

SUMMER INTERNSHIP PROGRAM

at

Eternal Hospital, Sanganer

From 06th May 2024 to 05th July 2024

A REPORT BY

Saryu Jadon

Master of Business Administration

Hospital and Health Management

2024-26

under the Mentorship of

Dr. P. R. Sodani

President IIHMR University





ETERNAL HOSPITAL *Sanganer*



TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Saryu Jadon has worked as a trainee with us in department of clinical operations 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


IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Saryu Jadon** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared a poster with respect to her summer internship held during May-June 2024.

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

Date: 22/07/2024

(Signature of Faculty Mentor)

A handwritten signature in blue ink, appearing to read 'P. R. Sodani', written over a horizontal line.

Dr. P. R. Sodani
President
IIHMR University, Jaipur

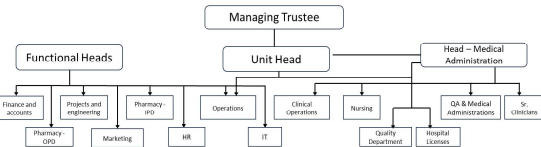
HISTORY:

Eternal Hospital (a unit of Eternal Heart Care Centre and Research Institute) is a tertiary care facility situated in Sanganer, Jaipur. This esteemed institution was established through the vision of Dr. Samin K. Sharma, a distinguished Interventional Cardiologist at Mount Sinai Hospital, New York, USA. Eternal Heart Care Centre (EHCC) was founded in 2013, with its branch, Eternal Hospital, Sanganer (EHS), commencing operations in October 2019. EHCC operates with a capacity of 250 beds, while EHS, with over 100 beds, stands as the only hospital in the state accredited by both JCI and NABH.

VISION: To provide high quality care and to touch the lives of the people through excellence in clinical care and affordable cost.

MISSION: To provide compassionate, accessible, high quality, patient centered, cost effective healthcare to one and all through best-in-class medical practices, technology and to work continuously to improve and sustain clinical outcomes, patient safety and satisfaction

ORGANIZATION STRUCTURE:



STRENGTHS:

- Established brand reputation
- Strong patient satisfaction
- Skilled doctors
- Robust staff training programs
- High-quality facilities

WEAKNESSES:

- The hospital had very limited space
- Poor floor management
- Inconsistent interdepartmental communication
- Insufficient patient counselling

SWOT

OPPORTUNITIES:

- Growing healthcare demand
- Enhanced telemedicine services
- Strategic partnerships
- Government healthcare initiatives

THREATS:

- Increasing competition
- Staff dissatisfaction
- Dissatisfied patients
- Health policy shifts

PROJECT: Assessing Efficiency in Patient Discharge Process: From Verbal Clearance to Actual Discharge

OBJECTIVE: To enhance discharge efficiency by identifying delay causes, quantifying delay times, assessing their impact on hospital operations, and recommending improvements to streamline the process and optimize resource use.

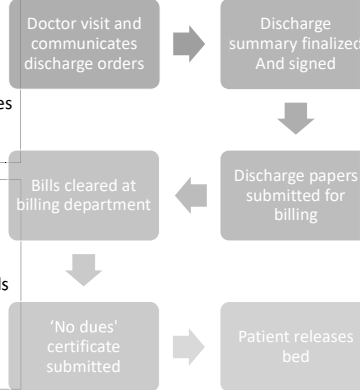
LEARNINGS:

Understanding Operational Efficiency
Interdepartmental Communication Skills
Data Analysis Techniques
Resource Management Insights

USEFULNESS:

Medical Industry Exposure
Collaboration with Healthcare Professionals
Communication Skill Development
Financial Impact Awareness

STEPS OF DISCHARGE PROCESS



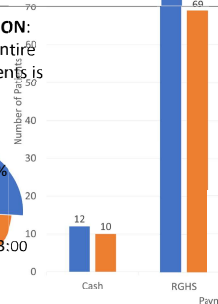
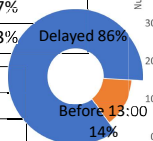
CHALLENGES:

Adjusting from academic learning to the complexity and pace of real-world scenarios
Overcoming communication gaps and ensuring clear, effective interactions with staff members.
Building trust and demonstrating the ability to effectively assist with tasks took time and effort.

DATA ANALYSIS & INTERPRETATION:

The average time taken for the entire discharge process across all patients is 397 minutes

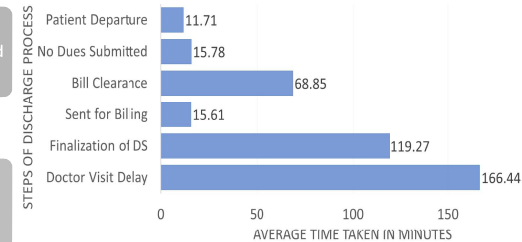
Planned	87%
Unplanned	13%
Cash	12%
RGHS	78%
TPA	10%



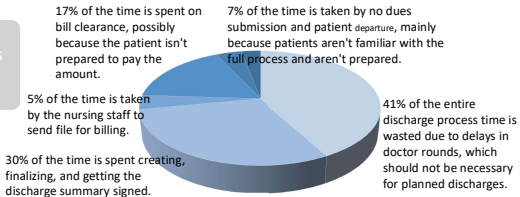
PROJECT FINDINGS:

- Average Discharge Process takes 336 minutes
- Out of 87 planned discharges, only 13 patients departed before 13:00, indicating significant delays.
- The doctor's visit, averaging 166 minutes after 9 AM, and the discharge summary finalization, averaging 119 minutes, were identified as major bottlenecks

Time Taken at each step of Discharge Process in Minutes

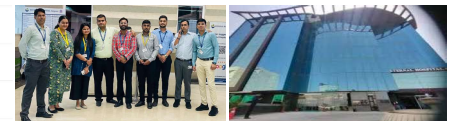


KEY REASONS FOR DELAY IN DISCHARGE PROCESS



RECOMMENDATIONS:

- Stick to doctor schedules and have backups ready.
- Prepare discharge summaries early for review.
- Provide billing estimates and use express lanes.
- Inform families early for discharge readiness.
- Discharge cash, RGHS, TPA patients in 120/180/240 mins.
- To ensure patients leave by 13:00, the discharge summary must be finalized by 11:13 at the latest.



Presented by: Dr. Saryu Jadon (1819)
Under the guidance of Faculty Mentor Dr. P. R. Sodani

WEEKLY REPORT – 1

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 1

FROM: 06/05/2024

TO: 11/05/2024

ACTIVITY DONE	During this week, I engaged in comprehensive visits to various departments within the hospital to deepen my understanding of their management and operational processes. This included shadowing staff members, observing workflow, and participating in team meetings where possible. Through these experiences, I gained insights into the intricate workings of each department and learned valuable lessons about effective management practices in a healthcare setting.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics: • Operations Management: Exploring how concepts such as lean management and process optimization are implemented in hospital operations to enhance efficiency and patient care. • Quality Management: Investigating the application of Total Quality Management (TQM) principles in ensuring high standards of care delivery and patient satisfaction. • Human Resource Management: Examining strategies for recruitment, training, and retention of healthcare professionals to foster a positive work environment and improve patient outcomes.

GAPS IDENTIFIED ON THE WORKING AREA	Through my observations and interactions, I identified several areas for improvement within the hospital: • Communication: There appears to be a lack of streamlined communication channels between different departments, leading to inefficiencies and delays in patient care. • Resource Allocation: Some departments seem to face challenges with resource allocation, resulting in underutilization of equipment and staff, or occasional shortages. • Technology Integration: While the hospital has adopted various technologies, there are instances where outdated systems or inadequate training hinder their full utilization, impacting workflow efficiency.
SUGGESTIONS FOR IMPROVEMENT	To address the identified gaps, I propose the following recommendations: • Implement a Unified Communication System: Introduce a centralized communication platform or protocol to facilitate seamless information exchange between departments and improve collaboration. • Conduct Resource Assessment: Conduct regular assessments to identify resource needs and allocate resources effectively based on demand to optimize utilization and prevent shortages. • Enhance Technological Training: Provide comprehensive training sessions for staff on existing and new technologies to ensure proficient use and maximize their potential benefits.
PLAN FOR THE NEXT WEEK	For the upcoming week, I plan to: • Dive deeper into specific departments to gain a more nuanced understanding of their operations. • Engage in discussions with department heads to gather insights on their challenges and proposed solutions. • Initiate conversations with relevant stakeholders to explore potential projects or initiatives that could address identified gaps and contribute to organizational improvement.

CONCLUSION

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital management while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

WEEKLY REPORT – 2

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 2

FROM: 13/05/2024

TO: 18/05/2024

ACTIVITY DONE	During this week of my summer internship at Eternal Hospital in Jaipur, I gained comprehensive insights into the hospital's billing processes, non-clinical operations, and event management through active participation and observation. In the billing department, I learned the end-to-end process from patient admission to discharge, including handling billing discrepancies and insurance claims, enhancing my problem-solving and customer service skills. Observing non-clinical operations, I understood the significance of efficient administration, resource management, and interdepartmental coordination. Additionally, I participated in organizing and executing a large-scale medical camp led by renowned cardiologist Dr. Samin, where I contributed to logistics, patient management, and process streamlining, further developing my teamwork and event management abilities. This internship significantly enriched my understanding of hospital operations and prepared me for future roles in the healthcare sector
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	As an MBA Hospital Management student trainee, my summer internship at Eternal Hospital in Jaipur provided a valuable opportunity to bridge classroom theory with real-world practice. The comprehensive understanding of billing processes, patient flow management, and non-clinical operations that I gained during this period directly applied the theoretical knowledge from my coursework. By working closely with the billing department, I observed and implemented financial management theories, including cost control and revenue cycle management. My involvement in organizing a large-scale medical camp with Dr. Samin allowed me to apply principles of healthcare logistics, event planning, and quality improvement in a practical setting. This hands-on experience not only reinforced my academic learning but also highlighted the complexities and dynamic nature of hospital management, underscoring the importance of adaptability, strategic

	thinking, and efficient resource management in a healthcare environment.
GAPS IDENTIFIED ON THE WORKING AREA	I identified several gaps in the working areas that could benefit from improvement. In the billing department, I noticed inconsistencies in documentation and a lack of standardized procedures for handling billing discrepancies, which often led to delays and patient dissatisfaction. Additionally, the manual processes involved in insurance claim submissions were time-consuming and prone to errors, indicating a need for automation and better software integration. In the non-clinical operations, I observed inefficiencies in interdepartmental communication and coordination, which affected overall operational efficiency. The large-scale medical camp, despite its success, revealed gaps in logistical planning and patient data management, where more streamlined processes and better use of technology could enhance efficiency and patient experience. Addressing these gaps through process standardization, technological upgrades, and improved communication protocols could significantly enhance the hospital's operational effectiveness.
SUGGESTIONS FOR IMPROVEMENT	To address the gaps identified during my internship at Eternal Hospital in Jaipur, I propose several improvements. First, standardizing billing procedures and implementing comprehensive training programs for staff can reduce inconsistencies and improve efficiency. Investing in advanced billing software with automated insurance claim submission features will minimize errors and expedite the process. For non-clinical operations, enhancing interdepartmental communication through regular cross-functional meetings and utilizing integrated communication platforms can streamline coordination. Additionally, developing detailed logistical plans and employing patient management software for large-scale medical camps will improve organization and data accuracy. Implementing these suggestions will enhance operational efficiency, reduce errors, and improve patient satisfaction, ultimately contributing to the hospital's overall effectiveness and quality of care.
PLAN FOR THE NEXT WEEK	Over the next two months, I plan to immerse myself in the clinical operations department at Eternal Hospital to gain a comprehensive understanding of its workflows and challenges. My focus will be on observing patient care processes, analysing workflow inefficiencies, and conducting interviews with clinical staff to gather insights. Concurrently, I will work on my summer internship project, which is designed to improve operational efficiency and patient satisfaction. This project will involve mapping current processes, identifying areas for improvement, and proposing actionable solutions. Throughout this period, I will regularly meet with my mentor to discuss the challenges identified, brainstorm potential solutions, and refine the project scope. By the end of my internship, I aim to deliver a well-researched project that provides valuable recommendations for enhancing the hospital's clinical operations, thus bridging the gap between classroom theory and practical application in a healthcare setting.

CONCLUSION

In conclusion, my internship at Eternal Hospital in Jaipur has been a transformative experience, allowing me to bridge theoretical knowledge with practical application in the healthcare management field. From gaining insights into billing processes to observing non-clinical operations and participating in a major medical camp, each opportunity has contributed to my professional growth. Identifying gaps in working areas and proposing solutions underscored the importance of continuous improvement in hospital operations. Looking ahead, my plan to delve deeper into clinical operations and develop a project with the guidance of my mentor represents a pivotal step in applying classroom learnings to real-world challenges. With dedication and collaboration, I am poised to make meaningful contributions to the hospital's efficiency and patient care standards, solidifying my foundation for a successful career in healthcare management.

WEEKLY REPORT – 3

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 3

FROM: 20/05/2024

TO: 25/05/2024

ACTIVITY DONE	During this week of my summer internship at Eternal Hospital in Jaipur, I focused on detailed observations within the 5th-floor ward, specifically on the discharge process. I closely followed the workflow from the doctor's rounds where discharge decisions are made, to the preparation and finalization of discharge summaries. I observed how nursing staff facilitated the discharge process, including marking patients for discharge, assisting with no dues certificates, and coordinating patient departure logistics. This experience provided me with a firsthand understanding of the complexities involved in discharge management and highlighted opportunities for process optimization.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	As an MBA Hospital Management student trainee, my internship at Eternal Hospital in Jaipur has allowed me to apply classroom theories directly to real-world scenarios. The detailed observation of the discharge process aligns with theories of operational efficiency and patient flow management studied in my coursework. It underscored the importance of streamlined processes, effective communication between departments, and patient-centric care. This practical experience has deepened my appreciation for the integration of theoretical knowledge with hands-on application in hospital operations.
GAPS IDENTIFIED ON THE WORKING AREA	Through my observation of the discharge process on the 5th-floor ward, several gaps have been identified that warrant improvement. These include inconsistencies in the preparation and finalization of discharge summaries, delays in coordinating no dues certificates, and inefficiencies in patient departure logistics. Addressing these gaps through standardized procedures, enhanced staff training, and possibly the integration of digital tools could significantly streamline the discharge process and improve overall patient satisfaction.

SUGGESTIONS FOR IMPROVEMENT	To enhance the discharge process on the 5th-floor ward, I recommend implementing the following improvements: • Standardize procedures for preparing and finalizing discharge summaries to ensure accuracy and timeliness. • Provide comprehensive training for nursing staff on discharge protocols and patient communication. • Explore digital solutions for managing discharge logistics, such as electronic no dues certificates and patient departure scheduling tools. • Establish clear communication channels between doctors, nursing staff, and billing departments to expedite the discharge process and minimize delays. Implementing these suggestions will not only improve operational efficiency but also enhance the patient experience during discharge, reflecting the hospital's commitment to quality care and service excellence.
PLAN FOR THE NEXT WEEK	Over the next week, I plan to continue my observations in different wards of Eternal Hospital to gain a holistic understanding of discharge processes across various patient demographics. I aim to document best practices and challenges in discharge management, which will inform my ongoing internship project focused on optimizing hospital workflows. Concurrently, I will collaborate with my mentor to refine project objectives and strategies based on my observations and initial findings.
CONCLUSION	In conclusion, my internship experience at Eternal Hospital has been both enlightening and rewarding. It has provided me with invaluable insights into hospital operations, particularly in discharge management, and reinforced the practical application of theoretical knowledge. By identifying gaps and proposing targeted improvements, I am contributing to the hospital's continuous improvement efforts while honing my skills as a future healthcare leader. I look forward to further exploring and enhancing hospital efficiencies in the weeks ahead, leveraging this experience to make a meaningful impact on patient care and operational excellence.

WEEKLY REPORT – 4

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: ORIENTATION

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 4

FROM: 27/05/2024

TO: 31/05/2024

ACTIVITY DONE	During my summer internship at Eternal Hospital, Jaipur, I am focusing on a project aimed at analyzing and improving the patient discharge process. I am collecting time stamps for various activities, including doctors' rounds, discharge summary finalization, case submission for billing, bill clearance, and final patient departure. The goal is to identify bottlenecks and recommend strategies to expedite the discharge process. In addition to this project, I am actively contributing to management-related tasks on the 5th floor, coordinating with consultants and staff to ensure smooth operations. This involves facilitating communication, organizing schedules, and assisting in administrative duties. My efforts also include building a professional network within the hospital, which proves invaluable for gaining insights and support for my project. This internship is providing me with practical experience in hospital management, enhancing my understanding of healthcare operations, and developing my communication and project management skills.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	Linking classroom theory with practice at Eternal Hospital, my internship as an MBA Hospital Management student enables me to apply academic concepts to real-world situations. The theoretical knowledge gained from my studies, such as process optimization, Lean Management, and Six Sigma, is instrumental in analyzing and improving the patient discharge process. By collecting data, identifying bottlenecks, and recommending strategies for efficiency, I am directly implementing classroom lessons on operational management and workflow enhancement. Additionally, coordinating with consultants and staff on the 5th floor helps me practice organizational behaviour and leadership skills learned in class. This hands-on experience bridges the gap between theory and practice, deepening my understanding and preparing me for a successful career in healthcare management.

GAPS IDENTIFIED ON THE WORKING AREA	I identified several gaps in the working areas that could benefit from improvement. In the billing department, I noticed inconsistencies in documentation and a lack of standardized procedures for handling billing discrepancies, which often led to delays and patient dissatisfaction. Additionally, the manual processes involved in insurance claim submissions were time-consuming and prone to errors, indicating a need for automation and better software integration. In the non-clinical operations, I observed inefficiencies in interdepartmental communication and coordination, which affected overall operational efficiency. The large-scale medical camp, despite its success, revealed gaps in logistical planning and patient data management, where more streamlined processes and better use of technology could enhance efficiency and patient experience. Addressing these gaps through process standardization, technological upgrades, and improved communication protocols could significantly enhance the hospital's operational effectiveness.
SUGGESTIONS FOR IMPROVEMENT	Based on my observations and data analysis during my internship at Eternal Hospital, I suggest several improvements to enhance the patient discharge process. Implementing standardized protocols and utilizing electronic health records (EHR) systems can streamline discharge summary finalization. Enhancing inter-departmental communication through regular briefings and digital tools, alongside establishing a dedicated discharge coordinator role, will ensure better coordination. Developing a centralized digital platform for real-time tracking of the discharge process and providing regular staff training on efficient procedures and new technologies will further reduce delays. Additionally, optimizing the billing process, engaging patients with clear discharge instructions, and establishing a feedback loop for continuous improvement will significantly reduce discharge times, improve efficiency, and enhance patient satisfaction.
PLAN FOR THE NEXT WEEK	Next week, I plan to continue collecting data for the discharge process improvement project by tracking time stamps for doctors' rounds, discharge summary finalization, billing processes, and patient departures. I will attend inter-departmental meetings to discuss current issues and gather feedback, offering to assist with administrative tasks on the 5th floor to support the team. I intend to shadow senior staff and volunteer for other projects, applying management concepts to identify inefficiencies. By building relationships with consultants, nurses, and administrative staff, and seeking mentorship, I aim to enhance my practical knowledge and demonstrate my value to the hospital. Additionally, I will start analyzing the collected data and reflect on my performance to ensure continuous improvement.
CONCLUSION	In summary, the upcoming week presents an exciting opportunity for me to further immerse myself in my role as an MBA hospital management student at Eternal Hospital. With a continued focus on data collection for the discharge process improvement project, I am committed to meticulously tracking and analyzing key metrics to drive impactful changes. Moreover, by actively participating in inter-departmental meetings and offering assistance, I aim to showcase my

	proactive approach and eagerness to collaborate across teams. Through shadowing experienced professionals, volunteering for additional responsibilities, and seeking mentorship, I am poised to deepen my understanding of hospital operations and contribute meaningfully to the organization's success. As I embark on this journey, I am enthusiastic about the opportunity to integrate classroom learning with practical experience, ultimately advancing both my professional development and the hospital's objectives.
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WEEKLY REPORT – 5

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 5

FROM: 02/06/2024

TO: 07/06/2024

ACTIVITY DONE	This week at Eternal Hospital, Jaipur, my focus remained dedicated to optimizing the patient discharge process as part of my summer internship project. Through detailed analysis of time stamps collected for key activities such as doctors' rounds, discharge summary finalization, and billing procedures, I aimed to identify and address any bottlenecks hindering efficiency. Collaborating closely with hospital staff and consultants, I proposed strategic solutions to streamline these processes, ensuring smoother patient transitions. Additionally, my involvement in management tasks on the 5th floor continued, where I facilitated communication, organized schedules, and provided administrative support, contributing to overall operational effectiveness. Through active networking within the hospital, I cultivated valuable relationships and gained insights crucial for project success. This week's activities reaffirmed my commitment to driving positive change in healthcare management while honing my skills and knowledge in the field.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	This week's activities further solidified the link between classroom theory and practical application at Eternal Hospital. I continued to analyze and refine the patient discharge process. Drawing upon theoretical frameworks, I identified additional areas for improvement and proposed innovative solutions to enhance efficiency and patient satisfaction. Moreover, my engagement in coordinating with consultants and staff on the 5th floor provided a platform to apply theoretical principles of organizational behaviour and leadership in a real-world setting. By actively integrating classroom knowledge with hands-on experience, I am not only deepening my understanding but also honing the skills necessary for effective healthcare management. This iterative process of theory-practice integration is instrumental in preparing me for a successful career in the dynamic healthcare industry.

GAPS IDENTIFIED ON THE WORKING AREA	Further observation and analysis this week revealed additional areas for improvement within the working areas of Eternal Hospital. In the billing department, while efforts have been made to address inconsistencies and streamline documentation, there remains a need for greater transparency and accountability in billing processes to minimize errors and delays. Moreover, exploring opportunities for staff training and development in utilizing billing software could enhance efficiency and accuracy in claims processing. Additionally, in non-clinical operations, the need for enhanced communication channels and collaboration between departments became apparent, particularly in the context of resource allocation and scheduling. Implementing a centralized system for tracking and managing interdepartmental tasks could mitigate inefficiencies and improve overall coordination. Furthermore, reflecting on the recent medical camp, there is an opportunity to enhance patient data management through the adoption of digital solutions such as electronic health records (EHR) systems, ensuring seamless data access and continuity of care. By addressing these identified gaps through targeted interventions and process enhancements, Eternal Hospital can further optimize its operational effectiveness and elevate the quality of patient care delivery.
SUGGESTIONS FOR IMPROVEMENT	To address the identified gaps at Eternal Hospital, I suggest implementing a series of targeted improvements. In the billing department, enhancing transparency and accountability can be achieved by introducing standardized audit trails and periodic reviews to minimize errors and delays. Comprehensive staff training on billing software and best practices will further enhance efficiency and accuracy in claims processing. For non-clinical operations, establishing robust communication channels and a centralized system for tracking interdepartmental tasks will improve resource allocation and scheduling, mitigating inefficiencies. Adopting electronic health records (EHR) systems will streamline patient data management, ensuring seamless access and continuity of care, especially in the context of initiatives like medical camps. These interventions will optimize operational effectiveness and elevate patient care quality.
PLAN FOR THE NEXT WEEK	In the upcoming week, my focus will shift towards the implementation phase of the proposed improvements at Eternal Hospital. I will begin by coordinating with the IT and billing departments to initiate the setup of standardized audit trails and periodic reviews in the billing process. Additionally, I will organize and conduct training sessions for staff on the use of billing software and best practices. Efforts will also be directed towards establishing enhanced communication channels between departments and developing a centralized system for tracking interdepartmental tasks. Collaboration with the IT team to start integrating electronic health records (EHR) systems for better patient data management will also be a priority. These activities will be complemented by ongoing analysis and feedback collection to ensure the interventions are effective and well-received by staff.

CONCLUSION

This week at Eternal Hospital has been instrumental in identifying critical gaps and proposing strategic solutions to enhance operational efficiency and patient care quality. By closely analyzing the patient discharge process and billing procedures, I have gained valuable insights into the complexities of healthcare management. The link between classroom theory and practical application has been further solidified through hands-on experience and active engagement with hospital staff. Moving forward, the implementation of targeted improvements will not only address the identified gaps but also contribute to the overall effectiveness of the hospital's operations. This experience continues to be a significant learning opportunity, reinforcing my commitment to making meaningful contributions in the healthcare sector.

WEEKLY REPORT – 6

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 6

FROM: 10/06/2024

TO: 14/06/2024

ACTIVITY DONE	During this week at Eternal Hospital, Jaipur, my primary focus shifted towards data collection and initial analysis for optimizing the patient discharge process. I meticulously gathered and organized time stamps for critical activities such as doctors' rounds, discharge summary finalization, and billing procedures into an Excel file. Leveraging online resources, I started learning various data analysis techniques to identify trends and bottlenecks. Alongside data management, I actively assisted junior residents to expedite discharge processes and managed the hospital information system, ensuring smooth workflow and patient satisfaction. This hands-on experience not only enhanced my analytical skills but also deepened my understanding of operational intricacies within a hospital setting.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	This week's activities further reinforced the connection between theoretical concepts and practical application in a real-world healthcare environment. Utilizing classroom knowledge in data analysis, I applied statistical methods and lean management principles to streamline patient discharge procedures. My direct involvement with junior residents provided a practical understanding of teamwork and leadership dynamics, as emphasized in organizational behaviour courses. Additionally, managing the hospital information system offered insights into healthcare informatics, bridging the gap between academic learning and its implementation in optimizing hospital operations. This blend of theory and practice is proving invaluable in preparing me for a future in healthcare management.

GAPS IDENTIFIED ON THE WORKING AREA	Throughout my observations this week, I identified several areas needing improvement within Eternal Hospital. In the billing department, persistent issues with documentation accuracy and process delays highlighted the necessity for better training and more robust accountability measures. The need for enhanced interdepartmental communication became evident, particularly concerning the coordination between clinical and administrative teams. The absence of a centralized system for managing tasks led to scheduling conflicts and resource misallocation. Furthermore, during patient discharge, inconsistent use of the hospital information system by staff occasionally disrupted workflow continuity. Addressing these gaps is crucial for enhancing operational efficiency and patient care quality.
SUGGESTIONS FOR IMPROVEMENT	To address the identified gaps at Eternal Hospital, I recommend implementing a series of targeted improvements. In the billing department, introducing regular audit trails and periodic reviews will ensure greater accuracy and accountability, minimizing errors and delays. Comprehensive training sessions for staff on billing software and best practices will further enhance efficiency and claims processing accuracy. For improving interdepartmental coordination, establishing robust communication channels will facilitate seamless information flow between clinical and administrative teams. Developing a centralized task management system will streamline scheduling and resource allocation, mitigating inefficiencies. Additionally, standardizing the use of the hospital information system across all departments will ensure consistent and efficient workflow. These targeted interventions are designed to enhance operational efficiency and elevate the quality of patient care delivery at Eternal Hospital.
PLAN FOR THE NEXT WEEK	In the upcoming week, my focus will transition to the implementation phase of the proposed improvements at Eternal Hospital. I will begin by coordinating with the IT and billing departments to set up standardized audit trails and initiate periodic reviews in the billing process. Additionally, I will organize and conduct training sessions for billing staff to enhance their proficiency with the software and ensure accurate claims processing. Efforts will also be directed towards establishing enhanced communication channels between departments and developing a centralized system for tracking and managing interdepartmental tasks. Collaboration with the IT team will be a priority to start integrating electronic health records (EHR) systems for better patient data management and continuity of care. These activities will be complemented by ongoing data analysis and feedback collection to ensure the interventions are effective and well-received by the staff.
CONCLUSION	As my internship at Eternal Hospital progresses, I feel increasingly confident and fulfilled working in this hospital setting. The responsibilities and roles I have undertaken are crucial for the system, and I am proud to contribute to its efficiency. With the end of my internship approaching, I realize that I am witnessing the practical application of the theoretical knowledge I gained in my first

	year. This hands-on experience is invaluable, and I feel that I am learning a great deal, which will propel me forward in my career. The combination of classroom theory and real-world practice at Eternal Hospital is providing me with a solid foundation in healthcare management, and I am excited about the knowledge and skills I am acquiring here.
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WEEKLY REPORT – 7

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 7

FROM: 17/06/2024

TO: 22/06/2024

ACTIVITY DONE	During this week at Eternal Hospital, Jaipur, my primary focus has been on finalizing the data collection phase for the patient discharge process optimization project. I have successfully compiled all relevant data into an Excel file, categorizing time stamps for key activities such as doctors' rounds, discharge summary preparation, and billing initiation. In addition to data management, I have dedicated time to learning data analysis tools and techniques, with a particular emphasis on SPSS, as recommended by my mentor. This knowledge will be instrumental in conducting a thorough analysis for my discharge project. Moreover, I have actively assisted junior residents with discharge procedures. My contributions included ensuring that discharge summaries were completed and corrected well before doctor rounds, facilitating a quicker start to the billing process. This hands-on involvement has been invaluable in understanding the practical challenges and operational workflows within the hospital.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	This week's activities have provided a robust link between theoretical concepts from my MBA in Hospital Management and their practical applications. Utilizing data analysis techniques learned in the classroom, I have begun to identify trends and potential bottlenecks in the discharge process. My engagement with junior residents has also illustrated the importance of leadership and teamwork, key elements of organizational behaviour studies. Additionally, working with the hospital information system has offered practical insights into healthcare informatics, emphasizing the critical role of efficient data management and system interoperability in enhancing hospital operations. This blend of theoretical knowledge and practical application is proving essential in preparing me for a successful career in healthcare management.

GAPS IDENTIFIED ON THE WORKING AREA	Several areas for improvement have been identified through my observations this week: Billing Department: Persistent documentation inaccuracies and delays in processing have highlighted the need for better training and more robust accountability mechanisms. Interdepartmental Communication: There is a noticeable gap in coordination between clinical and administrative teams, often leading to inefficiencies. Task Management: The absence of a centralized system for managing tasks results in scheduling conflicts and inefficient resource allocation. Hospital Information System Usage: Inconsistent use of the hospital information system by staff disrupts workflow continuity and affects overall efficiency.
SUGGESTIONS FOR IMPROVEMENT	To address these gaps, I propose the following improvements: • Billing Department: Implement regular audit trails and periodic reviews to ensure accuracy and accountability. Conduct comprehensive training sessions on billing software and best practices to enhance staff proficiency and reduce errors. • Interdepartmental Communication: Establish robust communication channels to facilitate seamless information flow between clinical and administrative teams. • Task Management: Develop and implement a centralized task management system to streamline scheduling and resource allocation, reducing inefficiencies. • Standardized Use of Hospital Information System: Ensure consistent use of the hospital information system across all departments through training and standard operating procedures.
PLAN FOR THE NEXT WEEK	In the upcoming week, my focus will be on completing the data analysis and finalizing my summer internship project (SIP). Key activities will include: • Data Analysis: Utilizing SPSS to analyze the collected data, identify trends, and draw meaningful conclusions for the discharge project. • Project Completion: Synthesizing findings and preparing a comprehensive report detailing the analysis, findings, and recommendations for optimizing the discharge process. • PowerPoint Presentation: Creating a detailed PowerPoint presentation summarizing the work done during my internship, including data analysis, findings, and proposed improvements. This presentation will be used to share insights with hospital staff and my college. Additionally, I will continue to assist with discharge processes and ensure smooth workflow by supporting junior residents and maintaining efficient communication between departments.

CONCLUSION

As my internship progresses, I am gaining invaluable hands-on experience that complements my academic knowledge. The roles and responsibilities I have undertaken are not only enhancing my analytical skills but also providing a deeper understanding of the operational intricacies within a hospital setting. This combination of theory and practice is laying a solid foundation for my future career in healthcare management. I am excited about the learning opportunities and the contributions I am making towards improving patient care at Eternal Hospital.

WEEKLY REPORT – 8

NAME OF THE ORGANISATION: ETERNAL HOSPITAL, SANGANER

DEPARTMENT FOR SUMMER INTERNSHIP: CLINICAL OPERATIONS

NAME OF THE STUDENT: SARYU JADON

ROLL NO: 1819

STREAM: HHM

WEEK NUMBER: 8

FROM: 24/06/2024

TO: 29/06/2024

ACTIVITY DONE	During this week at Eternal Hospital, Jaipur, I have been focusing on enhancing my skills in statistical data analysis using SPSS. Following my mentor at the hospital Dr. Priyanka Maan has suggested me to do the analysis on SPSS. Which was when discussed with Dr. Sodani he recommended Ashish Bandhu sir to help me. Meanwhile, I enrolled in a short course on Udemy specifically tailored to SPSS for healthcare data analysis. Mr. Bandhu Sir provided an introduction to the software, which facilitated my learning and application of SPSS for my project. In parallel, I continued working on my patient discharge process optimization project. Utilizing the SPSS skills gained from the course, I analysed the checklist data I had prepared, yielding significant insights into the hospital's discharge process. This analysis is crucial for identifying bottlenecks and areas for improvement.
LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION	This week's activities have further strengthened the link between classroom theory and practical application. The SPSS course provided a deeper understanding of data analysis techniques, which directly applied to my project. Specifically, I applied several biostatistical concepts, such as: • Descriptive Statistics: Using measures like mean, median, and standard deviation to summarize the discharge process times. • Inferential Statistics: Conducting hypothesis testing to determine if observed differences in discharge times across different departments are statistically significant. • Regression Analysis: Building regression models to identify key factors that influence discharge times, providing insights for process improvements. • Chi-Square Tests: Analyzing categorical data to understand relationships between different variables involved in the

	discharge process, such as the type of treatment and discharge times. The hands-on experience with SPSS has been instrumental in validating these theoretical concepts learned during my MBA. My ongoing work with the hospital's discharge procedures highlighted the importance of process optimization and lean management principles, concepts I studied in operations management. This integration of theory and practice is enhancing my capability to contribute effectively to hospital management.
GAPS IDENTIFIED ON THE WORKING AREA	Based on my analysis of the data collected, I identified significant time gaps in the discharge process. These delays are primarily due to following factors: • Staff Delays: Staff members are not performing tasks on time, which can be attributed to understaffing and lack of timely task completion. • Billing Department: Documentation inaccuracies and delays remain a challenge. • Interdepartmental Communication: Coordination between clinical and administrative teams needs improvement. • Task Management: The lack of a centralized task management system is causing scheduling conflicts. • Hospital Information System Usage: Inconsistent usage of the hospital information system by staff affects workflow efficiency.
SUGGESTIONS FOR IMPROVEMENT	To address these gaps, I propose the following improvements: • Increase Staffing Levels: Hire additional staff to ensure tasks are completed on time and reduce the workload on current staff. • Billing Department: Conduct regular audit trails and periodic reviews to ensure accuracy and accountability. Implement comprehensive training sessions on billing software. • Interdepartmental Communication: Establish robust communication channels to facilitate seamless information flow between clinical and administrative teams. • Task Management: Develop and implement a centralized task management system to streamline scheduling and resource allocation. • Standardized Use of Hospital Information System: Ensure consistent use of the hospital information system through training and standard operating procedures.
PLAN FOR THE NEXT WEEK	In the upcoming week, my primary focus will be on finalizing my

	summer internship project (SIP) through detailed data analysis and preparing a poster for presentation. Key activities will include: • Data Analysis: Complete the analysis using SPSS, identifying key trends and insights for the discharge project. • Project Completion: Compile findings and prepare a comprehensive report detailing the analysis, findings, and recommendations for optimizing the discharge process. • Poster Preparation: Begin creating a detailed poster summarizing the project, including data analysis, findings, and proposed improvements, which will be used for presentation to hospital staff and my college. Additionally, I will continue to assist with discharge processes, support junior residents, and maintain efficient communication between departments to ensure smooth workflows.
CONCLUSION	As my internship progresses, the combination of hands-on experience and theoretical knowledge is proving invaluable. The SPSS course and subsequent data analysis have significantly enhanced my analytical skills and understanding of hospital operations. I am eager to complete my project and contribute further to improving patient care at Eternal Hospital. The insights gained from this experience are laying a solid foundation for my future career in healthcare management.