

SUMMER INTERNSHIP PROGRAM

At

EHCC Hospital, Malviya Nagar Jaipur

1st May 2024 to 28th June 2024

A REPORT BY

PRASHANSA JAIN

Master of Business Administration

Hospital and Healthcare Management

2023-25

under the Mentorship of

DR. SEEMA MEHTA



TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.Prashansa Jain** student of **IIHMR University, Jaipur** has completed her internship at **"Eternal Hospital, Jaipur"** from **1st May 24 to 28th June 24.**

Eternal Heart care Centre & Research Institute, Jaipur is a 225-bedded multispecialty Hospital.

During this period, she was inducted, oriented and trained in the working and processes of **Operations Department** under the guidance of **Mr. Amit Khan**.

During the period we found her sincere, intelligent, obedient, and hard working.

We wish her all the best for future endeavours.

For ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE, JAIPUR

Ashok K Jeenwal
Head- HR & Training



IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Prashansa Jain** academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT AND RESEARCH** has prepared a poster with respect to his summer internship held during May-June 2024.

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

Date:

A handwritten signature in blue ink, appearing to read 'Dr Seema Mehta', with a long horizontal flourish extending to the right.

Dr Seema Mehta
Professor

IIHMR University Jaipur

Organization Mentor:- Amit Khan
University Mentor:Dr. Seema Mehta

NAME:-PRASHANSA JAIN
ROLL NO :-1781 MBA HM (28)

Eternal hospital (a unit of eternal heart care center and research INSTITUTE) ESTABLISHED on 5* October 2013-this landmark healthcare institute was founded by dr. Samin k. SHARMA, WORLD-RENOWNED INTERNATIONAL cardiologist based at mount Sinai hospital ,New York ,USA.-it is the only hospital of the state with JCI (joint commission international) a USA based accreditation .hospital is also NABH & NABL accredited. HOSPITAL.

Vision: To provide best of Patient Service & Clinical Excellence.
Mission: To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

[illegible]

WEAKNESS

- 1) Coordination Issues
- 2) Service Delays
- 3) Repetitive Menu
- 4) Food Quality Complaints

THREATS

- 1)Patient Dissatisfaction
- 2)Hygiene Issues
- 3)Operational Delays.
- 4)Staff Overload.

- 1)Delays in food service
- 2)Repetition of menu items

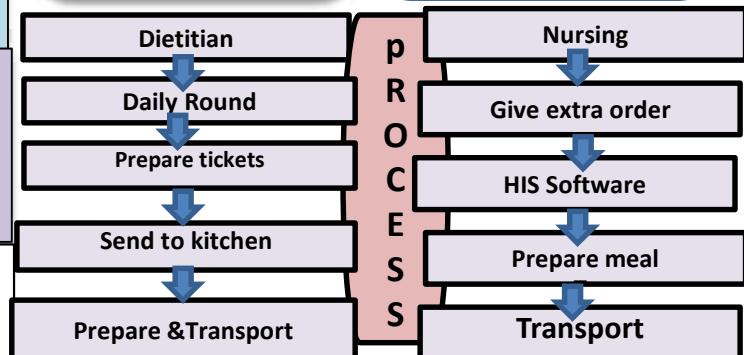
Wrong Ticket

ITEM	QUANTITY	ITEM	QUANTITY
1/2 CHOC	1	1/2 CHOC	1
1/2 VAN	1	1/2 VAN	1
1/2 VAN	1	1/2 VAN	1
1/2 VAN	1	1/2 VAN	1
1/2 VAN	1	1/2 VAN	1

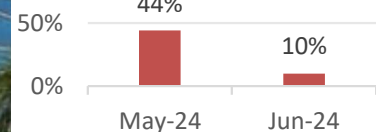
Remarks: TOMATO SOUP

- 1) To study process of food services delivery of IPD Patients.
- 2) To implement a tracking system for food service times

1) daily rounds to assess and reassess patient dietary needs.
Observed meal preparation, transportation, and service processes



Difference in Delay in food Services complaints



- Delay in food Services complaints



- 1) Provided hands-on experience .
- 2) Helped in developing problem-solving skills .
- 3) Improved understanding of patient care

- 1) Dietitians should brief the F&B department
- 3) Regularly update and diversify the menu to avoid repetition.
- 2) Implement a direct visibility system for diet orders to dietitians.

1Hierarchy & Roles: Clearly defined from HOD to Assistant Managers.

2) Standard Operating Procedures (SOPs): Set service times, structured order flow (Nurse → Dietician → F&B).

3)Order Tracking: Use of registers and trackers for documenting service times.

1)Implementation: Issues like delayed food service, incorrect orders, and quality complaints.

2) Feedback & Adjustments:
Addressing specific complaints and adjusting operations (e.g., menu changes, dietitian involvement).

3)Operational Challenges: Infection control, coordination lapses, and equipment handling.

(WEEK -1&2)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

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

**Project- Feedback of OPD and IPD,
Maintain the TAT**

Name of the Student: Prashansa Jain

Roll no: 1781

Stream: MBA in Hospital and Health Management

Week no: 1&2

From: 1st May 2024 to 11th May 2024

Activity Done	▪ Orientation about the quality department ▪ Visit the Hospital ▪ Assessing TAT of Consultant Referral and OPD Pharmacy ▪ Mock Drill Of code -Orange and Green ▪ Emergency Process ▪ Assessing TAT of 1st dose Administered to new IPD patient
Linking theory (Classroom learning) with practice at your organization	Able to relate that the flow of the Quality
Gaps identified in the working area.	▪ Hospital directory posters are outdated ▪ Hospitals Department Signages are missing and improper ▪ Documentation of IPD patient file was not proper
Suggestions for improvement	■ Medical Records Should be Digital. ■ Token system for OPD patient
Plan for the next week	OPD call Based data observation and we continued to ongoing project Will join and observe the ongoing preparation for upcoming Audit of hospital.

Signature of the Student

(Week -3)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

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

Name of the Student: Prashansa Jain

Roll no: 1781

Stream: MBA-HHM

Week no:3 **From:** 13May -18 May

Activity Done	- I have been assigned to do package Comparison of Mother and Child Care of EHCC With Jaipur Other Hospitals . - Gone for Quality Audit Round . - Maintaining TAT of Consultant Referral , OPD Pharmacy. - Going for IDTR Feedback Round. - Maintain 1st Dose Administration after Admission .
Linking theory (Classroom learning) with practice at your organisation	- Patient Satisfaction and Quality Planning. - Lean Management .
Gaps identified on the working area.	- Package Explanation was not upto the Patient Requirement . - Documents of IPD patients for Consultant Referral was not properly filled.
Suggestions for improvement	- Can modify Package of mother and child care . - Feedback Box is somewhere is hidden , Unreachable . - Can Modify Consultancy Room.
Plan for the next week	- Rediscussing about my project .

Signature of the Student

(Week-4)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

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

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Week no 4: 26May -03 June

Activity Done	-Started Working the Project In F&B Department to enhance its quality, or to decreases the time taken in serving meal. -Made the excel of Medical Health Check-up of F&B Department. -Went to OPD IDTR Round. -Completed my Work of Delivery Package Comparison of EHCC to various Jaipur Hospital.
Linking theory (Classroom learning) with practice at your organisation	-Lean Management -Patient Satisfaction
Gaps identified on the working area.	-Not Having the time of receiving of meal to patients. -Trolley is not properly maintained. -Not properly documented. -Packages are very high and services are limited.
Suggestions for improvement	- Started With Register to note down the receiving time of 1st and the last patient. - Time of Trolley reached at floor. - Time will be document by F& B staff and counter signed by Nursing in charge/Shift In charge. -
Plan for the next week	-Work on the upcoming Audit . -F& B Department Work On Quality; Infection Control etc .

Signature of the Student

(Week-5)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Week no 5: From: 03June -8 June

Activity Done	-Started Working the Project In F&B Department to enhance its quality, or to decreases the time taken in serving meal. -Made the excel of Medical Health Check-up of F&B Department. -Went to OPD IDTR Round. -Completed my Work of Delivery Package Comparison of EHCC to various Jaipur Hospital.
Linking theory (Classroom learning) with practice at your organisation	-Lean Management -Patient Satisfaction
Gaps identified on the working area.	-Not Having the time of receiving of meal to patients. -Trolley is not properly maintained. -Not properly documented. -Packages are very high and services are limited.
Suggestions for improvement	- Started With Register to note down the receiving time of 1st and the last patient. - Time of Trolley reached at floor. - Time will be document by F& B staff and counter signed by Nursing in charge/Shift In charge. -
Plan for the next week	-Work on the upcoming Audit . -F& B Department Work On Quality; Infection Control etc .

Signature of the Student

(Week-6)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Week no 6: From: 10June -15June

Activity Done	-Displays placed in various different identified location. -To control the displays, we have display number for each display as per quality department. -Learn the process of Laundry & TPA. -Had Done safety audit round in MICU3 -Implemented the few new register & work on to strengthens the ongoing process of F&B. - Analyse the complain of May 2024.(F&B) -Prepare the department as per the SOP &Policy for their international Audit. (Mount Sinai) -Also prepared the quality report for the audit.
Linking theory (Classroom learning) with practice at your organisation	-Lean Management -Gap Analyses -NABH Guidelines
Gaps identified on the working area.	-Laundry is not properly working like used Linen and Dirty Linen is openly kept. -overloaded dirty linen box with patient lift.
Suggestions for improvement	- It's should to be covered. - Linen should to be go with service lift.
Plan for the next week	-Analyse the complain of May 2024 and for its prevention. - Will learn the process of supply chain. -Will go to new department to know the process like Security; Housekeeping

Signature of the Student

(Week-7)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Week no 7: From: 17june -22june

Activity Done	-Done an audit in f&b department . -Visit to different department to know their policies and process . - Identified location the non-compliance of mandatoryDisplays in the hospital.
Linking theory (Classroom learning) with practice at your organisation	-Gap Analyses. -NABH Guidelines. -Patient Satisfaction.
Gaps identified on the working area.	-Cold room temperature not up to the mark . -2 department involvement is not proper:- no communication.
Suggestions for improvement	- Conduct monthly reviews and calibrations of food service equipment to minimize issues
Plan for the next week	- Will be Working on Regularly track the time of food dispatch and delivery.

Signature of the Student

(Week-8)

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

Area/ Department/ Project of Summer Internship Program: Operations

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Week no 8: From:24june-28june

Activity Done	-Address and reduce patient complaints . -Ending or compiling of work.
Linking theory (Classroom learning) with practice at your organisation	-Operational Challenges -Feedback & Adjustments
Gaps identified on the working area.	Staff is forgetting to take register with them while serving. After reminding them again&again .
Suggestions for improvement	-Keep a register to track the time of food dispatch and delivery. -Regular maintenance of food trolleys and equipment by the engineering department. -Conduct monthly reviews and calibrations of food service equipment to minimize issues. -Feel free to adjust or add more details as needed for your poster presentation.

Signature of the Student

Compiled Report

Name of the Organisation: EHCC Hospital, Malviya Nagar Jaipur

Area/ Department/ Project of Summer Internship Program: Quality Management & Operations

Name of the Student: Prashansa Jain

Roll no:1781

Stream: MBA-HHM

Activity Done	HOSPITAL ORIENTATION
	1. IPD 2. Wards 3. Marketing 4. Emergency 5. F&B [Food and Beverages] 6. OPE [Office of Patient Experience] 7. Blood Bank 8. Radiology 9. Engineering and Maintenance 10. Laundry 11. Supply Chain 12. Discharge & Billing 13. AR Marketing 14. Dietetics 15. Pharmacy [OPD/IPD] 16. Admission In the 45 days of internship worked in following areas Out-Patient Department (OPD):

1. Registration and Billing Process: -

a. Registration

Online	QR Code
Offline	Registration form

- Basic demographic details are used
- Generate 2 Identification for one Patient. [UHID &Name]
- By using 2 identifiers they make bills preferably with UHID

2. Making bills according to Call Days/ Patient wish

3. Grey ID Band is placed on patient wrist to identify the patient.

4. Going for OPD IDTR & Feedback Round

- a. Using OPD feedback form feedback is taken.
- b. Complaints are address and resolved per the nature of complaints

5. CALL DAYS: -

- a. Observe the call day Counselling in different OPD's.
- b. Call day for consultant- Scheduler is made by the management for consultants.

6. Process for Consultation

- a. Counselling by PCS staff
- b. Billing
- c. Nursing OPD assessment
- d. Consultation

6. Check of nursing assessment compliance.

- a. Learn about nursing assessment & its documentation

In-Patient Department (IPD)

1. Monitoring of Consultant Referrals TAT.

On the basis of Priority –

Three category of Consultant Referrals

Category	TAT
Immediate	Within 30 Minutes
Urgent	2 Hours
Routine	12 Hours

7. Delay in First Dose Administration after Admission.

Defined TAT	Observed TAT
60 Minutes	

8. Mandatory display compliance as per NABH & JCI

- a. Identified location the non-compliance of mandatory Displays in the hospital.
- b. To control the displays, we have display number for each display as per quality department and implement the same.
- c. Provided the poster in non-compliance area.

9. Critical Value Register Audit.

- a. It is maintained for diagnostic and laboratory services.
- b. Any abnormal diagnostic finding and abnormal value of lab results that can harmful to patient in not treated on time is know as critical value.
- c. Process of intimation of Critical value.
- d. Critical value register documentation
- e. TAT for informing critical value- within 15 minutes.
- f. Critical value resisters are maintained in following areas:
 - i. Wards
 - ii. ICUs
 - iii. Emergency
 - iv. Day-care
 - v. Radial lounge

- vi. Radiology
- vii. Laboratory
- viii. OPD- Critical values are directly communicated to consultants.

Marketing: -

1. Package Comparison:-

- a. Compared the Delivery Packages of Different Top Mother and Child Hospitals of Jaipur.
- b. Provide the suggestion to add value to the existing packages.

2. Learned Different types of marketing –

- a. Retails
- b. Co-Operate
- c. Digital

Emergency

1. Process of Admission through ER to IPD.

- a. ER admission form
- b. Admission consent form

2. Triage Form and Triage Process

Colour Code	Priority
Red	Most Urgent
Yellow	Urgent
Green	Non-Urgent
Black	Dead/Brought Dead

3. Ambulance Process & TAT

F&B [Food & Beverages]

1. Observe detailed Process of daily operational activities.
2. Started Working the Project in F&B Department to enhance its quality of service, and to decreases the time taken in serving meal to increase the patient satisfaction and reduce the complaints.
3. Made the excel of Medical Health Check-up of F&B Department to aligned the current status as required by quality department.
4. Implemented the few new register & work on to strengthen the ongoing process of F&B.
5. Analyse the patient complaints of May 2024. (F&B)
6. Prepare the department as per the SOP & Policy for international Audit (Mount Sinai Internationals) done on 15th & 16th June 2024.
7. Observe the hygiene practices in the department
8. Work area safety practices.
9. Audit the department as per the audit checklist of quality department.
10. Close the observation points after audit.

OPE [Officers Patient Experience]

1. Inter Disciplinary team Round (IDTR) in IPD with Patient Welfare Officers & seen the process.
2. Observe the sources of Feedback.
3. Type of feedback forms using in hospital
 - a. OPD feedback form
 - b. IPD feedback form
 - c. Ambulance feedback form
4. Types of complaints
5. Learned about RCA & CAPA.
6. Know the process of Krypton Software.
 - a. Complaint tracing software

7. Observe and briefly know about PSI [Patient Satisfaction Index]

Engineering & Maintenance

1. Learned Mandatory Service for Running Hospital (Single/Multi Speciality)
2. Isolation: - Separate chamber.
3. Things to be there in ICU for patient panel.
4. JVVNL (govt) -> 2 DG -> UPS.
5. Diff & Central UPS.
6. Learn about the Fire Control Actions in Hospital.

Laundry

1. Handling and distribution of Linen Control.
2. Type of linen using in hospital.
3. Flow of dirty Linen
4. Flow of Clean linen

Supply Chain

1. Process of supply.
2. Medicines Reaching TAT in IPD.
3. Order Process from CBU [Central Buying Unit]

Discharge & Billing

1. Billing Process-Discharge Summary and how IPD Pharmacy work.
2. Consultant Round.

AR Marketing

1. Observe the process of AR Marketing.
2. How to arrange a file, inclusion.
3. How to take the follow up from Third Party.
4. MOU Discount.

	Dietetics 1. Process: Assessment & Reassessment rounds. Assessment is done within 24 hours of admission. 2. Preparing of Diet Tickets and sending to F&B. 3. OPD consultations. 4. Discharge Diet counselling- all the patients discharged from the hospital are provided a diet chart. 5. Different type of diet charts are provided to patients as per their clinical condition/diagnosis. a. General diet Chart b. Renal diet Chart c. Diabetic Diet chart d. Post-delivery Diet chart Pharmacy 1. Waiting TAT of OPD Pharmacy. 2. Seen the way they Counsel the patients and provide them in an easiest way. Admission 1. How to do the allotment of beds according to their preference and packages. 2. For admission a. Doctor's admission form is required b. Consent is taken for admission
Linking theory (Classroom learning) with practice at your organisation	-Able to Relate that the flow of the Quality. -Able to relate that how EMR functions and How this MY HEALTH CARE APP is going to function in same way. -Lean Management. -Gap Analyses. -NABH Guidelines. -Patient Satisfaction. -The Infection Control Measures that should be taken in the hospital were also told to us and we were also taking those measures while visiting the department.

	-Quality Planning. -Quality Audits
Gaps identified on the working area.	1 Hospital Directory Posters Are Outdated. 2 Hospital Department Signage are Missing and Improper. 3 Documentation Of IPD Patient File Was Not Proper. 4 Package Explanation Was Not Up to The Patient Requirements. 5 Documents of IPD Patients for Consultant Referral Was Not Properly Filled. 6 Lack Of Awareness, Lack of Knowledge About Digitalization of The Patient Related Data. 7 Laundry Is Not Properly Working Like Used Linen and Dirty Linen Is Openly Kept. 8 Overloaded Dirty Linen Box with Patient Lift.
Suggestions for improvement	1. Medical Records Should be Digital. 2. Token system for OPD patient. 3. Proper Training should be done in well-coordinated manner 4. More trainer should be employed or identified in house 5. Dirty Linen should be covered and proper packed . 6. It should to be travel with Service lift.

Signature of the Student

(Signature of Faculty Mentor)

Name: **Dr. Seema Mehta**

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