

SUMMER INTERNSHIP PROGRAM

at

CK BIRLA HOSPITALS, JAIPUR

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

A REPORT BY

Sonakshi Jain

Master of Business Administration

Health and Hospital management

2023-25

under the Mentorship of

Dr. Dhirendra Kumar



RBH/2024/Jul/HRD/6159

Date: 01 Jul 2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Sonakshi Jain** has successfully completed her training in Medical Services 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

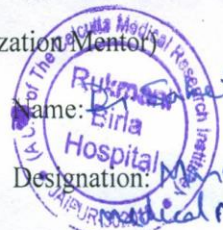
Annexure A

Completion Certification from the Organization
CERTIFICATE

This is to certify that ☒ Dr./Mr./ Ms. Lonakshi Jain of
Hospital and Health Management HM-28 (batch) of
Medical Services, CK Birla Hospital (Name of the department/institute) has
worked with our organization for his/her summer internship from
1st May 2024 to
1st July 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: 1st July 2024

(Signature of organization Mentor)



Name: Dr. Lonakshi Jain

Designation: Manager -

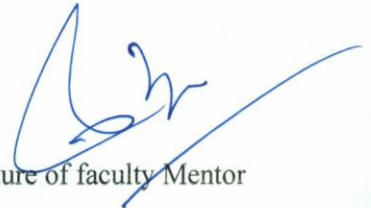
Seal/Stamp
of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. SONAKSHI JAIN** of academic year 2023-25 **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



Signature of faculty Mentor

Dr. DHIRENDRA KUMAR
Professor
IIHMR UNIVERSITY JAIPUR

ABOUT THE ORGANISATION: CK Birla Hospitals Jaipur, is a 230 bed, NABH accredited, multispeciality hospital offering comprehensive OP AND IPD services in Jaipur, laid on three key principles- Clinical Excellence, Ethical and Patient Centric Approach.

- World class infrastructure
- 8-state-of-the-art modular OTs
- 128 slice CT Scan
- Flat panel high end cath lab

AIM

The project aims to improve the operating room efficiency by developing procedure specific kits.

OBJECTIVES

1. To reduce the time wasted while gathering supplies.
2. To assess minimization of wastage by using pre-measured quantities of drugs and consumables in kits.
3. To optimize resource utilization as pre-determined kits eliminate the need for extensive searching and gathering of supplies, improving staff focus on patient care and in turn productivity.
4. Evaluate opportunity cost associated with using procedure-specific kits.

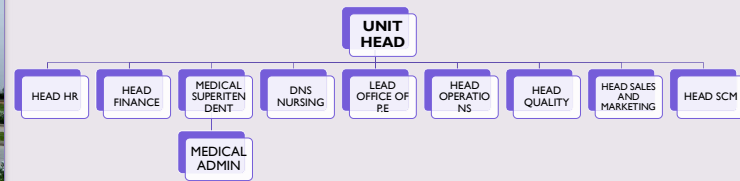


VISION - To provide best of Patient Service & Clinical Excellence.

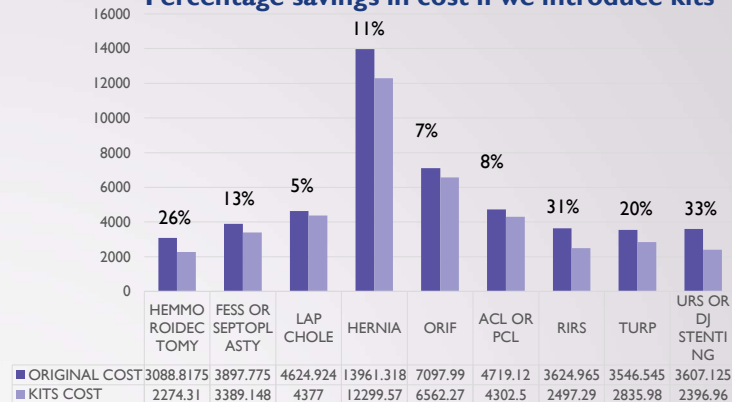
MISSION - To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.



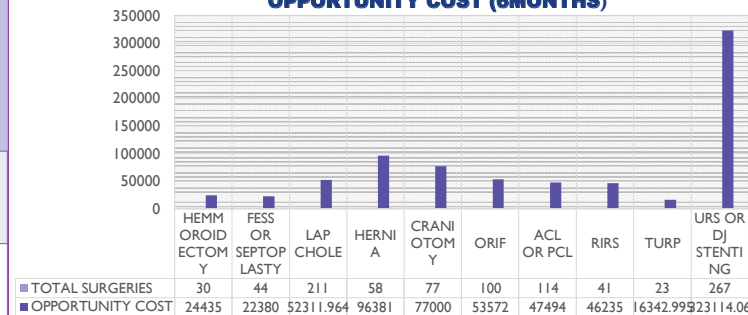
ORGANISATION STRUCTURE



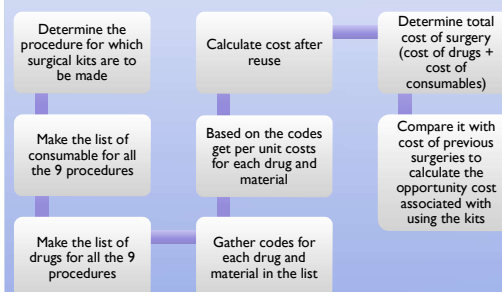
Percentage savings in cost if we introduce kits



OPPORTUNITY COST (6MONTHS)



Approach



PROJECT 2

TITLE: Assessing Patient Safety: An International Patient Safety Goals (IPSG) Audit and Analysis with Improvement Recommendations

Objectives

To conduct a comprehensive IPSG audit to evaluate the facility's adherence to established patient safety best practices.

To analyze the audit findings to identify potential risks and opportunities for improvement in patient safety protocols.

To develop recommendations to address identified safety gaps and enhance overall patient care.

IPSG AUDIT SCORE



GAPS

ID BAND NOT CHECKED BEFORE ADMINISTERING DRUGS AND SAMPLE COLLECTION

NURSES ARE NOT FOLLOWING HAND HYGIENE WITH PROPER STEPS AS WELL AS NOT AWARE OF INFECTION CONTROL BUNDLE OF CARE

NURSES ARE NOT AWARE OF NABH PROTOCOLS OF VERBAL ORDER FOLLOW UP

SUGGESTIONS

TRAINING AND EDUCATION: Training should include scenarios and role-playing to reinforce best practices.

BARCODE SCANNING: A barcode scanning system where nurses scan the patient's ID band and the medication or sample container. This system can alert nurses of any discrepancies and prevent errors.

Reminders: Post visual reminders like posters or checklists in medication dispensing areas and patient rooms to prompt nurses to check ID bands.

Hand Hygiene Champions: Appoint "Hand Hygiene Champions" among nurses to promote best practices and hold their peers accountable. **Recognize and acknowledge** nurses who consistently follow proper hand hygiene protocols.

Develop a Clear Acronym: **VERIFY**

Verbal Order Received

Echo Back

Request Signature

Implementing **electronic order verification systems** where nurses can enter verbal orders and receive confirmation from the physician electronically.

CHALLENGES FACED DURING INTERNSHIP

- Time constraint while coordinating with OT staff.
- Limited time internship as I am not able to see the implementation of my project.

USEFULNESS

- Skill Development: Excel, Presentation skills, Communication, time management.
- Provided exposure to work culture, industry practices, and the opportunity to network with professionals in the field.
- Personal growth, enhancing confidence, adaptability, and resilience in professional environments.

LEARNINGS

- Understood how to analyze and improve process for efficiency.
- Gained understanding of internal control frameworks like IPSG and how they ensure smooth operations and reduce risks.
- Learned how new technology incorporation can disrupt the normal functioning temporarily and how these challenges are solved.

THEORETICAL UNDERSTANDING

Learned about the meaning of codes.

Learned the zoning of the hospital

Optimizing cost while maintaining the efficiency

PRACTICAL EXPOSURE

Saw the usage of codes in real-world scenario.

Analyzed how zoning principles are applied in a real hospital

Applied the same practically

SWOT ANALYSIS

Strengths

- Improved efficiency through reduced equipment gathering time
- Streamlined surgical processes
- Optimized workflow and resource utilization

Weaknesses

- Potential for kit standardization challenges across procedures
- Reliance on staff adherence to using the kits

Opportunities

- Potential cost savings through reduced wasted supplies and improved purchasing efficiency
- Increased staff satisfaction due to improved workflow
- Improved patient outcomes due to reduced surgical times

Threats

- Resistance from staff to change existing routines
- Potential for errors if staff are not properly trained on kit usage

Weekly Report 1

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: DR. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

Week no: From:01-05-2024 to 11-05-2024

Activity Done	• Observed the functioning of various departments to find interest areas. • Finalised project topic: Cost optimization in OT by making procedure specific kits. • Maintaining the list of drugs and consumables used in various procedures. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Recorded reasons for stay of patients in emergency department beyond the defined TAT.
Linking theory (Classroom learning) with practice at your organisation	• Linked the zoning and layout of various departments that was leaned in essentials of hospital course. • Communication helped me thrive in the administrative work culture of the hospital.
Gaps identified on the working area.	• Long waiting time in NIC department. • Long waiting time for consultant and non-availability of beds. • Making kits for different surgical procedures to ease the process.
Suggestions for improvement	Working on it
Plan for the next week	Completion of the list of drugs and materials for the OT project.

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 2

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: DR. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Finalised project title:- Streamlining Efficiency and optimizing Costs: Evaluating the Impact of Procedure-Specific Kits in the Operating Room • Completed the list of drugs and consumables used in various surgical procedures. • Took codes for the completed list from OT pharmacy. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Deeply observed Non-Invasive cardiology department and recorded the TAT for the same department. • Was part of a mock on CODE BLUE and learned about teams responsible for the same.
Linking theory (Classroom learning) with practice at your organisation	• Communication helped me thrive in the administrative work culture of the hospital. • Training of staff about emergency codes helped me link it with importance of training in POM course.
Gaps identified on the working area.	• Long waiting time for report completion in NIC department. • Making kits for different surgical procedures to ease the process for nursing staff.
Suggestions for improvement	Working on it
Plan for the next week	Taking unit cost of the prepared list and calculating the cost for surgeries.

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 3

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Completed codes for the drugs and consumables from OT pharmacy. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Deeply observed Non-Invasive cardiology department and recorded the TAT for the same department. • Started a project on doing audit on International Patient Safety Goals.
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.	• Long waiting time for report completion in NIC department. • Making kits for different surgical procedures to ease the process for nursing staff.
Suggestions for improvement	Working on it
Plan for the next week	Taking unit cost of the prepared list and doing the IPSG audit in all the clinical departments.

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 4

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Took unit costs and calculated cost of each kit of all the nine procedures. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Continued audit on International Patient Safety Goals.
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.	• Making kits for different surgical procedures to ease the process for nursing staff.
Suggestions for improvement	Working on it
Plan for the next week	Comparing the cost of kits with previous surgeries and doing the IPSG audit in all the clinical departments.

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 5

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Got all the list of the surgeries rechecked by concerned surgeons. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Continued audit on International Patient Safety Goals.
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.	• Making kits for different surgical procedures to ease the process for nursing staff.
Suggestions for improvement	Working on it
Plan for the next week	Comparing the cost of kits with previous surgeries and doing the IPSG audit in all the clinical departments.

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 6

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Compared kits cost with previous surgeries and calculated the opportunity cost. • Recorded reasons for leave against medical advice (LAMA) in Emergency department. • Started analysis of data on International Patient Safety Goals.
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.	• Making kits for different surgical procedures to ease the process for nursing staff. • Limited knowledge among staff about infection control.
Suggestions for improvement	Working on it
Plan for the next week	Completion of analysis for both projects

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 7

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	- Completed the analysis of project 1 (Cost optimization in OT) - Completed the analysis of project 2 (IPSG 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.	- Long time while gathering the consumables for surgeries. - Limited knowledge among staff about infection control.
Suggestions for improvement	Working on it
Plan for the next week	Completion of PowerPoint presentation and poster

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Weekly Report 8

Name of the Organisation: RUKMANI BIRLA HOSPITAL, JAIPUR

Area/ Department/ Project of Summer Internship Program: MEDICAL ADMIN

Name of the Student: Dr. SONAKSHI JAIN

Roll no:1849

Stream: MBA HM

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

Activity Done	• Made PowerPoint presentation of projects. • Made the poster and got it approved. • Compiled and finalised all the reports.
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.	• Long time while gathering the consumables for surgeries. • Incomplete pre-op checklist • Nurses are not following hand hygiene with proper steps
Suggestions for improvement	• Mandatory Completion: This could involve a pop-up window in the EHR system requiring all sections to be signed off before proceeding. • Hand Hygiene Champions: Appoint "Hand Hygiene Champions" among nurses to promote best practices and hold their peers accountable. • Recognize and acknowledge nurses who consistently follow proper hand hygiene protocols.
Plan for the next week	Completion

Signature of the Student

Sonakshi

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: Rukmani Birla Hospital, Jaipur

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

Name of the Student: Sonakshi Jain

Roll no:1849

Stream: MBA HM

Activity Done	• Undertook a project on Streamlining Efficiency and Optimizing Costs: Evaluating the Impact of Procedure-Specific Kits in the Operating Room • Undertook a project on Assessing Patient Safety: An International Patient Safety Goals (IPSG) Audit and Analysis with Improvement Recommendations • Recorded reasons of Leave against medical advice (LAMA) in emergency department.
Linking theory (Classroom learning) with practice at your organisation	• In theory, I learnt about the meaning of codes and practically we saw the usage of codes in real-world scannerio. • In theory, I learnt about the zoning of the hospital and practically, analyzed how zoning principles are applied in a real hospital. • In theory I learnt about optimizing cost while maintaining the efficiency and applied the same practically.
Gaps identified on the working area.	• Same route for patient to pre-postop and non-sterilized equipments to CSSD. • High TAT in non-invasive cardiology and radiology. • Incomplete pre-op checklist • Nurses are not following hand hygiene with proper steps
Suggestions for improvement	• Mandatory Completion: This could involve a pop-up window in the EHR system requiring all sections to be signed off before proceeding. • Separate routes: Establish clear, designated pathways for patient flow and for transporting non-sterile equipment to the CSSD. • Hand Hygiene Champions: Appoint "Hand Hygiene Champions" among nurses to promote best practices and hold their peers accountable.

	• Recognize and acknowledge nurses who consistently follow proper hand hygiene protocols.
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Signature of the Student
Sonakshi

Approved by the IIHMR University's Mentor