

SUMMER INTERNSHIP PROGRAM
AT
ETERNAL HOSPITAL SANGANER JAIPUR

FROM 6TH MAY 2024 TO 5TH JULY 2024

A REPORT BY
SHALEEN KHARE

MBA (HOSPITAL & HEALTH MANAGEMENT)

2023-2025

UNDER THE MENTORSHIP OF
DR. SANDESH KUMAR SHARMA



ETERNAL HOSPITAL *Sanganer*

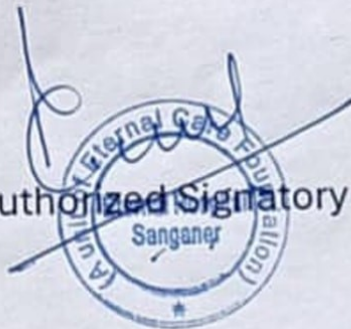


TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Shaleen Khare has worked as a trainee with us in department of quality from 06th may 2024 to 05th July 2024 for the period of 2 months.

Her performance during the periods in the department was good.

We wish her the best for all her future endeavors


Authorized Signatory
Sanganer

Dr. Prachesh Prakash

Chief Executive Officer

(A Unit of Eternal Care Foundation)

Near Airport Circle Sanganer, Jaipur - 302011 Rajasthan (India)

Phone:- 0141-3120000

www.eternalhospital.com

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Shaleen Khare** of academic year 2023-2025 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May – June 2024.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date-

A handwritten signature in blue ink, appearing to be 'Dr. Sandesh Kumar Sharma', written over the printed name.

(Signature of Faculty Mentor)

Dr. Sandesh Kumar Sharma

Professor

IIHMR University, Jaipur

OVERVIEW OF HOSPITAL

Eternal Hospital Sanganer is the newest branch of the Eternal Care Foundation, continuing the tradition of excellence established by its parent hospital in Jaipur, founded in 2013. Known for outstanding medical services and outcomes, the Sanganer branch features state-of-the-art facilities, including critical care beds and advanced medical technology, and offers a wide range of medical services with plans to expand into super-specialized areas

OBJECTIVES

To deliver high-quality, patient-centered care with continuous service improvement.

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To determine the degree of patient satisfaction in the hospital's **Inpatient Department**.

IN-PATIENT DEPARTMENT

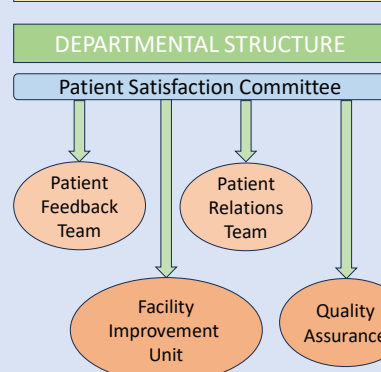
- To offer admitted patients the best possible medical and nursing care.
- To systematically arrange for the supplies, medications, and other equipment needed for patient care.
- Providing the most optimum setting to serve as a temporary residence for the patients
- To offer amenities to satisfy the needs of guests and staff.

LEARNING & VALUE ADDITION

- ability to solve problems.
- collaborative abilities.
- acquired knowledge of many departments and tasks.
- increases self-confidence.

USEFULNESS OF INTERNSHIP

- Improved patient communication and clinical skills.
- Connections with healthcare professionals and mentors.
- Understanding hospital workflows and management.
- Exposure to diverse medical cases and treatments, boosting confidence and competence.



MISSION

Provide exceptional, compassionate care using advanced technology and skilled professionals to ensure patient satisfaction.

VISION

To be a leader in healthcare by continually improving patient experiences and expanding specialized services with a focus on innovation and compassion.

CORE VALUE

- INTEGRITY
- PATIENT CENTRIC
- HOSPITALITY
- RESPECT FOR ALL
- TEAM WORK

SWOT ANALYSIS OF ORGANIZATION

STRENGTHS:

- The hospital is equipped with state-of-the-art medical technology and fully functional operating rooms, ensuring high-quality care.
- Offering specialties like Cardiac Sciences, Gastroenterology, and Orthopedics, among others, caters to diverse patient needs.
- A team of skilled medical and paramedical professionals provides expert care.

WEAKNESSES:

- Lower satisfaction rates in food and beverage services (24% poor) indicate an area for improvement.
- While generally positive, 8% of patients rated cleanliness and hygiene as poor, suggesting inconsistencies in maintaining standards.

SWOT

OPPORTUNITIES:-

- Plans to expand into Neurosciences and Oncology will attract more patients seeking specialized care.
- Implementing improvements based on patient feedback can enhance overall patient experience and satisfaction.

THREATS:

- The presence of other established hospitals in the region could pose challenges in attracting and retaining patients.
- Ensuring consistent quality across all services and facilities to avoid potential negative reviews and dissatisfaction.

SUGGESTIONS

- Patient care is high quality only if the patient is satisfied. Patient satisfaction is a key indicator of healthcare quality and service effectiveness.
- The hospital managers should routinely assess the patients' satisfaction status.
- The hospital should improve the general facility including the meal, need of the patient and the cleanliness of the toilet.
- Also, the response time to the queries of the patients should be taken care of by the healthcare staff.



METHODOLOGY

RESEARCH DESIGN:

This research is descriptive type.

Data Source:

Feedback form

Sample Size:

50 Patients

Research type - Qualitative

Method of Study - A patient experience feedback, questionnaire was administered to IPD patients.

Method of Data Collection:

Primary method - data was collected by providing feedback forms to the patients or their family member.

DEFINE POPULATION

- Patients visiting the healthcare facility.
- Exclusion Criteria
 - ALL AGE GROUPS
 - Gender

- Types of treatment received
- Duration of treatment (Long/Short)
- Location (U/R)

BASELINE DATA COLLECTION

Demographic information:

- Gender: Both Male & Female.
- Service Type: Inpatients Department (general consultation, emergency, specialty care.)

Satisfaction Score:

- Overall Patient satisfaction score increased from 91% to 96% at 2 months. Communication & quality care received the highest ratings, while the f & b services and housekeeping were identified as area of improvement.

FOLLOW-UP DATA COLLECTION

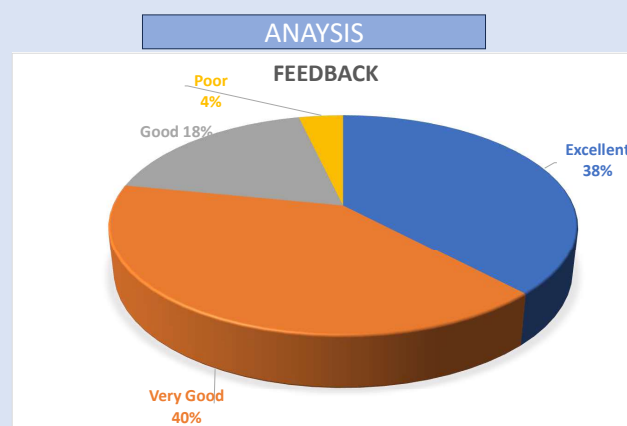
Collected 2-month feedback; satisfaction scores remained unchanged

DATA ANALYSIS

Qualitative Method of Study – A patient experience feedback, questionnaire was administered to IPD patients

RESULT REPORTING

Analyze and summarize survey data, highlighting key findings and areas needing improvement. Report on demographics, satisfaction scores, and trends observed over the study period.



Weekly Report

Week 1

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Not yet allotted

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 1st

From: 6th May 2024 to 11th May 2024

Activity Done	• Track staff in different departments to observe daily operations. • Participated in patient care activities under supervision. • Engaged in discussions with department heads to understand roles and responsibilities
Linking theory (Classroom learning) with practice at your organization	• Applied theoretical knowledge to real-life scenarios encountered in various departments. • Integrated classroom learning with practical experiences to enhance understanding of healthcare processes
Gaps identified on the working area.	• Inadequate communication between departments leading to delays in patient care. • Limited resources in certain departments hindering efficiency
Suggestions for improvement	• Implement regular interdisciplinary meetings to improve communication and coordination. • Allocate additional resources to departments facing resource shortages.
Plan for the next week	• Continue rotating through different departments to gain comprehensive exposure. • Actively participate in departmental activities to further understand workflow and challenges. • Collaborate with departmental staff to identify opportunities for process improvement

Signature of the student

Approved by the University Mentor

Weekly Report

Week-2

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Not yet allotted

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 2st

From:13th May 2024 to 18th May 2024

Activity Done	Assisted nursing staff in patient care, observed ICU procedures, learned neonatal care in NICU, participated in OT preps, engaged in digital marketing, and aided supply chain management.
Linking theory (Classroom learning) with practice at your organization	Applied theoretical knowledge to real-world nursing scenarios, integrated digital marketing concepts with hospital outreach strategies.
Gaps identified on the working area.	Communication gaps in patient care, inventory management inefficiencies, inconsistencies in digital marketing content distribution.
Suggestions for improvement	Enhance nursing staff communication training, automate inventory tracking, develop cohesive digital marketing strategy.
Plan for the next week	Continue patient care assistance, propose inventory management solutions, refine digital marketing strategy, explore cross-departmental shadowing opportunities

Signature of Student

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Weekly Report

Week-3

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 3rd From: 20th May 2024 to 25th May 2024

ACTIVITY DONE	• Patient Satisfaction in Inpatient Department: Initiated research on patient satisfaction by reading relevant literature and conducting a literature review. Participated in IDTR (Inpatient Department Team Rounds) to understand patient experiences and surroundings.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Theory Applied: Utilized knowledge from healthcare management and patient care courses to evaluate patient satisfaction. • Practical Application: Implemented survey techniques learned in classes to gather data on patient experiences. Applied theories of quality assurance and patient safety in observing hospital practices.
GAPS IDENTIFIED ON THE WORKING AREA	• Documentation: Inconsistent patient feedback documentation in some departments. • Communication: Limited communication between patients and healthcare providers regarding care plans and satisfaction. • Patient Follow-up: Inadequate follow-up procedures post-discharge to assess long-term patient satisfaction.

SUGGESTIONS FOR IMPROVEMENT	• Standardized Feedback Forms: Introduce a standardized patient feedback form to be used across all departments to ensure consistent data collection. • Enhanced Communication Training: Provide training for healthcare providers on effective communication strategies with patients to improve understanding and satisfaction. • Post-Discharge Follow-up: Implement a structured follow-up process to check on patients' recovery and satisfaction after discharge.
PLAN FOR THE NEXT WEEK	• Data Collection: Continue collecting patient feedback and satisfaction data from various inpatient departments. • Data Analysis: Start analyzing the collected data to identify trends and common issues affecting patient satisfaction. • Report Preparation: Begin drafting a report on patient satisfaction, highlighting key findings, gaps, and suggestions for improvement.

Signature of Student

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Weekly Report

Week-4

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 4th

From: 27th May 2024 to 1th June

ACTIVITY DONE	• Interacted with patients in wards • Listened to their problems faced during the treatment process • Noted the doctor's visit times • Tracked discharge times • Participated in IDTR (Infection Disease Treatment Rounds) Collected feedback from patients • Gathered Google reviews
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Applied communication skills to effectively interact with patients and understand their concerns. • Utilized knowledge of healthcare management to track and document doctors' visit times and discharge processes. • Implemented patient feedback mechanisms learned in classroom settings to gather and analyze patient satisfaction data.
GAPS IDENTIFIED ON THE WORKING AREA	• Delay in discharge process due to incomplete documentation. Inconsistent doctor visit times affecting patient care schedules. • Limited awareness among patients on how to provide structured feedback. • Lack of a systematic approach to handle patient grievances.
SUGGESTIONS FOR IMPROVEMENT	• Streamline the discharge process by ensuring all necessary documentation is prepared in advance. • Implement a standardized schedule for doctor visits to improve consistency. • Educate patients on how to give structured feedback and make it easier for them to do so. • Develop a more systematic approach to handle patient grievances, possibly through dedicated staff or a digital platform.

PLAN FOR THE NEXT WEEK	• Continue interacting with patients to gather more detailed feedback. • Work with hospital staff to develop a checklist for the discharge process. • Propose a pilot project for standardizing doctor visit times. • Design and distribute educational material to patients on providing feedback. • Assist in setting up a digital platform or process for handling patient grievances.
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Weekly Report

Week-5

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 5th From: 3th June 2024 to 8th June

ACTIVITY DONE	• Tracked patient discharges. • Collected Google reviews from patients. • Collected and analyzed feedback forms. • Conducted observations in the ICU. Gathered feedback from ICU patient attendants.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	In this week, I applied several theoretical concepts learned in class to practical situations in the hospital: 1. Patient Feedback Systems: Utilized principles of quality management to collect and analyze patient reviews and feedback forms. 2. Observation Techniques: Applied observational methods to monitor the ICU environment, ensuring compliance with healthcare standards. 3. Data Analysis: Implemented statistical methods to analyze patient discharge data, contributing to quality improvement efforts.
GAPS IDENTIFIED ON THE WORKING AREA	1. Feedback Collection: There is an inconsistency in collecting feedback forms from all discharged patients, leading to incomplete data. 2. Communication: Communication between the quality department and ICU staff needs improvement to ensure feedback is properly addressed. 3. Patient Follow-Up: Lack of a systematic approach for following up on patient feedback post-discharge.

SUGGESTIONS FOR IMPROVEMENT	1. Standardize Feedback Collection: Implement a standardized process for collecting feedback from all patients at discharge to ensure comprehensive data. 2. Enhance Communication Channels: Develop a structured communication protocol between the quality department and ICU staff to ensure timely and effective feedback implementation. 3. Establish a Follow-Up System: Create a follow-up mechanism to address patient concerns raised in feedback, ensuring continuous quality improvement.
PLAN FOR THE NEXT WEEK	1. Develop a proposal for a standardized feedback collection process. 2. Organize a meeting with ICU staff to discuss and improve communication protocols. 3. Design a follow-up system for patient feedback post-discharge. Continue to monitor and collect data on patient discharges and feedback.

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Weekly Report

Week-6

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 6th

From: 10th June 2024 to 15th June

ACTIVITY DONE	• Tracked discharges. • Collected Google reviews from patients. • Gathered feedback through forms. • Conducted observations in the OPD. • Identified gaps and issues faced by OPD patients. • Worked on a project focused on patient satisfaction.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Applied knowledge of patient feedback mechanisms to real-world settings. • Utilized theoretical concepts of quality management to analyze discharge processes. • Integrated patient satisfaction theories with practical data collection and analysis. • Implemented classroom techniques for identifying and addressing service gaps.
GAPS IDENTIFIED ON THE WORKING AREA	• Insufficient patient feedback channels in the OPD. • Lack of clear communication strategies for patient discharge instructions. • Delays in the discharge process affecting patient satisfaction. • Limited resources for tracking real-time patient feedback.
SUGGESTIONS FOR IMPROVEMENT	• Introduce more comprehensive and accessible feedback systems in the OPD. • Develop clear, standardized communication protocols for discharge processes. • Streamline discharge procedures to reduce delays and improve patient flow. • Enhance real-time feedback collection through digital tools.

PLAN FOR THE NEXT WEEK	• Continue working on the patient satisfaction project. • Implement suggested improvements in feedback collection systems. • Monitor the effectiveness of new discharge communication protocols. • Gather additional data to further analyze and improve patient satisfaction metrics. • Engage with OPD staff to discuss and refine operational processes based on feedback.
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Weekly Report

Week-7

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 7th

From: 17th June 2024 to 22th June

ACTIVITY DONE	• Identified and addressed problems in wards, OPD, and ER. • Monitored doctor visit timings. • Tracked patient discharges. • Collected patient feedback. • Conducted a literature review on patient satisfaction. • Worked on a research paper related to patient satisfaction.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	• Quality Improvement: Applied quality management principles to identify inefficiencies in hospital operations. • Patient Flow Management: Utilized knowledge of patient flow and discharge planning to enhance care efficiency. • Feedback Analysis: Employed feedback collection and analysis techniques to gather insights and improve service quality. • Research Methods: Applied research methodologies and literature review techniques to understand patient satisfaction better.
GAPS IDENTIFIED ON THE WORKING AREA	• Inconsistent documentation of doctor visit timings. • Delays in patient discharge processes. • Limited patient feedback collection, impacting quality improvement initiatives. • Insufficient data on patient satisfaction for comprehensive analysis.

SUGGESTIONS FOR IMPROVEMENT	• Implement a digital system for real-time tracking and recording of doctor visits. Streamline the discharge process by developing a standardized protocol. • Expand patient feedback collection through digital surveys and follow-up calls. • Increase efforts to gather more comprehensive data on patient satisfaction for in-depth analysis.
PLAN FOR THE NEXT WEEK	• Develop a proposal for a digital tracking system for doctor visits. • Design a standardized discharge protocol in collaboration with the nursing and administrative staff. • Create a comprehensive plan for enhancing patient feedback mechanisms, including the integration of digital tools. • Continue working on the research paper, incorporating more data and analysis on patient satisfaction.

Signature of Students

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Weekly Report

Week-8

Name of Organization: Eternal Hospital Sanganer Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Assurance

Name of the Student: Shaleen Khare

Roll no: 1823

Stream: MBA Hospital & Health Management

Week no: 8th

From: 24th June 2024 to 29th June

ACTIVITY DONE	Observed ward operations, analyzed patient satisfaction feedback, monitored doctor visits, assessed housekeeping services, and evaluated ward room needs to enhance patient comfort and care. Identified gaps in service and potential areas for improvement.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	Practice by observing gaps in wards, analyzing patient satisfaction feedback, checking doctor visits, assessing housekeeping work, and identifying ward room requirements to enhance patient comfort and care.
GAPS IDENTIFIED ON THE WORKING AREA	Observed deficiencies in ward management, patient satisfaction, doctor visit frequency, housekeeping efficiency, and patient comfort.
SUGGESTIONS FOR IMPROVEMENT	• Regular staff training and better scheduling forward management. • Implement a real-time feedback system to address patient complaints quickly. • Ensure strict adherence to doctor visit schedules. • Increase housekeeping staff and conduct regular audits. • Provide better bedding, climate control, and amenities in wards.
PLAN FOR THE NEXT WEEK	• Monitor implementation of improvements in wards. • Gather detailed patient feedback and track changes. • Ensure compliance with doctor visit schedules. • Start implementing comfort enhancements and collect patient feedback

Signature of Students

Approval of IIHMR University Mentor

Compiled Reporting Format

Name of the Organization: Eternal Hospital

Department: Quality Assurance

Name of the Student: Shaleen khare

Roll no: 1823**Stream:** MBA (Hospital and Health Management)

ACTIVITY DONE	1. Tracked Staff Operations: Observed daily operations across different departments. 2. Patient Care Participation: Assisted in patient care activities under supervision. 3. Engaged in Departmental Discussions: Discussed roles and responsibilities with department heads. 4. Nursing and ICU Procedures: Assisted nursing staff, observed ICU procedures, and learned neonatal care in NICU. 5. Surgical Preparations: Participated in OT preparations. 6. Digital Marketing: Engaged in digital marketing and aided in supply chain management. 7. Patient Satisfaction Research: Initiated research on patient satisfaction, participated in IDTR rounds, collected feedback through surveys and Google reviews, and conducted a literature review. 8. Ward and OPD Observations: Monitored ward operations, assessed housekeeping services, evaluated ward room needs, and observed OPD activities. 9. Doctor Visit and Discharge Tracking: Noted doctor visit times and tracked discharge processes.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	1. Application of Theoretical Knowledge: Applied classroom knowledge to real-life scenarios, integrating healthcare management principles and patient care theories into daily activities.

	2. Practical ExperienceIntegration: Enhanced understanding of healthcare processes by integrating theoretical learning with practical experiences. 3. Quality Improvement Principles: Utilized principles of quality management to identify inefficiencies and enhance service quality. 4. Patient Feedback Mechanisms: Implemented survey techniques and feedback collection methods to gather and analyze patient satisfaction data. 5. Communication Skills: Applied communication skills to effectively interact with patients and understand their concerns. 6. Research Methods: Utilized research methodologies and literature review techniques to gather insights on patient satisfaction.
GAPS IDENTIFIED ON THE WORKING AREA	1. Inter-Departmental Communication: Inadequate communication between departments led to delays in patient care. 2. Resource Allocation: Limited resources in certain departments hindered operational efficiency. 3. Feedback Collection: Inconsistent patient feedback documentation and limited channels for collecting structured feedback. 4. Discharge Process: Delays in the discharge process due to incomplete documentation and lack of standardized protocols. 5. Doctor Visit Timings:Inconsistent documentation and adherence to scheduled doctor visits. 6. Patient Follow-Up: Inadequate follow-up procedures post-discharge to assess long-term patient satisfaction. 7. Housekeeping and Ward Management: Observed deficiencies in housekeeping efficiency and ward management impacting patient comfort.

SUGGESTIONS FOR IMPROVEMENT	1. Regular interdisciplinary Meetings: Implement regular meetings to enhance communication and coordination between departments, leading to more efficient patient care. 2. Resource Allocation: Allocate additional resources to departments facing shortages to improve overall efficiency and patient care quality. 3. Standardized Feedback Forms: Introduce standardized feedback forms to ensure consistent data collection across all departments, enabling better analysis and Improvement. 4. Enhanced Communication Training: Provide training for healthcare providers on effective communication strategies with patients to improve understanding and satisfaction. 5. Structured Discharge Process: Streamline the discharge process by developing a standardized protocol, ensuring all necessary documentation is prepared in advance. 6. Doctor Visit Scheduling: Implement a digital system for real-time tracking and recording of doctor visits to ensure adherence to schedules. 7. Follow-Up System: Create a structured follow-up mechanism to address patient concerns post-discharge, ensuring continuous quality Improvement. 8. Comprehensive Feedback Channels: Introduce more comprehensive and accessible feedback systems in the OPD and other departments, Including digital tools for real-time feedback collection. 9. Patient Education: Educate patients on how to provide. structured feedback and make it easier for them to do so.
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	10. Housekeeping and Ward Enhancements: Increase housekeeping staff, conduct regular audits, and improve ward amenities such as bedding and climate control to enhance patient comfort.
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Signature of Students

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