

SUMMER INTERNSHIP PROGRAM

at

Rukmani Birla Hospital

1st May 2024 to 1st July 2024

A REPORT BY

Mayank khandelwal

Master of Business Administration

Hospital and Healthcare Management

2023-25

under the Mentorship of

Goutam sadhu



RBH/2024/Jul/HRD/6163

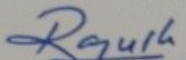
Date: 01 Jul 2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Mayank Khandelwal** has successfully completed his training in Medical Services Department from 01 May 2024 to 01 Jul 2024.

We found him sincere, punctual & hardworking. We wish him every success in his future and career.

For CK Birla Hospital - RBH

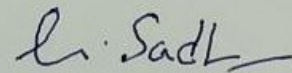

Raju Kumar
Unit Head - HR

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Mayank khandelwal** of the academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESEARCH** has prepared poster with respect to his summer internship held during May-July 2024.

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

Date: 25/07/ 2024

A handwritten signature in black ink, appearing to read "Dr. Sadhu", written in a cursive style.

(Signature of Faculty Mentor)

Dr. Goutam Sadhu

Professor

NAME - MAYANK KHANDELWAL, 1746
COURSE - MBA HM 28

FACULTY MENTOR - DR. GOUTAM SADHU
ORGANIZATION MENTOR – MR. NAVEEN JINDAL

ABOUT THE ORGANIZATION

RBH is A 230-bed Multi-Speciality Hospital in Jaipur, offering comprehensive Inpatient and Outpatient services based on clinical excellence, ethical practices, and a patient-centric approach. The Hospital features 24 specialized Healthcare Departments equipped with state-of-the-art Medical Technology and staffed by highly trained professionals.

HISTORY

It was the first private hospital of the city and the foundation stone was laid by late BM Birla along with YB Chavan, then defence minister of India. Integration of research into clinical practice and provision of quality medical care to all section of the society was the guiding principle of the hospital.

OBJECTIVES

- To manage Patient Data, Billing, inventory & other critical functions Efficiently.
- To Automate routine tasks to reduce manual effort and errors.
- To Provide real-time data and analytics to support decision-making
- To enhance patient experience by offering an efficient system for accessing their health reports and prescriptions digitally.

METHODOLOGY

- Data Creation & Management In MS-Excel.
- Microsoft Teams & Google Meet for Online Training of users.
- Imaging Equipment and Technology.
- Lean Imaging Procedures.
- Inter-department collaborations.
- Emergency Prepare.
- Financial Sustainability.

MISSION

To create Clinical Centers of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

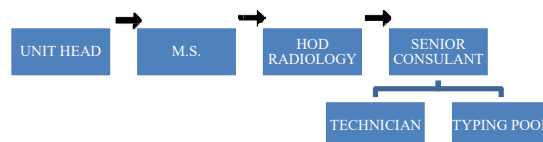
VISION

To provide best of Patient Service & Clinical Excellence.

CORE VALUE OF CKB

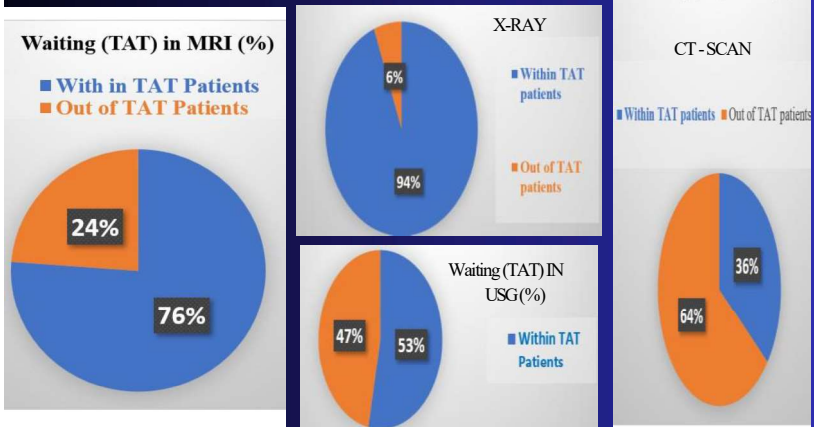


DEPARTMENT STRUCTURE



STUDY FINDING & ANALYSIS

RADIOLOGY ANALYSIS



RECOMMENDATIONS

- Based on training needs analysis (TNA) training to be provided for the staff in radiology.
- The proper appointment should be followed for patients amongst radiology OPD patients.
- The machine should be maintained timely
- GDA staff should be available in radiology department especially during peak hours of hospital.
- Should maintain reports proper based on procedure

CHALLENGES

- Challenges in patients data collection due to multiple rescheduling of patients,.
- Patient with full bladder is one of the reason behind rescheduling. Problem facing due to software change.

STRENGTH

- Advanced Technology
- Expert Staff
- Comprehensive Services

WEAKNESS

- Overall services are good in radiology department but few services has moderately.
- Coordination is good but there is scope for communication.

SWOT ANALYSIS

OPPORTUNITIES

- Telemedicine Integration
- Subspeciality Development
- Quality Improvement Initiatives
- Increasing Demand

THREATS

- High competition between Narayana Health, Apex, Fortis Escorts, etc.
- Technological Obsolescence

LEARNING

- I Learned about importance of quality management & patient safety in health service delivery.
- I have learnt project management, patient coordination, task management, resolving problems.
- To developed the understanding about hospital management system.
- Understanding the hospital organization working culture.

USEFUL OF INTERNSHIP

- Hospital industry exposure.
- Networking with Hospital industry member.
- Opportunity to gain the work experience in Hospital
- Opportunity to improve communication skills.

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: medical services

Name of the Student: Mayank khandelwal

Roll no: 1746

Stream: MBA-HHM

Week no1: From: 1/05/2024 to 4/05/2024

Activity Done	- Learnt and visit MICU, NICU, ICCU, HDU, General Wards, Private Wards - Saw the functioning of Labs - Observed types of incident reports and their digital records.
Linking theory (Classroom learning) with practice at your organisation	- Identify any gaps or areas for improvement in the radiology department
Gaps identified on the working area.	- Radiology department usg and xray are finding gaps

Suggestions for improvement	- Provide suggestions for improving the identified gaps
Plan for the next week	- Finalising and working on summer internship project. - Getting more in-depth knowledge of hospital working.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Week-2)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746

Stream: MBA-HHM

Week no 2: From:6/05/2024 **to** 11/05/2024

Activity Done	- Did - o Observed hospital departments - o Observed billing process - o Restraint consent forms – at MICU, NICU, ICCU, HDU, General Wards, Private Wards - Understood Blood Bank process - Started working on possible summer project
Linking theory (Classroom learning) with practice at your organization	- .Data Collection and Analysis as read in research methodology. - Importance of consents of patients and family counselling. - Radiology department process as taught in hospital services.

Gaps identified on the working area.	- Assess patient wait times for scheduling, check-in, and exam completion to identify bottlenecks.
Suggestions for improvement	- Better documentation and constant following. - Better and more empathetic counselling for opd patients
Plan for the next week	- Work on summer project - Learn more about hospital functioning

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Reporting Format
(Week-3)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746 Stream: MBA-HHM

Week no 3: From: 13/05/2024 to 18/05/2024

Activity Done	- Visited mri ct console room - Understoodt OPD BILLING IN hospital - Understood RGHS in opd - Started working on summer project
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Linking theory (Classroom learning) with practice at your organization	- Data Collection and Analysis as read in research methodology. - Saw emergency codes in action - Radiology psat cheak - Patent communication
Gaps identified on the working area.	- Patuent exprince - High waiting time in usg - The timing increases because the patient's bladder is not full -
Suggestions for improvement	- Phc patient should get free in the morning - Following proper appointment time
Plan for the next week	- Work on summer project - Learn more about hospital functioning

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Reporting Format

(Week-4)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746 Stream: MBA-HHM

Week no 4: From:20/05/2024 to 25/05/2024

Activity Done	- Understoodt OPD BILLING IN hospital - Data collection phc patient tat time - Started working on summer project - check psat web site -
Linking theory (Classroom learning) with practice at your organization	- Ovserved patient satisfication - - Importance of tat time in patient service
Gaps identified on the working area.	- Delay in appoint time - Dr. on going long weekend - Report time delay - ○
Suggestions for improvement	- Increase psat percentage - Patient communication
Plan for the next week	- working on summer internship project. - Getting more in-depth knowledge of hospital working.

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Reporting Format
(Week-5)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746 Stream: MBA-HHM

Week no 5: From: 27/05/2024 to 01/06/2024

Activity Done	- Had mid intern presentation - Worked on summer project - Observed lab process -
Linking theory (Classroom learning) with practice at your organization	- Data Collection and Analysis as read in research methodology. - Saw emergency codes in action -
Gaps identified on the working area.	- Single gd staff avilave in radiology department - Reports missing. - Mri machine breakdown
Suggestions for improvement	- Following proper appointment time - Decarese tat time -
Plan for the next week	- Work on summer project - Learn more about hospital functioning

Signature of the Student

Approved by the IIHMR University's Mentor

**Reporting Format
(Week-6)**

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khnadelwal

Roll no: 1746 Stream: MBA-HHM

Week no 6: From:03/06/2024 to 08/06/2024

Activity Done	- Plantation drive for ‘WORLD ENVIRONMENT DAY’ - New software process - Patient problem seen - Work communication
Linking theory (Classroom learning) with practice at your organization	- Mri ct patient data collection - Saw how hospitals take care of landscaping and maintaining the ‘Green Hospital’ tag - Launch of new software - understood team work, conflict resolutions and management role during tough times - Saw the role of effective communication during code VIOLET -
Gaps identified on the working area.	- Most of the work had to be done both manually and on system that created a lot of fuss. - New software problem - Ipd patient bill not show in mri ct system -

Suggestions for improvement	- Better testing of software could have been suggested before the launch of the software. - More intensive training for all the staff was needed. -
Plan for the next week	- learn more about hospital functioning. - work on summer project

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Reporting Format (Week-7)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746

Stream: MBA-HHM

Week no 7: From:10/06/2024 to15/06/2024

Activity Done	- Volunteered in management 'WORLD BLOOD DONOR DAY 'camp. - Tat data analysis - Audit all certification in radiology department -
Linking theory (Classroom learning) with practice at your organisation	• - Saw the role of proper documentation and streamlining of processes • Maintain list radiation area workers • Saw how the health software works • Understood about PHC packages

Gaps identified on the working area.	• At a few places improper documentation was observed during the blood donation drive that lead to confusion and re-doing of the work. • Deacrese tat time
Suggestions for improvement	• - better orientation and training of staff involved before any camp / any activity could be suggested. • constant check on work done by subordinates • Give a fix appoint time
Plan for the next week	- learn more about hospital functioning. - work on summer project

Signature of the Student

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Reporting Format (Week-8)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746 Stream: MBA-HHM

Week no 8: From: 17/06/2024 to 22/06/2024

Activity Done	- project finalized - Audit all certification in radiology department - See a other department in hospital and finding a work process -
Linking theory (Classroom learning) with practice at your organization	• Saw the role of proper documentation and streamlining of processes • Maintain list radiation area workers • Saw how the health software works - Understood about PHC packages
Gaps identified on the working area.	• - better orientation and training of staff involved before any camp / any activity could be suggested. • constant check on work done by subordinates - Give a fix appoint time
Suggestions for improvement	- A small room for meditation / prayer - Better sitting arrangements for patients and streamlining of processes. -
Plan for the next week	- Work on summer project - Learn more about hospital functioning

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Reporting Format

(Week-9)

Name of the Organisation: Rukmani Birla Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program:

Name of the Student: Mayank khandelwal

Roll no: 1746 **Stream:** MBA-HHM

Week no 6: From: 06/06/2024 **to** 08/06/2024

Activity Done	- Understood about psat process - Understood TAT for other department - Attended mock drill for Code RRT and ORANGE -
Linking theory (Classroom learning) with practice at your organization	- Psat increase in hospital - Strong a patient communication
Gaps identified on the working area.	- All the staff wasn't appropriately trained for codes

Suggestions for improvement	- better training of staff for emergency situations.
Plan for the next week	- Work on summer project - Learn more about hospital functioning

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation:

Area/ Department/ Project of Summer Internship Program:

Name of the Student:

Roll no:

Stream:

Activity Done	
Linking theory (Classroom learning) with practice at your organisation	
Gaps identified on the working area.	

Suggestions for improvement	
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Signature of the Student

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