
SUMMER INTERNSHIP PROGRAM

at

KIMS KINGSWAY HOSPITALS, NAGPUR

From 2nd May to 29th May

A REPORT BY

Rutika Ravi Gupta

Master of Business Administration

Hospital and Health Management

2023-25

**under the Mentorship of
Nutan Prabha Jain, PhD, MPH (UNC-CH)
Professor- SDG SPH at IIHMR University**



Ref: IC/2024 – June

Date: 29th June 2024

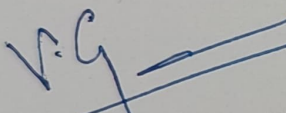
TO WHOM IT MAY CONCERN

This is to certify that **Ms. Rutika Gupta** has successfully completed an internship (i.e. from **02nd May 2024 to 29th June 2024**) in “**Quality Department**” as “**Intern**” at **KIMS Kingsway Hospitals** (A Unit of SPANV Medisearch Lifesciences Pvt. Ltd).

During the period of her internship program, she was found punctual and hardworking.

We wish her every success in life.

For SPANV Medisearch Lifesciences Pvt.Ltd


Ganga Swamy Mudliar
Dy. Manager – Human Resources



Completion Certification from the Organization

CERTIFICATE

This is to certify that Dr./Mr./ Ms. Rutika R. Gupta of MBA-HM28 (batch) of IIHMR University, Jaipur (Name of the department/institute) has worked with our organization for his/her summer internship from 2nd May-24 to 30th June-24 (date). The overall performance shown by him/her during the period was excellent/good/average. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 29/6/24

(Signature of Organization Mentor)

Name: Dr. Deepak Dongre

Designation: Medical administrator and quality head

Seal/Stamp of the Organization

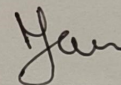
Dr. Deepak Dongre
Medical Administrator
Kingsway Hospitals
(A Unit of SPANV Medisearch Lifesciences Pvt. Ltd.)

IIHMR University Faculty Mentor Approval

This is to certify that Ms. Rutika Gupta of academic year 2023-25
of Institute of health management and research has prepared a
poster with respect to his/her summer internship held during May-June 2024.

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

Date: 19/07/24

A handwritten signature in black ink, appearing to read 'Jain'.

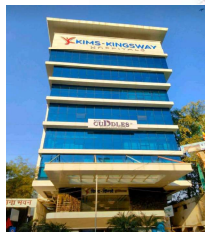
(Signature of Faculty Mentor)

Nutan Prabhu Jain

Professor

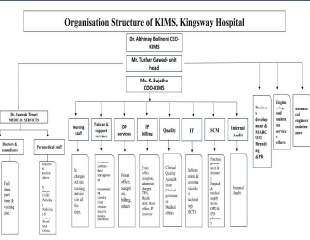


Name- Rutika Ravi Gupta
Roll No.- 1803 (HM-28).
Organization- Krishna Institute of medical sciences (KIMS) Kingsway Hospitals
Department- Quality Assurance
Organization Mentor- Dr. Deepak Dongre
IIHMR U Mentor- Nutan Jain
Duration- 2nd May – 29th June, 2024



About the organization
KIMS-Kingsway Hospitals, a 300+ bedded multispecialty hospital, represents a significant milestone in tertiary healthcare services in Nagpur. The hospital offers advanced facilities, including an 80+ bedded critical care unit, 9 high-end modular operation theaters for all types of transplant surgeries, a high-end Cath lab, and state-of-the-art diagnostic services.

Specialties include Cardiology, Cardiac Surgery, Neurology, Neurosurgery, Emergency and Critical Care Medicine, Endocrinology, Nephrology, Urology, Obstetrics and Gynecology etc. The hospital also provides comprehensive imaging and diagnostic modalities, palliative and home-based care, and a thoughtfully designed Preventive Health Check-Up Program for all sections of society.



VISION
"To be the most preferred healthcare services brand by providing affordable care and the best clinical outcomes to patients. And to be the best place to work for doctors and employees"

MISSION

- "Providing affordable quality care to our patients with patient-centric systems and processes.
- Enable clinical outcome-driven excellence by engaging modern medical technology & provide a strong impetus for doctors to pursue academics and medical research"

Study on Caesarean Section
Caesarean sections (C-sections) are a critical component of obstetric care, performed when medically necessary to ensure the safety of the mother and child. This project aims to analyze the indications for C-sections at KIMS-KH and compare them with established guidelines to ensure optimal maternal and neonatal outcomes.

Objectives of the study

- To study caesarean sections performed at KIMS- KH in the context of clinical guidelines and indicators of the hospital; and
- To review the maternal and neonatal outcomes

Methodology
Study type- Retrospective.
Data source – Medical records of patients who underwent C- sections. Guidance from Gynecologist.
Sample size- Random sampling 100 samples
Gestational age at delivery - ranges from 21-41 age

INDICATIONS	n=100	Aligned with guidelines
Foetal distress	10%	Yes
Abnormal labour progression	20%	Yes
Breech presentation	3%	Yes
Placenta previa	4%	Yes
Multiple gestations	6%	Yes
Maternal medical conditions	13%	Yes
Previous c-section	32%	Yes
Cephalopelvic disproportion (CPD)	1%	Yes
Other (labour on demand)	3	Reason of LSCS was not justified properly in these cases.

Maternal outcomes
Post-operative infection- 17%
Hemorrhage requiring transfusion-3%
Prolonged hospital stay (>5 days)- 6%
No Complications- 80 %

Neonatal Outcomes
Apgar score <7 at 5 min: 1%
NICU admission for observation also : 40%
Neonatal infection: 4%
No Complications: 89%

KEY RESULTS

- The project reveals that the majority (97%) of C-sections at KIMS-KH are performed based on valid medical indications consistent with clinical guidelines.
- However, a small percentage (3%) of cases classified under "Other" require further scrutiny to ensure justifications align with best practices.
- As procedures are performed in best way possible the Good maternal and neonatal outcomes in most cases were seen.

Study on Hysterectomies Performed
Hysterectomy is a common surgical procedure performed for various benign and malignant conditions. It is the surgical removal of uterus and, most likely, cervix. It is essential to ensure that hysterectomies are justified and performed based on appropriate clinical indications to maintain high standards of patient care and avoid unnecessary surgeries.

Objectives of the study
To assess clinical indicators against the guidelines for hysterectomy performed

Methodology
Type of Study: Retrospective Case
Selection: Medical records of patients who underwent hysterectomy
Time Period for Cases: Sept-23 to May-24
Target Sample Size: 68 cases
Data Source - Medical records, Surgical notes, Pathology reports

INDICATIONS	n=68	Aligned with guidelines.
Uterine Fibroids	34 (50%)	Yes
Endometrial Hyperplasia	10 (15%)	Yes
Prolapsed uterus with other indicators	3 (4%)	Yes
Adenomyosis	10 (15%)	Yes
PID stage 3	1 (2%)	Yes
Ovarian cancer	3 (4%)	Yes
Polyp	1 (2%)	Yes
Intramural fibroid	3 (4%)	Yes
Other (mass p/v)	3	Reason of this hysterectomies was not justified properly in these cases.

KEY RESULTS

- The project revealed that out of 68 hysterectomy cases reviewed, 64 were justified based on clinical indications and established guidelines.
- 96% of cases were justified which is very good conclusion.
- This 3 cases are not justified, one of the main diagnosis was mass P/V so patients preferably wanted to get rid of that, therefore vaginal hysterectomy was performed.
- As mass P/V does not comes under PALM COEN classification, these 3 cases were put under unjustified hysterectomies.

Difference between Theoretical & practical understanding
Theoretical understanding was gained from hospital guidelines and NABH guidelines books.
Practical understanding includes solving problems, making SOP's and internal audit reports, work with real time projects, know how the NABH accreditation work goes, and learning about different codes by mock drill.

Challenges faced during internship-

- ❖ Balancing Theory and Practice
- ❖ Problem-Solving Under Pressure.
- ❖ Understanding Complex Systems:
- ❖ Data Management:

Usefulness of internship-

- ❖ Hands on practical experience
- ❖ Exposure to different types of clinical cases.
- ❖ Interdepartmental collaboration
- ❖ Teamwork.
- ❖ Learnings and guidance from experienced healthcare professionals.

Suggestions-

- ❖ Improve documentation management.
- ❖ Do continuous training to keep staff updated.
- ❖ Technology should be up to date so that high quality patient care is delivered.
- ❖ Patient Education and Engagement.

Learnings during internship-

- Gained a very nice knowledge about the NABH accreditation application process.
- Learnt about how the internal audits are conducted to check the level of quality in the particular department and to check if the suggested protocols and standards is followed or not by preparing reports and SOP's
- Came to know that Quality department plays a vital role in improving the quality patient care.
- Learnt a lot how to collect the data for projects from MRD dept.
- Enhanced practical skills.

SWOT ANALYSIS



Report (Week- 1)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 1

From: May 2-4, 2024

Activity Done	• Observed and reported how the Narcotics bottles are crushed according to standard mentioned in MOM chapter of NABH accreditation • Had an orientation about how all the department work goes on in hospital including emergency, Radiology, Linen, IT, IPD, MRD, etc • Contribution of quality department overall on all the department to improve the quality and efficiency towards patients. • MRD audit checklist in-In Patient Department to check if there are any errors while documenting the patient's files.
Linking theory (Classroom learning) with practice at your organization	• Essentials of hospital services- chapter on Quality • SWOT analysis- learnt in POM class
Gaps identified on the working area.	• Errors that were analysed which were against the hospital guidelines were observed during documenting the record of patient in IPD department.
Suggestions for improvement	• Inform the nurses and intern nurses about the norms and standards because the few things were lacking in the documentation in IPD department record files. It can be done by conducting training programs whenever suitable. • Repercussions of not reporting the documents properly when any legal action is taken.

Plan for the next week	• Internal audit of Radiology department • MRD audit (daily) • Program for hand hygiene. • Help in completing task as NABH is going to come in next month for rectifying the standards.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 2)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 2

From: May 6-11, 2024

Activity Done	• Attended a program about hand hygiene importance which was conducted by various nurses and doctors. • Learnt about antimicrobial stewardship policy in hospital data was given and then started analysis. • Was a part of internal audit in Radiology department, which was done as per all the NABH guidelines, and made the audit report as well. • Went in IPD department to check the files according to checklist, this checklist was prepared with proper guidelines. • Submitted the IR that is incident report to the pharmacy department, & radiology department. • Went to IT department to ask about how can ABHA link with HIMS in our hospital which was a part of NABH application form. • Facility round that is observing non clinical aspect is on place or not in the hospital of basement and ground floor was conducted. • Audited Central drug store (CDS) department internal Audit, which was done as per all the NABH guidelines, and made the audit report as well. • Audited internal audit with the team of quality in Central Sterile Laboratory department, which was done as per all the NABH guidelines, and made the audit report as well.
----------------------	--

Linking theory (Classroom learning) with practice at your organization	• Digital Health module was helpful while collecting data for ABHA. • NABH guidelines • NABL guidelines • Essential of hospital services module was helpful while working in the hospital.
Gaps identified on the working area.	• There was problem noticed while taking internal audits in various department. • Problems in radiology department - some of the new nurses were not aware regarding basic things, documentation was not properly documented in proper files. • In facility round it was seen that Some cleanliness and fixations is required in basement area, CDS, Laundry and linen area. • In MRD department few problems were seen such as lack of earthquake resistant system • In CDS department few gaps were analysed- Unorganized boxes of medicines were seen which can lead to loss of the drugs, Lack of documentation for few records. • Staff was little unaware about few things, Lack of confidentiality awareness while dispensing of medicines.
Suggestions for improvement	• Conducted training as per standard NABH guidelines to the staff of the hospital in radiology department. • Proper training as per guidelines and experienced staff- Cleanliness can be maintained by housekeeping or other can hire people for cleaning and maintain as well. • Earthquake resistant substances should be attached to prevent from any disaster. • All the drugs can be kept in shelf, if place is less than some place should be taken under CDS, as it can avoid the wastage of drugs. • Educating the staff according to the NABH norms and guidelines.
Plan for the next week	• Facility round for non-clinical part of whole hospital • Preparing all the evidences and check wherever improvement is required. • NABH and NABL is coming for checking so keeping ready all the preparations including checklists of al department and conducting internal audits.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 3)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 3

From: May 13-18, 2024

Activity Done	• Took facility round as per assigned floors. To check as per hospital guidelines if there is any problem about the non-clinical aspect of the hospital in the particular area and reported the same in excel sheet with evidences. • MRD daily checklist round To check whether the files are documented properly or not • Learnt about the sentinel events, Patient responsibilities & Communication in healthcare. Prepared a Presentation which can be helpful to increase the awareness among the staff • Conducted and observed also took notes of HR department audit To rectify the gaps and suggest the department what and all improvement is to be made. • Learnt about the points and prepared PowerPoint presentation which are to be included in facility round To educate and train the new staff by providing them appropriate information about the objectives of facility round in the hospital • Collected evidences required for application for NABH Accreditation To give it to NABH
----------------------	--

	Collected evidences (Hospital staffing part) required for application for NABH Accreditation To know that the hospital is lacking with any type of staff or not according to the beds in the hospital. Accordingly, it should be equal and full as per the 300 bedded data.
Linking theory (Classroom learning) with practice at your organization	- Human resource management module was helpful while collecting evidences for NABH application. - Principle of management module was helpful while conducting different work and audits. - Communication planning module was helpful in doing all meetings, minutes work. - SWOT analysis in POM.
Gaps identified on the working area.	➤ Some issues were seen while conducting the facility round. ➤ Some unawareness about new things that recently added to the NABH guidelines in HRM chapter was seen in some of the staff. ➤ Issues was faced to collect the evidences from different people for NABH.
Suggestions for improvement	✓ Share the key observation to the particular department responsible for correcting the details, make sure that they correct the issue. ✓ Conduct program on manual to the staff ✓ Data must be kept properly.
Plan for the next week	❖ Complete the NABH application ❖ Do all the remaining audits so that overall patient care is improved.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 4)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 4

From: May 20-25, 2024

Activity Done	• Collected data for NABH application form. • Details of consultants who are currently working in the hospital, including part time, full time and visiting consultants was collected. • Details such as qualification certificates, council of registration, experience, etc. • Engaged in 2 project- 1) Clinical survey Report on Caesarean Section Rates and Indications Performed at KIMS-KH. 2) Clinical survey on Justification of Hysterectomies Performed at KIMS-KINGSWAY Hospitals.
Linking theory (Classroom learning) with practice at your organization	• Research methods module for data collection required in my project. • Essentials of hospital services module was helpful while working in hospital • Principle of management module was helpful while conducting different work and audits. • Communication planning module was helpful in doing all meetings, minutes work. • SWOT analysis in POM.
Gaps identified on the working area.	• Few documentations of qualification certificate of doctors were not there. • Lack of Digital documentation

Suggestions for improvement	• Documentation should be done properly according to guidelines. • Digital documentation should be done properly with all the required parameters.
Plan for the next week	• Start work on given project- 1) Clinical survey Report on Caesarean Section Rates and Indications Performed at KIMS-KH. 2) Clinical survey on Justification of Hysterectomies Performed at KIMS-KINGSWAY Hospitals. • Complete and recheck the Scope of services in NABH application form.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 5)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 5

From: May 27-June 1, 2024

Activity Done	- Started working on projects namely- 1) Clinical survey Report on Caesarean Section Rates and Indications Performed at KIMS-KH. 2) Clinical survey on Justification of Hysterectomies Performed at KIMS-KINGSWAY Hospitals. - Prepared a checklist according to the standard indications of LSCS and also for hysterectomies. - Collected few data of LSCS cases of maternal from MRD files. - Recorded the same data properly in an excel sheet. - Took proper guidance and help from gynaecologist regarding the understanding of all the clinical aspect. - Completed the scope of services column in NABH application form of the hospital. - Collected the MOU's and evidences regarding the same. - Did MRD checklist according to standard guidelines.
Linking theory (Classroom learning) with practice at your organization	- Research methods module was helpful. - Epidemiology- few terminologies were helpful. - Essentials of hospital services- found link in Quality chapter covered. - SWOT analysis- learnt in POM class
Gaps identified on the working area.	NONE

Suggestions for improvement	NA
Plan for the next week	✓ Try to complete the data collection by this week. ✓ Start analysis as well ✓ Complete the NABH application form. ✓ Any internal audit can be there. ✓ Do MRD checklist.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 6)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 6

From: June 3-8, 2024

Activity Done	• Working on the project given. • Data collection of 1 project of LSCS from files and notes of patients which was collected from MRD department in the particular time was collected properly. • Analysis done as per the instructions given by following the standards and guidelines. • Presentation was prepared and submitted. • Worked for completing the NABH application form. • Started working on 2nd project that is based on justification of Hysterectomies performed in KIMS hospital. • Data collection started.
Linking theory (Classroom learning) with practice at your organization	• Research methods class was very useful while conducting the research and analysis. • Principle of management was also useful. • Essentials of hospital services was also very useful during this.
Gaps identified on the working area.	• Somewhere documentation in very few files were missing such as signature of consultants, some assessments forms were incomplete, I figured it out when I was collecting the data. • Few documents needed recheck before uploading it in NABH application.

Suggestions for improvement	• Recheck the file and complete the required incomplete work before storing it in MRD dept, it should be followed as per guidelines of NABH • Any type of document should be rechecked and keep updated. • Staff should give continuous training as per the updating standards regarding documentation.
Plan for the next week	• Complete the NABH application. • Complete the hysterectomy justification project.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 7)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 7

From: June 10-15, 2024

Activity Done	• Helped in preparing the data required in NABH application form. • Data collection of Hysterectomy project was completed. • Gynaecologist Recommended changes and new cases to be added in hysterectomy project, so started new data collection. • LSCS project was approved by all the gynaecologist. • Conducted the mock drill on code blue and noted it down as an audit with proper guidelines and standards. • Attended meeting on how to react and what are the different responsibilities of departments during code pink. • Conducted a demo sting operation on code pink to know how much the staff and security is aware about the responsibility after the code pink and recorded it down as an audit with proper guidelines and standards. • Went for conducting a audit in another hospital with hod of quality department. • Completed the NABH Application form submission. • A project was started namely- Hazard identification and risk analysis (HIRA) Survey report on identification and use of hazardous materials of KIMS Kingsway hospitals.
Linking theory (Classroom learning) with practice at your organization	• Essentials of hospital services was useful. • Research methods was also useful during this week.

Gaps identified on the working area.	• While conducting the mock drill of code pink ad also during the demonstration of code pink, it was found that security and other staff should be more alert and aware if any kidnapping of child happens. • Documentation should be up to date in files.
Suggestions for improvement	• Staff should get training like this usually so that they will be well prepare in case of such emergency. • Documentation should be done properly as per standards and guidelines given by NABH.
Plan for the next week	• Complete data collection and analysis of hysterectomy project. • Try to Complete the HIRA project. • Conduct few clinical audits. • Do MRD checklist as per the guidelines and standards. • Preparation, as NABL assessor is coming in upcoming week.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 8)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 8

From: June 17-22, 2024

Activity Done	• I closely observed the NABL (National Accreditation Board for Testing and Calibration Laboratories) assessment process. • Have also monitored and taken down the notes properly with assessor. • I worked on updating Standard Operating Procedures (SOPs) to meet NABL standards. • I created PowerPoint presentations outlining NABL mandatory indicators, which were used for staff training and assessment readiness. • Project of Clinical project on Justification of Hysterectomies Performed at KIMS-KINGSWAY Hospitals was completed and approved by gynaecologists. • Planning for mock drill which is in next week started itself. • Daily MRD Audits and Data Entry. • Completed PPT for HIRA project and submitted in the department.
Linking theory (Classroom learning) with practice at your organization	• Few things about NABL, NABH which was taught in Hospital services module was useful. • Communication skills and listening skill was taught in POM module was useful.
Gaps identified on the working area.	• Inconsistencies in documentation practices in MRD and other departments. • Few staffs were not cooperating while doing HIRA project • In NABL assessment, few non-compliance was found by the assessors.

Suggestions for improvement	• Documents should be documented and kept properly • Proper training to the staff should be there,
Plan for the next week	• Complete new work of project Clinical survey on Justification of Hysterectomies Performed at KIMS-KINGSWAY. • Be ready for code yellow and code violet mock drill • Ongoing Audits and Assessments: Maintain daily MRD audits and support ongoing NABL and surgical safety checklist assessments.

Signature of the Student

Approved by the IIHMR University's Mentor

Report (Week- 9)

Name of the Organization: KIMS Kingsway Hospitals, Nagpur

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

Name of the Student: Rutika Ravi Gupta

Roll no: 1803

Stream: MBA In Hospital and Health Management

Week no: 9

From: June 24-29, 2024

Activity Done	• Project of Clinical project on Justification of Hysterectomies Performed at KIMS-KINGSWAY Hospitals was completed and got approved from gynaecologists. • Mock drill of code yellow was done which was about the disaster management. • A briefing was done by quality department head after the drill and report was made by me. • Mock drill of code purple that is how to manage if any kind of violence is there in the hospital. • A briefing was done by quality department head after the drill and report was made by me and fellow interns. • Both the mock drills were done as per proper guidance given in NABH Booklet. • Daily MRD Audits and Data Entry
Linking theory (Classroom learning) with practice at your organization	• Essentials of hospital services module helped a lot on various mock drill, code. • Research methods module was useful while preparing the project report.
Gaps identified on the working area.	• While mock drill few staff were unaware about what to do and what not to do. • Gaps were identified while MRD audit- few things were missing in the record.

Suggestions for improvement	• Implement comprehensive training sessions to ensure consistent compliance. • Develop and enforce standardized protocols for documentation across all departments.
Plan for the next week	NA

Signature of the Student

Approved by the IIHMR University's Mentor



Compiled Report

Name of the Organization: KIMS, KINGSWAY HOSPITALS

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Rutika Gupta

Roll no: 1803

Stream: MBA (HM)

Activity Done	1. Narcotics Bottles Destruction: I investigated and reported the process of crushing narcotics bottles according to the standards in the NABH accreditation MOM chapter 2. Department Orientations: I attended orientations on how different departments function, including Emergency, Radiology, Linen, IT, IPD, and MRD. 3. Quality Department Contribution: I assessed how the quality department improves the overall quality and efficiency of patient care across all departments. 4. MRD Audit Checklist: I conducted audits in the In-Patient Department to check for errors in patient file documentation. 5. Hand Hygiene Program: I attended a program on the importance of hand hygiene conducted by nurses and doctors. 6. Antimicrobial Stewardship Policy: I learned about the hospital's antimicrobial stewardship policy and started analysing related data. 7. Internal Audits: ○ Conducted an internal audit in the Radiology department and prepared the audit report. ○ Conducted an MRD audit with a properly prepared checklist. ○ Submitted Incident Reports (IR) to the Pharmacy and Radiology departments. ○ Inquired about ABHA linking with HIMS as part of the NABH application form. ○ Conducted internal audits in the MRD, Central Drug Store (CDS), and Central Sterile Laboratory
----------------------	---

	departments, preparing audit reports as per NABH guidelines. 8. Facility Rounds: ○ Conducted rounds of the basement and ground floor to check for non-clinical issues, documenting them in an Excel sheet with evidence. ○ Conducted daily MRD checklist rounds to ensure proper documentation of patient files. 9. Presentations and Training: ○ Learned about sentinel events, patient responsibilities, and communication in healthcare. ○ Prepared presentations to increase staff awareness. ○ Conducted and observed HR department audits, suggesting improvements. ○ Prepared a PowerPoint presentation for educating new staff on facility rounds. ○ Collected and prepared evidence for NABH accreditation applications. 10. Clinical Surveys: ○ Worked on clinical survey reports on Caesarean Section (LSCS) rates and indications and the justification of hysterectomies performed at the hospital. ○ Collected data, recorded it in Excel, and received guidance from gynaecologists. ○ Prepared and submitted presentations for these projects. 11. NABH Application: ○ Completed the scope of services column in the NABH application form. ○ Collected MOUs and evidence for the application. ○ Completed and submitted the NABH application form. 12. Mock Drills and Audits: ○ Conducted and documented mock drills for code blue (emergency response), code pink (child abduction), code yellow (disaster management), and code purple (hospital violence). ○ Attended meetings on departmental responsibilities during code pink. ○ Conducted sting operations and audits to assess staff awareness and preparedness. ○ Prepared and submitted reports after mock drills 13. NABL Assessment: ○ Observed the NABL assessment process and took detailed notes. ○ Worked on updating Standard Operating Procedures (SOPs) to meet NABL standards.
--	--

	○ Created PowerPoint presentations for staff training on NABL mandatory indicators. 14. HIRA Project: ○ Started a project on Hazard Identification and Risk Analysis (HIRA), focusing on the identification and use of hazardous materials. ○ Completed and submitted a PowerPoint presentation for the HIRA project. 15. Daily MRD Audits and Data Entry: Conducted daily audits and data entry tasks for the MRD department. This internship provided me with comprehensive exposure to various hospital operations, quality control measures, and accreditation processes, significantly enhancing my knowledge and skills in the healthcare quality domain.
Linking theory (Classroom learning) with practice at your organization	● Research Methods Module: • This module was instrumental while conducting research and analysis. • It was especially useful when preparing project reports. ● Epidemiology: • I found several terminologies from this module helpful during my tasks. ● Essentials of Hospital Services: • This module was beneficial while working in the hospital, particularly in understanding the quality chapter. • The knowledge gained was also helpful during various mock drills and emergency codes. • Concepts from this module provided insights into NABH and NABL guidelines. ● SWOT Analysis: • I learned about SWOT analysis in the Principles of Management (POM) class. • This analysis was useful in various tasks and audits. ● Digital Health Module:

	• The module was helpful while collecting data for ABHA. • NABH and NABL Guidelines: • Understanding these guidelines was crucial for the accreditation processes I was involved in. • Human Resource Management Module: • This module provided insights that were beneficial during HR department audits and other related tasks. • Principles of Management Module: • The principles learned in this module were useful for conducting various audits and work tasks. • It also helped in planning and organizing different activities. • Communication Planning Module: • This module was helpful in conducting meetings and preparing minutes. • Skills from this module were applied in all communication-related tasks. • Communication Skills and Listening Skills: These skills, taught in the POM module, were useful throughout my internship, especially during interactions with staff and in conducting meetings
Gaps identified on the working area.	• Errors are seen in while documenting the record of patient in IPD department. • There was problem noticed while taking internal audits in various department. • Problems in radiology department - some of the new nurses were not aware regarding basic things, documentation was not properly documented in proper files. • In facility round it was seen that Some cleanliness and fixations is required in basement area, CDS, Laundry and linen area. • In MRD department few problems were seen such as lack of earthquake resistant system. • In CDS department few gaps were analysed- Unorganized boxes of medicines were seen which can lead to loss of the drugs, Lack of documentation for few records.

	• Staff was little unaware about few things, Lack of confidentiality awareness while dispensing of medicines. • Some issues were seen while conducting the facility round. • Some unawareness about new things that recently added to the NABH guidelines in HRM chapter was seen in some of the staff. • Issues was faced to collect the evidences from different people for NABH. • Few documentations of qualification certificate of doctors were not there. • Lack of Digital documentation. • Somewhere documentation in very few files were missing such as signature of consultants, some assessments forms were incomplete, I figured it out when I was collecting the data. • Few documents needed recheck before uploading it in NABH application. • While conducting the mock drill of code pink ad also during the demonstration of code pink, it was found that security and other staff should be more alert and aware if any kidnapping of child happens. • Documentation should be up to date in files. • Proper training to the staff should be there. • While mock drill few staff were unaware about what to do and what not to do. • Gaps were identified while MRD audit- few things were missing in the record.
Suggestions for improvement	• Aware the nurses and intern nurses about the norms and standards of documenting the record of patient. • Repercussion of not reporting the documents properly when any legal action is taken. • Can give proper training to the staff of the hospital in radiology department. • Proper training as per guidelines and experienced staff- Cleanliness can be maintained by housekeeping or other can hire people for cleaning and maintain as well. • Earthquake resistant substances should be attached to prevent from any disaster. • All the drugs can be kept in shelf, if place is less than some place should be taken under CDS, as it can avoid the wastage of drugs. • Educating the staff according to the NABH norms and guidelines. • Sharing audit results to the respective department responsible for correcting the details, make sure that they correct the issue.

	• Impart Training on manual to the staff and make sure they get aware. • Data must be kept recorded in computer device. • Documentation should be done according to guidelines. • Digital documentation should be done with all the required parameters. • Staff should give continuous training as per the updating standards regarding documentation.
--	---

Signature of the Student

Approved by the IIHMR University's Mentor