

SUMMER INTERNSHIP PROGRAM

AT



(FLORES HOSPITAL)

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

A REPORT BY

NITISH GUPTA

Master of Business Administration

(HEALTH AND HOSPITAL

MANAGEMENT)

2023-25

under the Mentorship of

Mrs Piyusha Majumdar

ASSOCIATE PROFESSOR





FLORES
Hospital

Caring for you... Always



Completion Certification from the Organization

CERTIFICATE

This is to certify that Mr. Nitish Gupta of MBA (Hospital and Health) 2023-2025. (Batch) of IIHMR UNIVERSITY. (Name of the Department/Institute) has worked with our organization for his/her summer internship from 6th May To 5th July (Date). The overall performance shown by him/her during the period was excellent/good/average. This certificate is being issued to meter the requirement of the IIHMR University.

DATE: - 6 july2024

(SIGNATURE OF ORGANIZATION MENTOR)



NAME : Sandeep Mittal

Designation HR Head

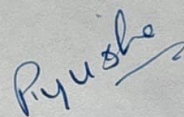
Seal/stamp of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Nitish Gupta** of academic year 2023-25 of the **Institute of Health Management Research** has prepared poster with respect to his summer internship held during May – July 2024.

He has carried out work as per the guidelines. His poster is approved for presentation.

Date : 24-07-2024

A handwritten signature in blue ink, appearing to read 'Piyusha', with a stylized flourish at the end.

Dr. Piyusha Majumdar

Associate Professor

IIHMR University Jaipur

ABOUT FLORES HOSPITAL

"FLORES Hospital, a 100 bed super specialty tertiary care hospital is truly futuristic in its services & technology and brings together some of the most talented medical professionals in India. The hospital is equipped with state-of-the-art technology for better quality services. The hospital provides preventive, diagnostic, therapeutic, rehabilitative, and palliative and support services all under one roof and is designed to meet patient care and research requirements of the new millennium. It was Founded in 2018 under the parent company Mridula Health Care Pvt.Ltd Hospital has a capacity of 100 beds. This hospital is accredited by NABH."

VISION

Our Responsibilities is to fulfill our obligation towards society, the hospital, under the aegis of SDS Memorial Medical Research and Development Society, organizes free health checkup camps in places where medical facilities are not easily accessible

MISSION

Our vision is to continuously upgrade our health facilities so as to provide quality medical care always to one and all and make state of the art medical treatment affordable by all including the weaker sections of the society.

OBSERVATIONS

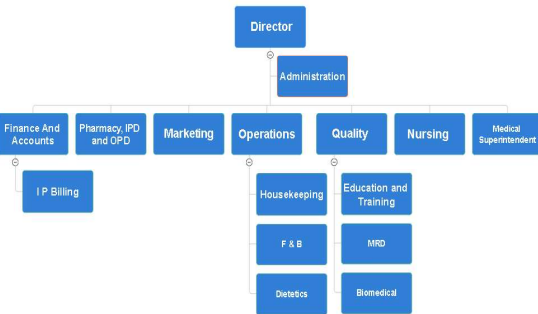
Major Gaps identified

- Inefficient Triage Processes
- Suboptimal Communication
- Poor Scheduling Practices
- No suggestion boxes in OPD area
- Lack of Signage
- Same queue for registered and non-registered patients
- Unavailability of token system
- There are Instances of Billing Inaccuracies by the Staff
- GDA Staff Is Insufficient in OPD area

SUGGESTIONS

- There Should Be Different Registration Desks for New and Old Patients in the OPD Area
- Proper signage should be there for better understanding for patients
- The Hospital Should Implement a Token System in the OPD Area and Use Displays Outside the Doctors' Rooms:
- Training on HMIS Utilization is Required
- Suggestion boxes should be placed in OPD area
- GDA Staff Should be hired for OPD.

ORGANOGRAM



ABOUT PROJECT

This project focuses on streamlining processes to reduce wait times and enhance patient experience. This can be achieved through better scheduling, efficient triage, and optimized use of resources.

OBJECTIVE

The objective is to reduce waiting time in OPD and improve overall patient satisfaction by streamlining processes and optimizing resource utilization.

METHODOLOGY

Observational Study was used to identify the problem of overcrowding in Opd. The entire process of Patient flow in Opd was meticulously Traced.

LEARNING AND USEFULNESS OF INTERSHIP

- Understanding Healthcare Delivery System
- Interpersonal Skills
- Professional Development
- Career Clarification

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL UNDERSTANDING

Theory provides foundation of knowledge, and helps to understand the process going on in real time but practical exposure focuses more on the application, skill development and learning from experience & also how theoretical learning need to be modified according to real time situation so it becomes more useful for patient care.

CHALLENGES FACED DURING INTERSHIP

- Communication with Department Incharge.
- Documentation of Inpatient Department (IPD) Patient Files Was Not Proper
- The hospital's insufficient staffing has led to a decline in the quality of care.
- Lack of motivation within staff.

SWOT ANALYSIS

STRENGTH

- Comprehensive Multi specialty care
- The largest hospital within a 5-km radius.
- Strong Connections with Local Physicians.

Weakness

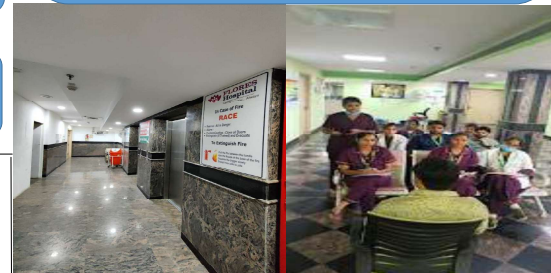
- Limited brand recognition
- Operational challenges
- Dependence on local patient base

Opportunities

- Expansion of services
- Community Health Initiatives
- Technology Advancement
- Partnership and collaboration

Threats

- Competition from established hospital
- Regulatory Changes
- Economic factors



Week 1

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 1

From: 06/05/2024 to 11/05/2024

Activity Done	1. Hospital familiarization 2. Instituting staff training sessions to address various emergency codes within the Hospital 3. Implementing mock drills to simulate responses to emergency codes within the hospital's operational framework 4. Reviewing files within Medical Records Department(MRD) 5. Conducting an evaluation of patient satisfaction within the inpatient department(IPD)
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. HR capacity building
Gaps identified on the working area.	1. Staff members lack clarity regarding their designated roles during emergency codes. 2. Documentation of IPD patient file was not proper. 3. The process of patient transfer consumes a significant amount of time. 4. The organization experience a deficiency in establishing effective communication channels.
Suggestions for improvement	1. Ensuring that staff are informed about the appropriate reporting channels is crucial. 2. Transitioning to digital medical record-keeping is essential. 3. Staff Members should receive clear communication regarding their roles during emergency codes. 4. Staff Training for proper patient handing and shifting procedures is imperative.
Plan for the next week	1. Reviewing the Hospital Management Information System(HMIS) 2. Continuing with the review of Medical Record Department

	3. Participating in the upcoming Training Session on maximizing patient Satisfaction.
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Signature of the Student – Nitish Gupta

Week 2

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 2

From: 13/05/2024 to 18/05/2024

Activity Done	1. Reviewing files within Medical Records Department(MRD) 2. Conducting an evaluation of patient satisfaction within the Outpatient department (OPD). 3. Training Session on Enhancing Patient Satisfaction 4. Orientation to Health Management Information System(HMIS)
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health
Gaps identified on the working area.	1. The waiting Time in the OPD is Prolonged. 2. The Interface of HMIS is Intricate. 3. There are instances of billing inaccuracies by the staff. 4. Missing reports have been identified within the files according to the checklist.
Suggestions for improvement	1. Transitioning to digital medical record-keeping is essential. 2. Implementing a token system in OPD is recommended 3. Training on HMIS Utilization is required.
Plan for the next week	1. Deepening the Understanding of Healthcare Management Information System (HMIS) 2. Continuing with the review of Medical Record Department 3. Learning the hospital Insurance Claims process.

Signature of the Student – Nitish Gupta

Week 3

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 3

From: 20/05/2024 to 25/05/2024

Activity Done	1. Worked on Health Management Information System(HMIS) 2. Learned about Health Insurance Claim Process 3. Reviewing files within Medical Records Department(MRD)
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Capacity Building
Gaps identified on the working area.	1. The absence of required documentation frequently leads to queries imposed by insurance companies. 2. There are a lot of instances of billing inaccuracies during peak hours. 3. Process of patient discharge is really long.
Suggestions for improvement	1. Training on HMIS Utilization is required. 2. More staff are required at reception during peak hours. 3. All documents should be checked before sending it to the insurance companies.
Plan for the next week	1. Continuing the hospital Insurance Claims process. 2. Patient Care in ICU 3. Learn to make bills of CGHS,ECHS,ESI and AB-PMJAY Patients

Signature of the Student – Nitish Gupta

Week 4

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 4

From: 27/05/2024 to 01/06/2024

Activity Done	1. Learned about Health Insurance Claim Process 2. Orientation to make bills of CGHS,ECHS,ESI and AB-PMJAY Patients 3. Patient care in ICU
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health
Gaps identified on the working area.	1. The absence of required documentation frequently leads to queries imposed by insurance companies. 2. There are a lot of instances of billing inaccuracies 3. Duty Handover in ICU Amongst Staff Nurses is Inefficient. 4. Medicine charts are not completed by staff nurses in ICU.
Suggestions for improvement	1. Regular review of medical chart by RMO or Nursing Superintendent. 2. Training should be conducted on handing over duties by staff nurse. 3. All documents should be checked before sending it to the insurance companies.
Plan for the next week	1. Participating in the upcoming Training Session on EHR. 2. Continuing on Patient Care in ICU 3. Continuing on deepening knowledge on making bills of CGHS,ECHS,ESI and AB-PMJAY Patients

Signature of the Student – Nitish Gupta

Week 5

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 5

From: 03/06/2024 to 08/06/2024

Activity Done	1. Acquired Knowledge regarding CGHS,ECHS,ESI and AB-PMJAY Patients Billing 2. Patient care in ICU 3. Attended the EHR training session.
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Capacity Building
Gaps identified on the working area.	1. Duty Handover in ICU Amongst Staff Nurses is Inefficient. 2. Medicine charts are not completed by staff nurses in ICU. 3. There is a Shortage of Personnel at the ICU.
Suggestions for improvement	1. Regular review of medical chart by RMO or Nursing Superintendent. 2. Training should be conducted on handing over duties by staff nurse. 3. The hospital Ought to consider hiring additional nurses to staff in ICU.
Plan for the next week	1. Orientation regarding the distribution of pharmaceutical medications to patient. 2. Will learn about the medicine storage. 3. Continuing on Patient Care in ICU

Signature of the Student – Nitish Gupta

Week 6

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 6

From: 10/06/2024 to 15/06/2024

Activity Done	1. Acquired knowledge regarding the distribution of pharmaceutical medications to patients. 2. Acquired knowledge regarding the storage of pharmaceutical medications. 3. Continued working on patient care in ICU. 4. Worked on my project Regarding the Overcrowding in OPD area
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Capacity Building. 4. Management of medication(MOM 3)
Gaps identified on the working area.	1. Certain Medications were stored incorrectly, not in the designated containers according to the alphabetical order. 2. There is a Shortage of Personnel at the ICU. 3. There were some medications that were past their expiry date. 4. Waiting time in OPD is prolonged.
Suggestions for improvement	1. Regular audits should be conducted in the pharmacy to check their stock and identify any medications that are past their expiry date. 2. The hospital Ought to consider hiring additional nurses to staff in ICU. 3. There should be different registration desk for new and old patients in the OPD area. 4. The hospital should implement a token system in the OPD area and use displays outside the Doctors Room.
Plan for the next week	1. Currently engaged in ongoing task within OPD area. 2. Will learn about the process of hospital registration and sending it to CMO office. 3. Will participate in the Audit of pharmacy.

Signature of the Student – Nitish Gupta

Week 7

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 7

From: 17/06/2024 to 22/06/2024

Activity Done	1. Participated in audit of pharmacy. 2. Acquired knowledge regarding the storage of pharmaceutical medications. 3. Worked on my project Regarding the Overcrowding in OPD area 4. Learned about the hospital registration process
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Capacity Building. 4. Management of medication(MOM 3)
Gaps identified on the working area.	1. Certain Medications were stored incorrectly, not in the designated containers according to the alphabetical order. 2. There were some documents that were missing like blueprint of emergency exit. 3. There were some medications that were past their expiry date. 4. Waiting time in OPD is prolonged. 5. There were some medicines in fridge that were not supposed to be stored.
Suggestions for improvement	1. Regular checking should be conducted in the pharmacy to check their stock and identify any medications that are past their expiry date. 2. Hospital Documentation should be stored in physical and digital format. 3. There should be different registration desk for new and old patients in the OPD area. 4. The hospital should implement a token system in the OPD area and use displays outside the Doctors Room.
Plan for the next week	1. Currently engaged in ongoing task within OPD area. 2. Will continue to work in pharmacy and learn about the billing process. 3. Will engage in working in operation theatre.

Signature of the Student – Nitish Gupta

Week 8

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 8

From: 24/06/2024 to 29/06/2024

Activity Done	1. Acquired knowledge regarding the storage of pharmaceutical medications. 2. Worked on my project Regarding the Overcrowding in OPD area 3. Learned about billing in pharmacy.
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Management of medication(MOM 3)
Gaps identified on the working area.	1. Certain Medications were stored incorrectly, not in the designated containers according to the alphabetical order. 2. There were some medications that were past their expiry date. 3. Waiting time in OPD is prolonged. 4. There were some medicines in fridge that were not supposed to be stored. 5. There are some cases in which the medicine is returned to the pharmacy but the return bill is not given
Suggestions for improvement	1. Regular checking should be conducted in the pharmacy to check their stock and identify any medications that are past their expiry date. 2. There should be different registration desk for new and old patients in the OPD area. 3. The hospital should implement a token system in the OPD area and use displays outside the Doctors Room. 4. Practice of return bill in pharmacy should be implemented.
Plan for the next week	1. Currently engaged in ongoing task within OPD area. 2. Will engage in working in operation theatre.

Signature of the Student – Nitish Gupta

Week 9

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no: 1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Week no: 9

From: 01/07/2024 to 05/07/2024

Activity Done	1. Acquired knowledge regarding the storage of pharmaceutical medications. 2. Worked on my project Regarding the Overcrowding in OPD area 3. Learned about billing in pharmacy.
Linking theory (Classroom learning) with practice at your organisation	1. Quality management 2. Digital Health 3. Management of medication(MOM 3)
Gaps identified on the working area.	1. Certain Medications were stored incorrectly, not in the designated containers according to the alphabetical order. 2. There were some medications that were past their expiry date. 3. Waiting time in OPD is prolonged. 4. There were some medicines in fridge that were not supposed to be stored. 5. There are some cases in which the medicine is returned to the pharmacy but the return bill is not given
Suggestions for improvement	1. Regular checking should be conducted in the pharmacy to check their stock and identify any medications that are past their expiry date. 2. There should be different registration desk for new and old patients in the OPD area. 3. The hospital should implement a token system in the OPD area and use displays outside the Doctors Room. 4. Practice of return bill in pharmacy should be implemented.
Plan for the next week	Last Day of Internship on 05/07/2024

Signature of the Student – Nitish Gupta

Compiled Report

Name of the Organisation: FLORES HOSPITAL (G350, Pratap Vihar Rd, G Block, Sector-11, Pratap Vihar, Ghaziabad, Uttar Pradesh 201009)

Area/ Department/ Project of Summer

Internship Program:

QUALITY DEPARTMENT

Name of the Student: NITISH GUPTA

Roll no:1769

Stream: HOSPITAL AND HEALTH MANAGEMENT

Activity Done	1. Hospital Familiarization: Participated in a detailed induction to appreciate the organization of the hospital, its units, services and rules as they facilitate ease of movement and communication around the facility. 2. Instituting Staff Training Sessions to Address Various Emergency Codes Within the Hospital: Arranged training sessions for the hospital personnel on how to follow emergency codes like code blue (medical emergency), code red (fire), code yellow (hazardous material spill) etc., ensuring that they are prepared for any eventuality. 3. Implementing Mock Drills to Simulate Responses to Emergency Codes Within the Hospital's Operational Framework: Organized and implemented mock drills aimed at simulating hospital response to emergencies, thereby enhancing readiness and identifying areas of improvement concerning emergency protocols. 4. Reviewing Files Within the Medical Records Department (MRD): Conducted comprehensive reviews of patient files within the Medical Records Department, ensuring
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accuracy, completeness and compliance with medical documentation standards and regulations.

5. **Conducting an Evaluation of Patient Satisfaction Within the Inpatient Department (IPD):** Developed and implemented surveys alongside mechanisms through which feedbacks can be collected for assessing patient satisfaction levels among patients admitted in IPD.
6. **Conducting an Evaluation of Patient Satisfaction Within the Outpatient Department (OPD):** Administered surveys and collected feedback from patients in the Outpatient Department to gauge their satisfaction with services provided, using the data to recommend enhancements in patient experience.
7. **Training Session on Enhancing Patient Satisfaction:** Facilitated training sessions for hospital staff focused on strategies and best practices to improve patient satisfaction, covering topics such as effective communication, empathy, and quality care.
8. **Orientation to Health Management Information System (HMIS):** Participated in orientation sessions to become proficient with the hospital's Health Management Information System, learning how to efficiently use the system for managing patient data, scheduling, billing, and other administrative tasks.
9. **Learned About the Health Insurance Claim Process:** Acquired knowledge about the procedures and documentation required for processing health insurance claims, including understanding policy terms, submission processes, and follow-up actions.
10. **Orientation to Make Bills of CGHS, ECHS, ESI, and AB-PMJAY Patients:** Underwent training to learn the specific billing processes for patients covered under various government health schemes like Central Government Health Scheme (CGHS), Ex-Servicemen

Contributory Health Scheme (ECHS), Employees' State Insurance (ESI), and Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY).

11. **Patient Care in ICU:** Gained hands-on experience and knowledge in providing patient care in the Intensive Care Unit (ICU), including monitoring vital signs, administering medications, and collaborating with the healthcare team to manage critically ill patients.
12. **Attended the Electronic Health Record (EHR) Training Session:** Participated in a training session focused on the use and management of Electronic Health Records, learning how to accurately document patient information, ensure data security, and utilize EHR systems for improving patient care.
13. **Acquired Knowledge Regarding the Distribution of Pharmaceutical Medications to Patients:** Learned the protocols and procedures involved in the distribution of medications to patients, including prescription verification, medication dispensing, and patient education on proper medication use.
14. **Acquired Knowledge Regarding the Storage of Pharmaceutical Medications:** Gained understanding of the proper storage requirements for pharmaceutical medications, including temperature control, inventory management, and regulatory compliance to ensure medication safety and efficacy.
15. **Continued Working on Patient Care in ICU:** Continued to build skills and experience in providing patient care in the ICU, focusing on advanced patient monitoring, critical care interventions, and teamwork within the healthcare team to deliver high-quality care.
16. **Worked on My Project Regarding the Overcrowding in the OPD Area:** Engaged in a project aimed at addressing and mitigating overcrowding in the Outpatient Department, conducting research, analyzing patient flow,

	and proposing solutions to improve efficiency and patient experience. 17. Participated in Audit of Pharmacy: Took part in the audit process of the hospital pharmacy, reviewing inventory records, ensuring compliance with regulatory standards, and identifying areas for improvement in pharmacy operations. 18. Learned About the Hospital Registration Process: Acquired knowledge about the procedures and systems used for patient registration in the hospital, including data entry, patient identification, and the integration of registration information with other hospital systems. 19. Learned About Billing in Pharmacy: Gained an understanding of the billing process within the pharmacy, including the generation of bills for medications, insurance claim submissions, and ensuring accuracy in billing practices to prevent discrepancies.
Linking theory (Classroom learning) with practice at your organization	3. Quality management and NABH 4. Digital Health 5. Management of medication(MOM 3) 6. Capacity Building 7. Hospital Support and utility Services 8. Managing OPD Services 9. TRAINING: Importance, Design, and Phases 10. The Six Building Blocks of Health System 11. AB-PMJAY
Gaps identified in the working area.	1. Staff Members Lack Clarity Regarding Their Designated Roles During Emergency Codes: There is a noticeable confusion among staff about their specific responsibilities when an emergency code is activated, leading to inefficiencies and delayed responses during critical situations. 2. Documentation of Inpatient Department (IPD) Patient Files Was Not Proper: The patient files in the IPD were found to be inadequately documented, with missing or

incomplete information, which can hinder the continuity and quality of patient care.

3. **The Process of Patient Transfer Consumes a Significant Amount of Time:** Transferring patients between departments or to different facilities is time-consuming, affecting patient flow and potentially delaying necessary treatments.
4. **The Organization Experiences a Deficiency in Establishing Effective Communication Channels:** There is a lack of efficient communication systems within the hospital, leading to misunderstandings, delayed information sharing, and coordination issues among staff members.
5. **The Waiting Time in the Outpatient Department (OPD) is Prolonged:** Patients experience extended waiting times in the OPD, which can lead to dissatisfaction, overcrowding, and increased stress for both patients and healthcare providers.
6. **The Interface of the Health Management Information System (HMIS) is Intricate:** The HMIS interface is complex and user-unfriendly, making it difficult for staff to navigate and use efficiently, potentially leading to errors and delays in data entry and retrieval.
7. **There are Instances of Billing Inaccuracies by the Staff:** Staff members occasionally make mistakes in billing, resulting in incorrect charges, patient dissatisfaction, and complications in the billing process.

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| | <p>8. Missing Reports Have Been Identified Within the Files According to the Checklist: Some reports required as per the checklist are missing from patient files, which can impact patient care continuity and regulatory compliance.</p> <p>9. The Absence of Required Documentation Frequently Leads to Queries Imposed by Insurance Companies: Missing or incomplete documentation in patient files often results in queries and delays from insurance companies, complicating the claims process and causing delays in reimbursement.</p> <p>10. There Are a Lot of Instances of Billing Inaccuracies During Peak Hours: During busy times, billing errors are more frequent, leading to financial discrepancies and patient dissatisfaction.</p> <p>11. The Process of Patient Discharge is Really Long: Discharging patients from the hospital takes a considerable amount of time, which can delay bed availability for new patients and affect overall hospital efficiency.</p> <p>12. Duty Handover in the ICU Amongst Staff Nurses is Inefficient: The handover process between nurses during shift changes in the ICU is inefficient, leading to potential lapses in patient care and communication breakdowns.</p> <p>13. Medicine Charts Are Not Completed by Staff Nurses in the ICU: Nurses in the ICU often leave medication charts incomplete, which can lead to medication errors and compromised patient safety.</p> |
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14. **There is a Shortage of Personnel in the ICU:** The ICU is understaffed, putting a strain on the existing staff and potentially compromising the quality of patient care.

15. **Some Medications Were Past Their Expiry Date:** Expired medications were found in the inventory, posing a risk to patient safety and indicating lapses in inventory management.

16. **Certain Medications Were Stored Incorrectly, Not in the Designated Containers According to the Alphabetical Order:** Medications were not stored in their designated containers or in alphabetical order, which can lead to difficulties in locating medications quickly and accurately.

17. **Some Medicines in the Fridge Were Not Supposed to Be Stored There:** Medications that should not be refrigerated were found stored in the fridge, potentially affecting their efficacy and safety.

18. **Some Documents Were Missing Like the Blueprint of Emergency Exit and Many More That were Renewed but Not Stored Digitally:** Important documents, such as the blueprint of emergency exits, were missing or not digitally stored, which can hinder emergency preparedness and compliance with safety regulations.

19. **There Are Some Cases in Which the Medicine is Returned to the Pharmacy but the Return Bill is Not Given:** Instances were noted where medications were returned to the pharmacy, but the corresponding return bill

	was not issued, leading to discrepancies in inventory and billing records.
Suggestions for improvement	1. Ensuring That Staff Are Informed About the Appropriate Reporting Channels is Crucial: It is essential to communicate to all staff members the proper channels for reporting issues, incidents, or concerns, ensuring they know whom to contact and how to escalate matters appropriately. 2. Transitioning to Digital Medical Record-Keeping is Essential: Moving from paper-based records to a digital medical record-keeping system is crucial for improving efficiency, accuracy, and accessibility of patient information. This transition will streamline data management and enhance patient care. 3. Staff Members Should Receive Clear Communication Regarding Their Roles During Emergency Codes: It is imperative to provide clear and detailed communication to staff about their specific roles and responsibilities during emergency codes to ensure coordinated and effective responses in critical situations. 4. Staff Training for Proper Patient Handling and Shifting Procedures is Imperative: Conducting training sessions for staff on correct patient handling and transfer techniques is necessary to improve efficiency, reduce transfer times, and ensure patient safety. 5. Implementing a Token System in OPD is Recommended: Introducing a token system in the Outpatient Department (OPD) will help manage patient flow more effectively, reducing waiting times and improving the overall patient experience. 6. Training on HMIS Utilization is Required: Providing comprehensive training on the use of the Health Management Information System (HMIS) will help staff navigate and utilize the system efficiently, reducing errors and improving data management. 7. More Staff Are Required at Reception During Peak Hours: Increasing the number of staff at the reception desk during peak hours will help manage patient registration and inquiries more effectively, reducing wait times and enhancing patient satisfaction.

8. **All Documents Should Be Checked Before Sending Them to Insurance Companies:** Ensuring that all required documents are thoroughly reviewed and complete before submission to insurance companies will minimize queries and delays in the claims process.
9. **Regular Review of Medical Charts by RMO or Nursing Superintendent:** Implementing regular reviews of medical charts by the Resident Medical Officer (RMO) or Nursing Superintendent will ensure that charts are complete, accurate, and up-to-date, reducing the risk of errors in patient care.
10. **Training Should Be Conducted on Handing Over Duties by Staff Nurses:** Organizing training sessions for nurses on proper handover procedures will enhance communication and continuity of care during shift changes, particularly in critical areas like the ICU.
11. **The Hospital Ought to Consider Hiring Additional Nurses to Staff the ICU:** Increasing the number of nurses in the ICU will help alleviate the workload on existing staff, improve patient care, and ensure that the unit is adequately staffed at all times.
12. **Regular Audits Should Be Conducted in the Pharmacy to Check Their Stock and Identify Any Medications That Are Past Their Expiry Date:** Conducting frequent audits of the pharmacy's inventory will help identify expired medications and ensure proper stock management, enhancing patient safety.
13. **There Should Be Different Registration Desks for New and Old Patients in the OPD Area:** Establishing separate registration desks for new and returning patients in the OPD will streamline the registration process, reduce wait times, and improve patient flow.
14. **The Hospital Should Implement a Token System in the OPD Area and Use Displays Outside the Doctors' Rooms:** Introducing a token system and display screens outside doctors' rooms in the OPD will help manage patient appointments more effectively, reducing confusion and wait times.
15. **Hospital Documentation Should Be Stored in Physical and Digital Formats:** Ensuring that important hospital documents are stored both

important hospital documents are stored both physically and digitally will provide backup and easy access to information, improving record-keeping and compliance with regulatory requirements.

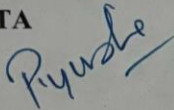
16. The Practice of Returning Bills in the Pharmacy Should Be Implemented:

Establishing a standard procedure for issuing return bills when medications are returned to the pharmacy will help maintain accurate inventory and financial records.



Signature of the Student

NITISH GUPTA



Approved by the IIHMR University's Mentor