

SUMMER INTERNSHIP PROGRAM

at

PARAS HEALTH, UDAIPUR

From 01st May 2024 to 30th June 2024

A REPORT BY

SHALINI GURJAR

Master of Business Administration

Roll Number – 1824

Hospital and Health Management

2023-25

under the Mentorship of

DR SEEMA MEHTA

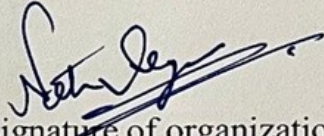


Completion Certification from the Organization

CERTIFICATE

This is to certify that Ms. SHALINI GURJAR of 2023-25 batch of MBA Hospital and Health Management, IIHMR University has worked with our organization for her summer internship from 1st May 2024 to 30th June 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: 29/06/2024


(Signature of organization Mentor)

Name: Mr. Nitin Suryan

Designation: Deputy General Manager- Hospital Operations

Stamp of the Organization



IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Shalini Gurjar** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared 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: 22/07/2024

A handwritten signature in blue ink, appearing to be 'Seema Mehta', written over a horizontal line.

Seema Mehta, PhD

Professor

IMPACT OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS ON ORGANIZATIONAL PERFORMANCE

About Paras Health

Paras Hospital Udaipur is a leading healthcare institution known for its commitment to providing high-quality medical care. The hospital offers a wide range of medical services and is equipped with modern facilities to cater to the diverse needs of patients. It prides itself on delivering comprehensive healthcare solutions with a focus on patient-centric care. Paras Health has been delivering world-class clinical outcomes by staying abreast with the latest developments in the scientific field and combining cutting-edge technology with our extensive & renowned medical expertise.

OBJECTIVE- To provide a comprehensive analysis of the Hospital's performance in terms of Environmental, Social, and Governance (ESG) criteria

METHODOLOGY- Data Collection, Sources:

- Internal Records: Energy logs, waste reports, water usage
- Stakeholder Interviews: Management, staff, patients, community
- Third-Party Reports: Compliance audits

LEARNING DURING INTERNSHIP

- Enhanced efficiency in non-clinical services, optimized workflows, implemented quality management practices and ensured compliance with healthcare regulations.
- Gained insights into identifying and mitigating operational risks, developed waste reduction strategies, and promoted environmental sustainability within the hospital.

ANALYSIS

- **Environmental:** Energy trends, carbon footprint, waste practices, water use, fire safety compliance
- **Social:** Patient satisfaction, community program impact, employee welfare
- **Governance:** Ethical standards, stakeholder feedback, risk management

KEY SUGGESTIONS

- Optimize peak-hour energy use; switch to energy-efficient lighting/equipment.
- Monitor emissions; phase out high-GWP refrigerants.
- Enforce waste segregation; partner for safe disposal/recycling.
- Conduct regular fire safety training with practical exercises.
- Promote community sustainability initiatives.
- Apply environmental criteria in supplier selection.



Vision: - Compassion, Accessibility, Affordability, and Quality



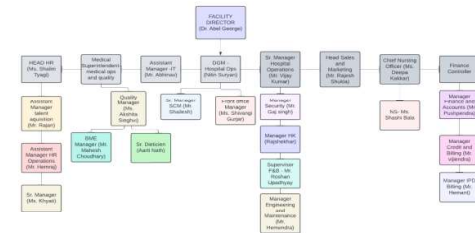
Mission: to make affordable and quality tertiary health accessible to communities that lack such services.



Tagline: Touching Lives



ORGANIZATION STRUCTURE



USEFULNESS OF INTERNSHIP

Practical Experience

The internship at Paras Hospital Udaipur provided practical healthcare experience, allowing me to apply theoretical knowledge to real-world hospital operations.

Skill Development

The internship enhanced my skills in problem-solving, critical thinking, data analysis, research, communication, teamwork, and project management.

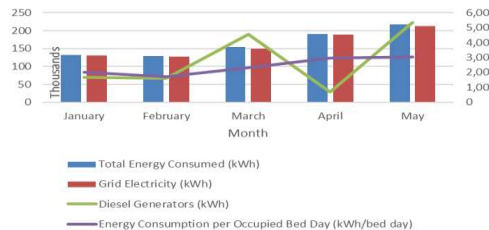
Networking Opportunities

I built valuable professional relationships and received mentorship, which will benefit my future career prospects.

Future Employment

Internships often lead to full-time employment opportunities.

ENERGY CONSUMPTION



SWOT ANALYSIS

Strength

Strong management team, experienced staff, global base proposals.

Weakness

Shortage Of Manpower, regulatory challenges.

Opportunity

-Expansion of Services,
-improving operational efficiency.

Threats

-Have Multiple Competitors
-Regulatory Challenges

SWOT

THEORETICAL EDUCATION

It is classroom-based knowledge, it focuses on concepts and knowledge.

It provides a foundation for further learnings, and it may lack immediate real-world relevance.

PRACTICAL EDUCATION

It involves hands-on experience, and it emphasizes applications and skills.

It bridges the gap between theory and practice and practical education directly addresses practical challenges.

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-Clinical Operations (Support Services)

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA Hospital and Health Management

Week no: 1

From 1-05-2024 to 04- 05- 2024

Activity Done	WEEK 1, DAY 1: • Had the induction round, and gained insights into Paras Health Hospital, a multispecialty hospital offering 24/7 services. • Learned about its infrastructure, including its 194-bed capacity, highlighting its commitment to providing comprehensive healthcare. • Board Meeting with all the HODs and had an introduction with them. • Participated in Hospital Rounds with department heads. • Got Allocated to Support Services, realizing its significance in Hospital Operations. • Learned about the department's role in maintaining facility efficiency and logistics. • Visited the Support Services Department to observe its functioning. DAY 2: • Had a detailed interaction with the Head of Housekeeping Mr. Rajinder Singh. • Received an overview of the department's responsibilities and operations. • Learned about the various tasks performed by the housekeeping department. • Discussed the importance of cleanliness in patient rooms and common areas. • Received a thorough explanation of patient room cleaning procedures. • Discussed the use of disinfectants for high-touch areas to maintain hygiene standards.
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- Learned about the surface disinfection protocols followed by the housekeeping staff.
- Discussed the importance of a sterile environment to prevent infections.
- Received an overview of the department's role in maintaining hospital hygiene standards.
- Discussed strategies for improving efficiency and effectiveness in housekeeping operations.

DAY 3:

- Introduced to the F&B Department of the Hospital.
- Learned about the department's role in catering to the dietary needs of the patients.
- Received an Overview of kitchen operations, including meal preparation and service.
- Discussed the importance of adhering to the dietary guidelines provided by the dietitians and nutritionists.
- Learned about the Kitchen Order Ticket system used to manage food orders.
- Explored the Hospital Information System (HIS) software dashboard, where patient data and dietary information are recorded.
- Discussed how patient data is recorded in the HIS Software according to the prescribed diets.
- Explored how the F&B department coordinates with healthcare professionals to ensure patient dietary requirements are met.
- Learned about the storage and cleaning processes for vegetables and other food preparation areas.
- Observed the process of labeling patient meals with unique patient IDs and diet details.
- Discussed the significance of accurate labeling for patient safety and dietary compliance.

DAY 4:

- Had a comprehensive overview of kitchen operations during a scheduled audit session.
- Received insights into the waste management process within the F&B, emphasizing resource utilization and environmental stewardship.
- Checked various checklists maintained by the F&B staff, including:
 - Attendance records
 - Training documentation
 - Deep fridge temperature monitoring
 - Food serving temperature verification.

	- Chiller fridge temperature monitoring - Trolley cleaning checklists • Ensured compliance with regulatory standards by validating FSSAI licenses and Implementation of FIFO (first in first out) and FEFO (first Expired First Out) techniques for inventory management. • Observed meticulous attention to detail in maintaining hygiene standards and operational efficiency within the F&B. • Gained practical insights into the operational aspects of F&B management, including waste management, hygiene protocols, and regulatory compliance. • Recognized the critical role of adherence to protocols and regulations in ensuring food safety and quality within the hospital environment. • Integrated audit findings with ongoing improvement initiatives to enhance F&B operations and maintain high standards of quality and safety.
Linking theory (Classroom learning) with practice at your organization	• Classroom learning about organizational structures and operational protocols directly applied through department briefings. • Knowledge of hygiene standards and food safety regulations put into practice in interactions with housekeeping and FNB departments. • Theoretical understanding of waste management processes and regulatory compliance practically applied during a comprehensive overview of kitchen operations.
Gaps identified on the working area.	• Lack of clarity or communication breakdowns regarding departmental responsibilities. • Inefficiencies in storage, cleaning, and coordination processes.
Suggestions for improvement	• Encourage staff within the dietary department to proactively identify and address any challenges or issues in meal provision. • Use these meetings to identify trends, analyse data, and brainstorm strategies for enhancing dietary services and addressing any recurring issues or challenges.
Plan for the next week	• Perform descriptive analysis to gain insights into workforce demographics and performance metrics.

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Signature of the Student

Approved by the IIHMR University’s Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-Clinical Operations (Support Services)

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and Health Management)

Week no: 2

From: 06-05-2024 to 11-05-2024

Activity Done	WEEK 2, DAY 1 : • Completed data entry tasks for all departments within Paras Hospital. • Conducted thorough analysis of checklists for various departments: • MICU+ HDU (4TH Floor) • Discharge Room (1st Floor) • OT, CCU, and Cath lab. • Reviewed checklist items meticulously to ensure compliance with standard operating procedures and protocols. • Identified areas of adherence and non-adherence to checklist protocols across departments. • Noted discrepancies and areas for improvement, such as incomplete documentation or missed checklist items. • Analysed trends and patterns in the checklist completion and compliance. • Noted any recurring issues and trends that may indicate systemic challenges or training needs within the department. • Make decisions regarding corrective actions and improvements based on checklist analysis findings. • Prioritized addressing identified gaps and implementing measures to enhance checklist compliance and procedural adherence. • Initiate corrective actions and process improvements to address identified gaps and ensure checklist compliance. • Collaborate with departmental heads and staff to implement necessary changes and reinforce adherence to protocols. • Establish a system for ongoing monitoring and evaluation of checklist compliance and procedural adherence. • Schedule regular follow-up assessments to track progress and identify any new areas for improvement.
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DAY 2:

- Conducted a comprehensive review of checklists across multiple departments.
- Verified completeness and accuracy of checklist items, ensuring adherence to standard protocols and procedures.
- Made detailed observations during checklist reviews, noting any discrepancies or irregularities.
- Conducted gap analysis to identify areas for improvement and opportunities for enhancing checklist effectiveness and efficiency.
- Observed that patient timing information was missing from some checklists.
- Identified this as a gap in documentation, potentially affecting patient care coordination and scheduling.
- Recognized the importance of structuring checklists in a logical and sequential order for ease of use and effectiveness.
- Lack of patient timing documentation may lead to delays or inefficiencies in patient care coordination.
- Emphasized the importance of accurately documenting patient timing information for streamlined workflow and optimal patient outcomes.
- Addressing inconsistencies in checklist order and organization is crucial for standardization and efficiency.
- Streamlining checklist structure and layout can improve usability and adherence to procedural protocols.
- Implement measures to ensure comprehensive documentation of patient timing information in all relevant checklists.

DAY 3:

- Review and revise checklist formats to standardize order and organization across departments.
- Incorporate feedback from staff to optimize checklist usability and effectiveness.
- Develop training sessions to educate staff on the importance of patient timing documentation and proper checklist usage.
- Roll out revised checklist formats and provide support for staff implementation and adaption.
- Establish mechanisms for ongoing monitoring and evaluation of checklist compliance and effectiveness.
- Schedule regular audits to track progress and identify further areas for improvement.
- Took proactive steps to address and close all the gaps identified in the data during previous analyses.
- Implemented necessary measures and updates to ensure data completeness, accuracy, and compliance with protocols.

- Maintained and updated all data records, including staff details, checklist documentation, and any other relevant information, up to the present date.
- Ensured ongoing data integrity and reliability by regularly reviewing and verifying data entries.

DAY 4:

- Conducted a comprehensive audit of the food and beverage department to assess compliance with regulatory standards and operational protocols.
- Reviewed various aspects of this operation, including food safety, hygiene practices, documentation, and facility maintenance.
- Provided recommendations and action items based on audit findings to address any identified gaps or areas for improvement.
- Emphasized the importance of corrective actions to ensure compliance with regulatory standards and best practices in F&B operations.
- Establish mechanisms for ongoing monitoring and follow-up to track the progress of implementation efforts.

DAY 5:

- Conducted a comprehensive audit of the biomedical waste management processes within Paras Hospital.
- Reviewed all stages of biomedical waste handling, including segregation, collection, storage, transportation, treatment, and disposal.
- Observed the implementation of standard operating procedures and safety protocols in biomedical waste management practices.
- Gained insights into the importance of proper segregation, handling, and disposal of biomedical waste to minimize health and environmental risks.

DAY 6:

- Reflected on the significance of the mentor-mentee relationship in professional development and growth.
- Acknowledges the valuable insights and guidance received from the mentor in navigating the internship experience.
- Appreciated the opportunity to participate in the Nurse Day celebration and gain a deeper understanding of the vital role nurses play in healthcare delivery.
- Recognized the importance of honoring and supporting nursing professionals in their invaluable contributions to patient care.

Linking theory (Classroom learning) with practice at your organisation	Through tasks such as data entry, checklist analysis, and audits, theoretical concepts learned in the classroom, such as quality management principles and regulatory compliance, were applied in real-world settings.
Gaps identified on the working area.	Gaps were identified in data management practices, including incomplete documentation and discrepancies in data entries across departments. Issues with patient timing documentation and checklist organization were noted, highlighting opportunities for improvement in data accuracy and organization.
Suggestions for improvement	Implement regular training programs to enhance staff awareness and compliance with documentation protocols and regulatory requirements. Standardize documentation procedures and implement quality assurance measures to ensure consistency and completeness in documentation practices.
Plan for the next week	Conduct a comprehensive review of data management practices and identify areas for improvement based on previous findings. Analyse data trends and patterns to inform decision-making.

Signature of the Student

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Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-Clinical Operations/ Biomedical Engineering

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital & Health Management)

Week no: 3

From 13-05-2024 **to** 18-05-2024

Activity Done	WEEK 3, Day 1: • Conducted a thorough review of all employee data within the hospital. • Perform descriptive analysis of employee data to gain insights into workforce demographics and performance metrics. • Verified the completeness and accuracy of employee records, correcting any discrepancies found. • Checked and validated all necessary details related to employee records. • Performed a detailed descriptive analysis of the CSSD (Central Sterile Supply Department). • Analysed various aspects of the department, including workflow efficiency, equipment usage, sterilization processes, and staff performance. • Collected and reviewed data on the types and volumes of instruments sterilized, turnaround times, and adherence to sterilization protocols. Day 2: • Updated the hospital's operational dashboard with the latest data from various departments. • Integrated new data points to ensure comprehensive and up-to-date information is available on the dashboard. • Ran the updated dashboard to check the accuracy and completeness of the displayed data. • Verified that all data points were correctly integrated and that the dashboard accurately reflected the status of hospital operations. • Identified and corrected any discrepancies or issues in the data. • Develop a protocol for regular dashboard reviews and updates to maintain its reliability as a tool for decision-making.
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Day 3:

- Met with the Head of the Engineering Department and other key personnel.
- Received an overview of the department's structure, functions, and key responsibilities within the hospital.
- Discussed the department's responsibilities and functions. Such as-
- Maintenance and Repairs- Ensures the proper functioning of all the hospital equipment and infrastructure.
- Preventive Maintenance – Implements routine checks and maintenance schedules to prevent equipment failures and prolong the lifespan of hospital assets.
- Energy Management- Oversees the efficient use of energy resources, aiming to reduce consumption and costs while maintaining a sustainable environment.
- Discussed ongoing and upcoming projects aimed at improving hospital infrastructure and operations.
- Follow up on the implementation of suggestions made in previous weeks, ensuring that corrective actions and improvements are being effectively executed.

Day 4:

- Met with the Head of the Biomedical Engineering Department and other key team members.
- Received an overview of the department's structure, functions, and key responsibilities within the hospital.
- Managed personal data of radiation workers, ensuring accurate and up-to-date records.
- Compiled and updated the TLD report, which tracks radiation exposure levels for staff.
- Provided a brief introduction about NABH (National Accreditation Board for Hospitals & Healthcare Providers) guidelines to the department workers of Biomedical Engineering.
- Explained the importance of NABH accreditation and how it impacts the quality and safety standards in the hospital.
- Got introduced to several key instruments used in the Operating Theatre (OT) that are managed by the Biomedical Engineering Department.
- Learned about the maintenance and operational protocols for these instruments to ensure their proper functioning and safety.

Day 5:

	• Create an asset Preventive Maintenance System (PMS) planner. • Gained insights into the Preventive Maintenance System used by the hospital. • Learned about the procedures and schedules for maintaining hospital equipment to prevent breakdowns and ensure optimal functioning. • Studied the process of making a breakdown report. • Learned how to document incidents of equipment failure, including identifying the cause, actions taken, and preventive measures for the future. • Perform descriptive analysis of employee data to gain insights into workforce demographics and performance metrics. Day 6: • Compiled and maintained service reports for hospital equipment. • Ensured each report included essential details: equipment name, model number, department location, observations, actions taken, and status. • Learned about the medical instrument- Air Mattress, learned about the functionality and importance of air mattresses in preventing bed sores and enhancing patient comfort. • Understood the working mechanism of air mattresses, including how they distribute pressure to reduce the risk of pressure ulcers.
Linking theory (Classroom learning) with practice at your organisation	• Utilized principles of documentation and record-keeping learned in the classroom to ensure accurate and comprehensive service reports. • Implemented skills from technical writing and documentation learned in the classroom to create detailed and accurate breakdown reports.
Gaps identified on the working area.	The lack of standardized reporting templates contributed to discrepancies in data entry and documentation.
Suggestions for improvement	Improve communication channels between departments to facilitate the sharing of information related to equipment maintenance and service.
Plan for the next week	

	Prepare reports summarizing findings and provide actionable recommendations based on data analysis.
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Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-clinical Operations/Biomedical Engineering

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and Health Management)

Week no: 4

From 20-05-2024 **to** 25-05-2024

Activity Done	WEEK4: DAY1: Service Reports and Equipment Management- • Compiled service reports for various hospital equipment. • Ensured each report included details such as equipment name, model number, department location, observations, action taken, and current status. • Began learning about surgical instruments and their importance in various procedures. DAY2: Surgical Instruments and their importance- • Continued to compile and review service reports. • Gained in-depth knowledge about the various surgical instruments used in the operating theatre. • Learned how each instrument plays a crucial role in different types of surgeries, focusing on their functionality and maintenance requirements. DAY3: Detailed Analysis of Surgical Procedures- • Observed surgical procedures to understand the practical application of surgical instruments. • Recorded observations on how surgical instruments are utilized during operations. • Analyzed the importance of each instrument in ensuring the success of surgical procedures and patient safety. DAY4: Service and Maintenance Schedules • Maintained detailed service reports for surgical instruments, including information on preventive maintenance schedules. • Ensured that all surgical instruments were accounted for and checked for proper functioning before and after surgeries. • Gained insights into the maintenance and sterilization processes for surgical instruments. DAY5:
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	• Collaborated with the Biomedical Engineering department to understand the technical aspects of surgical instruments. • Learned about the preventive maintenance system and breakdown reports specific to surgical equipment. • Discussed the importance of timely maintenance and calibration of surgical instruments to avoid equipment failure during surgeries. DAY6: Summary and Review • Summarized the week's activities and reviewed the service reports for completeness and accuracy. • Conducted a gap analysis to identify areas where reporting and maintenance processes could be improved • Prepared for the mentor-mentee meeting to discuss the week's findings and plan for the next week's activities.
Linking theory (Classroom learning) with practice at your organisation	Applied theoretical knowledge of healthcare operations and equipment management to the practical task of maintaining service reports.
Gaps identified on the working area.	some service reports lacked critical details, making it difficult to track maintenance history and equipment performance accurately.
Suggestions for improvement	Conduct regular audits of service reports to ensure completeness and adherence to standardized practices.
Plan for the next week	Prepare detailed reports summarizing findings and providing actionable recommendations for enhancing equipment maintenance practices.

Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-Clinical Operations.

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and healthcare management)

Week no: 5

From 27-05-2024 **to** 1-05-2024

Activity Done	WEEK5: DAY1- Managed Biomedical Engineering Department Files: • Collected all the files related to the biomedical engineering department. • Sorted and organized files based on equipment type and service dates. • Updated records to include recent service and maintenance activities. • Ensured that all files were stored in the correct locations for easy retrieval. DAY2- Checked service Reports: • Retrieved service reports for all biomedical equipment from the database. • Cross-checked each report for accuracy and completeness. • Contacted service engineers for clarification on any discrepancies found. • Filed the verified service reports in the appropriate sections. DAY3- Closed Documentation work: • Reviewed all pending documentation tasks assigned to the department. • Completed and signed off on necessary forms and reports. • Organized completed documents and prepared them for archival. • Coordinated with other departments to ensure that all inter-departmental documentation was aligned and completed. DAY4- Training for NABH visit: • Participated in training sessions for various shifts to ensure full staff participation. • Prepared training materials, including presentations and handouts, on hospital policies. • Had training sessions focused on healthcare rights, patient safety, and proper healthcare delivery. • Held Q&A sessions to address staff concerns and clarify doubts. • Distributed feedback forms to evaluate the effectiveness of the training.
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	DAY5- Inventory Management: • Conducted a physical inventory check in the store to verify the presence and condition of items. • Cross-referenced the physical inventory with digital records to ensure consistency. • Identified and recorded any discrepancies between physical and digital inventories. • Organized the inventory to ensure easy access and proper storage conditions. • Compiled a detailed inventory report, highlighting any issues or shortages. • Prepared recommendations for replenishing stock and improving inventory management processes. DAY6- NABH Visit • Preparation: ○ Arrived early to ensure all documentation and reports were ready for review. ○ Assisted in setting up the meeting room for the NABH team. • Documentation Review: ○ Provided the NABH team with requested files and documents. ○ Explained the organization and management of biomedical engineering files. ○ Presented the completed service reports and highlighted verification processes. • Facility Tour: ○ Accompanied the NABH team on a tour of the hospital facilities. ○ Highlighted key areas, including the biomedical engineering department and inventory storage. ○ Answered questions regarding operational procedures and compliance with standards. • Staff Interaction: ○ Assisted in coordinating interactions between the NABH team and hospital staff. ○ Ensured staff were available to discuss training and implementation of healthcare policies.
Linking theory (Classroom learning) with practice at your organisation	• Management and Organizational Skills: Applied concepts from management courses to organize files and manage documentation efficiently. • Quality Control: Utilized quality control theories to verify service reports and ensure compliance with standards.

	• Inventory Management: Implemented inventory management techniques learned in coursework to conduct a thorough inventory check and compile reports. Theoretical knowledge was directly applied to manage operational tasks, enhancing the efficiency and accuracy of hospital operations.
Gaps identified on the working area.	• Documentation Inconsistencies: • Found discrepancies between physical and digital records. • Service reports lacked standardization. • Inventory Management: • Physical inventory did not always match digital records. • Lack of a systematic approach for inventory updates. • Staff Training: • Limited understanding of some hospital policies among staff. • Need for more frequent and comprehensive training sessions.
Suggestions for improvement	• Standardizing Documentation: • Implement a standardized format for all service reports. • Conduct regular audits to ensure consistency between physical and digital records. • Enhancing Inventory Management: • Introduce a systematic inventory management process with regular updates. • Utilize inventory management software to reduce discrepancies. • Improving Staff Training: • Develop a continuous training program covering all critical aspects of hospital policies. • Use interactive training methods to enhance understanding and retention.
Plan for the next week	• Review and Standardize Documentation:

- | | |
|--|---|
| | <ul style="list-style-type: none"> • Work with the biomedical engineering team to create standardized forms and checklists for service reports. • Perform Follow-Up Inventory Check: <ul style="list-style-type: none"> • Revisit the inventory to ensure that discrepancies identified this week are resolved. • Implement a system for more frequent inventory checks. • Enhance File Management Systems: <ul style="list-style-type: none"> • Propose a new file storage system to improve accessibility. • Begin reorganizing files according to the new system. • Address NABH Feedback: <ul style="list-style-type: none"> • Review the feedback received from the NABH visit. • Develop a plan to address any areas of improvement highlighted. • Coordinate with relevant departments to implement the necessary changes. |
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Signature of the Student

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-clinical Operations

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and Health Management)

Week no: 6

From 03- 06-2024 **to** 8-06-2024

Activity Done	WEEK6- DAY1- Activity: Brief review session on the previous NABH audit. • Details : ○ Had a discussion about the outcomes of the audit. ○ Reviewed the audit report to identify areas of non-compliance. ○ Discussed with team members the critical areas needing improvement. ○ Documented the major findings and shared them with the department. ○ Prioritized the issues based on their impact on hospital operations and patient safety. ○ Outcome: Identified areas where we are lacking and outlined tasks that need to be completed to address these shortcomings. DAY2- Activity: Performance Verification (PV) of instruments. ○ Details: ○ Participated in the performance verification process for various biomedical instruments. ○ Verified the asset codes of instruments to ensure they match with the records. ○ Checked serial numbers of the instruments to confirm they are correctly documented. ○ Assisted in updating records where discrepancies were found. ○ Discussed the importance of accurate asset coding and serial number matching for inventory management. ○ Outcome: Acquired knowledge about the importance of asset coding and serial number matching in managing biomedical equipment.
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DAY3-

Activity: Continued review and analysis of NABH audit findings.

- **Details:**

1. Worked with the team to review the detailed findings of the NABH audit.
2. Identified the root causes of non-compliance issues.
3. Developed a corrective action plan to address each identified issue.
4. Set specific goals and timelines for implementing the corrective actions.
5. Assigned responsibilities to team members for executing the action plan.

- **Outcome:** Developed a timeline and allocated responsibilities for implementing the corrective measures.

DAY4-

Activity: Detailed study of asset coding in the Biomedical Engineering department.

- **Details:**

1. Studied the asset coding system used for biomedical equipment.
2. Understood the criteria for assigning asset codes to different types of equipment.
3. Analyzed the benefits of asset coding in tracking equipment usage and maintenance.
4. Reviewed case studies or examples of effective asset coding practices.
5. Discussed potential improvements to the current asset coding system with the Biomedical Engineering team.

- **Outcome:** Enhanced understanding of how asset coding helps in tracking and maintaining biomedical equipment efficiently.

DAY5-

- **Activity:** Conducted gap analysis of various departments in soft services.

- **Details:**

1. Evaluated current practices and procedures in housekeeping, security, and food and beverage.
2. Identified gaps between current practices and industry best practices.
3. Analyzed feedback from staff and patients regarding soft services.
4. Collaborated with department heads to understand challenges and resource constraints.

	5. Developed recommendations to bridge identified gaps and improve service quality. ○ Outcome: Provided actionable insights and recommendations to enhance the efficiency and effectiveness of soft services across various departments. DAY6- Activity: Equipment overview in the Biomedical Engineering department. • Details: 1. Observed various types of biomedical equipment used in the hospital. 2. Learned about the functions and applications of key instruments. 3. Discussed the maintenance protocols for different equipment. 4. Understood the safety measures and standards for handling biomedical equipment. • Outcome: Gained understanding of the working mechanisms of different biomedical equipment.
Linking theory (Classroom learning) with practice at your organisation	• Quality Management Systems: Applied concepts of quality management and continuous improvement, as learned in classroom sessions, to analyze the NABH audit findings and develop a corrective action plan. • Asset Management: Utilized knowledge of asset management principles in verifying asset codes and serial numbers during the performance verification process. • Operational Efficiency: Implemented theories of operational efficiency and process optimization while conducting gap analysis in soft services.

	• Risk Management: Applied risk management strategies in identifying root causes of non-compliance and developing mitigation plans. • Team Collaboration: Leveraged teamwork and communication skills to coordinate with various departments and ensure alignment on action plans and improvements.
Gaps identified on the working area.	• Documentation Issues: Inconsistencies in asset coding and documentation of biomedical equipment. • Compliance Gaps: Areas of non-compliance identified in the NABH audit report requiring immediate attention. • Training Needs: Staff in various departments require additional training on updated protocols and procedures. • Resource Allocation: Insufficient resources in some soft service departments impacting service quality. • Communication Breakdowns: Lack of effective communication channels between departments leading to misunderstandings and delays.
Suggestions for improvement	• Improve Documentation Practices: Implement a standardized system for asset coding and documentation to ensure consistency and accuracy. • Enhance Training Programs: Develop comprehensive training programs for staff to cover updated protocols, procedures, and compliance requirements. • Allocate Resources Efficiently: Review and adjust resource allocation in soft service departments to address deficiencies and improve service quality. • Strengthen Communication: Establish clear communication channels and regular inter-departmental meetings to enhance coordination and collaboration. • Frequent Audits and Monitoring: To guarantee continual compliance and pinpoint opportunities for continuous improvement, conduct internal audits and monitoring frequently.
Plan for the next week	• Follow-Up on NABH Action Plan: Monitor the implementation of the corrective actions from the NABH audit and provide support where needed. • Training Sessions: Organize and conduct training sessions for staff on asset coding, documentation, and compliance procedures. • Resource Assessment: Work with department heads to assess resource needs and develop a plan to address any gaps identified.

	• Communication Improvement: Develop a communication plan to improve information flow between departments, including regular updates and feedback sessions. • Internal Audit Preparation: Begin preparations for an internal audit to review progress on implemented changes and ensure continued compliance with NABH standards
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Signature of the Student

Approved by the IIHMR University’s Mentor

Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: Non-Clinical Operations / Biomedical Engineering Department

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and Health Management)

Week no: 7

From 10-06-2024 **to** 15-06-2024

Activity Done	WEEK 7 : DAY1- • Completed the data entry tasks. • Reviewed checklist items meticulously to ensure compliance with standard operating procedures and protocols. • Compiled and updated the list of all biomedical equipment. • Continued the verification of asset codes and serial numbers from the previous week's records. DAY2- • Conducted a comprehensive review of checklists across multiple departments. • Verified completeness and accuracy of checklist items, ensuring adherence to standard protocols and procedures. • Made detailed observations during checklist reviews, noting any discrepancies or irregularities. • Observed the implementation of standard operating procedures and safety protocols in biomedical waste management practices. DAY3- • Conducted a comprehensive audit of the food and beverage department to assess compliance with regulatory standards and operational protocols. • Reviewed various aspects of this operation, including food safety, hygiene practices, documentation, and facility maintenance. • Establish a system for ongoing monitoring and evaluation of checklist compliance and procedural adherence. • Schedule regular follow-up assessments to track progress and identify any new areas for improvement.
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	DAY4- • Discussed potential improvements to the current asset coding system with the Biomedical Engineering team. • Participated in the performance verification process for various biomedical instruments. • Analyzed project progress and identified any potential bottlenecks or issues. • Compiled and prepared detailed reports summarizing project status and key findings. • Presented the reports to the management team and discussed next steps. • Provided recommendations for improving project workflows and efficiency. DAY5- Service and Maintenance Schedules • Maintained detailed service reports for surgical instruments, including information on preventive maintenance schedules. • Ensured that all surgical instruments were accounted for and checked for proper functioning before and after surgeries. • Gained insights into the maintenance and sterilization processes for surgical instruments. DAY6- Summary and Review • Summarized the week's activities and reviewed the service reports for completeness and accuracy. • Conducted a gap analysis to identify areas where reporting and maintenance processes could be improved • Prepared for the mentor-mentee meeting to discuss the week's findings and plan for the next week's activities.
Linking theory (Classroom learning) with practice at your organisation	• Operational Efficiency: Implemented theories of operational efficiency and process optimization while conducting gap analysis in soft services. • Risk Management: Applied risk management strategies in identifying root causes of non-compliance and developing mitigation plans. • Team Collaboration: Leveraged teamwork and communication skills to coordinate with various departments and ensure alignment on action plans and improvements.

Gaps identified on the working area.	Training Needs: Staff in various departments require additional training on updated protocols and procedures.
Suggestions for improvement	Enhance Training Programs: Develop comprehensive training programs for staff to cover updated protocols, procedures, and compliance requirements.
Plan for the next week	• Resource Assessment: Work with department heads to assess resource needs and develop a plan to address any gaps identified. • Communication Improvement: Develop a communication plan to improve information flow between departments, including regular updates and feedback sessions.

Signature of the Student

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Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: NON-CLINICAL OPERATIONS

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA HOSPITAL AND HEALTH MANAGEMENT

Week no: 8

From 17-6-2024 to 22-6-2024

Activity Done	WEEK 8 Day 1: • Checked the overall work performance in the Food and Beverages department. ◦ Monitored the quality and timely delivery of meals to patients and staff. ◦ Ensured compliance with health and safety standards. • Matched the inventory and service details with the Hospital Information System (HIS) software. ◦ Verified that records in the HIS were accurate and up to date. Day 2: • Conducted inventory checks in the housekeeping department. ◦ Audited supplies such as cleaning agents, linens, and equipment. ◦ Ensured inventory levels were adequate and reordered supplies as needed. • Checked all daily checklists to ensure protocol compliance. ◦ Reviewed tasks completed by housekeeping staff. ◦ Verified adherence to standard operating procedures. Day 3: • Monitored Biomedical Waste Management protocols. ◦ Ensured proper segregation and disposal of waste according to color-coded dustbins. ◦ Conducted random checks to verify adherence to waste management guidelines. Day 4:
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	- Conducted inventory checks across all sub-departments in non-clinical operations. - Verified stock levels and the condition of supplies. - Cross-referenced physical inventory with digital records. Day 5: - Investigated patient complaints. - Identified common issues and areas of dissatisfaction. - Liaised with relevant departments to address and resolve complaints. - Analysed the CT machine operations in the Biomedical Engineering department. - Studied patient flow and machine utilization. - Made a comprehensive analysis of CT machine performance and efficiency. Day 6: - Biomedical Engineering Department - Completed a comprehensive analysis and report on the CT machine project. Data Compilation: Gathered and compiled all data related to the CT machine, including performance metrics, patient usage statistics, and maintenance records. Findings Summary: Summarized key findings, highlighting any areas of concern such as frequent maintenance issues or inefficiencies in patient flow. Recommendations: Developed actionable recommendations to improve the performance and efficiency of the CT machine. Suggestions included: Enhanced Scheduling: Implementing a more effective scheduling system to minimize patient wait times and reduce machine downtime. Preventive Maintenance: Increasing the frequency of preventive maintenance to reduce the likelihood of unscheduled downtime. Presentation Preparation: Prepared a detailed presentation of the findings and recommendations for the final meeting with the department heads and internship supervisor.
Linking theory (Classroom learning) with practice at your organisation	Quality Management: Applied classroom learning on quality management to monitor and improve the Food and Beverages service. Inventory Control: Utilized knowledge of inventory management to conduct thorough checks and ensure optimal stock levels.

	• Waste Management: Implemented theoretical understanding of biomedical waste management protocols in a practical setting.
Gaps identified on the working area.	• Inventory Discrepancies: Found mismatches between physical inventory and HIS records. • Protocol Non-Compliance: Noticed occasional lapses in adherence to biomedical waste management protocols. • Patient Complaint Handling: Identified delays and inefficiencies in the resolution process of patient complaints.
Suggestions for improvement	• Inventory Management: Introduce regular training sessions for staff on accurate inventory logging and HIS usage. • Protocol Enforcement: Implement stricter monitoring and periodic training to ensure compliance with waste management protocols. • Complaint Resolution Process: Develop a more streamlined and efficient process for handling patient complaints, including quicker response times and follow-up procedures.
Plan for the next week	1. Presentation Preparation: ○ Compile and organize all data and findings from the internship period. ○ Create a comprehensive PowerPoint presentation summarizing key insights, activities, and recommendations. 2. Final Report Completion: ○ Write a detailed final report documenting the entire internship experience, including tasks performed, challenges faced, and achievements. ○ Include analysis and findings from the CT machine project. 3. Final Meeting with Supervisor: ○ Schedule a meeting with the internship supervisor to present findings and discuss the final report. ○ Seek feedback and suggestions for any final adjustments. 4. Completion of Internship Formalities: ○ Ensure all documentation is completed and submitted. ○ Obtain necessary signatures and feedback forms. ○ Reflect on the overall experience and prepare for future career steps.

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Weekly Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: NON-CLINICAL OPERATIONS

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA HOSPITAL AND HEALTH MANAGEMENT

Week no: 9

From 24-06-24 to 29-4-24

Activity Done	Day 1: June 24, 2024 • Internship Report Preparation: ○ Compiled data and findings from previous weeks. ○ Organized the information into a cohesive internship report. ○ Ensured all sections were thoroughly detailed, including tasks performed, challenges encountered, and solutions implemented. Day 2: June 25, 2024 • Documentation Completion: ○ Completed all required documentation for the internship. ○ Verified that all forms, logs, and records were accurately filled and submitted. ○ Coordinated with various departments to gather any additional necessary information. Day 3: June 26, 2024 • Presentation Preparation: ○ Created a comprehensive PowerPoint presentation summarizing the internship experience. ○ Included key insights, achievements, and recommendations for improvement. ○ Practiced the presentation to ensure clarity and confidence during delivery. Day 4: June 27, 2024 • Final Touches and Rehearsal: ○ Reviewed the internship report and presentation for any last-minute adjustments. ○ Rehearsed the presentation multiple times to ensure smooth delivery.
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	○ Prepared for potential questions from the Heads of Departments (HODs) during the presentation. Day 5: June 28, 2024 • Presentation Rehearsal: ○ Conducted a final rehearsal of the presentation. ○ Made sure all technical aspects (slides, projector, etc.) were functioning correctly. ○ Gathered feedback from peers and mentors to make any necessary improvements. Day 6: June 29, 2024 • Presentation and Speech: ○ Delivered the presentation in front of all Heads of Departments (HODs). ○ Presented key findings, analysis, and recommendations from the internship. ○ Gave a speech reflecting on the successful completion of the internship. ○ Received feedback and answered questions from the HODs. ○ Celebrated the successful completion of the internship with peers and mentors.
Linking theory (Classroom learning) with practice at your organisation	• Project Management: Applied project management skills to organize and compile the internship report. • Communication Skills: Utilized effective communication techniques in preparing and delivering the presentation. • Professional Development: Integrated theoretical knowledge with practical experience, enhancing professional competence.
Gaps identified on the working area.	• Time Management: Realized the need for better time management to balance daily tasks and final preparations. • Data Collection: Encountered challenges in gathering consistent data from various departments, highlighting the need for a more streamlined data collection process.
Suggestions for improvement	• Enhanced Coordination: Recommend regular inter-departmental meetings to facilitate smoother data collection and communication.

	• Structured Time Management: Implement time management training for interns to help balance routine tasks and special projects more effectively.
Plan for the next week	Reflect on the internship experience, identifying key learnings and areas for future development. Plan next steps for career advancement based on insights gained during the internship.

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Compiled Report

Name of the Organisation: PARAS HOSPITAL UDAIPUR

Area/ Department/ Project of Summer Internship Program: OPERATIONS MANAGEMENT

Name of the Student: SHALINI GURJAR

Roll no: 1824

Stream: MBA (Hospital and Health Management)

Activity Done	• My experience at Paras Hospital Udaipur started with an induction round that gave me a thorough rundown of the facility's operations and facilities during the first week, emphasizing its 194-bed capacity and dedication to holistic healthcare. I gained insight into the hospital's interdisciplinary approach by taking part in hospital rounds and board meetings with all Heads of Departments (HODs). After being assigned to the Support Services division, I became aware of how important support services are to the upkeep of facility operations and efficiency. I had a thorough conversation on the duties and workings of housekeeping with Mr. Rajinder Singh, the department head, during my introduction to the department. I gained knowledge about the value of keeping patient rooms tidy, applying disinfectants, and upholding hygienic standards. • I worked on data entry projects for different departments and thoroughly examined checklists, such as those for the MICU, HDU, Discharge Room, OT, CCU, and Cath Lab. I checked the items on the checklist to make sure that standard operating procedures and protocols were being followed, noting any instances where this wasn't the case. To find areas that needed work, such as missing checklist items or inadequate documentation, I conducted a gap analysis. I also carried out a thorough audit of the biological waste management procedures and the food and beverage division this week to make sure they conformed with operational guidelines and legal requirements. I thought back on the interaction between the mentor and mentee
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and expressed gratitude for the help I had in navigating the internship.

- I thoroughly examined all the hospital's employee data, using descriptive analysis to learn more about the performance indicators and demographics of the workforce. I ensured that the information on the hospital's operating dashboard was correct and comprehensive by updating it with the most recent data from multiple departments. Meetings with the heads of the departments of engineering and biomedical engineering helped to clarify their roles, duties, and current initiatives to enhance hospital infrastructure. I learned how to record equipment failure episodes, including the cause, the steps taken, and future preventative measures, and I developed an asset preventative Maintenance System (PMS) planner.
- To ensure that every report contained all the necessary information—such as the name of the equipment, its model number, the department, its location, observations, the actions done, and its status—I concentrated on gathering and overseeing the maintenance reports for hospital equipment. I picked up knowledge about hospital equipment maintenance protocols and schedules as well as the hospital's use of the PMS (Preventive Maintenance System). Acquiring knowledge regarding the functions and significance of medical devices, such as air mattresses, has improved my comprehension of them. To the staff of the Biomedical Engineering Department, I also gave a quick overview of NABH rules, stressing the value of accreditation in upholding standards of quality and safety.
- I concentrated on learning about the processes involved in managing biomedical waste, such as collection, segregation, storage, transportation, treatment, and disposal. I saw how biological waste management methods implemented standard operating procedures and safety protocols. In addition, I carried out a thorough descriptive analysis of the Central Sterile Supply Department (CSSD), looking at personnel performance, equipment usage, workflow efficiency, and sterilization procedures. I gathered and examined information about the kinds and amounts of sterilized devices, turnaround times, and sterilization protocol compliance, realizing how crucial it is to keep a sterile environment free from diseases.

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| | <ul style="list-style-type: none">• Preparation for the National Accreditation Board for Hospitals & Healthcare Providers (NABH) visit involved participating in training sessions, preparing materials on hospital policies, and conducting Q&A sessions. These sessions focused on healthcare rights, patient safety, and proper healthcare delivery.• I took part in the process of confirming that asset codes and serial numbers corresponded with the records for a variety of biomedical instruments. It was crucial to update records when differences were discovered. This work connected theoretical knowledge with real-world application by illuminating the significance of precise asset coding and serial number matching in the management of biomedical equipment.• I thoroughly investigated the asset coding scheme for medical equipment, comprehending the standards by which various kinds of equipment are assigned codes. I examined case studies of successful asset coding techniques and talked with the Biomedical Engineering team about possible enhancements while analyzing the advantages of asset coding in monitoring equipment usage and maintenance. My comprehension of asset management concepts has improved as a result of this training.• During the last week of the internship, information and conclusions from earlier weeks were combined to create a comprehensive report that included information about work completed, difficulties faced, and solutions applied. All necessary paperwork was finished, and when needed, coordination with different departments was established to obtain more data. A thorough PowerPoint presentation that included important takeaways, accomplishments, and suggestions was made to summarize the internship experience. To guarantee clarity and assurance during delivery, the presentation was examined and practiced several times. In front of every Head of Department (HOD), I gave a presentation on the last day of the internship. I also received comments, celebrated with mentors and peers, and reflected on the program's successful conclusion. |
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Linking theory (Classroom learning) with practice at your organization

- **Operational Efficiency**

- Applied theories of operational efficiency and process optimization while conducting gap analyses in soft services.
- Implemented strategies to streamline operations and improve workflow efficiency.

- **Risk Management**

- Utilized risk management strategies to identify root causes of non-compliance and develop effective mitigation plans.
- Conducted risk assessments to ensure compliance with safety and regulatory standards.

- **Team Collaboration**

- Leveraged teamwork and communication skills to coordinate with various departments.
- Ensured alignment on action plans and improvements through effective inter-departmental collaboration.

- **Quality Management**

- Applied classroom learning on quality management to monitor and improve the Food and Beverages service.
- Implemented quality control measures to ensure adherence to health and safety standards.

- **Inventory Control**

- Utilized knowledge of inventory management to conduct thorough checks and ensure optimal stock levels.
- Implemented effective inventory control practices to minimize discrepancies and maintain accurate records.

- **Waste Management**

- Applied theoretical understanding of biomedical waste management protocols in a practical setting.
- Ensured proper segregation, handling, and disposal of biomedical waste in compliance with regulations.

- **Project Management**

	• Applied project management skills to organize and compile the internship report. • Managed project timelines, resources, and deliverables to ensure successful completion of tasks. • Communication Skills • Utilized effective communication techniques in preparing and delivering presentations. • Enhanced professional communication through clear and concise reporting and presentations.
Gaps identified in the working area.	• Documentation Inconsistencies • Discrepancies between physical and digital records were noted, particularly in service reports. • Lack of standardization in documentation formats led to confusion and potential errors. • Training Needs • Staff in various departments required additional training on updated protocols and procedures to ensure compliance and efficiency. • Gaps in knowledge and skills impacted the quality of service delivery. • Resource Allocation Issues • Some soft service departments faced insufficient resources, affecting their ability to deliver quality services. • Inadequate resource allocation led to operational inefficiencies and service delays. • Communication Breakdowns • Poor communication between departments often resulted in misunderstandings and delays. • Lack of a clear communication structure hindered effective coordination and information sharing. • Inventory Discrepancies • Mismatches between physical inventory and Hospital Information System (HIS) records were identified.

	• Inaccurate inventory records could lead to stockouts or overstocking, impacting service delivery. • Protocol Non-Compliance • Occasional lapses in adherence to biomedical waste management protocols were observed. • Non-compliance with protocols posed potential risks to patient and staff safety. • Patient Complaint Handling Inefficiencies • The process for handling patient complaints was found to be inefficient, with delays in addressing grievances. • Inadequate resolution of patient complaints affected patient satisfaction and trust.
Suggestions for improvement	• Standardize Documentation • Implement a standardized format for service reports across all departments to reduce inconsistencies and ensure accuracy. • Regularly review and update documentation procedures to maintain consistency. • Enhance Training Programs • Develop comprehensive training programs that cover updated protocols, procedures, and compliance requirements. • Conduct regular training sessions to keep staff informed and competent in their roles. • Improve Resource Allocation • Conduct a thorough review of resource allocation in soft service departments. • Adjust resource distribution as needed to ensure sufficient resources for optimal service delivery. • Strengthen Communication • Establish clear communication channels between departments to facilitate smoother coordination. • Schedule regular inter-departmental meetings to improve information flow and collaboration. • Regular Audits and Monitoring

	• Implement a schedule for regular internal audits to monitor compliance and identify areas for improvement. • Conduct periodic reviews to ensure adherence to protocols and standards. • Enhance Inventory Management • Introduce regular training sessions for staff on accurate inventory logging and effective use of the HIS system. • Implement measures to minimize discrepancies and maintain accurate inventory records. • Enforce Protocol Compliance • Implement stricter monitoring and periodic training sessions to ensure consistent adherence to biomedical waste management protocols. • Conduct regular inspections to identify and address non-compliance issues. • Streamline Complaint Resolution • Develop a more efficient process for handling patient complaints, including quicker response times and follow-up procedures. • Ensure timely and satisfactory resolution of patient grievances to improve patient satisfaction and trust.
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Signature of the Student – Shalini Gurjar

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