

SUMMER INTERNSHIP PROGRAM

at

All India Institute of Medical Sciences (AIIMS) Nagpur

From 02/05/2024 to 30/06/2024

A REPORT BY

Mrudula Borkar

Master of Business Administration

(Hospital and Health Management)

2023-25

under the Mentorship of

Dr. Sanjay Gupta



Weekly report

Week 1

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 1

From: 2nd May to 4th May

Activity Done	• Assisted nursing officer for choosing the pediatric fall assessment tool. • Worked with CSR team for the feedback of the hospital. • Got to know about MRD and the flow of the records in the hospital. • Accompanied DNS and MS with the facility rounds of the hospital. • Assisted nursing officer for writing minutes of the facility rounds.
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Linking theory (Classroom learning) with practice at your organisation	• Learnt about MRD from essentials of hospital services. • Learnt about national health programs from the module which are implemented in the hospital.
Gaps identified on the working area.	Nil

Suggestions for improvement	Nil
Plan for the next week	• Going to visit MRD for 2-3 days. • Will be visiting front office and knowing the workflow there. • Will be going for rounds with the DNS and MS

Weekly report

Week 2

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 2

From: 6th May to 11th may

Activity Done	• Worked with medical records department where records are scrutinized in MLC, normal, death, discharge and psychiatric. • Got to know in detail about how the records are stored, insurance given, bedded ticket and court summon. • Got census of total OPD, emergency, IPD, lab test patients in the hospital • Worked at front office and learnt the patient flow from registrations to concerned department (OPD) • Discovered about Kayakalp • Made a stack diagram of the hospital. • Went to laundry department and understood the workflow and the functioning of the department. • Went to dietary department and understood how the department works. • Explored about in which departments telemedicine is inculcated
Linking theory (Classroom learning) with practice at your organisation	• Learnt about quality from essentials of hospital services. • Sir has given me work to make a ppt on principles of management and how these principles work in hospital, module helped me in making the ppt • Learnt about bed occupancy and length of stay from the module.

Gaps identified on the working area.	• There are a lot of patient complaints where the organization is working into it. • Staff shortage
Suggestions for improvement	• The committee should rigorously work on the feedback forms to which now they are trying their best to attend to every patient regarding their problem. • Recruitment process to increase staff
Plan for the next week	• Will be visiting medical gas supply department. • Will be going for rounds with the DNS and NO's • Will be visiting HICC.

Weekly report

Week 3

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 3

From: 13th May to 18th may

Activity Done	• Visited biomedical waste management department and got to know the workflow, and how they send the waste to the outsourced company. • Worked with HIC committee and discussed about infection control and how the surveillance is done and much more. • Visited medical gas supply department and got to know about the different coloured pipes used to supply different types of gases and many more. • Made a list of SOPs list that are mandatory for a 900 bedded hospital in relation to Kayakalp. • Went on facility rounds with DNS and hospital administrator. • Teamed up with CSSD department and explored how the machines are used there and learned the workflow of the process. • Learned about NABH from the NABH Coordinator about the pre accreditation, progressive level, and advanced level accreditation. • I am a part of quality improvement project in which we are working on how to reduce the discharge time.
Linking theory (Classroom learning) with practice at your organisation	• Learnt about quality from essentials of hospital services. • Financial management helped me understand the financial terms used in meetings.

	• Essentials of hospital services helped me know how hospital works. • Principles of management helped me know about the hierarchy of any organization.
Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital
Suggestions for improvement	• Recruitment process to increase staff. • Will suggest the Hospital Administrator (Mentor) about this issue
Plan for the next week	• Will be working on the quality improvement project. • Will be going for rounds with the DNS and NO's • Will be writing the discharge process flow from the discharge is announced till the patient is out of the hospital. • Mentor will assign certain responsibilities to me as and when there is requirement for work.

Weekly report

Week 4

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 4

From: 20th May to 25th may

Activity Done	• I am a part of quality improvement project in which we are working on how to reduce the discharge time. • Worked on the discharge process flow of the hospital. • Teamed with NABH coordinators with signage of the hospitals. • Got information about the BPL cards and which are the cards accepted in the hospital. • Understood the patient process flow of Ayushman Bharat and MJPJAY. • Went on rounds with the Nursing officers.
Linking theory (Classroom learning) with practice at your organisation	• Learn about quality from essentials of hospital services. • Financial management helped me understand the financial terms used in meetings. • Learned about NABH from essentials of hospital services • Principles of management helped me know about the hierarchy of any organization. • Know research terms because of research methodology
Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital
Suggestions for improvement	• Recruitment process to increase staff.

	• Will suggest the Hospital Administrator (Mentor) about this issue
Plan for the next week	• Will be working on the quality improvement project. • Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as an when there is requirement for work.

Weekly report

Week 5

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 5

From: 27th May to 1st June

Activity Done	• I am a part of a quality improvement project in which we are working on how to reduce the discharge time. • Worked on the discharge process flow of the hospital. • Teamed with NABH coordinators with signage of the hospitals. • Understood the patient process flow of Ayushman Bharat and MJPJAY. • Went on rounds with the Nursing officers. • Worked with MSSO's with the feedback of the patients
Linking theory (Classroom learning) with practice at your organisation	• Learn about quality from essentials of hospital services. • National health policies helped me know about the national health schemes. • Principles of management helped me know several managements theories. • Behavior change communication helped me know how to talk and how to treat the employees
Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital

Suggestions for improvement	• Recruitment process to increase staff. • Will suggest the Hospital Administrator (Mentor) about this issue
Plan for the next week	• Will be working on the quality improvement project. • Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as an when there is requirement for work.

Weekly report

Week 6

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA HM

Week no: 6

From: 3rd May to 8th June

Activity Done	• I am a part of quality improvement project in which we are working on how to reduce the discharge time. • Worked on the discharge process flow of the hospital. • Went on rounds with the Nursing officers. • Worked with MSSO's with the feedback of the patients. • Went to dialysis unit for facility rounds. • Attended inauguration of transgender services at AIIMS Nagpur. • Communicated with the foundation that is tied up with the hospital for transgender services. • Attended a meeting on medicines of BPL patients should be brought back to the pharmacy. • Made a report of monthly activities asked by the hospital mentor
Linking theory (Classroom learning) with practice at your organisation	• Learnt about quality from essentials of hospital services. • National health policies helped me know about the national health schemes. • Principles of management helped me know about the hierarchy of any organization. • Principles of management has thought me about the professional meetings and how these are conducted

Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital
Suggestions for improvement	• Recruitment process to increase staff. • Will suggest the Hospital Administrator (Mentor) about this issue
Plan for the next week	• Will be working on the quality improvement project. • Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as an when there is requirement for work.

Weekly report

Week 7

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream: MBA-HM

Week no: 7

From: 10th June to 15th June

Activity Done	• Went to rounds in wards to check compliance of the surgical safety checklist by WHO retrospectively • Made LAMA forms • Made discharge on request forms • Learned about OT notes • Made a ppt for Standing finance committee meeting • Got to know about the surgical practices like pre operative, intraoperative and post operative. • Discussed about JCI accreditation with Nursing superintendent
Linking theory (Classroom learning) with practice at your organisation	• Learned about quality from essentials of hospital services. • I also got to know about OT from essentials of hospital services • Organizational behavior have inculcated values of to behave in a organization and how to treat others
Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital
Suggestions for improvement	• Recruitment process to increase staff. • Will suggest the Hospital Administrator (Mentor) about this issue

Plan for the next week	• Will be going and checking the compliance of the surgical safety checklist. • Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as an when there is requirement for work.
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Weekly report

Week 8

Name of the Organization: AIIMS Nagpur

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

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream:

MBA-HM

Week no: 8

From: 17th June to 22nd June

Activity Done	• Did a surgical safety checklist audit. • Got to know about what AMR is. • Attended a meeting on identifying the gaps and improving. • Learned about roles of administrator in a hospital. • Helped nursing officers to make medication management ppt. • Making DAMA forms
Linking theory (Classroom learning) with practice at your organisation	• Learnt about quality from essentials of hospital services. • Research methodology have thought me to know how to find a gap in a given situation • Essentials of hospital services helped me know the medication management
Gaps identified on the working area.	• Staff shortage • As work is being assigned to everyone it takes time to implement certain things in the hospital
Suggestions for improvement	• Recruitment process to increase staff. • Will suggest the Hospital Administrator (Mentor) about this issue
Plan for the next week	• Will be going and checking the compliance of the surgical safety checklist. • Will be going for rounds with the DNS and NO's • Mentor will assign certain responsibilities to me as an when there is requirement for work. • Will be knowing about stewardship program

Compiled Report

Name of the Organization: AIIMS Nagpur

Area/ Department/ Project of Summer Internship Program:

Hospital Administration Department

Name of the Student: Mrudula Borkar

Roll no: 1755

Stream:

MBA-HM

Activity Done	• Assisted nursing officer for choosing the paediatric fall assessment tool as Humty Dumty fall assessment tool is used here. • Worked with MSSO team for the feedback of the hospital as the feedback forms are given to the patients at the time of discharge when the discharge is announced. • Got to know about MRD and the different types of medical records like Normal, Death, MLC, Psychiatric and the form no. attached to it • Got to know in detail about how the records are stored, insurance given, bedded ticket and court summon. • Understood the stakeholders involved in medical record department. • Got daily census of total OPD, emergency, IPD, lab test patients in the hospital. • Accompanied Nursing superintendent and Joint medical superintendent with the facility rounds of the hospital to check the compliance of the procedures. • Assisted nursing officer for documenting the minutes of the facility rounds
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	• Worked at front office and communicated with the patients and documented their feedback for the hospital. • While working at front office I also got to know about the patient flow from the registrations counter to the concerned department (OPD) • Learned about Kayakalp and what are the activities undergoing in the hospital • Understood the 6 thematic areas like Hospital upkeep, sanitation and hygiene, waste management, infection control, hospital support services, hygiene promotion and the assessment type • Made a stack diagram of the hospital as it is crucial for ensuring efficient patient flow and accessibility of various departments. • Went to laundry department and understood the workflow and functioning of the department • Also saw the pathways from where the linens are brought to the departments and the overlapping between the clean pathway and dirty pathway • Saw calendaring machine in the department and how it is used • Went to dietary department and understood how the department works • Saw the equipments used in the dietary department like roti maker,
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	kneading machine, potato peeling machine, dish washer, grinding machine • Recognized the flow from the request is raised from the wards to the food being served in the departments • Got to know about what the checklists are being used in the department for food safety and quality assurance • Got to know the information of how much the vendor charges to the hospital and how much hospital charges to the patients • Explored in which departments telemedicine is inculcated • Worked with biomedical waste management department and got to know the workflow and how they send the waste to the outsourced company • Worked with HIC committee and discussed about infection control and how the surveillance is done and much more • Visited medical gas supply department and got to know about the different coloured pipes used to supply different types of gases to the hospital. • Made a list of SOPs which are needed which are mandatory for a 900 bedded hospital in relation to Kayakalp • Went on facility rounds with DNS and Joint Medical Superintendent and checked the expiry of the drugs in several wards
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	• Teamed up with CSSD department and explored how the machines are used there and learned the workflow of the process • Learned about NABH from NABH coordinators, about pre accreditation, progressive level, and advanced level accreditation • Was a part of Quality Improvement project in which we were working on how to reduce the discharge time • Understood the discharge process flow of the hospital • Went on rounds to collect data on discharge time announced and when is patient getting discharged • Calculated the discharge time and discussed few changes so that discharge time will be reduced • Got information about the BPL cards and which are the cards accepted in the hospital • Understood the patient process flow of MJPJAY and Aysuhman Bharat • Went in rounds with the nursing officers to check the signages are proper for the assessment for Kayakalp • Got to know about JCI from Nursing Superintendent • Worked with MSSOs with the feedback of the patients as patients has a problem with the long queues at the pharmacy and at the registration counter
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	• Attended inauguration of transgender services at AIIMS Nagpur and communicated with the foundation that is tied up with the hospital for the services • Attended a meeting on medicined of BPL patients should be brought back to the pharmacy • Went on rounds in dialysis department and checked the compliance of the procedures carried in the department • Did an audit on compliance of surgical safety checklist by WHO retrospectively. • Went on rounds to check the post operative files of the patients for the compliance with nursing officers • Made LAMA forms for the hospital for improving patient safety, legal protection, and data collection. • Made discharge on request forms for the same • Learned about OT notes why are they written and when it is written • Helped NABH coordinators to make a ppt for Standing Finance Committee for the graphs, research of specific topic and writing it • Got to know about the surgical practices like preoperative, intraoperative and post operative
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	• Discussed about change management with the community medicine JRs, what it is and how can we implement it in a hospital • Teamed up with hospital infection control committee to get the information about antimicrobial resistance and what are the stewardship programs being held • Attended a meeting on identifying the gaps and what the hospital can improve in particular areas • Learned about the roles of hospital administrator and what skills are required to be a hospital administrator • Helped NABH coordinator to make a presentation and research about medication management. • Learned about how to handle patients and staff with ease and having a good communication with the patients and staff every time
Linking theory (Classroom learning) with practice at your organisation	• Learned MRD from essentials of hospital services • Learned a normal theory of different departments from essentials of hospital services which helped me for understanding things • Principles of management helped me know about some theories and how those theories work in hospital • Financial management helped in knowing the terms as it was frequently used in the meetings

	• Learned from business communication how to interact with people and with etiquette
Gaps identified on the working area.	• There are staff shortage because of which there is workload on everyone • Proper rounds are not taken for checking the compliance for the protocol • Implementation is less • Issue in changing a particular protocol as staff is used to what is going on
Suggestions for improvement	• Protocol should be followed by the staff • There should be weekly rounds for checking the compliance of the protocols and checklist • Should recruit more staff • Work on implementing and continuously working in it • Have more patient and staff interaction for the appropriate feedback for improving the quality of the hospital

Signature of the Student

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Approved by the IIHMR University's Mentor

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