

SUMMER INTERNSHIP PROGRAM

at

**MAX SMART SUPER SPECIALITY HOSPITAL, SAKET,
NEW DELHI**

From May 06, 2024 to July 05, 2024

A REPORT BY

Najeeha Khan

Master of Business Administration (MBA)

Hospital and Health Management

2023-25

under the Mentorship of

Dr. Anoop Khanna

Professor

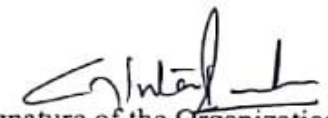
IIHMR UNIVERSITY, JAIPUR



CERTIFICATE

This is to certify that Dr. Najeeha Khan student of MBA Hospital and Health Management, batch 2023-25 of IIHMR UNIVERSITY, JAIPUR has worked with our organization for her Summer Internship from May 06, 2024 to July 05, 2024. The overall performance shown by her during the period was Excellent/~~Good~~/~~Average~~. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 5-7-24


(Signature of the Organization Mentor)

Name: DR- NUTAN PANDA

Designation: AGM- operations

Seal/Stamp of the Organization



IIHMR UNIVERSITY FACULTY MENTOR APPROVAL

This is to certify that Dr. Najeeha Khan student of Academic year 2023-25 of Institute of Health Management Research (IHMR) has prepared a poster with respect to her Summer Internship held during May 06, 2024 -July 05, 2024.

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

Date: 22/07/2024

A handwritten signature in black ink, appearing to be 'Dr. Anoop Khanna', written over a horizontal line.

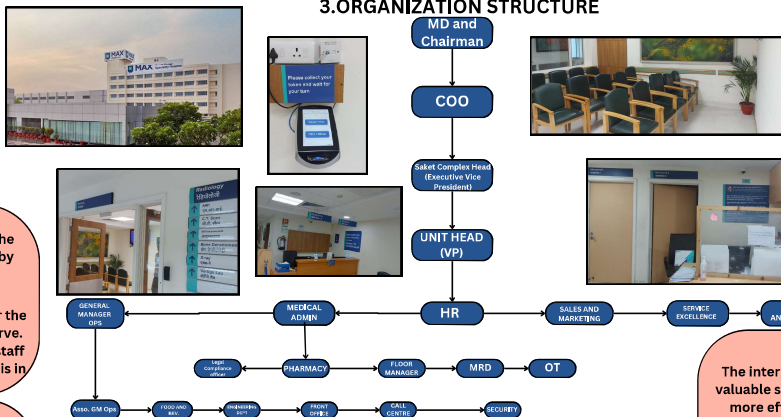
(Signature of Faculty Mentor)

Dr. Anoop Khanna

Professor, IIHMR University

PROCEDURE IN THE RADIOLOGY DEPARTMENT

3. ORGANIZATION STRUCTURE



METHODOLOGY

TAT (Turnaround Time): The time from patient arrival to procedure completion, including billing and any waiting time at the desk.

TAT= Billing time - Procedure End time

WT (Waiting time): The time the patient spends waiting from arrival until the start of the ultrasound procedure.

WT= Billing time - Procedure Start time

Inclusion criteria- Report dispatch time not counted.

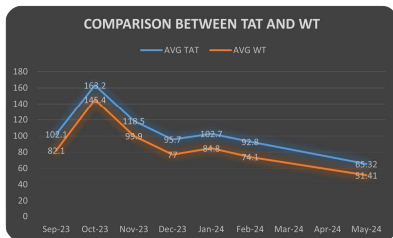
Inclusion Criteria- Whole Abdomen Ultrasounds only.

Data Collection: a) Monitored Real-time data from 15 Whole Abdomen ultrasound patients daily for one month.
b) Used Secondary data from HIMS for Comparison.

Analysis: Calculated Average TAT and WT; identified areas for improvement.

Recommendations: Developed strategies to reduce TAT and WT based on the analysis.

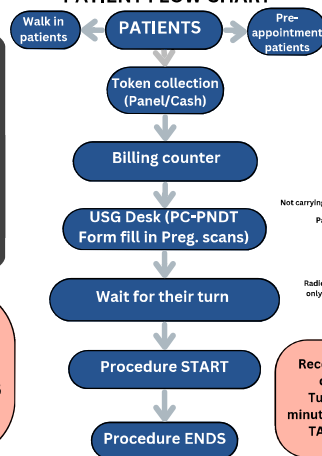
DATA ANALYSIS



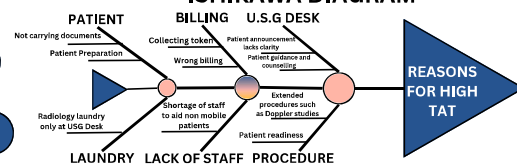
DEPARTMENT INFORMATION

Radiology Manager-01
Number of Radiologists for USG-10
Total GDA Staff on the USG- 5
Number of rooms allotted for USG procedure-05
Type of Scans available-150
Daily patient flow > 100
Seats in the waiting area- 50

PATIENT FLOW CHART



ISHIKAWA DIAGRAM



CONCLUSION

Recent data comparisons reveal significant improvements in the radiology department. In May 2024, real-time monitoring achieved the lowest Turnaround Time (TAT) at 51.41 minutes and Waiting Time (WT) at 74.1 minutes. Previous data from September 2023 to February 2024 showed higher TAT (92.8 to 163.2 minutes) and WT (74.1 to 145.4 minutes), highlighting efficiency gains from process enhancements.

1. INTRODUCTION

Max Healthcare Institute Limited, based in Delhi, operates 19 hospitals with 4,000+ beds across North India. It includes divisions like Max Lab for pathology and Max@Home for home medical services. Max Smart Super Speciality Hospital in Saket, a 250-bed facility, offers advanced care in Cardiac Sciences, Orthopaedics, Urology, Neurology, Paediatrics, Obstetrics, and Gynaecology. Mr. Abhay Soi is Chairman and Managing Director.

2. VISION

To be the most regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research.

MISSION

To serve With commitment and compassion in our heart, we deliver the highest standard of patient-centered care to those we serve.
To Excel From a dream team of doctors and specialists to support staff that goes the extra mile to deliver quality care, excellence is in our DNA.

4. THEORETICAL VS PRACTICAL KNOWLEDGE

Studying theory provided a foundational understanding of health service organization. Practical experience demonstrated how these concepts apply in real-world scenarios. By integrating theory with hands-on learning, I've developed the skills to deliver effective health services and achieve successful outcomes.

5. SWOT ANALYSIS (RADIOLOGY)

STRENGTH

- Advanced technology and equipment
- Highly trained staff
- Efficient workflow,
- Strict safety protocol

WEAKNESS

- Less seating space
- Hospital under construction
- Large patient flow during peak hours

OPPORTUNITY

- Brand Value
- Highly qualified doctors (renowned doctors)
- Always introducing new technologies

THREAT

- Booming stand alone Radiology units nearby like, H.O.D., Mahajan imaging and Labs
- Lack of patient Conversion

6. CHALLENGES FACED

The main challenge was collecting waiting time data due to varying scan durations with different radiologists, making it hard to predict when each patient would finish. Another challenge was ensuring patients arrived with a full bladder before ultrasound scans.

7. LEARNINGS DURING INTERNSHIP

During my Hospital Internship, In Radiology, I improved ultrasound procedure Turnaround Time (TAT), managed patient flow, and reviewed important documents. In the In-Patient Department (IPD), I conducted ward rounds, collected patient feedback, audited files, and used hospital software for discharges. At the TPA desk, I processed pre-authorization documents and assisted patients. Additionally, I learned about medical records and observed Emergency department operations, enriching my understanding of healthcare operations and skills in patient care coordination.

8. USEFULNESS OF INTERNSHIP

The internship was highly useful as it allowed me to provide valuable suggestions to the radiology department for running more efficiently. Additionally, managing the second floor independently provided hands-on experience in real-world floor management, enhancing my practical skills in operational oversight and patient care.

9. SUGGESTIONS

- Patient Information:** Install signage about test preparations, such as fasting. Ensure clear and loud patient announcements.
- Interdepartmental Coordination:** Ensure coordination among all hospital departments.
- Facilities:** Maintain electricity backup, including in the waiting area. Provide sufficient seating space in the waiting area. Assign staff to issue gowns to patients after billing.
- Priority Handling:** Prioritize very young, elderly, and emergency patients.
- Appointment Management:** Give preference to patients with appointments. These steps can enhance patient flow, reduce waiting times, and improve the overall patient experience.

SIP REPORTING FORMAT (WEEKLY)

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 01

From- 06 May, 2024 **to** 11 May, 2024

ACTIVITY DONE:	
DAY 1	1. Observation of different departments of the hospital. 2. Orientation with the work processes of different departments of the hospital.
DAY 2	1. Introduced to Ms. Vidya mam, Radiology Manager. 2. Observation of all the work processes in the Radiology department, including token generation, billing, desk work, procedures, and reporting. 3. Reviewed the PNDT documents for any errors.
DAY 3	1. Continued observation of the Radiology department and gained insights from Ms. Vidya mam. Reported to her with the areas where I found gaps. 2. Reviewed approximately 125 PNDT documents.
DAY 4	1. Assigned to observe each process in the Radiology department and identify factors causing delays. 2. Identified factors responsible for delays and reported them to my mentor Dr. Nutan mam.

	Assign a person to issue dresses to patients after billing, which will help identify patients and ensure, only patients to wait outside the procedure room.
Plan for Next Week:	- Calculate the TAT of 10 patients each day. - Identify reasons for increased TAT and perform a fishbone analysis. - Apply Six Sigma principles.

Signature of the Student-



SIP REPORTING FORMAT (WEEKLY)

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 02

From- 12 May, 2024 **to** 18 May, 2024

ACTIVITY DONE: DAY 1 DAY 2	- Coordinated with the GDA Staff on the USG Desk. - Guided the patients. - Noted down the Real time Data of the 10 patients. - TAT score was around 49.42 minutes. - USG of Whole Abdomen, Pregnancy, Doppler studies, USG Joint etc. all were considered. - Good Patient flow on this day. - Calculated the TAT Score of 10 Patients.
---	--

DAY 3 DAY 4 DAY 5 DAY 6	2. TAT Score came around 52.33 minutes. 3. I also observed the factors on which improvement in the department can be done to reduce TAT further. 1. Calculated TAT of 10 Patients. 2. TAT Score was highest this day 95.51 minutes. 3. Many USG Pregnancy (Level 1 and Level 2) were there, which takes >40 minutes. 4. I also guided BBA Hospital management Intern from Amity University today, as asked by my mentor. 1. Calculated TAT for 10 Patients. 2. TAT Score was 77.40 minutes. 3. Observed the procedure of CT and MRI from close. 4. Reported to my Organization mentor Dr. Nutan Panda Mam, She advised me to take Same USG procedures into consideration from next day for more accurate Score. 1. I calculated TAT for 12 patients today. 2. TAT Score came around 57.83 minutes. 3. Compared the TAT Score of all 5 Days. 1. Calculated TAT of 15 Patients today. 2. TAT Score came around 52.26 minutes. 3. Made and presented patient flow diagram to my Radiology manager. 4. Prepared the outline for the project.
Linking theory with Classroom learning-	• I have learned in Organization behavior and communication module how to communicate and work with people of different strata in the organization. • Essentials of Hospital Services module and the hospital visit we did was very helpful. • Research methodology is helping me in deciding what methodology I can use for my Project.

Gaps identified-	• Poor Coordination between different departments of the Hospital. • Electricity dripped 3 times in the waiting area this week for a very short time, but it should not be there in a super specialty Hospital like Max. • Waiting area is very small which results in patients standing near the procedure rooms and make noise.
Suggestions for improvement-	• Coordination among all the departments of the Hospital should be there, to provide good healthcare service experience. • Electricity backup should be there all time even for places like waiting area. • Enough sitting space should be there.
Plan for the next week-	• Present the data calculated, in excel sheet to Dr. Nutan Mam. • Calculation of TAT of 10 patients of same category. • Finding the reasons for increased TAT and representing the reasons identified by Ishikawa diagram. • Applying 6 sigma principles (DMAIC) for a clearer vision. • Presenting the final outline of the project to Dr. Nutan Mam.

Signature of the Student-



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 03

From- 19 May, 2024 **to** 25 May, 2024

Activity Done: Day 1	• Calculated TAT for 15 Patients in USG modality (Whole Abdomen) in Radiology Department of Hospital. • TAT Score is 43.8 minutes. • Total patients who came for USG is 112. • Submitted the outline of the poster to Dr. Nutan Panda mam.
Day 2	• Calculated TAT for USG Whole Abdomen of 15 patients in USG. • TAT Score is 50.93 minutes. • Total patients 109. • Coordinated at the USG Desk.
Day 3	• Calculated TAT for USG Whole Abdomen patients. • TAT Score is 66.3 minutes. • Total Patients 113.
Day 4	• Calculated TAT for USG Whole Abdomen patients. • TAT Score is 76.66 minutes. • More CGHS patients today because of Govt. holiday on account of Budh Poornima.
Day 5	• Calculated TAT for 10 Patients today. • TAT Score is 80.40 minutes. • Calculated the Sitting space in the Department, total seats are only 50 and patient flow is >100 daily.
Day 6	• Worked as a coordinator for Dr. Neena.

	• Guided the patient Mrs. Ishrat Fatima to Internal medicine department for consultation from Dr. Ashok and guided her for the PAC procedure. • Also coordinated with Dr. Binitha. • Helped Dr. Manju khemani in Cost estimation for her gynaec patient Mrs. Kusum, guided the patient to IP billing counter and helped her decide the suite room for herself and guided her for PAC procedure. • Learned Audit work from one of my colleague who is posted in IPD.
Linking theory (Classroom learning) with practice at your organisation	• I have learned in Organization behavior and communication module how to communicate and work with people of different strata in the organization. • Essentials of Hospital Services module and the hospital visit we did was very helpful. • Research methodology is helping me in deciding what methodology I can use for my Project.
Gaps identified on the working area.	• In the Radiology department there is no preference given to very young patients, Old age patients and Emergency patients. • Seats in the waiting area are less compared to daily patient flow.
Suggestions for improvement	• Preference should be given to very young patients and old age patients and also to emergency patients, who can't wait for long and needs immediate service. • Seats in the waiting area should be increased keeping in mind the daily flow of patients in the department.
Plan for the next week	• Learn the Billing and online form work of Radiology department. • Coordinate with doctors in Mother and Child department. • Prepare myself for the next posting in IPD.

Signature of the Student



Reporting Format
(Weekly)

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 04

From- 26 May, 2024 **to** 01 June, 2024

Activity Done	
Day 1	- Coordinated with Dr. Manju Khemani mam, guided the patient Priyanka to IP billing for getting her TPA process and other formalities pre-admission. - Also guided patient Prachi Khanna for the same. - Calculated TAT for 15 Patients in USG modality (Whole Abdomen) in Radiology Department of Hospital. - TAT Score is 63.33 minutes. - Total patients who came for USG is 128.
Day 2	- Calculated TAT for USG Whole Abdomen of 15 patients in USG. - TAT Score is 65.90 minutes. - Total patients 109. - Coordinated at the USG Desk and learned how portal Disha is used for patient registration, etc.
Day 3	- Calculated TAT for USG Whole Abdomen patients. - TAT Score is 68.26 minutes. - Total Patients 111.
Day 4	- Calculated TAT for 15 USG Whole Abdomen patients. - TAT Score is 66.30 minutes. - Started compiling the real time data collected, Waiting time and TAT Scores in the Excel Sheets.

Day 5	• Calculated TAT for 15 Patients today. • TAT Score is 65.60 minutes. • Identified some gaps in the department which could result in increased waiting time.
Day 6	• Calculated TAT for 15 Patients today. • TAT Score is 53.00 minutes. • Reported to mentor Dr. Nutan mam.
Linking theory (Classroom learning) with practice at your organisation	• I have learned in Organization behavior and communication module how to lead communication in the organization. • Essentials of Hospital Services module and the hospital visit we did during my first year in University was very helpful. • Research methodology is helping me in deciding what methodology I can use for my Project. • Principles of management have taught me how to work in a team, how to set objectives, which is helping me in my internship.
Gaps identified on the working area.	• No preference is given to patients who come with appointments. • No coordinator for CT/MRI, which results in patients coming to USG desk for clearing doubts.
Suggestions for improvement	• Preference should be given to patients who come with appointments. • 1 coordinator should be there outside the CT/MRI desk for guiding patients.
Plan for the next week	• Prepare myself for the next posting in IPD from 3 June. • Study about the IPD processes.

Signature of the Student



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 05

From- 02 June, 2024 **to** 08 June, 2024

Activity Done: Day 1	• First day in IPD 2nd Floor. • Working with Dr. Shubhangi mukti mam, Senior Floor Manager. • Observed the 2nd floor and 4th floor IPDs. • Total strength of beds in 2nd floor is 34 + 4 beds in general ward. • Total beds on the 4th floor is 24 + Beds in Onco day care. • Did Ward rounds of 2nd and 4th floor with Shubhangi mam, nursing supervisor of floor and a person from food and beverages, addressed patient's grievances and feedback. • Learned and gave feedback of patients on Mobile app of Max healthcare. • Learned the process of patient discharge on CPRS and Launch pad. • Learned and audited 1 file of patient on Excel using CPRS and Launch Pad.
Day 2	• Collected the patient discharge sheet from 2nd floor from the TL Navneet at Nursing Desk. • Took Rounds on 2nd floor with Dr. Shubhangi mam, nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Bed no. 1225 went on Lama. • Identified some gaps on the 2nd floor and 4th floor.

Day 3	• Learned about 5 wrist bands for IPD patients: - a) White- Tied on patient admission, after O.T. on opposite limb. b) Red- For any Allergy to mention. - c)Violet - For Vulnerable patients who need extra care like very old age patients, etc. - d)Pink- For female pediatric patient. e) Blue- For Male pediatric patient. • Audit file of Bed no. 1402. • Counselling 1225 patients for not going LAMA. • Learned 6 International patient Safety goals.
Day 4	• Collected discharge sheets and did ward rounds. • 9 discharges today but Clearance was given to only 3 patients. • Submitted Patients feedback. • Prepared a discharge sheet for the next day on Excel sheet. • Studied and learned Emergency codes. • Documented the flow chart of whole discharge process in the IPD. • Today, in the Absence of Floor Manager DR. Shubhangi mam, I took care of the 2nd and 4th floor. • Meticulously reviewing discharge lists. • Did Ward rounds accompanied by Ansh, the nursing supervisor for today and Mr. Gaurav from Food and Beverage Services. • Attended to patient concerns with empathy, I ensured swift resolution and escalated issues when necessary. Our coordinated efforts exemplify our dedication to exceptional patient care, even in Dr. Shubhangi's absence. • I promptly addressed a post ORIF patient's concerns regarding their medical certificate by escalating the issue to the relevant authorities. This action ensured a swift review and adjustment process, resulting in the issuance of a revised certificate that met the patient's needs, showcasing our commitment to responsive and effective patient care. • Also Prepared discharge sheet for next day.

Plan for the next week	• Work on my Radiology project and learn as much as possible this week about IPD work processes.
-------------------------------	--

Signature of the Student



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 06

From- 09 June, 2024 **to** 15 June, 2024

Activity Done: Day 1	• Second week in IPD 2nd Floor. • Collected the Discharge sheet from the nursing desk by Navneet sister. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Did Ward rounds of 2nd and 4th floor with Shubhangi mam, nursing supervisor of floor and a person from food and beverages, addressed patient's grievances and feedback. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Learned and audited files on Excel using CPRS and Launch Pad.
---	---

Day 2	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with Dr. Shubhangi mam, nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Learned and audited files on Excel using CPRS and Launch Pad.
Day 3	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Learned and audited files on Excel using CPRS and Launch Pad.
Day 4	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Met Sanchari mam Patient care executive, she gave the work to take the discharge patients feedback by calling them and preparing an excel sheet for the same for 4th floor ward.

Day 5	• Called 42 patients from 4th floor ward, who got discharge between 2 June to 9 June, Prepared and Send excel document to Sanchari mam in evening.
Day 6	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • In the Afternoon Sanchari mam introduced me to the IP Billing and Admission department and asked, to learn work of IP billing, Patient admission, Counselling and Patient discharges from coming Monday. • Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Audited patient's files.

Linking theory (Classroom learning) with practice at your organisation	• In the Organizational Behavior and Communication module, I learned how to effectively lead communication within an organization. This module is also enhancing my skills in counseling and interacting with patients. • In the Essentials of Hospital Services module, I studied IPD management, which is aiding me in identifying the most appropriate measures to enhance patient care services.
Gaps identified on the working area.	• Unprofessional behavior of medical staff was identified, not giving importance to patient over personal stuffs. • Delay in Services (Housekeeping, Food and GDA).
Suggestions for improvement	• Professional behavior and patient centered care should be top notch priority of each staff in the hospital, patient negligence should be avoided even by doctors. • Services should be super-fast in hospital; training should be given to staff.
Plan for the next week	• Work on my Radiology project and learn the IP Billing, Patient admission, Counselling and patient discharge in the new department.

Signature of the Student



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 07

From- 16 June, 2024 **to** 22 June, 2024

Activity Done:	
Day 1	• On Second Floor IPD, Collected the patient sheet from the nursing desk by TL • Checked for any more discharges and confirmed on Web CPRS and Max Launch Pad. • Did Ward rounds of 2nd floor with Sangita mam nursing supervisor of the 2nd floor and Mr. Amit from food and beverages, addressed patient's grievances and feedback. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Prepared next day Planned discharges. • Learned and audited files on Excel using CPRS and Launch Pad.
Day 2	• Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Learned the Patient TPA Process on TPA desk in IP Billing and Admission department. • Completed the insurance claims papers. • Scanned the insurance papers and complete the papers with Priyanka mam on TPA desk.
Day 3	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Learned the Patient TPA Process on TPA desk in IP Billing and Admission department.

Day 4	• Worked on the Emergency LAMA discharges for OBS N GYNAE department. • Documented 200 patients record on Excel. • Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food and beverages. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Learned the Patient TPA Process on TPA desk in IP Billing and Admission department. • Worked on the Emergency discharges including LAMA and Normal discharges of all the departments. • Documented 500 patients record on Excel.
Day 5	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned the Patient Admission process on Admission desk in IP Billing and Admission department. • Observed and learned how to counsel patients at the admission desk. • Worked on my Radiology project.
Day 6	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Amit

	from Food and beverages and Dr. Shubhangi mam. • Noted down the patient's feedback. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Managed and attended Ante natal classes by Dr. Neha and Dr. Varun, for new parents who had their delivery recently or have planned delivery soon. • Visited and observed MRD department and Security department to learn the work process there. • Learned patient discharge process on HIS Launchpad in IP Billing and Admission department. • Observed how the discharge process is done.
Linking theory (Classroom learning) with practice at your organisation	• In the Organizational Behavior and Communication and planning module, I learned how to effectively lead communication within an organization. This module is also enhancing my skills in counseling and interacting with patients. This is helpful for me in the IPD as well as Billing desk. • In the Essentials of Hospital Services module, I studied IPD management, which is aiding me in identifying the most appropriate measures to enhance patient care services, how to suggest changes and improve the organization. • Digital health module is helping me in understanding HMIS, IP Billing and Insurance work.
Gaps identified on the working area.	• Delayed services of Food and Beverages, leaving patient and attendants unsatisfied • Weak coordination between doctors and departments. • Housekeeping services are not up to date, mosquitoes in the patient rooms, patient clothes misplaced by being wrapped with the hospital bedsheet.

	• Laundry service not proper, missing clothes of patient. • Noise by the nursing staff at the nursing desk.
Suggestions for improvement	• On time food delivery should be done. • Good coordination between different doctors treating the same patient and also good coordination between different departments of the hospital. • Time to time guidance of housekeeping staff. • Timely warnings to nursing staff.
Plan for the next week	• Learn about the three categories of patients, Cat-A, Cat-B, and Cat- C. • Learn about the TPA insurance process, how the insurance, claims are processed.

Signature of the Student



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 08

From- 23 June, 2024 **to** 29 June, 2024

Activity Done: Day 1	• On IPD 2nd Floor, I Collected the patient occupancy sheet from the nursing desk by TL. • Checked for confirmed discharges on Web CPRS and Max Launch Pad. • Send the Bed status list to be uploaded on Discharge group. • I did Ward rounds of 2nd floor with Sangita mam nursing supervisor of the 2nd floor and Mr. Gaurav from food and beverages, and Dr. Shubhangi mam. • I also did 4th floor rounds along with 4th floor manager Dr. Shubhangi mam, Mr. Amit from FNB and of LRD Rooms. • Gave feedback of patients of 2nd floor and 4th floor on Mobile app of Max healthcare. • Audited files on Excel using CPRS and Launch Pad. • I handled TPA Desk on the IP Billing, made patient TPA Clearance documents, counselled the patient and escalated the queries to the relevant persons in IP Billing desk.
Day 2	• On the Second Floor, I Collected the patient occupancy sheet from the nursing desk by TL. • Checked for confirmed discharges on Web CPRS and Max Launch Pad software. • Send the Bed status list to be uploaded on Discharge group to Dr. Shubhangi Mam. • I did Ward rounds of 2nd floor with Sangita mam nursing supervisor of the 2nd floor and Mr. Gaurav from food and beverages, and Dr. Shubhangi mam. • I also did 4th floor rounds along with 4th floor manager Dr. Shubhangi mam, Mr. Amit from Food and Beverages. • Gave feedback of patients of 2nd floor and 4th floor on Mobile app of Max healthcare. • I handled TPA Desk on the IP Billing, made patient TPA Clearance documents, counselled the patient and escalated the queries to the relevant persons in IP Billing desk.
Day 3	• Collected the patient discharge sheet from 2nd floor and 4th floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Gaurav from Food & beverages and housekeeping person.

Day 4	• Also took rounds of 4th floor with 4th floor manager Shubhangi mam. • Handled the second floor alone. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare. • Confirmed and send the list of today's admissions on second floor with their IDs.
Day 5	• Send discharge list of today's patient's to be send to discharge group. • Did Ward rounds of 2nd floor with nursing supervisor of the and Mr. Gaurav from food and beverages. • Made patient discharge intimation for next day. • Worked on the TPA Desk, filled the Pre-auth forms.
Day 6	• Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Handled TPA Desk and counselled patients. • Presented my radiology project to Dr. Nutan Mam. • Collected the patient discharge sheet from 2nd floor from the TL at Nursing Desk. • Took Rounds on 2nd floor with nursing supervisor of floor sister Sangita and Mr. Amit from Food and beverages and Dr. Shubhangi mam. • Noted down the patient's feedback. • Checked for any more discharges and confirmation on Web CPRS and Max Launch Pad. • Learned and gave feedback of patients of 2nd floor on Mobile app of Max healthcare.

Linking theory (Classroom learning) with practice at your organization	• Collected patient occupancy sheets and checked confirmed discharges on Web CPRS and Max Launch Pad, enhancing my skills in health information systems. • in ward rounds with nursing supervisors, food and beverage staff and housekeeping staff improving my leadership, teamwork and communication abilities. • Audited files on Excel using CPRS and Launch Pad, solidifying my understanding of data accuracy and management. • Handled TPA desk tasks, including making patient pre-authorization documents and counseling patients, which developed my administrative and patient interaction skills.
Gaps identified on the working area.	• Delayed services of Food and Beverages, leaving patient and attendants unsatisfied • Allowing more than 2 attendants to some patients. • Doors in the rainy season make crackling sounds, creating disturbance for patients. • In double occupancy, patients are not kept, keeping in mind the second patient, disturbing the first patient. • Due to carelessness of maintenance staff dust went into the vents from the room under renovation to the whole floor. • Basement filled with Rainwater, lifts stopped working. • Security staff is rude with the attendants of IPD patients.
Suggestions for improvement	• Timely check on FNB services. • Having a check on the number of attendants. • Patients should be allotted rooms keeping them in mind. • Maintenance staff should be counselled from time to time. • Infrastructure should be done keeping in mind heavy rainfall situations. • Proper training and counselling of security staff.
Plan for the next week	• Handle 2nd floor as floor manager for one more week. • Submit project, get logbook sign. • Collect all the necessary documents and internship certificate.

Signature of the Student



Reporting Format **(Weekly)**

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

Week no: 09

From- 30 June, 2024 **to** 05 July, 2024

Activity Done:	
Day 1	1. Collected patient occupancy list from 2nd floor and 4th floor and Confirmed the discharges for the day from CPRS and launch pad. And did ward Rounds of 2nd floor and 4th floor. Gave patient feedback on Max app. 2. Addressed patient grievance regarding the nursing staff on switching OFF the Call bell at night time around 2:00 a.m. 3. Worked on TPA Desk, processed the pre-authorization documents of patients. 4. Planned patient discharges for coming morning using CPRS and Launch pad.
Day 2	1. Collected patient occupancy list from 2nd floor and 4th floor and Confirmed the discharges for the day and did ward Rounds of 2nd floor and 4th floor. Gave patient feedback on Max app. 2. Worked on TPA Desk, processed the pre-authorization documents of patients. 3. Planned patient discharges for coming morning using CPRS and Launch pad. 4. Observed the Emergency department and learned the operational work there. 5. Explained how to work with data of ER Register to make discharges (Normal and LAMA) to other interns.

Gaps identified on the working area.	• Staff (not mentioned which department) switched off the Call bell during night hours as per patient and no one comes to provide help to patient to go to washroom at night (2:00 A.M.). • Lift is not at the level of floor.
Suggestions for improvement	• Counselling of staff should be done by the supervisor. • Lift should be at the level of floor and should be corrected.
Plan for the next week	• Send my SIP Report to my mentor and get it Approved. • Send my poster for Approval.

Signature of the Student



COMPILED REPORTING FORMAT

Name of the Organisation: Max Smart Super Speciality Hospital, Saket, New Delhi

Area of Summer Internship Program: Hospital Operations

Name of the Student: Dr. Najeeha Khan

Roll no: 1759

Stream: MBA Hospital and Health Management

From- 06 May, 2024 **to** 05 Jul, 2024

Activity Done	During my hospital internship, I worked in many different departments. In Radiology, I helped improve the Turnaround Time (TAT) for ultrasound procedures, managed patient flow, and reviewed important documents. In the In-Patient Department (IPD), I worked with Dr. Shubhangi Mukti, did ward rounds, collected patient feedback, audited files, and handled discharges using hospital software. I also worked at the TPA desk, processed pre-authorization documents, and helped patients with their concerns. Additionally, I learned about medical records, observed the Emergency department, and guided other interns. I finished my internship by presenting a Radiology project to Dr. Nutan Panda mam.
Linking theory (Classroom learning) with practice at the organisation	During my Internship, I used what I learned in modules like Organizational Behavior and Communication to work well with people at different levels in the organization. The Hospital Services module gave me important insights during hospital visits. Research Methodology helped me choose the right methods for my project. Principles of Management taught me how to work effectively in teams and set goals, which has been helpful during my internship. In the IPD, I managed patient discharge paperwork, confirmed discharges using Web CPRS and Max Launch

	Pad, did rounds with supervisors and staff, and handled tasks at the TPA desk, improving my administrative and patient interaction skills which I learned in my first year of MBA.
Gaps identified on the working area	1. Lack of clear signage in Radiology for test preparations. 2. Unclear patient name announcements. 3. Issues with laundry management. 4. Chaos caused by patients' attendants in waiting areas. 5. Poor coordination between hospital departments. 6. Electricity disruptions in the waiting area. 7. Overcrowded and noisy waiting areas near procedure rooms. 8. Lack of priority for young, elderly, and emergency patients in Radiology. 9. Insufficient seating in the waiting area. 10. Lack of priority for patients with appointments. 11. Delays in housekeeping, FNB, and GDA services. 12. Noise from nursing and housekeeping staff. 13. Unprofessional behavior from some medical staff. 14. Weak coordination between doctors and departments. 15. Issues with housekeeping, including mosquitoes and misplaced patient clothes. 16. Problems with laundry service, including missing patient clothes. 17. Noise from nursing staff at the nursing desk. 18. Disturbance from doors in rainy weather. 19. Poor management of double occupancy patient rooms. 20. Dust spread due to maintenance negligence. 21. Basement flooding affecting lift operations. 22. Rudeness from security staff towards IPD patients' attendants. 23. Call bell reportedly switched off at night, leaving patients without assistance.
Suggestions for improvement	1. Implement clear signage in Radiology to guide patients on test preparations like fasting. 2. Ensure patient names are announced clearly and loudly. 3. Assign someone to provide patient dresses post-billing to manage waiting areas outside procedure rooms. 4. Improve coordination among all hospital departments for better Patient experience. 5. Ensure uninterrupted electricity backup in waiting areas. 6. Increase seating capacity in waiting areas to accommodate daily patient flow.

	7. Prioritize service for young, elderly, and emergency patients. 8. Give preference to patients with appointments. 9. Appoint a coordinator at CT/MRI desks for patient guidance. 10. Provide fast and efficient services through staff training. 11. Maintain effective communication between different department staff. 12. Train staff on professional behavior and patient-centered care. 13. Foster coordination among treating doctors and hospital departments.
--	--

	12. Train staff on professional behavior and patient-centered care. 13. Foster coordination among treating doctors and hospital departments. 14. Provide guidance and training for housekeeping and nursing staff. 15. Monitor food and beverage services for prompt delivery. 16. Limit the number of attendants per patient. 17. Allocate patient rooms appropriately (double occupancy). 18. Counsel maintenance staff regularly. 19. Improve infrastructure to handle heavy rainfall. 20. Provide training and counseling for security staff under supervision.
--	---

Signature of the Student

Abhishek Khan

[Signature]