

SUMMER INTERNSHIP PROGRAM

at

TATA Main Hospital, Jamshedpur

From

3rd May 2024

to

2nd July 2024

A REPORT BY

Kajal Chowdhury

Master of Business

Administration (Hospital and

Healthcare management)

2023-25

under the Mentorship of

Dr. S.P. Chattopadhyay



Ref: DMH/198/2023 dt. 17.04.2024

Dated: 02.07.2024

To Whom It May Concern

This is to certify that Mr. Kajal Chowdhury has successfully completed Observation training in honorary capacity at Tata Main Hospital under Administration, Medical Services from 03-05-2024 to 02-07-2024.

Tata Main Hospital is 983 bedded Tertiary Care Hospital situated at Jamshedpur, Jharkhand and is ISO: 2015 Certified and NABH Accredited.

Dr. Chirantan Bose

Head Administration, Administration Medical Services JSR

Tata Main Hospital

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IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Kajal Chowdhury** of academic year 2023-25 of **INSTITUTE OF HEALTH MANAGEMENT RESERACH** has prepared poster with respect to his summer internship held during 3st May- 2nd July 2024.

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

Date- 22/07/2024

A handwritten signature in blue ink, appearing to read 'S.P. Chattopadhyay', with a stylized flourish at the end.

Dr. S.P. Chattopadhyay

Assistant Professor

IIHMR University, Jaipur

Operational areas of Tata Main Hospital, Jamshedpur

INTRODUCTION

TATA MAIN HOSPITAL (TMH) is the largest private sector hospital in eastern India. Tata Main Hospital (TMH), the Medical Division of Tata Steel and its eight clinics at Jamshedpur provide curative healthcare services to the employees of Tata Steel and their families. Apart from TMH and the clinics at Jamshedpur, TMH also extends its facilities to non-Tata Steel patients from Jamshedpur and its surrounding areas.

TMH was established in 1908, soon after Tata Steel was born in 1907. It is an 983-bedded, secondary care hospital equipped with modern facilities. There is one health centre (Sonari) and eight dispensaries (South Park, Kadma, Sonari and Sidhgora) located across Jamshedpur that form the peripheral centres and provide primary level healthcare.

Strength

Experienced Staff: The administration department is staffed with experienced professionals who have extensive knowledge in healthcare management.

Established Procedures: Well-established standard operating procedures (SOPs) ensure smooth operations and consistent quality.

Financial Stability: Strong financial management ensuring adequate funding for hospital operations and improvements.

Weakness

Focuses on injectable medications only, potentially overlooking trends in other forms of medications.

Relies on historical data without considering real-time adjustments or external factors that might influence future supply and demand.

SWOT ANALYSIS

Opportunities

Technology Adoption: Adoption of new technologies such as AI-driven healthcare solutions.

Training Programs: Developing comprehensive training programs to improve staff skills and reduce turnover.

Threats

Staff Absenteeism: High absent rates leads to disruptions in operations and lowers overall productivity.

Communication Gaps: Potential for miscommunication between different departments, affecting coordination and efficiency.

Organization Structure



MISSION & VISION

Mission

Consistent with the vision and values of the founder Jamsetji Tata, Tata Steel strives to strengthen India's industrial base through the effective utilization of staff and materials. The means envisaged to achieve this are high technology and productivity, consistent with modern management practices.

Vision

We aspire to be the global steel industry benchmark for Value Creation and Corporate Citizenship.



LEARNING DURING INTERNSHIP

Understanding Operations Management Efficiency and Workflow: Gain insights into how non-clinical departments contribute to overall hospital efficiency.

Interdepartmental Coordination Communication Skills: Develop skills in coordinating with various departments to ensure seamless integration of services.

Procurement: Learn about the procurement processes for necessary supplies and equipment.

Labor Relations: Understand labor relations and how to maintain a productive and motivated workforce.

Customer Service and Patient Experience Patient Satisfaction: Realize the impact of these departments on patient satisfaction and overall hospital experience.

Career Advancement Broader Perspective: Gain a broader perspective of hospital operations, which can be valuable for career advancement in hospital administration.

Networking: Build a network with professionals in various departments, enhancing career opportunities.

Usefulness of internship:

- Understand and learned how various departments operated.
- Learning from experienced healthcare professionals.

Challenges faced during hospital internship

- Collecting Data due to privacy and confidentiality
- Limited knowledge on various departments.
- Communication

PRACTICAL EXPOSURE

Standard Operating Procedures (SOPs): Familiarize yourself with SOPs for each department, ensuring that you understand and can implement them effectively.

Emergency Protocols: Learn how to handle emergencies, such as equipment failures or contamination incidents, ensuring patient safety and operational continuity.

Suggestions:

fostering a collaborative and supportive environment among staff. Encourage open communication, teamwork, and continuous improvement initiatives.

Need to train staff about time management.

Appreciation must be given to new employees to provide support, guidance and sense of familiarity.

Presented By : Kajal Chowdhury

Roll. No.: 1724

Mentor : Dr. S.P. Chattopadhyay

IIHMR University, Jaipur

MBA Hospital and Health Management

Hospital Mentor: Dr. Chirantan Bose

TATA Main Hospital, Jamshedpur

Weekly Report (1)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Medical Record Department (MRD)

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 1st

From: 03/05/2024 to 09/05/2024

Activity Done:

- Joining Formalities, Given the list of Departments which I have to work during my Internship.
- Gone through the work process of MRD (i.e., Sorting, Scanning, Uploading, Quality Check and Rearranging).
- Gone through the types of files that are being received from wards (i.e., Normal Discharge, DAMA Discharge, MLC Discharge, DAMA-MLC Discharge, Normal Deathcase).
- Gone through the legal notices that are being received in MRD (i.e., Police Warrant, Court Summoning , MLC Cases).
- Gone through the process for retrieving medical records when requested by patients(Application from the patient, Fill Request form provided by MRD, Verification of Identity(Aadhar card), Records from the storage is being retrieved by MRD, Patient is required to pay processing fees before the records are released, than the medical record is provided to patients with copies in the requested format {electronic or paper copies })

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- **Patient Privacy and Confidentiality:** Handling medical records securely, ensuring only authorized access, and educating staff on privacy protocols

- **Healthcare Regulations and Compliance:** Ensuring departmental policies align with regulatory requirements, conducting audits, and training staff on compliance.
- **Human Resource Management:** Examining strategies for recruitment, training, and retention of healthcare professionals to foster a positive work environment and improve patient outcomes.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- **Communication:** There appears to be a lack of streamlined communication channels between different departments, leading to inefficiencies and delays in patient care.
- **Regulatory Compliance:** Inadequate understanding or application of healthcare regulations and privacy laws.

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- **Implement a Unified Communication System:** Introduce a centralized communication platform or protocol to facilitate seamless information exchange between departments and improve collaboration.
- **Regular Update Sessions on Healthcare Regulations:** Schedule regular update sessions focused on changes in healthcare regulations, compliance requirements, and privacy laws

Plans for the next week:

For the upcoming week, I plan to visit Housekeeping Department.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital MRD Department while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (2)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: SUPPLY CHAIN DEPARTMENT (General Store)

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 2nd

From: 10/05/2024 to 16/05/2024

Activity Done:

- Visited office, Back office, Store room for Surgical items, Receipt Section and Inspection Area, Oxygen Cylinder Store, Cold Storage and Medical Storage.
- Learnt how to issue Good Receive Notes (GRN) and how to prepare Indent and also to place purchase order.
- Also looked upon the process of decomposing the expired medicines and vaccine.
- Attended the Monthly Expiry Meeting
- Also learnt how to make Invoice and place order for purchase Requisition (PR).
- Visited Pharmacy and looked upon the work process (i.e., OPD Pharmacy and Emergency pharmacy).
- Looked upon the different narcotics that are being used (i.e., { Fentanyl , Morphine & Pethidine_ Injection}, Fentanyl_ Patch, Morphine_ Tablet).

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- Operations Management: Exploring how concepts such as lean management and process optimization are implemented in hospital operations to enhance efficiency and patient care.
- Quality Management: Investigating the application of Total Quality Management (TQM) principles in ensuring high standards of care delivery and patient satisfaction.
- Human Resource Management: Examining strategies for recruitment, training, and retention of healthcare professionals to foster a positive work environment and improve patient outcomes.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- **Communication:** There appears to be a lack of streamlined communication channels between different departments, leading to inefficiencies and delays in patient care.
- **Resource Allocation:** Some departments seem to face challenges with resource allocation, resulting in underutilization of equipment and staff, or occasional shortages.
- **Technology Integration:** While the hospital has adopted various technologies, there are instances where outdated systems or inadequate training hinder their full utilization, impacting workflow efficiency

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- **Implement a Unified Communication System:** Introduce a centralized communication platform or protocol to facilitate seamless information exchange between departments and improve collaboration.
- **Conduct Resource Assessment:** Conduct regular assessments to identify resource needs and allocate resources effectively based on demand to optimize utilization and prevent shortages.
- **Enhance Technological Training:** Provide comprehensive training sessions for staff on existing and new technologies to ensure proficient use and maximize their potential benefits.

Plans for the next week:

For the upcoming week, I plan to visit Housekeeping Department.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital store while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (3)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: House Keeping Department

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 3rd

From: 17/05/2024 to 22/05/2024

Activity Done:

- Introducing new employees to the hospital environment, policies, and their specific roles.
- Creating work schedules that ensure 24/7 coverage of all areas, including patient room, Out Patient Department(OPD), In Patient Department(IPD), Operation Theaters(OT), Administrative Office, etc.
- Adjusting Schedules to accommodate staff vacations, sick leave and unexpected absences.
- Handling conflicts and grievances among staff through mediation & appropriate intervention
- Developing detailed cleaning protocol for different high traffic areas.
- Conducting Regular inspections of all areas to ensure cleanliness and adherence to standards.
- Collecting feedback from patients, staff, and visitors to identify areas needing improvement.
- Ensuring activities comply with local, state, and federal regulations regarding health, safety and sanitation.

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- Operations Management: Exploring how concepts such as lean management and process optimization are implemented in hospital operations to enhance efficiency and patient care.

- Human Resource Management: Examining strategies for recruitment, training, and retention of healthcare professionals to foster a positive work environment and improve patient outcomes.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- Communication: There appears to be a lack of streamlined communication channels between different departments, leading to inefficiencies and delays in patient care.
- Staff Training: Some departments seem to face challenges as staff are not trained professionally, leads to conflicts.

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- Implement a Unified Communication System: Introduce a centralized communication platform or protocol to facilitate seamless information exchange between departments and improve collaboration.
- Staff Training Assessment: Conduct regular training programs, workshops and seminars to improve skills and knowledge.

Plans for the next week:

For the upcoming week, I plan to visit Kitchen.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital housekeeping while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (4)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Hospital Kitchen

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA (HM)

Week no: 4th

From: 23/05/2024 to 30/05/2024

Activity Done:

- Introducing new employees to the hospital environment, policies, and their specific roles.
- Oversee the preparation, cooking and presentation of meals.
- Implement and monitor food safety protocols to prevent contamination and foodborne illness.
- Maintaining proper documentation and records, such as temperature logs, cleaning schedules and inspection reports.
- Ensuring the kitchen complies with all health, safety and sanitation regulations.
- Manage food inventory (i.e., vegetables, dairy product, groceries, disposables).
- Overseeing waste segregation process (i.e., wet waste and dry waste).
- Checking different machineries used kitchen.
- Conducting surveys or gathering feedback to improve meal services.
- Working closely with dietitians to ensure dietary needs.

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- Operations Management: Ensuring that right food is prepared safely, delivered on time. This involves planning, organizing, and supervising all aspects of food preparation and delivery.
- Human Resource Management: Knowledge of hiring, training, scheduling and performance evaluation of healthcare professionals to foster a positive work environment and improve patient outcomes.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- **Customer Feedback:** Limited mechanism for collecting and responding to patients and staff feedback on meals.
- **Communication and Coordination:** Poor communication between kitchen staff and other departments
- **Staff Training:** Some departments seem to face challenges as staff are not professional, leads to conflicts.

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- **Customer feedback:** Set up a feedback system and regularly review and act on feedback received.
- **Communication and Coordination:** Establish regular meetings and clear communication channels to ensure coordination
- **Staff Training Assessment:** Conduct regular training programs, workshops and seminars to improve skills and knowledge.

Plans for the next week:

For the upcoming week, I plan to visit Laundry.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital kitchen while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (5)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Hospital Laundry

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 5th

From: 01/06/2024 to 07/06/2024

Activity Done:

- Introducing new employees to the hospital environment, policies, and procedures.
- Providing training on laundry procedures, use of equipment, safety protocols.
- Creating work schedules that ensures all shifts are covered.
- Observing staff during their shifts to ensure they are following procedures.
- Observing work flow coordination (i.e., collection, sorting, washing and drying, folding and packaging, distribution).
- Inspection of cleaned items
- Tracking inventory of laundry supplies
- Observing different machineries used in laundry.
- Maintaining detailed records of maintenance activities, compliance check, training session and incident reports.
- Regularly communicating with other hospital departments to understand issues regarding laundry service.

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- **Lean Management:** Implementing lean management techniques to improve efficiency, reducing waste and enhancing value in processes.
- **Human Resource Management:** Knowledge of hiring, training, scheduling and performance evaluation of healthcare professionals to foster a positive work environment and improve patient outcomes.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- Customer Feedback: Limited mechanism for collecting and responding to patients and staff feedback on meals.
- Communication and Coordination: Poor communication between laundry staff and other departments

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- Customer feedback: Set up a feedback system and regularly review and act on feedback received.
- Communication and Coordination: Establish regular meetings and clear communication channels to ensure coordination

Plans for the next week:

For the upcoming week, I plan to visit Bio medical Department.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital laundry while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (6)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Bio-Medical Waste Management

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 6th

From: 08/06/2024 to 15/06/2024

Activity Done:

- Sorting waste at the point of generation into different categories, such as Red, Yellow, Blue and White.
- Gathering waste from various departments and transporting it to central storage area using designated containers and trolleys.
- Transporting waste to the treatment facility using dedicated vehicles designed to prevent contamination.
- Maintaining accurate records of waste generation, transportation and disposal. This includes maintaining logs, reports required by regulatory agencies.
- Implementing measures to protect workers from exposure to hazardous waste, including the use of PPE and adherence to infection control protocol.

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- Waste segregation: observing the segregation process in the hospital and learnt about different types of biomedical waste and the significance of each color.
- Documentation and Record Keeping: Importance of documentation in waste management, types of records maintained and regulatory compliance.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- Communication : Poor communication between different hospital departments regarding waste management.

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- Communication and Coordination: Establish regular meetings and clear communication channels to ensure coordination
- Staff Training Assessment: Conduct regular training programs, workshops and seminars to improve skills and knowledge.

Plans for the next week:

For the upcoming week, I plan to visit Procurement Department.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of bio medical waste while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (7)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Procurement

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA (HM)

Week no: 7th

From: 16/06/2024 to 26/06/2024

Activity Done:

- Inventory Tracking
- Item Entry
- Preparing Delivery Order (DO)
- Procurement process
- Process of bill payments to vendor
- Procuring emergency capital items
- Spares and Services

Linking Classroom Theory with Practice at Organization:

To bridge the gap between classroom learning and practical application, I focused on the following theoretically related topics:

- Quality Management: Investigating the application of Total Quality Management (TQM) principles in ensuring high standards of care delivery and patient satisfaction.
- Documentation and Record Keeping: Importance of documentation in procurement management, types of records maintained and regulatory compliance.

Gaps Identified on Working Area:

Through my observations and interactions, I identified several areas for improvement within the hospital:

- Too many glitches and bugs in the software used in the procurement department

Suggestions for Improvement:

To address the identified gaps, I propose the following recommendations:

- The procurement department needs to upgrade the software.

Plans for the next week:

For the upcoming week, I plan to visit Bio Medical Department.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of procurement department while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

Weekly Report (8)

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Administration

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Week no: 8th

From: 27/06/2024 to 02/07/2024

Activity Done:

- Collecting data for the summer internship record.
- Prepared the project
- Make it approved by head administration.

Linking Classroom Theory with Practice at Organization:

Gaps Identified on Working Area:

Suggestions for Improvement:

Plans for the next week:

Prepare the poster.

Conclusion:

Overall, this week provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital Administration while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement, I aim to make meaningful contributions to the organization during my internship tenure.

COMPILED REPORT

Name of the Organization: TATA MAIN HOSPITAL, JAMSHEDPUR

Department: Administration

Name of the Student: Kajal Chowdhury

Roll no: 1724

Stream: MBA(HM)

Activity Done:

☐ **Medical Records Department (MRD) Operations:**

- Sorting, scanning, uploading, quality check, and rearranging of medical records.
- Handling various types of discharge files (Normal, DAMA, MLC, DAMA-MLC, Normal Deathcase).
- Processing legal notices (Police Warrant, Court Summoning, MLC Cases).
- Retrieving medical records upon patient request (application, identity verification, retrieval process, fee payment, record provision).

☐ **Hospital Store Operations:**

- Familiarization with various hospital departments (office, back office, store rooms, receipt section, inspection areas, oxygen cylinder store, cold storage, medical storage).
- Issuing Good Receive Notes (GRN), preparing indents, placing purchase orders.
- Decomposing expired medicines and vaccines.
- Attendance at monthly expiry meetings.
- Overview of OPD and Emergency pharmacy workflows.
- Handling narcotics such as Fentanyl, Morphine, and Pethidine.

☐ **Housekeeping Tasks:**

- Invoice preparation and purchase requisition processes.
- Managing employee introductions, work schedules, and conflict resolution.
- Developing cleaning protocols, conducting inspections, and collecting feedback.

- Ensuring compliance with health, safety, and sanitation regulations.

☐ **Kitchen Services:**

- Overseeing meal preparation, cooking, and presentation.
- Implementing food safety protocols and maintaining documentation.
- Managing food inventory, overseeing waste segregation, and inspecting kitchen machinery.

☐ **Laundry Services:**

- Training on laundry procedures, equipment use, and safety protocols.
- Monitoring workflow coordination, inspection of cleaned items, and inventory tracking.
- Maintaining records of maintenance activities and compliance checks.

☐ **Bio-Waste Management:**

- Sorting waste into different categories (Red, Yellow, Blue, White).
- Transporting waste to central storage and treatment facilities.
- Maintaining records of waste generation, transportation, and disposal.
- Implementing safety measures and infection control protocols.

☐ **Procurement and Inventory:**

- Tracking inventory, item entry, preparing delivery orders (DO).
- Managing the procurement process, bill payments, emergency capital items, spares, and services.

Linking Classroom Theory with Practice at Organization:

☐ **Patient Privacy and Confidentiality:**

- Ensuring secure handling of medical records to maintain patient confidentiality.
- Limiting access to authorized personnel only.
- Educating healthcare staff on privacy protocols and regulatory requirements, such as HIPAA.

☐ **Healthcare Regulations and Compliance:**

- Aligning departmental policies with regulatory requirements to ensure compliance.
- Conducting regular audits to monitor adherence to healthcare regulations.
- Training staff on compliance procedures to mitigate risks and ensure quality care delivery.

☐ **Human Resource Management (HRM):**

- Developing strategies for effective recruitment, training, and retention of healthcare professionals.
- Creating a positive work environment to enhance employee satisfaction and improve patient outcomes.
- Implementing performance evaluation and scheduling practices to optimize staffing levels and workflow efficiency.

☐ **Operations Management:**

- Implementing lean management principles to streamline hospital operations.
- Optimizing processes such as food preparation and delivery to ensure safety, quality, and timeliness.
- Supervising all aspects of operations to enhance efficiency and patient care.

☐ **Quality Management:**

- Applying Total Quality Management (TQM) principles to maintain high standards of care delivery.
- Improving patient satisfaction through continuous quality improvement initiatives.
- Ensuring adherence to quality standards and regulatory requirements.

☐ **Waste Management:**

- Implementing proper waste segregation practices in accordance with regulatory guidelines.
- Managing different types of biomedical waste and understanding their significance.
- Maintaining accurate documentation to ensure regulatory compliance in waste management practices.

☐ **Documentation and Record Keeping:**

- Emphasizing the importance of comprehensive documentation in various healthcare management aspects.
- Documenting processes related to waste management, procurement, and regulatory compliance.
- Ensuring records are maintained accurately and securely to support operational efficiency and legal requirements

Gaps Identified on Working Area:

☐ **Communication:**

- There is a lack of streamlined communication channels between different departments, causing inefficiencies and delays in patient care.
- Poor communication hinders information flow and coordination among staff members.
- Implementing structured communication protocols and regular meetings can improve collaboration and patient care outcomes.

☐ **Regulatory Compliance:**

- There is inadequate understanding or application of healthcare regulations and privacy laws.
- Staff training on regulatory requirements is essential to ensure compliance and prevent legal risks.
- Regular audits and updates to policies are necessary to maintain regulatory adherence.

☐ **Resource Allocation:**

- Some departments face challenges with resource allocation, resulting in underutilization or occasional shortages of equipment and staff.
- Optimizing resource management processes can enhance efficiency and ensure adequate resource availability.

☐ **Technology Integration:**

- While the hospital has adopted various technologies, outdated systems or inadequate training hinder their full utilization.
- Upgrading systems, providing comprehensive training, and ensuring technical support are crucial to maximizing technology benefits and workflow efficiency.

☐ **Staff Training:**

- There are challenges in some departments due to inadequate professional training of staff, leading to conflicts and inefficiencies.
- Investing in ongoing training programs and professional development can improve staff competence and teamwork.

☐ **Customer Feedback:**

- There is a limited mechanism for collecting and responding to patient and staff feedback, particularly regarding meals.
- Establishing a structured feedback system and regular review processes can enhance service quality and satisfaction.

☐ **Communication and Coordination:**

- Poor communication between kitchen staff and other departments affects coordination and service delivery.

- Establishing clear communication channels and regular meetings can improve coordination and streamline operations.

☐ **Waste Management:**

- There are communication gaps between different hospital departments regarding waste management.
- Improving communication and implementing clear protocols can enhance efficiency and compliance in waste management practices.

☐ **Procurement Software Issues:**

- Glitches and bugs in the software used in the procurement department are causing operational inefficiencies.
- Addressing software issues promptly through IT support and system upgrades is essential to streamline procurement processes.

Suggestions for Improvement:

☐ **Communication:**

- Establish streamlined communication channels between departments through regular meetings and clear protocols.
- Implement a centralized communication platform or software to facilitate real-time information sharing.

☐ **Regulatory Compliance:**

- Conduct regular training sessions on healthcare regulations and privacy laws for all staff members.
- Implement robust compliance monitoring and auditing processes to ensure adherence to regulatory requirements.

☐ **Resource Allocation:**

- Conduct regular assessments to optimize resource allocation based on departmental needs and patient demand.
- Implement a system for proactive inventory management to prevent shortages and minimize underutilization.

☐ **Technology Integration:**

- Upgrade outdated systems and provide comprehensive training to staff on existing and new technologies.

- Ensure ongoing technical support and maintenance to maximize the efficiency of technology systems.

☐ **Staff Training:**

- Develop and implement professional training programs to enhance skills and teamwork among staff.
- Foster a culture of continuous learning and development to adapt to changing healthcare demands.

☐ **Customer Feedback:**

- Establish a structured feedback system for patients and staff to provide input on services, particularly regarding meals.
- Regularly review feedback and take action to address concerns and improve service quality.

☐ **Communication and Coordination:**

- Improve communication between kitchen staff and other departments through regular meetings and shared communication channels.
- Clarify roles and responsibilities to enhance coordination and ensure seamless service delivery.

☐ **Waste Management:**

- Enhance communication and collaboration between hospital departments involved in waste management.
- Implement standardized protocols and training to ensure proper segregation, handling, and disposal of biomedical waste.

☐ **Procurement Software Issues:**

- Address software glitches and bugs promptly through IT support and system updates.
- Ensure staff training on using procurement software effectively to streamline procurement processes.

Conclusion

Overall, the two months of summer internship provided invaluable learning opportunities, allowing me to witness firsthand the complexities of hospital administration while also identifying areas for enhancement. By actively linking classroom theory with practical experiences and offering constructive suggestions for improvement,

the summer internship in hospital administration has provided valuable hands-on experience and deepened understanding of the complexities involved in managing a healthcare facility. Addressing the identified challenges and implementing the suggested improvements will contribute to achieving higher standards of care delivery, regulatory compliance, and operational excellence in the hospital setting. Continued dedication to learning and adapting to changes in the healthcare landscape will be essential for future success and growth.

Signature of the Student

Approved by the IIHMR University's Mentor

