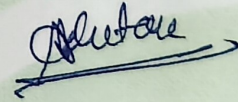
Dr. Piyusha Majumdar



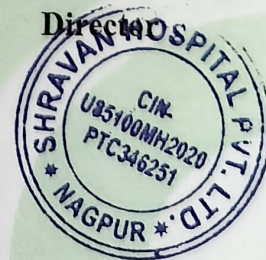
CERTIFICATE OF COMPLETION

This is to certify that **Dr. Sunaina Batra** of batch 2023-2025 of **Shravan Hospital and Kidney Institute (A unit of Shravan Hospital Private Limited)** has worked with our organization for her summer internship from **02/05/2024 to 30/06/2024**. The overall performance shown by her during the period was excellent. This certificate is being issued to meet the requirements of the **IIHMR University**.

Date: 01/07/2024



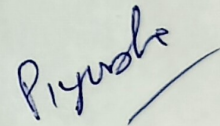
Dr. Shravan Khetn



IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Sunaina Batra** 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.

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

Date: 22.07.2024

Dr. Piyusha Majumdar

Associate Professor

Prepared by-
Dr. Sunaina Batra
MBA HM 28
1859

Training Need Assessment at Shravan Hospital and Kidney Institute, Nagpur

Faculty mentor- Dr. Piyusha Majumdar
Organisation mentor- Ms. Payal Vyas

Description of the hospital

Shravan Hospital and Kidney Institute in Nagpur is a multispecialty hospital renowned for its comprehensive healthcare services. Specializing in nephrology and urology, the institute also offers a wide range of medical and surgical treatments across various disciplines. Equipped with advanced medical technology and staffed by experienced healthcare professionals, the hospital is committed to providing high-quality patient care and promoting wellness in the community.

MISSION

Efficient treatment in affordable cost

VISION

To fulfill the patient's requirements, securing their lives and thus accounting for the best duties towards humanity.

Learning and value addition

- Conducted audits of patient medical records and employee HR files.
- Developed problem-solving skills and strategic approaches.
- Gained knowledge of NABH regulations.
- Participated in audits for PCPNDT and fire safety certifications.
- Understood functioning of different departments in the hospital
- Enhanced time management and communication skills.

Usefulness of Internship

- Made an IEC material to be displayed on the TV in OPD on the topic- appropriated cooking methods by ICMR guidelines.
- Was a part of the project of the training needs assessment of the phlebotomist visiting patient's home for sample collection

SWOT Analysis

STRENGTH

- Problems faced by the employees is heard and solved at the earliest.
- Appointments of the doctors is taken online as well

WEAKNESS

- Lack of proper communication between the clinical and managerial staff
- Staff shortage

OPPORTUNITIES

- Social media marketing
- Staff retention by being keen towards their problems

THREATS

- Competition from other reputed hospitals
- Costs of the services

Difference between theoretical understanding and practical exposure

- From the module "essentials of hospital services", I have learnt about the structure of the hospital.
- Had a module on communication which helped me to communicate with various staff of the hospital.

About the project

With rising demand for accessible healthcare, home-based phlebotomy plays a crucial role. Phlebotomists face unique challenges, from logistical concerns like sample transport and storage, to adapting techniques for diverse patient groups such as paediatric, geriatric, and mobility-impaired individuals.

Objectives

- Evaluate the current skill levels of phlebotomist in home sample collection.
- Identify specific training needs and areas for improvement.

Methodology

- A questionnaire was given to the phlebotomist to gather quantitative data.
- Qualitative data was collected by conducting interview.
- Research design- Descriptive
- Sample size- 20
- Sampling- Purposive

Findings and Analysis

Phlebotomists demonstrate proficiency in clinical venipuncture and patient interaction, yet face challenges when applying these skills in home settings. They lack confidence with portable diagnostic tools and maintaining infection control outside clinical environments. Training gaps include identifying home hazards, and enhancing communication for patient comfort. Cultural competence is crucial for effective interaction with diverse patients. Emergency preparedness, including BLS and AED training, is essential due to limited medical support in homes. Targeted training is needed to bridge these skill gaps and ensure effective home-based phlebotomy, addressing technical, non-technical, and soft skill requirements.

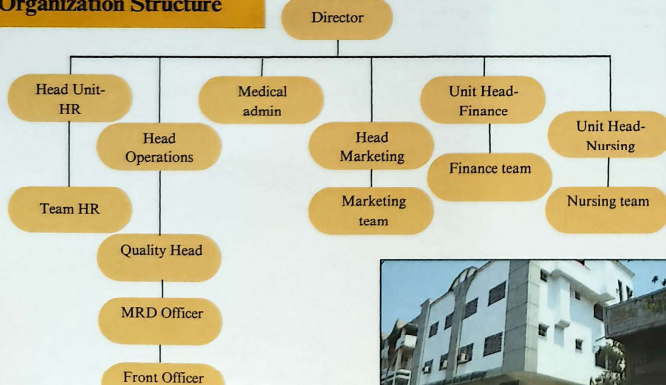
Recommendations

- Conduct pre- and post-training assessments, gather patient feedback, and monitor performance for ongoing improvement..
- Certify all phlebotomists in BLS and conduct regular emergency drills.
- Implement modules simulating diverse home environments for adapting techniques.
- Develop tailored training modules emphasizing infection control in home settings.

Challenges faced

- Initially it was difficult to communicate with the staff but later was comfortable with them.
- While working on the appraisal methods of employees, the coordination from the employees on self appraisal forms was difficult to work with

Organization Structure



Weekly report

WEEK 1

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no:1859

Stream: HM

Week no: 1

From:2/05/2024 to 4/05/2024

Activity Done	• Attended a weekly management meeting and prepared the minutes of meeting for the same. • Currently working on a project to train the phlebotomist for their soft skills development to collect samples from patient's home.
Linking theory (Classroom learning) with practice at your organization	• A weekly management meeting is held to discuss the problems and issues faced by each department and find out the probable solutions for each of the mentioned problems.
Gaps identified on the working area.	• There is no documentation of the food served to the patients.

Suggestions for improvement	• A daily record is to be maintained regarding the number of tiffin provided so that no food wastage is avoided.
Plan for the next week	• To observe the functioning of pathology department.

Weekly report

WEEK 2

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 2

From: 6/05/2024 to 11/05/2024

Activity Done	• Attended a weekly management meeting and prepared the minutes of meeting for the same. • Conducted a project to train the phlebotomist for their soft skills development to collect samples from patient's home. • Assisted in developing an appraisal form for the increment of the employees. • Assisted in listing out the criteria for employee of the month. • Visited pathology department to understand it's workflow.
Linking theory (Classroom learning) with practice at your organization	• Learnt about pathology department from essentials of hospital services.

	Learnt about the appraisal methods from HRM and POM.
Gaps identified on the working area.	Staff shortage
Suggestions for improvement	Recruitment to address staff shortage.
Plan for the next week	- Will be working towards patient testimonials. - Understand the workflow of MRD department.

Weekly report

WEEK 3

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 3

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

Activity Done	• Understood the workflow of ICU. • Understood the workflow of dietary department. • Understood the functioning of laundry department. • Got census of total OPD, emergency, IPD, lab test patients. • Had an overlook of HR file.
Linking theory (Classroom learning) with practice at your organization	• Learnt about ICU from essentials of hospital services. • Learnt about the dietary department from essentials of hospital services.
Gaps identified on the working area.	• Staff shortage
Suggestions for improvement	• Recruitment to address staff shortage. • Should work towards feedback forms.

Plan for the next week	• Understand the workflow of MRD.

Weekly report

WEEK 4

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 4

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

Activity Done	• Attended a weekly management where certain issues were discussed. • Attended a monthly staff meeting. • Understood the JD of housekeeping staff. • Understood the process of renewal of PCPNDT certificate.
Linking theory (Classroom learning) with practice at your organization	• Financial management helped me understand certain terms in meetings. • POM helped me to understand the hierarchy of an organization. • Read about JD in HR. • Had an idea about monthly staff meetings from POM.
Gaps identified on the working area.	• Staff shortage

Suggestions for improvement	• Recruitment to address staff shortage. • Should work towards feedback forms.
Plan for the next week	• Understand the workflow of MRD. • Will have a look on the hiring process of the organization.

Weekly report

WEEK 5

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 5

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

Activity Done	• Attended a weekly management where certain issues were discussed. • Understood the registration of birth and death certificate, where it is done and how • Understood the workflow of MRD • Understood the process of NABH audit, what are the documents required, what is to be done by the hospital, etc. • Had a look at the BMW management register and how it is recorded • Had a look at the checklist of the hospital regarding the daily tasks to be performed
Linking theory (Classroom learning) with practice at your organization	• Had studied bout MRD in essentials of hospital services • Was aware about the BMW and its segregation
Gaps identified on the working area.	• Staff shortage • MRD is not done on a daily basis • The checklist is not religiously followed

Suggestions for improvement	• Recruitment to address staff shortage. • Staff should be addressed regarding the checklist and how important it is to follow it religiously for the smooth functioning of the hospital

Weekly report

WEEK 6

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 6

From: 03/05/2024 to 08/06/2024

Activity Done	• Attended a weekly management where certain issues were discussed. • Went on rounds with the Nursing officers. • Worked with MSSO's with the feedback of the patients. • Went to dialysis unit for facility rounds.
Linking theory (Classroom learning) with practice at your organization	• Principles of management helped me know about the hierarchy of any organization.
Gaps identified on the working area.	• Staff shortage • The checklist is not religiously followed
Suggestions for improvement	• Recruitment to address staff shortage.

	• Staff should be addressed regarding the checklist and how important it is to follow it religiously for the smooth functioning of the hospital
Plan for the next week	• Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as and when there is requirement for work.

Weekly report

WEEK 7

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM

Week no: 7

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

Activity Done	• Attended a weekly management where certain issues were discussed. • Had a look at the DAMA files • Was a part of the audit of PCPNDT, MDT and fire • Had a look at the documentation required for the NABH
Linking theory (Classroom learning) with practice at your organization	• Essentials of hospital services gave a little idea about NABH
Gaps identified on the working area.	• Staff shortage • The checklist is not religiously followed • Few expired drugs found
Suggestions for improvement	• Recruitment to address staff shortage. • Staff should be addressed regarding the checklist and how important it is to follow it religiously for the smooth functioning of the hospital

	• Expiry of the drugs should be checked regularly and the ones with only 3 months of expiry remaining shall be bought to use
Plan for the next week	• Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as and when there is requirement for work. • Will be working on the feedback of the training session given to the phlebotomist for their soft skills • Will be going through the various checklists followed by the hospital • Will understand the SOP of pharmacy

Weekly report

WEEK 8

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin Department

Name of the Student: Sunaina Batra

Roll no:1859

Stream: HM

Week no: 8

From:17/06/2024 to 23/06/2024

Activity Done	• Attended a weekly management where certain issues were discussed. • Was a part of a monthly meeting of all the staff of the hospital. • Had a look at the DAMA files • Had a look at the documentation required for the NABH • Worked on the MRD. • Made a report on the feedback of the training given to the phlebotomist. • Understood the SOP of pharmacy.
Linking theory (Classroom learning) with practice at your organization	• Essentials of hospital services gave a little idea about NABH.
Gaps identified on the working area.	• Staff shortage • The checklist is not religiously followed

Suggestions for improvement	• Recruitment to address staff shortage. • Staff should be addressed regarding the checklist and how important it is to follow it religiously for the smooth functioning of the hospital
Plan for the next week	• Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as and when there is requirement for work. • Will be going through the various checklists followed by the hospital • Will understand the SOP of pharmacy

Compiled Report

Name of the Organization: Shravan Hospital and Kidney Institute

Area/ Department/ Project of Summer Internship Program: Medical Admin

Name of the Student: Sunaina Batra

Roll no: 1859

Stream: HM 28

Activity Done	• There was a weekly management meeting held, wherein an agenda was prepared to discuss and minutes of meeting was prepared after the meeting was over. I learnt how to prepare an agenda and minutes of meeting and also prepared the same under the guidance of my organization mentor. • Under the guidance of my organization mentor, I worked on a project- Soft skills development for a phlebotomist as they visit the patients home for sample collection. • Visited the same pathology after th training was given to them to understand whether the have inculcated the practices which they were trained of in their routine or not. • For the same, I prepared a feedback report from my side- all the shortcomings and how to address those shortcomings were mentioned in the report.
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| | <ul style="list-style-type: none">• I learnt the appraisal method used in this organization to assess the employees and also assisted in making an appraisal form wherein the employees were to first assess themselves and then they were to be assessed by their respective in-charges.• Every month, there is an employee of the month reward given. I assisted in listing out the criteria to select the employee of the month.• Understood the SOP of pathology department, starting from the collection of sample till the dispatching of the reports.• Spent a day to understand the ICU department, how the patients are taken care of and how the nursing department keeps checking on the patient.• Spent a day in OPD to understand it's SOP.• Understood the SOP of dietary department and how the diet is prepared for patients.• The laundry was in-house in the beginning but later it was decided to have laundry on a contract basis.• I got to see the HR files of some the employees and understood what all documents are filed for each of the employee.• A monthly staff meeting is also held wherein the employee of the month reward is given, a fun activity for all the employees and a birthday celebration for those who had their birthdays in the respective month.• Had a look at JDs of various position and how it is prepared keeping in the mind the requirements of the organization. |
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	• Had a look at the PCPNDT certificate- what all things are to be mentioned and how it is renewed and the validity period of the certificate. • Understood the process of birth and death certificate registration. • Understood the SOP of Medical Records Department- the time period for which various records are stored and when and how these records are discarded. • Understood the process of NABH audit- especially the documentation required. • Had a look at the biomedical waste management register- what is mentioned for each colour of disposal bag and how it is maintained on a daily basis and by whom. • Was assigned to make a checklist for each room and washroom. Under the guidance of my organization mentor, I understood what all things are necessary to be included in the checklists. • Went on daily rounds with my organization mentor. During the rounds, I would see if the patients had any issue with anything and also look for cleanliness and hygiene. • Understood the SOP of dialysis department. • Had a look at the medical record of the DAMA patients and what all necessary things are mentioned for these patients.
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	• I understood the SOP of pharmacy- how they make the patients understand about the dosage of drugs, the discounts, and billing of the drugs. • Was a part of the PCPNDT, MTP and fire audit- an officer came for the audit of the same, I went along with my mentor with her while she was looking for all the necessary documents, practices and precautions to be taken for fire. This helped me to understand the measures taken for safety against fire emergency. • Understood the process of reimbursement- how the hospital is required to cooperate for the same.
Linking theory (Classroom learning) with practice at your organization	• I learnt about weekly management meeting in Principles of Management, wherein it was taught to prepare an agenda before every meeting and everyone who is attending the meeting should have the agenda. It also taught about the importance of minutes of meeting. • Learnt about pathology department from essentials of hospital services, it's layout, where it should be ideally, etc.

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| | <ul style="list-style-type: none">• Learnt about the appraisal methods from Human Resource Management and Principals of Management.• Learnt about ICU from essentials of hospital services.• Learnt about the dietary department from essentials of hospital services.• Financial management helped me understand certain terms in meetings.• Principals of Management helped me to understand the hierarchy of the organization.
<ul style="list-style-type: none">• Read about Job Description in Human Resource Management.• Had an idea about monthly staff meetings from Principals of Management.• Had studied bout Medical Records Department in essentials of hospital services.• Was aware about the biomedical waste and its segregation as per the biomedical waste management rule 2016.• Essentials of hospital services gave a gist of NABH, what it is, how it is done and why it is important. |
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Gaps identified on the working area.	• Staff shortage • Checklist not followed religiously • MRD is not done on a regular basis, thus increasing the workload. • Staff is reluctant for a change.
Suggestions for improvement	• The organisation should work towards hiring process. • The staff should understand the importance of checklist and should follow it on a regular basis. This helps to keep the things on track. • The organisation should introduce change slowly and steadily so that the staff shows no resistance towards the introduced change.

Signature of the Student

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Approved by the IIHMR University's Mentor

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