

SUMMER INTERNSHIP PROGRAM

at

Manipal Hospital Dwarka HCMCT

From 06/05/2024 to 01/07/2024

A Report by

Ronak Sharma (1802)

Master of Business Administration

Hospital Health Management

2023-25

Under the mentorship of

Dr. Nutan P. Jain

Professor



manipalhospitals

LIFE'S ON 



3rd July 2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms Ronak Sharma** has undergone her internship with us from **06th May 2024 to 01st July 2024**.

During this period, she has completed a project as an intern in **Department of Quality**.

Her performance on the project assigned and her conduct was found to be good.

We wish her success in her future endeavors.

For Manipal Hospitals Dwarka Pvt. Ltd.

Authorized Signatory



Manipal Hospitals (Dwarka) Private Limited

CIN: U85110KA2014PTC073063

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Annexure A

Completion Certification from the Organization CERTIFICATE

This is to certify that Dr./Mr./ Ms. ✓ Ronak Sharma of 28 (batch) of NBA - HM - Jaipur (Name of the department/institute) has worked with our organization for his/her summer internship from 06/05/24 to 01/07/24 (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: 01/07/24

Prabha
(Signature of organization Mentor)

Name: PRABHA KUMARI

Designation: Regional Head-
Quality

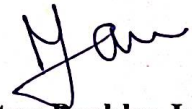
Seal/Stamp of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Ronak Sharma** of academic year 2023-25 of the **Institute of Health Management Research** has prepared poster with respect to her summer internship held during May – July 2024.

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

Date : 24-07-2024

A handwritten signature in black ink, appearing to read 'Nutan', written over the printed name.

Dr. Nutan Prabha Jain

Professor

IIHMR University Jaipur

Compliance of patient safety goals in hospital

About Manipal Hospital Dwarka

- Manipal Hospital Dwarka, HMHCT is located in New Delhi, with maximum capacity of 380 beds and 9 floors
- Manipal Hospital in Dwarka, New Delhi was established in 1970
- a NABH and NABL accredited super specialty hospital
- Facilities provided are IPD, ICU, OPD, OT, pharmacy, mortuary, ambulances, canteens, labs, physiotherapy, MRD, CSSD,
- The hospital aims to establish a "Digital Hospital" with paperless services and seamless integration.

Mission

"To enhance "Growth differentiation and people" and serve our patients with smiles.

Growth- to augment patient volumes in existing and new locations through current and new engines of growth

Differentiation- By innovation in delivering clinical excellence

People- Constantly endeavor to uphold and improve the organization's values; Clinical Excellence, Patient Centricity and Ethical Practices."

Vision

- 1.Be the destination of choice for the communities we serve
- 2.Be the most preferred and respected healthcare organization in every location we operation"

Purpose of project

AIM

- To improve quality of services following NABH guidelines
- Objective**
- To study the compliance rate of Hand Hygiene in different departments.
- To study the Patient Identification compliance rate in different departments

Observational study

Study area– Manipal Hospital Dwarka, Delhi
Study period- 6th May 2024 to 1st July 2024
Study population– IPD and OPD patients and staff
Sample size-
Hand hygiene- 218
Patient identification- 672

Sample size varies because of varying patient flow

Department	ICU	OPD	Sample collection	Wards	Laboratory	Dialysis
Hand hygiene sample size	44	18	13	79	32	32
Patient identification sample size	34	53	31	101	37	40

STRENGTH

- Hospital supervisors were well trained on patient safety protocols
- Use of Electronic Medical Records, barcode scanning and other technological adaptations.
- Special committees were present for patient safety.

WEAKNESS

- Ground level staffs lack proper training on patient safety protocols.
- High workload and staffing shortages.
- High staff turnover and burnout
- High operational cost

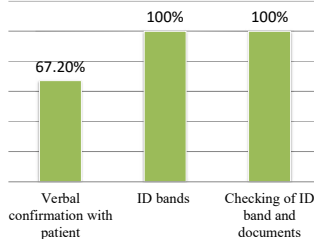
OPPORTUNITY

- Technological advancements can be improved
- Training of staffs to improve quality of patient safety goals
- Tele-medicine services

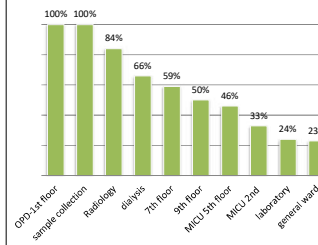
THREAT

- Non-compliance with patient safety goals can result in regulatory penalties.
- Non-compliance of patient safety goals can result in the dissatisfaction of patients

Patient identification compliance



Hand hygiene compliance rate



Result

The total compliance calculated in Manipal Hospital Dwarka-
Hand hygiene – 57.35%
Patient identification – 90.92%



Usefulness

- Career exploration
- Personal and professional growth
- Exposure to hospital industry
- Enhanced motivation
- Enhanced confidence

Challenges faced

- Limited learning as I was allowed to focus on only two IPSG goals out of 6 goals
- Patient flow vary resulting in different values of samples in different departments
- Quality time from organizational mentor was lacking

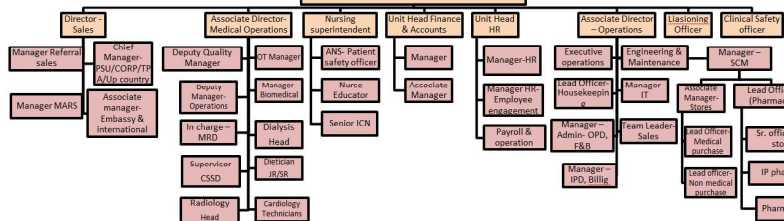
Key learning

- Learnt how to use the audit tools in Quality department
- Importance of documentation
- Ability to collect, analyze and interpret data
- Familiarity with industry standards
- Effective report writing and presentation
- Learnt about NABH standards in healthcare

Suggestions

- Weekly training facility for all new joiner as well as old.
- Random audits of different departments twice or thrice a week
- Monitoring of patient safety goals by departmental head if staff fails to follow the rules
- Weekly deep cleaning of AHU filters
- Training staff for the importance of forms required in patient files
- Daily monitoring of critical value register

Hospital Director



Weekly Report

(Week -1)

Name of the Organisation: MANIPAL HOSPITAL, DELHI

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

Name of the Student: RONAK SHARMA

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 1

From: 06/05/2024

To: 11/05/2024

Activity Done	• Was assigned to go through about WHO guidelines on Hand Hygiene and about Joint International Commission (JCI) 6 International patient safety goals • Made short notes and prepared checklists (audit tool) for audits • Attended an 1.5 hour induction of quality control by Deputy Manager of quality department • Radiology department Audit for hand hygiene and patient identification as per checklists prepared • Attended rounds and audited the staff with Deputy manager to pulmonary OPD, cardiology OPD, Billing department, Emergency and estimate counselling • General wards rounds audit with Deputy manager for hand hygiene and patient identification goal of IPSG • Data entry in excel sheet of all the data collected over the week for audits • Rounds and audit in mortuary, security department, neurology OPD, Orthopaedics OPD, finance and billing department with DM of quality department by checklists prepared for audits
Linking Theory (Classroom learning) with practice at your Organisation	• Patient safety goals 6 by JCI. • Hand hygiene by NABH – Chapter recommended by Col. Dr. Mahender Kumar • Essentials of hospital services- chapter on Quality • ICU working and management • IPD working and management • OPD working and management • SWOT analysis in Principal of management • Hospital support and utility services- essential of hospital services • Observational studies – research methods • Cross-sectional studies – research methods

	• Types of ward design –essential of hospital services • Types of ownership- Essential of hospital services
Gaps identified in the working area	• Lack of knowledge regarding hand rub and hand wash. • Casual attitude towards hand hygiene of the staff • Lack of monitoring • Newly joined Staff not aware of safety codes in OPD
Suggestions for improvement	• Training for staff specifically GDA, technicians for quality guidelines • Regular Audits • Codes signage on a large board.
Plan for the next week	• Auditing the IPD areas, dialysis department. • Reading more about NABH chapter (10).

Signature of the Student:

Approved by the IIHMR University's Mentor

Weekly Report

(Week -2)

Name of the Organisation: MANIPAL HOSPITAL, DELHI

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

Name of the Student: RONAK SHARMA

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 2

From: 13/05/2024

To: 18/05/2024

Activity Done	• Audits and rounds of general wards for hand hygiene and patient identification goal audit by checklists • Audit and round of 7th floor IPD wards for hand hygiene and patient identification goal audit by checklists • Data entry in excel of all the data collected • Was assigned to go through about NABH and its implementation in Manipal hospital • Dialysis audit for hand hygiene and patient identification • Was assigned to read about quality tools and how they are used in auditing of different department • Rounds and audit of 9th floor IPD wards
Linking Theory (Classroom learning) with practice at your Organisation	• Patient safety goals 6 by JCI. • Hand hygiene by NABH – Chapter recommended by Col. Dr. Mahender Kumar • Essentials of hospital services- chapter on Quality • ICU working and management • IPD working and management • OPD working and management • Observational studies – research methods • Cross-sectional studies – research methods • Types of ward design –essential of hospital services
Gaps identified in the working area	• Causal attitude of ground staff about hand hygiene. • Staff not aware of departmental SOP's present in system in OPD's. • Lack of verbal confirmation when for patient identification
Suggestions for improvement	• Make Standard Operating Procedures (SOP) available to everyone in an effortless way (desktop). • Weekly training of ground staff for quality maintenance.

	• Audits of departments once in a day in any random area with pre-information
Plan for the next week	• 2nd radiology audit for hand hygiene and patient identification • Read about departmental SOP's and their editing in word form to update in organisation's systems

Signature of the Student:

Approved by the IIHMR University's Mentor

Weekly Report

(Week -3)

Name of the Organisation: MANIPAL HOSPITAL, DELHI

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

Name of the Student: RONAK SHARMA

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 3

From: 20/05/2024

To: 25/05/2024

Activity Done	• Audited dialysis RO purifier working and quality of process involved with mentor • Audited lift rooms with their working and quality process • Checked the quality and understood the working of fire extinguishing unit • Audited Air Handling Unit (AHU) for OT and ICU and understood the working of the department • Laboratory rounds and audit with seniors. • 9th floor IPD rounds and audits for hand hygiene and patient identification goal • Inspection of all the documents related to patient file with department head. • Prepared report for all the audits. • Editing of departmental SOP in word form to update in organisation's systems
Linking Theory (Classroom learning) with practice at your Organisation	• IPSPG 6 goals. • NABH guidelines. • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management
Gaps identified in the working area	• Cleanliness in certain area due to lack of communication. • Single language (English) used for signage and posters. • Numbers not given to some equipment.

Suggestions for improvement	• Bilingual signage of all precautionary posters. • Deep cleanliness for AHU's for sterile air passage. • Proper numbering of all the equipment present in hospital (AC and Fire extinguishers).
OPD Plan for the next week	• Department audit with unit head. • Report preparing. • Reading of related articles • Preparing organogram for upcoming NABH audit preparation

Signature of the Student:

Approved by the IIHMR University's Mentor:

Weekly Report

(Week-4)

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 4

From: 27/05/2024

To: 01/06/2024

Activity Done	• Laboratory (serology and biochemistry) audit and its report preparation • Finding out the variations between previous year's data and current year's data month-wise. • HDU rounds and audit • Inspection of files and critical value register maintenance • Designed organisation's organogram for NABH patient safety presentation • Preparing patient safety audit presentation • Made graphs for different quality aspects for e.g., emergency codes announced, no of mock drills, no of needlestick injuries occurred, time taken for admission etc.
Linking Theory (Classroom learning) with practice at your Organisation	• Patient safety goals- 6 by JCI • Hand hygiene by NABH • NABH audit and rules and guidelines • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management
Gaps identified in the working area	• Less use of handrub when required in lab • Improper use of gloves in lab
Suggestions for improvement	• Training of laboratory technicians for hand hygiene • Usage of gloves and handrub • Random audits for different departments twice or thrice a week

	• Weekly training of ground staff
Plan for the next week	• Reading more about NABH rules regarding patient's safety • Tasks assigned by mentor

Signature of the Student:

Approved by the IIMMR University's Mentor:

Weekly Report

(Week -5)

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 5

From: 3/06/2024

To: 8/06/2024

Activity Done	• Departmental audits and rounds (wards) • Compared data sheets of different units of Manipal Hospital to look for variations • Prepared patient safety Report of Manipal Hospital • Sample collection audit for hand hygiene and patient identification goal • Made graphs for Patient safety presentation for NABH audit • Assisted mentors and managers for NABH audit (8th june and 9th june)
Linking Theory (Classroom learning) with practice at your Organisation	• IPSG goals • NABH chapters 1 • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management • Communication management
Gaps identified in the working area	• Low compliance rate for hand hygiene i.e., timing and steps among doctors, technicians, nurses and housekeeping staff. • Seat belts were not fastened in some areas • Less verbal confirmation with patient for identification
Suggestions for improvement	• Weekly training of ground staff of Patient safety goals as per NABH • Random audits in different departments twice or thrice a week

Plan for the next week	• Observation and auditing other departments. • Data collection for patient safety audit report (project given by HOD) • Reading the related articles
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Signature of the Student:

Approved by the IIHMR University's Mentor:

Weekly Report

(Week- 6)

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 6

From: 10/06/2024

To: 15/06/2024

Activity Done	• Read about NABH guidelines-10 chapters • Data collected for the on-going project given by organizational mentor • Entered all the data in the form of graphs in PPT • Helped mentor to evaluate the data • OPD rounds and audit • MICU audits and rounds
Linking Theory (Classroom learning) with practice at your Organisation	• IPSG 6 goals. • NABH guidelines- 10 chapters • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management • Communication management
Gaps identified in the working area	• Low compliance rate for hand hygiene i.e., timing and steps among doctors, technicians, nurses and housekeeping staff. • Casual attitude of staff for NABH guidelines for safety protocols and hand hygiene • Average compliance of seat belts fastened of wheelchairs
Suggestions for improvement	• Weekly training of ground staff of Patient safety goals as per NABH • Random audits in departments twice or thrice a week

OPD Plan for the next week	• Departmental audits of ICU and other areas. • Report preparing. • Data collection for Patient safety audit report • Reading of related articles.
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Signature of the Student:

Approved by the IIMMR University's Mentor:

Weekly Report

(Week - 7)

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 7

From: 17/06/2024

To: 22/06/2024

Activity Done	• MICU rounds audits for hand hygiene and patient identification goal • Dialysis rounds and audits for hand hygiene and patient identification • Sample collection audit • Data collection and entry • Assisted mentor with data verification of different Manipal hospitals • Sample collection rounds and audits for patient identification
Linking Theory (Classroom learning) with practice at your Organisation	• IPSPG 6 goals. • NABH guidelines- 10 chapters • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management • Communication management
Gaps identified in the working area	• Low compliance rate for hand hygiene i.e., timing and steps among staffs. • Less verbal confirmation when needed for patient identification
Suggestions for improvement	• Weekly training of ground staff of Patient safety goals as per NABH • Random departmental audits twice and thrice

Plan for the next week	• Departmental audits of OPD and sample collection. • Data collection for Patient safety audit project • Reading of related articles.
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Signature of the Student:

Approved by the IIHMR University's Mentor:

Weekly Report

(Week-8)

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management.

Week no: 8

From: 24/06/2024

To: 01/07/2024

Activity Done	• MICU rounds and audits for hand hygiene • Sample collection audit • Data collection and entry • OPD audit for patient identification
Linking Theory (Classroom learning) with practice at your Organisation	• IPSPG 6 goals by JCI • NABH- hand hygiene booklet • Observational studies – research methods • Cross-sectional studies – research methods • Hospital support and utility services • SWOT analysis • Communication planning in POM • Progressive patient care- healthcare delivery system • ICU working and management • IPD working and management • Communication management
Gaps identified in the working area	• Low compliance rate for hand hygiene i.e., timing and steps among staff in MICU • Less verbal confirmation when needed for patient identification in MICU
Suggestions for improvement	• Weekly training of ground staff of Patient safety goals as per NABH • Random departmental audits twice or thrice a week

Signature of the Student:

Approved by the IIHMR University's Mentor:

Compiled Report

Name of the Organisation: MANIPAL HOSPITAL DWARKA, DELHI

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

Name of the Student: Ronak Sharma

Roll no: 1802

Stream: Hospital and Health Management

From: 06/05/2024

To: 01/07/2024

Activity Done	- Audits - ICU- MICU 1 and 2, NICU - OPD – pulmonary, cardiology, orthopaedics - Ward – 9th floor, 7th floor, 6th floor, 5th floor - General wards and HDU audits - Laboratory and radiology - sample collection department, - maintenance department - dialysis - Data entry in excel - Rounds of engineering department - Dialysis RO - Lift room - AHU - Gas maintenance and supply department - Assisted mentor in comparing the data sheets of different unit of Manipal Hospitals - Assisted mentors for NABH audit (8th June and 9th June, 2024) - Assisted for graph preparation and other data entry for annual patient safety PPT - Prepared PSQ Report of Manipal Hospital - Made graphs for Patient safety presentation for NABH audit - Made organogram for NABH presentation - Edited departmental SOP's in word form to update in organizaion's system
Linking Theory (Classroom learning) with practice at your Organisation	- IPSG 6 goals by JCI - NABH guidelines- 10 chapters - NABH- hand hygiene booklet - Hospital support and utility services

	• Quality management • 6 building blocks of health system • Observational studies • Cross-sectional studies • Inventory management • Types of ward design • Types of ownership • Communication management • OPD working and processes • IPD reporting and processes
Gaps identified in the working area	• Low compliance rate for hand wash i.e., timing and steps among staff • Low compliance of hand –rub i.e., steps and timings • Less verbal confirmation for patient identification in MICU • Dirty air filters in AHU • Casual attitude of staff towards patient safety goals and hand hygiene • Reporting errors in Critical value register • Missing forms in patients files
Suggestions for improvement	• Weekly training of ground staff of Patient safety goals as per NABH • Random departmental audits twice and thrice a week • Proper monitoring of patient safety goals by departmental head if staff fails to perform as per NABH guidelines


Signature of the Student:

Approved by the IIHMR University's Mentor:

