



SUMMER INTERNSHIP PROGRAM

at

AIIMS JODHPUR

From MAY 01,2024 to JUNE 30,2024

A REPORT BY

NANDITA SHARMA

MBA-HM28

(Roll no. – 1760)

2023-25

under the Mentorship of

DHIRENDRA KUMAR SIR



अखिल भारतीय आयुर्विज्ञान संस्थान, जोधपुर
All India Institute of Medical Sciences, Jodhpur

प्रमाण-पत्र
Certificate

यह प्रमाणित किया जाता है कि

डॉ नंदिता शर्मा

ने इस संस्थान के अस्पताल प्रशासन विभाग में शॉर्ट टर्म ओब्सर्वरशीप

दिनांक 01 मई 2024 से 30 जून 2024

तक पूर्ण की है।

This is to certify that

Dr. Nandita Sharma

has completed **Short Term Observership**

in the Department of **Hospital Administration**

from **01st May, 2024 to 30th June, 2024**

at this Institute.

N.B.:

यह प्रमाण-पत्र किसी भी तरह के लेटर हेड, विसिटिंग कार्ड, नाम प्लेट इत्यादि पर उपयोग में नहीं लिया जा सकता है।

This Certificate will not be used on Letter Heads, Visiting Cards, Name Plates etc by the candidate.

दिनांक / Date : 4 July 2024.

अधिष्ठाता (शैक्षिक)
Dean (Academics)

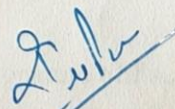
Annexure A

Completion Certification from the Organization CERTIFICATE

This is to certify that [✓] Dr./Mr./ Ms. NANDITA SHARMA of 2023-25 (batch) of IIHMR UNIVERSITY (Name of the department/institute) has worked with our organization for his/her summer internship from 01/05/24 to 30/06/24 (date).

The overall performance shown by him/her during the period was excellent/good/average. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 29/06/2024


(Signature of organization Mentor)

Name: Dr. Ruchi Garg

Designation: Assit. Professor

Seal/Stamp of the Organization

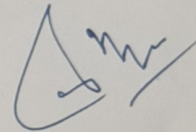
डॉ. रुचि गार्ग
Dr. Ruchi Garg
सहायक आचार्य
Assistant Professor
अस्पताल प्रशासन विभाग
Department Hospital Administration
अखिल भारतीय आयुर्विज्ञान संस्थान, जोधपुर
All India Institute of Medical Sciences, Jodhpur

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Nandita Sharma** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared poster with respect to her summer internship held during May-June 2024.

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

Date: 22/07/2024



Dhirendra Kumar, PhD

Professor



"INFECTION CONTROL PRACTICES"

ALL INDIA INSTITUTE OF MEDICAL SCIENCES(AIIMS), JODHPUR



Name – Dr. NANDITA SHARMA
Section – A
Roll No - 1760

Faculty Mentor - DHIRENDRA KUMAR
Organization Mentor - Dr. RUCHI GARG

BRIEF HISTORY

All India Institute of Medical Sciences, Jodhpur is a medical institute and medical research public university located in Jodhpur, India. It is considered an Institute of National Importance and is one of the 20 All India Institutes of Medical Sciences (AIIMS). It was established in 2014 and operates autonomously under the Ministry of Health and Family Welfare.

The institute is mandated in medical education, research, patient care and the establishment of models for an affordable and quality healthcare through innovations. AIIMS Jodhpur is governed under AIIMS Act, 1956.

MISSION

To establish a centre of excellence in medical education, training, healthcare, and research imbued with scientific culture, compassion for the sick and commitment to serve the underserved.

VISION

The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment.

Core Values

- Leadership & excellence
- Integrity & courage
- Compassion & services
- Collaboration, learning & innovation

Strength -

1. Large pool of qualified doctors,
2. Well developed infrastructure,
3. NABH and NQAS accredited institute
4. New idea generation,
5. Learning culture,
6. Adapting Advanced technology,
7. Strong brand name

Weakness-

1. High staff turnover
2. Delays in administrative processes, such as fee payments, document verification etc
3. Increasing patient load affects the quality of medical care

SWOT Analysis

Opportunity -

1. Global expansion
2. Incorporation of advanced technology to healthcare sector

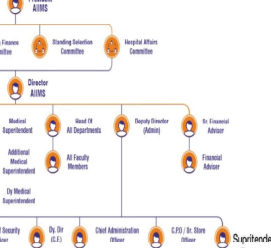
Threats -

1. Government regulations and policies
2. High no of substitute available

Organization Structure

ORGANIZATION STRUCTURE

AIIMS Jodhpur



Aim and Objective

STUDY TITLE- INFECTION CONTROL PRACTICES WITHIN HOSPITAL ENVIRONMENT

Introduction-The health care environment can be a breeding ground for infectious pathogens.

- Kayakalp guidelines define Housekeeping (HK) as a support service department responsible for cleanliness, & upkeep of patient care and other areas.
- International Health Facility Guidelines define a Housekeeping Unit as a functional entity of the hospital containing offices, a meeting room and a trolley wash area.

AIM

To optimize infection control practices within a hospital environment, ensuring a pathogen-free setting through the effective implementation of housekeeping services.

OBJECTIVES

1. To Identify and Implement Best Practices, equipment tailored to the hospital environment, focusing on areas such as surface disinfection, waste management, and linen handling.
2. To Develop and implement comprehensive cleaning protocols for all areas of the hospital, including patient rooms, operating theatre, and common areas, to minimize the risk of pathogen transmission.
3. To Provide on-going training and education for housekeeping staff on infection control principles, proper cleaning techniques, and the safe use of disinfectants and cleaning agents.
4. To Establish regular monitoring and auditing processes to ensure compliance with housekeeping practices for infection control.

Methodology

Type of Study

Observational
Cross Sectional
Descriptive

Study Period

10th MAY, 2024
TO
25th JUNE, 2024

Study Population

a tertiary care
teaching hospital in
AIIMS Jodhpur
housekeeping staff,
infection control
practitioners,

Data Collection

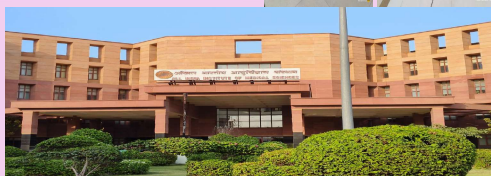
Data will be collected through direct observation and unstructured interviews with stakeholders and document review.

RESEARCH DESIGN

Qualitative Research: Utilize qualitative methods to gain in-depth insights into the role of housekeeping in infection control. A literature review on hospital hygiene, hospital architecture, ergonomic and anthropometric principles will be done

Data analysis

Analysis will be done by thematic and quantitative analysis. Quantify observations of housekeeping practices and correlate them with infection control outcomes where applicable.



Findings

Functional area/risk category	Hospital areas	Frequency of cleaning	Level of cleaning/ disinfection	Method of cleaning/ disinfection	Evaluation/ auditing frequency	Staffing	Induction/ training	Refresher training/ on the job training
High risk areas	OT, ICU, HDU, ED, LA, Post op, unattended wards, CSD, RTU, CT, Clinic, Home care, Isolation wards, etc.	Once in two hours and spot cleaning as required	Deep and intermediate level disinfection	Soap & detergent plus disinfection with alcohol compound, aldehyde compound	Weekly by Officer (IC) Sanitation and Infection Control Team	OT's 1 SA for 2 OTs, for each OT's 1 SA for up to 10 beds in each shift	24 hrs of extensive training on general cleaning and disinfection protocol followed by 7 days of supervised duties	Training of 4 hrs every month
Moderate risk areas	Medical and allied wards, L&B, Blood Bank, Laundry, Radiology, Pharmacy, Medical Staff mess, etc.	Once in four hours and spot cleaning as required	Cleaning and low level disinfection as required	Cleaning with soap & detergent plus disinfection with aldehyde compound	Once in a by Officer (IC) Sanitation and Infection Control Team	Wards: 1 SA per ward in each shift for a ward of up to 30 beds. More than 30 beds: 1 SA for each additional 10 beds in each shift	24 hrs of training on general cleaning and disinfection protocol followed by 7 days of supervised duties	Once in every month for 2 hrs
Low risk areas	OPD, Ward, Ward, Kitchen, Stores, Officers' Mess, other staff mess.	For areas working round the clock at least once in a shift or in areas having general staff at least twice in the shift & Spot cleaning as required	Only cleaning	Physical removal of soil, dust or foreign material followed by cleaning with water and detergent	Once in three months	OPD one dedicated sanitary attendant on each public table	8 hrs of training on general cleaning and disinfection protocol followed by 7 days of supervised duties	Every six months for 2 hrs

Observation

- Hand hygiene compliance among healthcare workers
- Proper use and disposal of personal protective equipment (PPE)
- Effectiveness of cleaning and disinfection procedures
- Waste management practices
- Compliance with isolation precautions
- Environmental cleanliness (floors, surfaces, equipment)
- Staff knowledge and adherence to infection prevention guidelines
- Availability of hand hygiene and cleaning supplies

ROLE OF HOUSEKEEPING SERVICES

- Availability and condition of cleaning equipment and supplies
- Cleaning and disinfection frequency and coverage
- Communication between housekeeping and healthcare teams
- Waste management practices by housekeeping staff.
- Housekeeping staff knowledge of infection prevention

Recommendation

- Implement and enforce strict hand hygiene protocols
- Provide adequate training on PPE use and disposal
- Develop standardized cleaning and disinfection procedures
- Ensure proper waste segregation and disposal
- Adhere to isolation precautions consistently
- Conduct regular environmental cleaning and disinfection audits
- Provide ongoing education and training for staff
- Ensure sufficient supplies of hand hygiene and cleaning products

ROLE OF HOUSEKEEPING SERVICES

- Provide comprehensive infection prevention training for housekeeping staff
- Ensure adequate supply and maintenance of cleaning equipment and supplies
- Establish cleaning and disinfection schedules based on infection risk
- Enhance communication and collaboration between housekeeping and healthcare teams
- Implement standardized waste management procedures for housekeeping staff

Learning

1. Data analysis via excel.
2. Learned about hospital policies and quality management initiatives (NABH).
3. Learn problem solving approach and attitude of a hospital manager.
4. I have learnt how to communicate effectively and think creative to provide solutions.
5. Enhanced Technological skill like excel, Word and power point.
6. Increased knowledge of medical procedures, infection control, and patient safety.

Usefulness of internship

1. Hospital Exposure
2. Corporate exposure
3. Interaction with patients and their issues
4. Interacting and learning with industry expert

Theory V/S Practical

Practically -

1. Identify the problem first
2. Perform primary research
3. Filter and analyze the collected data
4. Providing sustainable solution

Theoretically-

1. We are mostly provided with a hypothetical problem, rely on secondary research data, and providing solution without anticipating impact.

ADDITIONAL

Other than these projects, I was assigned to design an IEC material (POSTERS) on the topic "HEAT ACTION PLAN" and all the 10 posters got approved by the director of aims and were pasted around all over the premises both the IPD and OPD block. Below are the few pictures of the same.



Challenges Faced During Internship

As I was from Medical Background I was not that good technology like using EHS that was challenging for me.

Having less experience in Collecting Primary data and data analysis was definitely challenging for me.

As I was on observanship, I could not take part on any ongoing program or projects.



WEEKLY REPORTS

WEEKLY REPORT

WEEK 1

I, Dr Nandita Sharma, student of IIHMR University, Jaipur, got opportunity to complete my SIP, in a very prestigious institution, i.e., AIIMS Jodhpur. I will be doing my observership for the next 7 weeks under Dr RUCHI GARG ma'am.

On May 01,24

Upon joining, I met with Dr Ruchi, who provided a concise overview of the hospital's policies. To gain a firsthand perspective, she suggested experiencing the patient journey. I began by creating a file for myself at the OPD, then proceeded to the appropriate department for a checkup. Following this, I reported back to Dr Ruchi and discussed the challenges I encountered throughout the process.

Subsequently, I met with my colleagues in the public health postgraduate program, and we commenced the preparation of gap analyses for each department assigned to us.

On May 02,24

During my rounds in the Emergency and OPD departments, I completed the assigned gap analysis form by identifying and documenting any existing deficiencies.

On May 03,24

Our assigned unit was the Neuro ICU. We conducted rounds, completed the designated forms, and identified both existing gaps and unmet needs within the department. This information was then used to develop a comprehensive gap analysis report.

Also I was assigned to write an article on sexual harassment in hospitality services by Dr Ruchi.

On May04,24

I have been tasked with developing an Information, Education, and Communication (IEC) material focusing on the Heat Action Plan for the hospital. This material will encompass preventive measures and strategies for raising awareness among staff, attendants, patients, and other stakeholders about the importance of the heat action plan. Additionally, the material will include a comprehensive checklist outlining the key components of the heat action plan.

WEEKLY REPORT

WEEK 2

Name of the Organisation: AIIMS JODHPUR

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

Name of the Student: Dr Nandita Sharma

Roll no: 1760

Stream: MBA HM

Week no: 2

From:.....MAY 06,24.....TOMAY 11,24.....

Activity Done	Heat Action Plan Posters (May 6th): Designed and created 10 posters to raise awareness and promote the heat action plan (details can be provided if requested). AICU Gap Analysis (May 7th): Performed calculations to determine the average length of stay in the AICU and bed occupancy ratio. Collected data on patient admission and discharge dates from January to April to support the gap analysis. Equipment management (May 8th) I gained knowledge of equipment management, downtime index, the application of penalty clauses, and equipment condemnation procedures. Medical Audit & Equipment Management Assignments (May 9th): Completed assignments on medical audit and equipment management procedures. Hospital Medical Stores (May 10th): Conducted rounds in the hospital medical stores to observe inventory management practices. Made observations and compiled data points relevant to the gap analysis project.
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	Research Methodology (May 11th): Dedicated time to learning about research methodology, which will be instrumental in future projects and data analysis tasks.
Linking theory	Research methods, essentials of hospital services, health policies, principles of management
Gaps identified on the working area.	The data analysis on admissions and discharges reveal inefficiencies leading to extended lengths of stay or underutilized beds. Observations during rounds indicate gaps in inventory management practices, such as stockouts, wastage, or inefficient storage systems.
Suggestions for improvement	Analysing reasons for long lengths of stay. Considering implementing protocols to expedite patient discharge when appropriate. Optimizing bed allocation based on patient needs and acuity levels. Implementing a robust inventory management system to track stock levels, prevent stockouts, and minimize wastage. This might involve setting reorder points, streamlining procurement processes, and improving storage organization.
Plan for the next week	I could delve deeper into the data analysis to identify factors contributing to long lengths of stay. Discuss the findings with relevant stakeholders, such as doctors and nurses, to develop solutions. Analysing the data collected during rounds to identify specific areas for improvement in inventory management. I can develop recommendations for implementing a new system or refining existing practices.

WEEKLY REPORT

WEEK 3

Name of the Organisation: AIIMS JODHPUR

Department of Summer Internship Program: Hospital Administration

Name of the Student: Dr Nandita Sharma

Roll no: 1760

Stream: MBA-HM

Week no: 3

From:... 13thMay,24...to...18th May,24....

Activity Done	I actively participated in OPD chaos management, gaining valuable experience in streamlining clinic operations. To further enhance patient care, I delved into research methodology, focusing on patient safety, infection control, and turnaround time optimization. Additionally, I contributed to a multicentric data collection initiative to gauge patient satisfaction. Furthermore, I familiarized myself with the Kayakalp guidelines, a program promoting cleanliness in healthcare facilities, and honed my manuscript writing skills.
Linking theory	Financial management, essentials of hospital services , behaviour and communication skills
Gaps identified on the working area.	1. Lack of opd structural management 2. Lack of signages 3. Using gloves instead of tourniquet
Suggestions for improvement	1. Increase in opd timings 2. Regular rounds in every department 3. Better cleaning and sanitation facilities 4. Providing waiting areas for the relatives
Plan for the next week	My recent endeavors have yielded significant advancements in three key areas. Firstly, I will actively sought out opportunities to broaden my knowledge and expertise, resulting in a more well-rounded skillset. Secondly, I will focus on improving patient satisfaction strategies, leading to a more positive healthcare experience. Finally, through increased departmental rounds and evaluations, I will contribute to a more comprehensive assessment and potential optimization of departmental operations.

Weekly report

Week 4

Name of the Organisation: ALL INDIA INSTITUTE OF MEDICAL SCIENCE (AIIMS) JODHPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL ADMINISTRATION

Name of the Student: Dr NANDITA SHARMA

Roll no: 1760

Stream: MBA HM

Week no: 4th

From: ...20th May,2024...to...25th May.2024...

Activity Done	• Attended a conference on Hypertension organized by the Cardiology Department. This conference provided valuable insights into the latest advancements in hypertension management. • Prepared Kayakalp guidelines, ensuring adherence to best practices for a clean and hygienic work environment. • Gained proficiency in syncing Medical Record Documentation (MRD), streamlining patient data management. • Learned equipment management techniques, fostering efficient utilization and maintenance of medical apparatus. • Participated in rounds within the Adult ICU, enhancing clinical skills and gaining exposure to critical care procedures.
Linking theory (Classroom learning) with practice at your organisation	Essentials of hospital services, economics, financial management, behaviour change communication etc
Gaps identified on the working area.	Chaos management, Patient safety and satisfaction, Doctor-Patient behaviour management
Suggestions for improvement	Better communication skills of the staff, Regular monitoring systems, Increase in opd timings.

Plan for the next week	Offering assistance with ongoing projects or initiatives within the Adult ICU, Research relevant resources (articles, online courses) or explore shadowing opportunities in the Adult ICU, Research and practice syncing MRD procedures to ensure smooth patient data handling.
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Weekly report

Week 5

Name of the Organisation: AIIMS JODHPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL ADMINISTRATION

Name of the Student: Dr NANDITA SHARMA

Roll no: 1760

Stream: MBA HM

Week no: 5

From: ...27TH MAY,24...to...1ST JUNE.24...

Activity Done	Attended 4th NATIONAL SUMMIT on WORLD NO TOBACCO DAY. Toured the IPD wards in search of issues and problems. Peruse RTI and EHS Gotten familiar with NABH quality pointers. Went on rounds in stores, Investigated issues and the executives in stores, learnt and investigated about Medical Record Department
Linking theory (Classroom learning) with practice at your organisation	Essentials of hospital services, health policies, principles of management, organisation behaviour and behaviour change communication.
Gaps identified on the working area.	Lack of communication, lack of strategies and chaos management
Suggestions for improvement	More man power and development Increase in OPD timings Improved efficiency of store management Use of digitalisation for MRD

Plan for the next week	Gaining more knowledge on medical records and RTI Moving towards more knowledge on rounds and store More rounds of IPD & OPD floors Exploring to learn more and more of the hospital administration department.
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Weekly report

Week 6

Name of the Organisation: AIIMS, JODHPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL ADMINISTRATION

Name of the Student: Dr NANDITA SHARMA

Roll no: 1760

Stream: MBA-HM

Week no: 6

From:...3rd JUNE,24...to...8th JUNE,24.....

Activity Done	Medical records were evaluated during the week. These records covered patients admitted to various departments, including [List departments covered, e.g., Internal Medicine, Surgery]. The evaluation focused on the following aspects: • Completeness of documentation (history, physical examination, progress notes, discharge summaries) • Adherence to established charting guidelines • Medication reconciliation accuracy • Legibility and clarity of entries Prescriptions was conducted during the week. These prescriptions were for patients admitted to various departments or dispensed in the outpatient pharmacy. The audit focused on the following criteria: • Physician prescribing authority • Accuracy of medication name, dosage, and route • Compliance with allergy and drug interaction checks
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	• Documentation of therapeutic indications Rounds were conducted in the following areas: • Emergency Block • Operating Theatres (OT) • Wards (list specific wards visited) The assessment focused on: • Availability and functionality of medical equipment • Adherence to infection control protocols • Patient safety practices • Overall cleanliness and organization of the area
Linking theory (Classroom learning) with practice at your organisation	Research methods, Essentials of hospital services, leadership qualities, conflict management
Gaps identified on the working area.	• Deficiencies in documentation practices • Inconsistencies in medication prescribing • Shortcomings in infection control protocols • Need for equipment maintenance or upgrades
Suggestions for improvement	• Developing and implementing educational programs to enhance documentation practices for healthcare providers. • Implementing a standardized medication prescribing order set with built-in checks to prevent errors. • Conducting regular audits and monitoring of infection control protocols. • Developing a plan for equipment maintenance and acquisition based on identified needs.
Plan for the next week	• Further analysing of the collected data conducted to identify specific root causes of the identified gaps. • Collaboration with relevant departments to develop and implement action plans to address the identified gaps. • Continued monitoring and to track progress and ensure continuous improvement.

Weekly report

Week 7

Name of the Organisation: AIIMS JODHPUR

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

Name of the Student: Dr Nandita Sharma

Roll no: 1760

Stream: MBA HM

Week no: 7th

From:...10th June, 24...to...15th June, 24...

Activity Done	Conducted rounds in the Inpatient Department (IPD), Emergency Department (ED), and Hemodialysis Emergency Ward. Documented observations on patient care, staff practices, and adherence to protocols. List relevant NABH quality indicators for the emergency block.
Linking theory with practice at your organisation	Chain of infection theory, research methods, hospital services, financial management etc
Gaps identified on the working area.	Patient care, staff practices, adherence to protocols, hand hygiene, use of personal protective equipment, cleaning and disinfection of surfaces.
Suggestions for improvement	Implement clear and timely communication with patients about their condition, treatment plan, and wait times. Encourage open communication between patients and staff, addressing concerns promptly. Reduce wait times by optimizing scheduling and appointment systems.
Plan for the next week	Utilize electronic health records (EHR) for improved data access and streamlined documentation. Explore telehealth services for remote consultations. Analyze and refine workflows to reduce administrative burdens on staff and allow them to focus on patient care.

Weekly report

Week 8

Name of the Organisation: AIIMS JODHPUR

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

Name of the Student: Dr Nandita Sharma

Roll no: 1760

Stream: MBA HM

Week no: 8th

From:...20th June, 24...to...25th June, 24...

Activity Done	Understanding patient flow and identifying areas for streamlining processes. List relevant NABH quality indicators for the emergency block. These may include: Door-to-needle time for time-sensitive medications Left Without Being Seen (LWBS) rate Mortality rate in the emergency department Time taken for pain management
Linking theory with practice at your organisation	Patient centered care, process improvements, evidence based practice, quality management, behaviour change communication
Gaps identified on the working area.	details from the rounds and flowchart, bottlenecks in patient flow, information readily available for patients navigating the OPD, areas lacking adherence to protocols, hand hygiene compliance among staff, proper use of personal protective equipment (PPE), cleaning and disinfection protocols for surfaces and equipment.
Suggestions for improvement	Appointment scheduling adjustments, staff redeployment for smoother patient flow, or improved signage in the OPD, consider implementing a patient satisfaction survey to gather feedback on wait times and overall experience.
Plan for the next week	Conducting patient satisfaction surveys in OPD and IPD wards to gather feedback on wait times and overall experience. Analysing data from patient satisfaction surveys and identifying key areas for improvement.



COMPILED REPORT

Name of the Organisation: AIIMS JODHPUR

Department of Summer Internship Program: HOSPITAL ADMINISTRATION

Name of the Student: Dr NANDITA SHARMA

Roll no: 1760

Stream: MBA-HM

1) Background and Rationale of SIP

Give reasonable experience to understudies: Summer internship program overcome any issues between hypothetical information and pragmatic application in a medical services setting.

Recognize and sustain ability: AIIMS can evaluate possible contender for future residencies or work through entry level positions.

Add to continuous exploration projects: Understudies can help with progressing research at AIIMS, encouraging their insight and adding to significant tasks. Benefit understudies: Gain firsthand insight, foster examination and clinical abilities, reinforce applications for additional schooling.

Benefit AIIMS: Gain new points of view, labor supply for research projects, possibly recognize future ability.

Benefit society: Advance clinical exploration and development through understudy commitments

2) Objectives of SIP-

Gained firsthand experience in hospital operations and patient care.

Contributed to departmental improvement through gap analysis and project participation.

Developed skills in research methodology, data analysis, and communication.

Enhancing knowledge of medical procedures, infection control, and patient safety.

3) Overview of organisation

AIIMS Jodhpur: A Center for Advanced Medical Care

Established in 2014, AIIMS Jodhpur is a prominent public medical institute known for its:

Focus on Patient Care: Offering advanced medical, surgical, and critical care services across various specialties. It functions as a center of excellence serving the people of Western India.

Academics and Research: Imparting undergraduate and postgraduate medical education in all medical branches. It actively contributes to medical research, fostering innovation and improving healthcare practices.

Nationally Recognized: Ranked 13th in the 2023 National Institutional Ranking Framework (NIRF) for the medical category, making it the second-best AIIMS in India after AIIMS New Delhi.

Key Departments

Outpatient Department (OPD): Provides consultations in various specialties, allowing patients to receive expert care without hospitalization.

Emergency Department: Equipped to handle critical situations 24/7, offering prompt care for emergencies and life-threatening conditions.

Intensive Care Units (ICUs): Specialized units like Neuro ICU and Adult ICU provide intensive care and life support to critically ill patients requiring constant monitoring and advanced interventions.

Inpatient Department (IPD): Offers comprehensive care for admitted patients across various specialties, with well-equipped wards for a comfortable stay.

Medical Stores: Maintains a steady supply of essential medicines, surgical equipment, and other medical consumables for patient care.

Additional Departments: AIIMS Jodhpur boasts a wide range of other departments encompassing various medical specialties, ensuring comprehensive healthcare services.

AIIMS Jodhpur's Impact

Addresses Regional Needs: By establishing AIIMS Jodhpur, the government aimed to improve access to quality tertiary healthcare in underserved areas of the country.

Highly Qualified Faculty: The institute attracts experienced and qualified faculty, providing excellent medical education and patient care.

Modern Facilities: Equipped with state-of-the-art infrastructure and advanced technology, AIIMS Jodhpur offers patients access to the latest diagnostic and treatment modalities.

Research and Innovation: AIIMS Jodhpur actively contributes to medical research, aiming to improve healthcare outcomes and develop better treatment options.

Overall, AIIMS Jodhpur serves as a vital institution in the Indian healthcare landscape, providing advanced medical care, fostering medical education, and contributing to groundbreaking research.

4) What did you do

- Participated in hospital orientation and patient journey simulation.
- Conducted gap analyses in assigned departments (Neuro ICU, AICU).
- Developed IEC materials on the Heat Action Plan.
- Assisted with research projects on patient satisfaction and medical audit.
- Learned about medical record documentation, equipment management, and Kayakalp guidelines.
- Attended conferences and workshops related to healthcare.
- Conducted rounds in various departments (Adult ICU, IPD, Emergency Department) observing patient care and adherence to protocols.
- Analyzed medical records and prescriptions for completeness and accuracy

5) How did you do

- Followed instructions and guidance from Dr Ruchi and other supervisors.
- Collaborated with colleagues on gap analysis projects.
- Researched and compiled information for assigned tasks.
- Applied learned skills in data collection, analysis, and reporting.
- Actively participated in departmental rounds and discussions

6) What is your learning

This internship provided valuable exposure to the healthcare field. I gained practical experience, developed valuable skills, and broadened my knowledge of hospital operations and patient care.

7) Suggestions for organisation

Better communication skills of the staff, Regular monitoring systems, Increase in opd timings.

Developing and implementing educational programs to enhance documentation practices for healthcare providers.

Implementing a standardized medication prescribing order set with built-in checks to prevent errors.

Conducting regular audits and monitoring of infection control protocols.

Implement clear and timely communication with patients about their condition, treatment plan, and wait times.

Encourage open communication between patients and staff, addressing concerns promptly.

Reduce wait times by optimizing scheduling and appointment systems.

Appointment scheduling adjustments, staff redeployment for smoother patient flow, or improved signage in the OPD, consider implementing a patient satisfaction survey to gather feedback on wait times and overall experience.

8) What did you learn

- Gained practical understanding of hospital operations and patient flow.
- Developed skills in gap analysis, communication, and research methodology.
- Increased knowledge of medical procedures, infection control, and patient safety.
- Learned about hospital policies and quality management initiatives (NABH).

9) Annexure: Include summary of all 8 reports (in the given format in next message/photo)

1-2 WEEK PRELIMINARY PHASE	3-6 WEEK WORKING PHASE	7-9 WEEK CONCLUDING PHASE
Gained firsthand experience by going through the patient journey in the OPD. Collaborated with colleagues on gap analysis for assigned departments.	Participated in OPD chaos management and patient satisfaction initiatives. Developed IEC materials on the Heat Action Plan.	Bridging Theory and Practice: I effectively linked classroom knowledge of hospital services, communication, and management to real-world situations in various

Completed an assigned article and began developing IEC materials on the Heat Action Plan. Gained practical experience in various hospital departments, including OPD, ICU, and medical stores. Developed skills in gap analysis, research methodology, and communication. Identified areas for improvement in patient flow, inventory management, and departmental operations. Contributed to patient satisfaction initiatives and learned best practices for cleanliness.	Analyzed data to identify factors contributing to long patient stays. Learned about Kayakalp guidelines for cleanliness and medical record documentation. Attended conferences on Hypertension and World No Tobacco Day. Conducted rounds in Adult ICU, IPD wards, Emergency Department, and Operating Theatres. Evaluated medical records and prescriptions, identifying gaps in documentation and prescribing practices. Observed infection control protocols and equipment management procedures.	departments. Gap Analysis and Improvement Strategies: Through participation in rounds, data analysis, and record evaluations, I identified gaps in areas like OPD efficiency, medical record documentation, medication prescribing, and infection control. Patient-Centric Focus: I actively participated in OPD chaos management and patient satisfaction initiatives, demonstrating a commitment to improving the patient experience
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