

SUMMER INTERNSHIP PROGRAM

at

**Kokilaben Dhirubhai Ambani Hospital
& Medical Research Institute**

From 2nd May to 29th June 2024

A REPORT BY

Purva Gulrandhe

Master of Business Administration

(Hospital and Health Management)

2023-25

under the Mentorship of

Dr. Sanjay Gupta

(Dean, IIHMR University)





KDAH/HR/OL/2024/06/488

Date: 29.06.2024

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Purva Pravin Gulrandhe** has successfully completed her **2 months** period of **Internship** from **02.05.2024** to **29.06.2024** in the **Department of Clinical Administration** at **Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute**, under the guidance of Senior Manager - Clinical Administration, Dr. Ramkishor Pandey.

She has completed her tenure entirely to the satisfaction of the hospital management.

We wish her all the best in her future endeavor.

Best Regards,

For Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute,

Salman

Rashma Nathani
Asst. General Manager - Human Resources

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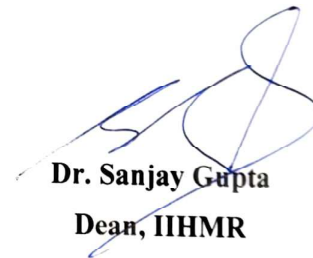


IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Purva Gulrandhe** of the 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 her work as per the guidelines. Her poster is approved for presentation.

Date: July 22, 2024

A handwritten signature in blue ink, appearing to be 'Dr. Sanjay Gupta', written over the printed name and title.

Dr. Sanjay Gupta
Dean, IIHMR

Brief history about organization

Kokilaben Dhirubhai Ambani Hospital & Medical Research Institute is India's one of the most advanced quaternary care facilities located in Mumbai. As the flagship social initiative of the Reliance Group headed by Anil Dhirubhai Ambani, the hospital is designed to raise India's global standing as a healthcare hub, with emphasis on excellence in clinical services, diagnostic facilities and research.

Organization structure



Vision

"We aim to be a global healthcare institution that combines the best in medical treatment with strong ethical principles and a culture of care and compassion."

Mission

"To be an institution that offers comprehensive quality healthcare services under one roof through transparent patient-centric care ensuring patient safety, privacy and dignity. An institution where Every Life Indeed Matters."

Need of the study

This study was crucial to improve hospital operations. By focusing on reducing waiting times, optimizing key processes, and leveraging advanced technologies this study has provided the necessary insights and recommendations to drive these improvements.

Challenges Faced During Internship

- Balancing time effectively
- Adjusting to workplace culture
- Using criticism constructively
- Applying theory to practical tasks

SWOT ANALYSIS

STRENGTHS

1. Thorough initial documentation for systematic intake
2. Clear, structured admission steps minimize confusion

OPPORTUNITIES

1. Bed reservation system to reduce waits and optimize usage
2. AI scheduling to optimize appointments and reduce waiting

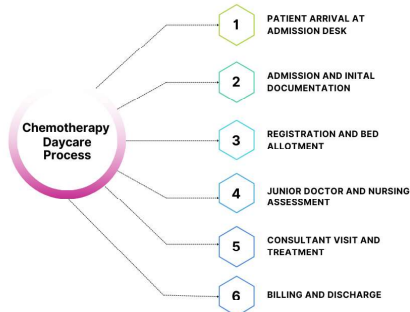
WEAKNESSES

1. Slow discharge process due to approvals and payments reduces patient satisfaction
2. Delays in bed allotment and consultations frustrate patients

THREATS

1. Long waits cause negative experiences and complaints
2. Variable admission/discharge times create inefficiencies

WORKFLOW PROCESS



Difference between practical exposure and theoretical knowledge

- Practical exposure enhances problem-solving; theory gives frameworks
- Theory broadens understanding; practical exposure provides specific skills

Learnings During Internship

- Technical Skills Development
- Professional Growth
- Problem-Solving Abilities
- Industry Insights

Observations

- Variable waits for admission; quick processing; busy mornings; skilled staff
- Long pre-consultation wait
- Delays from TPA approvals during discharge

Suggestion to the Organization

- Implement bed reservation system with bed number
- Optimize consultant schedules to reduce delays
- Streamline discharge with expedited TPA approval
- Implement AI-driven scheduling systems

Usefulness of Internship

- Skill Enhancement
- Career Exploration
- Professional Networking
- Resume Building

Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 01

From: 2nd to 06 May 2024

Activity Done	During the past week, I was assigned the task of studying the structure of Kokilaben Dhirubhai Ambani Hospital and Research Centre and comprehending the operations of each department. This encompassed an in-depth examination of various departments including the accident and Emergency Department, Outpatient Department, Diagnostic Department, Inpatient Department, Rehabilitation Department, Intensive Care Unit (ICU), and Operating Theatre (OT).
Linking theory (Classroom learning) with practice at your organisation	- Gained valuable insights into the functioning of a leading healthcare institution like Kokilaben Dhirubhai Ambani Hospital and Research Centre. Key learnings include: - Understanding the importance of interdisciplinary collaboration in delivering comprehensive patient care. - Recognizing the significance of efficient workflow management in different healthcare settings. - Appreciating the role of technology in enhancing diagnostic accuracy and treatment outcomes. - Learning about patient-centered care practices and the significance of empathy in healthcare delivery. - Understanding the importance of hospital structure and its role in optimizing patient flow, facilitating departmental integration, ensuring efficient resource allocation, enhancing emergency response capabilities, and minimizing infection risks through proper design and organization.
Gaps identified on the working area.	- Lack of ramps for accessibility. - Reception area often unattended.
Suggestions for improvement	Ensure the reception area is always staffed to provide timely assistance and a welcoming atmosphere.
Plan for the next week	Next week's agenda involves delving into hospital paperwork by conducting a thorough medical record audit to comprehend the documentation process better.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 02

From: 6th to 11th May 2024

Activity Done	During the past week, I had the opportunity to work in the Medical Record Department (MRD) of the hospital. This experience gave me valuable insights into the documentation processes and the overall functioning of the department. Activity done included - Conducted close audit of discharged files - Reviewed documentation processes for accuracy and completeness - Examined various types of files: • Regular files • Discharge Against Medical Advice (DAMA) files • Medico-Legal Cases (MLC) files • Death files
Linking theory (Classroom learning) with practice at your organisation	• Understanding the significance of proper file documentation • Grasping the importance of maintaining different file types • Insight into the organization and management of medical records • Familiarity with the procedures involved in handling diverse file categories
Gaps identified on the working area.	• The current Google Form used in the close audit process has been found to contain repetitive questions
Suggestions for improvement	• Identify and eliminate questions that are redundant. This will streamline the form and make it easier for respondents to complete.
Plan for the next week	• Next week's agenda involves starting a departmental project in Chemotherapy daycare.

Signature of the Student

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Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 03

From: 13th to 18th May 2024

Activity Done	- Finalization of Unit: The Chemotherapy Day Care Unit was selected for improvement after discussions with the industry mentor. - Process Understanding: We began by observing the workflow to identify inefficiencies and potential areas for AI integration. - Google Form Preparation: A Google Form was created to gather insights from healthcare professionals on their knowledge, perception, and attitudes towards AI.
Linking theory (Classroom learning) with practice at your organisation	- Workflow Insights: Gained a clear understanding of the day care unit's operations and identified areas needing improvement. - Healthcare Perspectives: Discovered varied opinions on AI among staff, from enthusiasm to concerns about job impact and patient care. - Challenges and Opportunities: Identified key challenges and potential opportunities for AI to improve efficiency and patient outcomes.
Gaps identified on the working area.	Inefficient allocation of resources leading to delays in patient care and treatment schedules.
Suggestions for improvement	Conduct a resource audit to streamline allocation and enhance operational efficiency.
Plan for the next week	- Next week's plan includes - - Observation: Continue observing the unit's processes to gather detailed insights. - Data Collection: Distribute the Google Form to collect comprehensive feedback from staff. - Review Scope for AI: Analyze data and observations to pinpoint areas where AI can be most beneficial.

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Reporting Format

(Weekly)

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Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 04

From: 20th to 25th May 2024

Activity Done	• Determined the workflow process within the department. • Gained an understanding of the department's operations. • Circulated a Google form for data collection. • Started collecting data on the knowledge, perception, and attitude of AI among working professionals. • Started Collecting data for turnaround time for daycare.
Linking theory (Classroom learning) with practice at your organisation	• Gained insights into the existing workflows and their interconnections. • Enhanced understanding of the department's roles and responsibilities. • Identified key areas for potential improvement.
Gaps identified on the working area.	• Recognized challenges in efficiently collecting and managing data related to turnaround times for daycare services.
Suggestions for improvement	• Conduct a detailed analysis of workflow processes to streamline operations and reduce inefficiencies.
Plan for the next week	• Continue collecting responses through the Google form. • Document current workflow processes and areas for improvement. • Compile a report on initial findings from the AI perception data.

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Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 05

From: 27th May to 1st June 2024

Activity Done	• Report made on workflow process of chemotherapy daycare centre. • Started Collecting data for turnaround time for admission process, registration process and chemotherapy drug administration process. • Continued collecting data on the knowledge, perception, and attitude of AI among working professionals.
Linking theory (Classroom learning) with practice at your organisation	• Learned that engaging with personnel enhances my understanding and ensures accurate data gathering. • Discovered that direct observation reveals practical challenges and inefficiencies. • Developed essential data management and analysis skills by compiling data in Excel.
Gaps identified on the working area.	• There is a need to expand data collection to include turnaround times for the discharge process at the chemotherapy daycare centre.
Suggestions for improvement	• Incorporate data collection for turnaround times during the discharge process to gain a holistic view of operational efficiency
Plan for the next week	• Collection of data for turnaround time for discharge process at chemotherapy daycare centre. • Data Analysis for collected data for turnaround time for daycare - Admission process, registration process and chemotherapy administration process.

Signature of the Student

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Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 06

From: 3rd June to 8th June 2024

Activity Done	- Collected data on turnaround time for discharge at chemotherapy daycare center. - Analyzed data for admission, registration, and chemotherapy administration processes. - Created rough drafts of the report and PowerPoint presentation
Linking theory (Classroom learning) with practice at your organisation	- Improved data collection and organization techniques. - Enhanced analytical skills for identifying process inefficiencies. - Developed report writing and presentation skills.
Gaps identified on the working area.	Identified the need for finalizing and refining the report to ensure clarity and coherence.
Suggestions for improvement	Incorporate visually appealing graphs, charts, and other visual aids into the PowerPoint presentation to enhance clarity and engagement.
Plan for the next week	- Finalize and refine the report. - Polish the PowerPoint presentation with visual aids and graphs.

Signature of the Student

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Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 07

From: 10th June to 15th June 2024

Activity Done	- Submitted the workflow process report of the Chemotherapy Daycare. - Presented the report as per mentor's instructions.
Linking theory (Classroom learning) with practice at your organisation	- Gained insights into the workflow of Chemotherapy Daycare operations. - Improved presentation skills through delivering the report.
Gaps identified on the working area.	Identified the need to conduct data analysis on the knowledge, perception, and attitude of healthcare professionals towards AI implementation in chemotherapy departments.
Suggestions for improvement	Ensure thorough and timely analysis of data regarding healthcare professionals' views on AI implementation to extract meaningful insights.
Plan for the next week	- Conduct data analysis on the Knowledge, Perception, and Attitude of Healthcare Professionals Towards AI Implementation in Chemotherapy Departments. - Compile findings and prepare a comprehensive analysis report.

Signature of the Student

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Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 08

From: 17th June to 22nd June 2024

Activity Done	Completed the data analysis on the knowledge, perception, and attitude of healthcare professionals towards AI implementation in chemotherapy departments. The final report has been compiled and submitted.
Linking theory (Classroom learning) with practice at your organisation	- Gained insights into the current state of AI knowledge and perception among healthcare professionals. - Improved data analysis skills, particularly in handling survey data.
Gaps identified on the working area.	Identified a need for better integration of AI into existing chemotherapy department workflows.
Suggestions for improvement	Develop strategies to seamlessly integrate AI technologies into chemotherapy workflows to enhance efficiency and patient outcomes.
Plan for the next week	Help in the medical record department for audit.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format

(Weekly)

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Week no: 09

From: 24th June to 29nd June 2024

Activity Done	Worked in the MRD (Medical Records Department) focusing on closed file audits for orthopedics files and open file audits of the inpatient department.
Linking theory (Classroom learning) with practice at your organisation	Classroom learning provided a foundation in understanding the importance of accurate and thorough medical records for patient care and compliance.
Gaps identified on the working area.	- Variability in how data was entered into the system, leading to inconsistencies. - Timeliness of updating patient records was sometimes compromised.
Suggestions for improvement	- Implement standardized data entry protocols to ensure consistency across all records. - Establish clear timelines and responsibilities for updating patient records to ensure timely documentation.
Plan for the next week	Internship completed.

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: Kokilaben Dhirubhai Ambani Hospital and Research Institute

Area/ Department/ Project of Summer Internship Program: Clinical Administration

Name of the Student: Dr. Purva Gulrandhe

Roll no: 1713

Stream: MBA-HM

Activity Done	• I was assigned the task of studying the structure of Kokilaben Dhirubhai Ambani Hospital and Research Centre and comprehending the operations of each department. This encompassed an in-depth examination of various departments including the accident and Emergency Department, Outpatient Department, Diagnostic Department, Inpatient Department, Rehabilitation Department, Intensive Care Unit (ICU), and Operating Theatre (OT). • I had the opportunity to work in the Medical Record Department (MRD) of the hospital. This experience gave me valuable insights into the documentation processes and the overall functioning of the department. Activity done included - Conducted close audit of discharged files - Reviewed documentation processes for accuracy and completeness - Examined various types of files: • Regular files • Discharge Against Medical Advice (DAMA) files • Medico-Legal Cases (MLC) files • Death files
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	- Submitted the workflow process report of the Chemotherapy Daycare. - Presented the report as per mentor's instructions. - Completed the data analysis on the knowledge, perception, and attitude of healthcare professionals towards AI implementation in chemotherapy departments. The final report has been compiled and submitted. - Worked in the MRD (Medical Records Department) focusing on closed file audits for orthopedics files and open file audits of the inpatient department.
Linking theory (Classroom learning) with practice at your organisation	Gained valuable insights into the functioning of a leading healthcare institution like Kokilaben Dhirubhai Ambani Hospital and Research Centre. Key learnings include: - Understanding the importance of interdisciplinary collaboration in delivering comprehensive patient care. - Recognizing the significance of efficient workflow management in different healthcare settings. - Appreciating the role of technology in enhancing diagnostic accuracy and treatment outcomes. - Learning about patient-centered care practices and the significance of empathy in healthcare delivery. - Understanding the importance of hospital structure and its role in optimizing patient flow, facilitating departmental integration, ensuring efficient resource allocation, enhancing emergency response capabilities, and minimizing infection risks through proper design and organization. - Understanding the significance of proper file documentation

- Grasping the importance of maintaining different file types
- Insight into the organization and management of medical records
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- Identified key areas for potential improvement.
- Learned that engaging with personnel enhances my understanding and ensures accurate data gathering.
- Discovered that direct observation reveals practical challenges and inefficiencies.
- Developed essential data management and analysis skills by compiling data in Excel.
- Improved data collection and organization techniques.
- Enhanced analytical skills for identifying process inefficiencies.
- Developed report writing and presentation skills.
- Gained insights into the workflow of Chemotherapy Daycare operations.
- Improved presentation skills through delivering the report.

	• Gained insights into the current state of AI knowledge and perception among healthcare professionals. • Improved data analysis skills, particularly in handling survey data. • Classroom learning provided a foundation in understanding the importance of accurate and thorough medical records for patient care and compliance.
Gaps identified on the working area.	• Lack of ramps for accessibility. • Reception area often unattended. • The current Google Form used in the close audit process has been found to contain repetitive questions. • Inefficient allocation of resources leading to delays in patient care and treatment schedules. • Recognized challenges in efficiently collecting and managing data related to turnaround times for daycare services. • There is a need to expand data collection to include turnaround times for the discharge process at the chemotherapy daycare centre. • Identified the need for finalizing and refining the report to ensure clarity and coherence. • Identified the need to conduct data analysis on the knowledge, perception, and attitude of healthcare professionals towards AI implementation in chemotherapy departments. • Identified a need for better integration of AI into existing chemotherapy department workflows. • Variability in how data was entered into the system, leading to inconsistencies. • Timeliness of updating patient records was sometimes compromised.

Suggestions for improvement	• Ensure the reception area is always staffed to provide timely assistance and a welcoming atmosphere. • Identify and eliminate questions that are redundant. This will streamline the form and make it easier for respondents to complete. • Conduct a resource audit to streamline allocation and enhance operational efficiency. • Conduct a detailed analysis of workflow processes to streamline operations and reduce inefficiencies. • Incorporate data collection for turnaround times during the discharge process to gain a holistic view of operational efficiency. • Incorporate visually appealing graphs, charts, and other visual aids into the PowerPoint presentation to enhance clarity and engagement. • Ensure thorough and timely analysis of data regarding healthcare professionals' views on AI implementation to extract meaningful insights. • Develop strategies to seamlessly integrate AI technologies into chemotherapy workflows to enhance efficiency and patient outcomes. • Implement standardized data entry protocols to ensure consistency across all records. • Establish clear timelines and responsibilities for updating patient records to ensure timely documentation.
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Signature of the Student

Approved by the IIHMR University's Mentor

