

SUMMER INTERNSHIP PROGRAM

at

Fortis Memorial Research Institute, Gurugram.

From 01st May 2024 to 30th June 2024

A REPORT BY

Litty Anil

Master of Business Administration

(Hospital & Health Management)

2023-25

under the Mentorship of

Dr. Seema Mehta, Professor



Completion Certification from the Organization

CERTIFICATE

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

Seal/Stamp of the Organization ^{Sup}

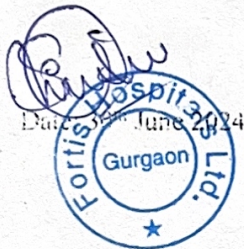
Dr. Priyanka Kundrai
Deputy Medical Superintendent
Fortis Memorial Research Institute
Gurugram-122002, Haryana

Annexure A

Completion Certification from the Organization CERTIFICATE

This is to certify that **Dr. LITTY ANIL** of 28th Batch (2023-25) of Hospital and Health Management of IIHMR University, Jaipur has worked with **FORTIS MEMORIAL RESEARCH INSTITUTE, GURGAON** for her summer internship from 1st June to 30th June 2024

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




(Signature of organization Mentor)

Name: **DR. MONIKA PATNI**

Designation: **HEAD QUALITY**

Seal/Stamp of the Department
Dr. Monika Patni (PhD)
Head - Quality Department
Fortis Memorial Research Institute
Sector-44, Gurugram-122002, Haryana

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Litty Anil** of the academic year 2023-25 of **Institute of Health Management Research** has prepared a 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: 19/07/2024



Dr. Seema Mehta
Professor

PROFILE OF THE ORGANIZATION

Fortis Memorial Research Institute (FMRI), Gurugram is a 311-bedded Super Specialty Hospital known nationally and internationally. As a part of the larger Fortis Healthcare network, which is one of the leading healthcare providers in the country, FMRI is the flagship hospital of the group. The hospital was ranked in the list of "World's best smart hospitals 2023 (Newsweek Survey)" at 29th Position.

FMRI is known for its advanced diagnostic and therapeutic capabilities including Robotic surgery, Organ & Joints Transplantation, Stem cell therapy, and precision medicine.

This 'Next Generation Hospital' has received numerous accreditations and certifications, including Joint Commission International (JCI) accreditation, National Accreditation Board for Hospitals & Healthcare Providers (NABH) and the NABH accreditation

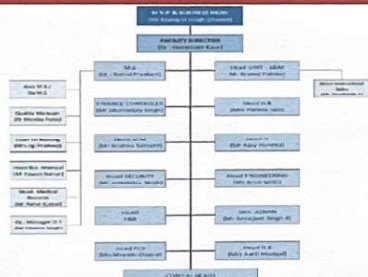
VISSION

"Saving and Enriching life"

MISSION

To be recognized globally as a respected healthcare organization known for clinical excellence and exceptional patient care.

ORGANIZATION STRUCTURE



METHODOLOGY

- Research method: Cross sectional descriptive research
- Duration of sampling: 30 days
- Study Population: All IPD patients of Fortis Memorial Research Institute Gurugram, Haryana
- Sample size: 150 patients from IPD of set time period
- Data collection tools: HIS, Reports, Registers, Direct Observation
- Selection criteria: Inclusion—IPD Patients of set time period; Exclusion: OPD & Daycare.

OBJECTIVE

The project comprehensively examines the entire discharge process at FMRI. This includes understanding each step involved from when a patient is ready for discharge to when they leave hospital premises.

THEORY vs PRACTICAL LEARNINGS

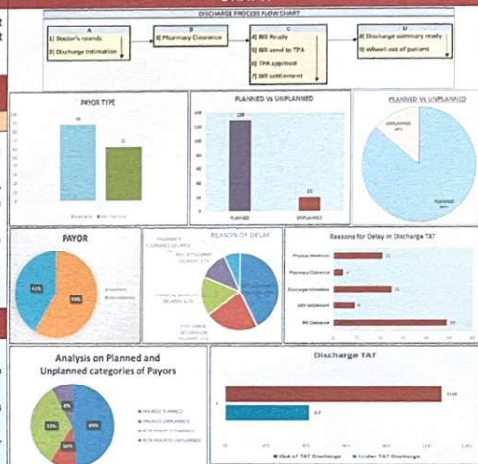
THEORY

- Planning is crucial prior to implementation
- Learn how things should be done.
- Effective communication is essential
- Clearly defined job roles, specify responsibilities for each position.

PRACTICAL

- Situational challenges can pose significant hurdles.
- Planning is as important as execution, with the methods of both needing clear definition
- The method of communication greatly impacts the outcome.

GRAPH



SWOT ANALYSIS

STRENGTHS

- Core process of the hospital related to IPD patients.
- Opportunity to interact with patients, doctors, nursing staff and management.
- Understand overview of the floor operations

WEAKNESSES

- Making observations is time consuming.
- Tracking progress becomes challenging.
- Inability to connect with junior staff

OPPORTUNITIES

- Getting to know the patient aspect of discharge process.
- Opportunity to work with on ground workers.
- Understand the employees' challenges during discharge

THREATS

- Information is not shared readily.
- Sometimes, incorrect data can distort the situation
- The topic's complexity makes the available time insufficient for completion.

TAT ACCORDING TO HOSPITAL

- Insured patients: 90 mins
- Non-insured patients: 120 mins

LEARNING

- Exposure to daily hospital operations with a major focus on the Operations Department.
- Familiarity with various medical policies and protocols.
- Conducting time-motion studies and data analysis to reduce discharge TAT.
- Gained an in-depth understanding of departmental roles within hospital operations

SUGGESTIONS

- Improving discharge planning could enhance bed turnover.
- Optimizing planned discharges can effectively reduce delays.
- Enhancing communication can improve team engagement and coordination.
- Clarifying and reinforcing job responsibilities enhances staff efficiency, reducing discharge delays



Name : Dr LITTY ANIL
Roll Number : 1736/H.M-28

Mentor's Name : Dr SEEMA MEHTA

Project At: Fortis Memorial Research Institute—Gurugram
Organization Member : Dr Priyanka Khandelwal (Chief, Operations & Dr Manika Pathi (Deputy, Quality)

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no: 1

From:1st May 2024 to 4th May 2024

Activity Done	• Observed various departments of hospital • Had an introduction to various department with their heads and understood the basic functioning of the hospital • Visited each floor per day to understand the functioning and the facilities provided in the hospital • Gave an overview of Admission process, discharge and patient experience
Linking theory (Classroom learning) with practice at your organization	• Initial days tried to co related with applied theoretical concepts learned in healthcare management • Learned about the organization structure, department interactions and strategic goals • Observed how patient centric theories, patient satisfaction and service quality improvement models are implemented in real world clinical settings
Gaps identified on the working area.	• On observation of initial days of hospital found the major complaints from food and beverage session • Lack of proper communication within each floor managers causing a delay in service delivery and patient inconvenience
Suggestions for improvement	• Address the staff members of FNB to rectify the problems faced by the patients • Timely management has to be made compulsory in rotating staff so that no one's work will be overloaded • Conduct frequent meetings to address the issues Faced by each department

Plan for the next week	• Explore the functioning of hospital in detail • Get a detailed knowledge of the various department functions. • Discuss on the project to organization mentor.
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Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:2

From:6th May 2024 to 11th May 2024

Activity Done	• Visited MRD (Medical Records Department) of a hospital and identified how hospital plays a crucial role in managing patient health information and ensuring the efficient operations of healthcare services • Visited the wards of hospital and understand how patient care is managed including admission, treatment and discharge process • Understand the workflow of nurses, doctors and support staff • Interact with patients to understand their experiences and satisfaction and the services provided • Observe the protocols and procedures in place to ensure patient safety and quality of care. • Understand the roles and responsibilities of different team members • Monitored daily discharge process and learned the process of discharge
Linking theory (Classroom learning) with practice at your organization	• Functioning of various departments of hospital is more now able to link with what was studied in the organization • The entire structure of the hospital is now being able to link with what was learned before
Gaps identified on the working area.	• Major gap found in financial clearance of discharge patients • Gaps were identified in data management practices, including incomplete documentation and discrepancies in data entries across departments. • Issues with patient timing documentation and checklist organization were noted, highlighting opportunities for improvement in data accuracy and organization.

Suggestions for improvement	• Better streamlining of documents will make the discharge process faster. • Early discharge planning for planned patients can done faster so that no delay will happen at the time of discharge
Plan for the next week	• Collect samples for discharge process project. • Discuss with collection methods and the check list to be prepared for the project

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:3

From:13th May 2024 to 18th May 2024

Activity Done	• Observed the discharge area and noted the process in real-time. • Taken detailed on each step of the process • Analyzed discharge records, including the time taken for each step of the process, the completeness of discharge documentation and any follow up action taken • Measured the total time taken from the decision to discharge a patient to the actual discharge • Started working on the project. • Collecting data of TAT time for the discharge process taking a sample size of 150
Linking theory (Classroom learning) with practice at your organization	• Utilized principles of documentation and record-keeping learned in the classroom to ensure accurate and comprehensive service reports. • Implemented skills from technical writing and documentation learned in the classroom to create detailed and accurate breakdown reports.
Gaps identified on the working area.	• Lack of proper communication between staffs of hospital leading to delay in overall functioning of the hospital.
Suggestions for improvement	• Assign dedicated discharge coordinators to manage the discharge process and ensure all steps are completed effectively • Use standardized discharge documentation to ensure consistency and completeness of information
Plan for the next week	• Calculate the discharge process with a sample of 150 patients for project • Align the overall discharge samples to check whether they fall in TAT.

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:4

From:20th May 2024 to 25th May 2024

Activity Done	• Monitored the assigned discharge coordinators who are responsible for managing and streamlining the discharge process, ensuring all necessary steps are completed efficiently • Used standardized forms and checklist to ensure all discharge documentation is consistent, complete and accurate • Collected data of 150 patients • Calculated the overall discharge process with the relevant data collected • Calculated the statistical findings of the patients discharge • Used standardized discharge documentation to ensure consistency and completeness of information
Linking theory (Classroom learning) with practice at your organization	• Applied theoretical knowledge of healthcare operations and functioning to the practical task of maintaining service reports.
Gaps identified on the working area.	• There is a delay in discharge process mainly in TPA process. Longer time taken for TPA process made a delay in discharge process.
Suggestions for improvement	• Regularly collecting information to make continuous improvement select and analyze patient feedback to identify pain points in the discharge process. • Create a personalized discharge plans that consider the individual needs and circumstances of each patient
Plan for the next week	• Final submission of project data to organization mentor, with a shift to quality department

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:5

From:27th May 2024 to 1st June

Activity Done	• Final week of Operations department I gained knowledge on project management, data analysis, process improvement and team collaboration • Analyzed various steps to analyze and improve the discharge process. • Discussed the impact of the project on hospital operations and patient care. • Presented a power point presentation to the mentor describing the various process and explaining TAT time of the entire discharge processes. • From 1st June started my internship in Quality Department • Started doing a few audits of bedsores management, discharge education, Fall prevention etc.
Linking theory (Classroom learning) with practice at your organization	• Utilized principles of documentation and record-keeping learned in the classroom to ensure accurate and comprehensive service reports. • Implemented skills from technical writing and documentation learned in the classroom to create detailed and accurate reports.
Gaps identified on the working area.	• Found discrepancies in physical and digital records • Needed more frequent and comprehensive training sessions among nursing staffs • Insufficient mechanisms for collecting and acting on patient feedback can hinder quality improvement efforts.

Suggestions for improvement	• Introduce a systematic inventory management process with regular updates. • Utilize inventory management software to reduce discrepancies. • Use interactive training methods to enhance understanding and retention
Plan for the next week	• Perform a thorough internal audit of current quality processes, protocols, and outcomes. • Document the current state of quality indicators, such as infection rates, patient satisfaction, readmission rates, and adverse events. • Document the current state of quality indicators, such as infection rates, patient satisfaction, readmission rates, and adverse events.

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:6

From:3rd June 2024 to 8th June 2024

Activity Done	• Started doing Quality department audits. • Started with bedsores assessment in various wards with a sample size of 50. • Doing IPSC audits daily on patient identification and Fall risk assessment, Hand Hygiene Audit, Bundle care audits • Use of software to track, report, and analyze quality metrics • Discussed the maintenance protocols of each file • Did bedside assessment on various patients to identify the non-compliance on various files recorded by the nurses during patient assessment.
Linking theory (Classroom learning) with practice at your organization	• Applied concepts of quality management and continuous improvement, as learned in classroom sessions, to analyze the NABH audit findings and develop a corrective action plan
Gaps identified on the working area.	• Staff in various departments require additional training on updated protocols and procedures. • Quality reports not generated in a timely manner, delaying necessary interventions • Absence of well-defined SOPs can lead to variations in practices and processes • Conduct regular compliance audits and implement corrective actions for identified gaps • Staff may not receive adequate training on quality improvement methodologies and patient safety.

Suggestions for improvement	• Timely audits and advising the respected staff on completion of the files on daily basis which can give a better result in audits. • Develop a continuous training program covering all critical aspects of hospital policies.
Plan for the next week	• Do sample collection for 50 patients in various departments and continue with IPSC audits.

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:7

From:10th June 2024 to 15th June 2024

Activity Done	• Conducted a comprehensive review of checklists across multiple departments. • Conducted gap analysis to identify areas where reporting and maintenance process could be improved • Collected data for bed sore management project • Conducted reviews on various bedside patients • Conducted a detailed study on NABH 5th edition indicators • Educated staffs on policies and procedures • Investigating incidents and near-misses to recurrence
Linking theory (Classroom learning) with practice at your organization	• Staff may not receive adequate training on quality improvement methodologies and patient safety. • Risk Management: Applied risk management strategies in identifying root causes of non-compliance and developing mitigation plans • Communication skills to coordinate with various departments and ensure alignment on action plans and improvements
Gaps identified on the working area.	• Wrong documentation and faulty data entry in files leading to noncompliance in various files. • Needed more frequent and comprehensive training sessions among nursing staffs
Suggestions for improvement	• Timely audits can make better file documentation. • Use interactive training methods to enhance understanding and retention • Develop a continuous training program covering all critical aspects of hospital policies.

Plan for the next week	• Final submission of collected data, preparation of Power point presentation for the project getting approved by the organization mentor.
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Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:8

From:17th June 2024 to 22th June 2024

Activity Done	• Did audits on Fall prevention, Bed sore management, Discharge education, • Got to know the functioning of Cath lab • Completed project on Bed sore management in Quality Department • Use of software to track, report, and analyze quality metrics • Did bed side assessment on various patients to identify the non-compliance on various files recorded by the nurses during patient assessment. • Conducted a comprehensive review of checklists across multiple departments.
Linking theory (Classroom learning) with practice at your organization	• Utilized principles of documentation and record-keeping learned in the classroom to ensure accurate and comprehensive service reports. • Insufficient mechanisms for collecting and acting on patient feedback can hinder quality improvement efforts.
Gaps identified on the working area.	• Wrong documentation and faulty data entry in files leading to noncompliance in various files. • Quality reports not generated in a timely manner, delaying necessary interventions • Absence of well-defined SOPs can lead to variations in practices and processes
Suggestions for improvement	• Improve the quality of daily assessment of patients in nursing chart and document it correctly. • Use interactive training methods to enhance understanding and retention

Plan for the next week	• Final approval of projects and presentations. • Get completion certificates from FMRI, Gurgaon
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Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Weekly Report

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations, Quality

Name of the Student: Litty Anil

Roll no:1736

Stream: MBA HM-28

Week no:9

From:24th June 2024 to 29th June 2024

Activity Done	• Final Submission of all reports • Project presented to HR in Medeor Hospital Manesar on Discharge and Bed sore management • Got all Certificates approved and signed by the organization mentor
Linking theory (Classroom learning) with practice at your organization	• Staff may not receive adequate training on quality improvement methodologies and patient safety. • Risk Management: Applied risk management strategies in identifying root causes of non-compliance and developing mitigation plans
Gaps identified on the working area.	• Had difficulty in adapting to the new atmosphere of the organization. Hospital has a huge functional setup, to identify these functions and working was complex
Suggestions for improvement	• Better manpower and properly trained staff could bring a change in the overall functioning of the organization
Plan for the next week	• Summer training Program ends by July 30th.I have gained so much knowledge on this Organization • It was a great opportunity for me to work with the FMRI team

Signature of the Student: LITTY ANIL

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organization: Fortis Memorial Research Institute

Area/ Department/ Project of Summer Internship Program: Operations/Quality

Name of the Student: LITTY ANIL

Roll no:1736

Stream: MBA (Hospital and Health Management)

Activity Done	• My internship started at 1st May 2024 at Fortis Memorial Research Institute (FMRI), Gurugram, a multi-super specialty, quaternary care hospital with an enviable international faculty, reputed clinicians, including super-sub-specialists and specialty nurses, supported by cutting edge technology. FMRI is an advanced center of excellence in Robotic Surgery, Neurosciences, Oncology, Renal Sciences, BMT, Organ Transplants, Orthopedics, Cardiac Sciences and Obstetrics and Gynecology. • The internship started with a detailed tour of 310 bedded hospital with 15 OTs and 105 ICU beds. • I was assigned to work within the Operations department of FMRI under Dr Priyanka Kundrai (Deputy Medical Superintendent) for 1 month where I could learn all the operational process, admission process, discharge process and patient experience. I had direct one to one interaction with the inpatients of the ward of various floors and got to understand where the gaps are and what are the issues within the services provided. • I worked with the data entry operator every morning to collect data on Discharge of patients and kept a live tracking of the process of discharge. I kept a tracking on hospitals operating dashboard and ensured that the data was entered correctly in each nursing station and cross checked it with the data entry operators. I also kept a tracking on the new patients admitted to the hospital and mainly with the discharge of patients. • I kept a live tracking on the number of discharges happening per day and the TAT time involved in the completion of the entire discharge process. The discharge of a patient from a hospital involves several procedures and I kept tracking on each procedure from doctor's discharge intimation to wheel out of the patient. • During my entire process of tracking, I had a thorough conversation with the MT rooms where the doctors give the discharge intimation and
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tracking on assigned nurses for the pharmacy clearance and ensuring that the billing process has initiated and live tracking on the billing department to financial clearance and wheel out of the patient

- I had followed the entire process in one month to find out where the major gap was happening
- I started my second month of internship in the Quality department under the mentorship of Dr. Monika Patni (Head Quality Department). Quality department plays a pivotal role in maintaining and enhancing the standards of patient care and hospital services. This department is dedicated to continuous improvements in healthcare delivery, ensuring safety, efficiency and patient satisfaction.
- In the Quality Department I was given the exposure in conducting audits on live files and tracking whether the protocols are regularly updated and maintained in the files.
- In Quality department I started doing audits on bedsores management, fall prevention, needle stick audits, discharge education audits, medication audits. Through these audits I learned the various checklists that need to be followed prior to every procedure conducted on a patient.
- The quality department maintains Standard Operating Procedures (SOPs) to ensure that consistency and high standards are maintained in a hospital. I got exposure on monitoring each ward of hospital per day and track the live files to find the noncompliance in the checklist of various files. I had also ensured that the checklist is properly maintained in each file and assist the respective nurses to ensure that they are properly recorded with relevant information on each patient
- I visited patients on ICU to ensure all the safety precautions on the patients are maintained and the checklists are documented. I had gone through the MRD (Medical Record Department) to ensure that the discharged files had proper maintenance of all the necessary papers and certificates (death summary, LAMA cases). I learned the functioning of the MRD department through Mr. Rahul Kumar sir where he explained the entire process of maintaining a MRD file through a presentation
- I learned the function of Cath Lab and ensured that the checklist is maintained prior to any procedure performed and kept a live tracking on the procedures performed in the files.
- At the end of the day the reports that are collected from various departments are gathered, the audit tools are crosschecked, and the noncompliance are highlighted and presented next day morning in the meetings to ensure that the problems are rectified
- Our Head of the department also ensures that the NABH guidelines are well known by the interns prior to conducting audits. This gave us a better understanding of the guidelines that need to be followed while conducting audits.

	During our last week of Internship, we had gathered all the information collected from the hospital and presented it to the respective HODs of the departments and got approved on the projects that we have done. All the necessary paper works were done during the final days of internship and projects were presented in the form of PowerPoint to the department of FMRI and we were also privileged to present our work to HR of Medeor Hospital Manesar. On the last day of our internship our works were appreciated by mentors and peers and reflected on the successful completion of summer training internship.
Linking theory (Classroom learning) with practice at your organization	Healthcare management and operations: - We observed and participated in daily hospital operations, understanding how strategic planning is implemented. - We also gained insights into workflow optimization, resource allocation and operational efficiency by shadowing experienced administrators Communication skills: - We developed in daily interactions with healthcare professionals, patients and families using these techniques to build rapport, understand concerns and provide clear information like conducting patient satisfaction surveys, and handling complaints or feedback Strategic Planning and Leadership: - We also engage in strategic planning meetings, observe leadership in action and contribute to developing and implementing strategic initiatives. - We also learn about managing change and leading teams effectively. Collaborative Problem solving: - We involve in identifying and addressing operational challenges, quality improvement initiatives or patient care issues within their teams and apply theoretical problem-solving framework to analyze issues, generate solutions collaboratively and implement effective resolutions Conflict Management: - To encounter conflicts or disagreements within teams and learn to address them constructively. - Also apply conflict resolution techniques to facilitate productive discussions, find common ground and maintain positive working relationships Quality Measures:

	• To analyze clinical outcomes, patient satisfaction scores and other performance metrics. • Use statistical tools and software to generate reports and visualizations that guide decision -making and drive quality initiatives Implementation of Safety Protocols and Practices: • Applying classroom knowledge on infection control measures was pivotal in observing and participation in the hospitals protocols to prevent healthcare associate infections. • Understanding medication safety protocols and error reduction strategies aimed at minimizing medication errors and ensuring safe medication administration practices
Gaps identified on the working area.	Communication and Team Collaboration: • Communication breakdowns between departments emerged as a significant gap affecting care coordination and timely delivery of services, underscoring the importance of enhancing interdisciplinary collaboration. Documentation errors: • Wrongly misplaced files and wrong documentation has made trouble in various nursing stations which caused delay patients discharge process Food and Beverage complaints: • Improper communication within the food and beverage department has caused delays in delivering food timely leading to patient discomfort and complaints Patient complaint handling inefficiencies: • Lack of patient centered approach in complaint handling processes has led to feeling of disempowerment and frustration among patients Training inefficiency: • Found gap in lack of training to new employes has significantly impacted the service delivery to patients and satisfaction • Lack of Knowledge in updated procedures. • One significantly observed gap is the inefficiency in training is the absence of a formal needs assessment process to identify specific skill gaps and training requirement among staff

Suggestions for improvement	Promote Quality Improvement Initiatives: • Establish quality improvement teams to monitor key performance indicators and track clinical outcomes and implement evidence-based practices Address Regulatory Compliance: • Ensure compliance with healthcare regulations and accreditation standards through regular audits, staff training on regulatory requirements and proactive risk management strategies. • Maintain documentation and reporting systems to demonstrate adherence to standards Enhance staff Training and Development: • Invest in comprehensive training programs that address both clinical skills and soft skills such as communication and teamwork Improve communication: • Implement robust communication tools and platforms to facilitate seamless information exchange between healthcare teams • Conduct Regular meetings, joint care planning and shared decision - making Prior planning and coordination: • Prior planning in planned discharge process can lead to faster wheel out of Insurance patients.
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Signature of the Student - Litty anil

Approved by the IIHMR University's Mentor

