

Annexure F

SUMMER INTERNSHIP PROGRAM

At
NAGPUR

(GANGA CARE HOSPITAL. LTD)

From (6/05/2024) to (5/07/2024)

A REPORT BY

Divya Parag Bhandarkar

Master of Business Administration

(MBA-HOSPITAL & HEALTH MANAGEMENT)

2023-25

under the Mentorship of

Dr.Kunal Rawal



Annexure A

Completion Certification from the Organization CERTIFICATE

This is to certify that Dr./Mr./Ms. DIVYA PARAG BHANDARKAR of 2023- 2025 of GANGA CARE HOSPITAL NAGPUR has worked with our organization for his/her summer internship from 6/05/2024 to 5/07/2024.

The overall performance shown by him/her during the period was excellent/good/average.

This certificate is being issued to meet the requirements of the IIHMR University.

Date: 5/7/2024.

Name: DR. ASHISH KINDARLE

Designation: MEDICAL SERVICE

Seal/Stamp of the Organization



IIHMR University Faculty Mentor Approval

This is to certify that Dr./Mr./ Ms Divya Parag Bhandarkar of academic year 2023-25 of INSTITUTE OF HEALTH MANAGEMENT RESEARCH has prepared a poster with respect to his/her summer internship held during May-June 2024.

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

Date: 23/07/2024

A handwritten signature in black ink, appearing to read 'Dr. Kunal Rawal', with the date '23/7/24' written below it.

Dr. Kunal Rawal

Associate Professor
IIHMR University Jaipur



DISCHARGE PROCESS IN HOSPITAL PRESENTED BY – DIVYA PARAG BHANDARKAR MBA 1ST YEAR (HM)

ABOUT HOSPITAL

Care Hospitals Nagpur, is one of the best hospital in Nagpur, Maharashtra. The hospital was established on 19th November 2006 with an aim of providing the best medical facilities to the citizens of the state. Ganga Care Hospital is Multi Super Specialty facility including 105 beds dedicated to critical care and 4 dedicated operation theatres, offering seamlessly integrated health care service to patients and became the youngest in India to achieve the prestigious NABH accreditations.

VISION

To be a trusted, people-centric integrated healthcare system as a model for global healthcare.

MISSION & VALUES

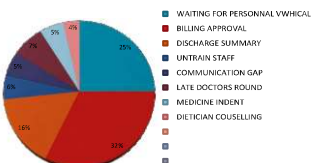
To provide the best and cost-effective care, accessible to every patient through integrated clinical practice, education and research.

Values: Transparency, Teamwork, Empathy & compassion, Excellence, Education, Equity, Mutual trust and respect

USEFULNESS OF INTERNSHIP

- It helped me in understanding how the hospital as a system works.
- It helped me gain knowledge about the functioning of the various departments of the hospital.
- It helped me to put my theoretical knowledge into practice. It helped me to understand the importance of audits in improvement of quality of services

REASON FOR DELAY



ANALYSIS DATA

- A total of 60 samples were taken for the study during the period of study 25-05-2024 to 8-06-2024. During the period of study there was a total of 260 discharges in out of which 60 were taken for the study
- Out of the 60 samples 43 were Planned discharges and 17 were unplanned discharges
- Oncology and nephrology department had the highest recorded number of cases with 24 out of the samples
- The average consultation time was 9:30 am even in case of planned discharges
- TAT – discharge confirmation to claim approval was calculated it was observed that it took on an average of **5 hours 25 minutes**
- Most of the patients got discharged post 4pm even in case of planned or unplanned discharges
- There was not much of a difference in between the time taken in planned and unplanned discharges

OBJECTIVE

- To study the process of discharge of patients from hospital
- To study the factors involved in the process of discharge
- To find out the factors leading to delay of discharge
- To study the role and responsibilities involved in the hospital during the discharge process

METHODOLOGY:-

The study was based on the observations made of the discharge processes and gathering the feedback from patients the sample size was 60 patients for the period two WEEK for making recommendations, several guidelines were referred.

STRENGTHS

- Making the well-planned schedule and sticking to it.
- Ability to handle large number of workers.
- Being able to form a picture of the project in your mind in order to work efficiently.
- Being able to manage the supply and workforce efficiently.

OPPORTUNITIES

- Technological advancement in healthcare sector.
- Adequate research facilities.
- Academic growth
- Covering international market

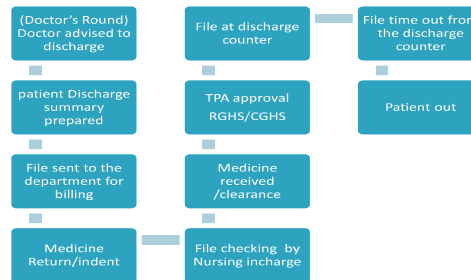
WEAKNESSES

Lack of EMR and Digitalization in consultants, Long OPD wait times

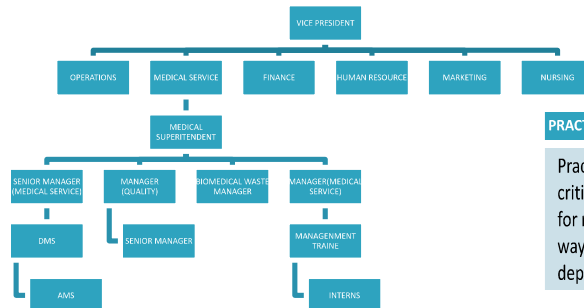
THREATS

Seasonal variation affects the potential patient volume Hospital has comply with highway authority rules & regulations

DISCHARGE PROCESS FLOW



ORGANISATION STRUCTURE



TAT OF DISCHARGE PROCESS

Discharge confirmation to claim approval was calculated and it was observed that, it took on an average of **5 hours 25 minutes**

LEARNING

- The communication skill also became better after working in the HOSPITAL
- Nothing down complaints from the patients was part of the everyday routine. Coordinate with each HOD regarding patient complaints, ensure the issue has been sort
- Learned how to manage and clarify issues in various processes in hospitals like Admission and Discharges
- Learned about importance of file auditing and ,Medico legal cases.
- Learned how to analyze the data regarding the discharge of patient.
- During my project learned the importance of timely discharge and patient satisfaction.

SUGGESTION

- Establishing a specialized group to handle the "discharge of IPD patients working closely or from the same point of assessment (or area)"
- Increased teamwork is necessary to decrease the frequency of discharge delays.
- Appropriate training to ensure that the nursing staff is proficient in using the system.
- The doctors should arrive on schedule.
- The billing process has to start much earlier.
- Effectively manage the inventory of beds
- Automate the process of discharging
- For Early discharge planning: A discharge summary should be ready for every scheduled discharge.

CHALLENGES

- It was difficult to keep track of so many things and to stick to a daily schedule.
- It was difficult to coordinate and collaborate with different departments, like finance and nursing.
- Juggling many priorities and tasks was difficult and called for excellent organizational abilities.
- Running behind the staff to get exact documents of discharge timing was a quite challenging task.

PRACTICAL EXPOSURE

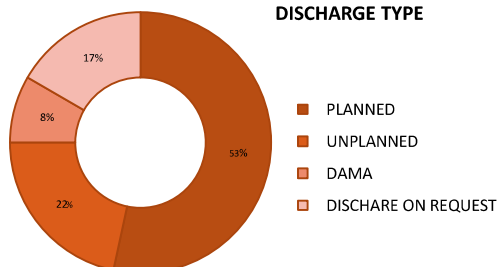
Practical knowledge helps us face the critical and complexity of the situation for real and deal it with your own ways which helps us understand the depth of the situation.

THEROTICAL KNOWLEDGE

Theoretical work is important to understand the fundamental concepts and have know-how about how something works and its mechanism.



DISCHARGE TYPE



Under the guidance of Mentor
Dr. Kunal Rawal
(University Mentor) &
Dr. Ashish Kindarle (Organization Mentor)

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 **Stream:** MBA(HM)1st year Sec (A)

Week no: 1
From:.....6/5/24.....**to:**.....11/5/24.....

Activity Done	Orientation of Hospital Observation and learn of Laboratory management and staffing pattern Observation of Radiology management like 5 point register, contract injection Observation and learn of CSSD like testing pattern and documentation Learn study of organ transplant and legal process of organ transplant learn about rotto ,notto website Learn the medical documents including pathways
Linking theory (Classroom learning) with practice at your organisation	Man power planning All act

Gaps identified on the working area.	
Suggestions for improvement	Read about Organisation Act
Plan for the next week	Learn about ICU management General ward

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 **Stream:** MBA(HM)1st year Sec (A)

Week no: 2
From:.....13/5/24.....**to:**.....18/5/24.....

Activity Done	Learn and observe ICU Management Learn about general ward management Observation and learn about ECG And TMT department Observation and learn about EMG And EEG Department Documentation of MOM Code blue documentation
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management

Gaps identified on the working area.	Consultant documentation X ray and CT scan is in first floor,it should be in ground floor,which is difficult for ER patient In CSSD department there is no incharge in department
Suggestions for improvement	Improving in man power and duty rotation
Plan for the next week	Starting project about consultant visiting hour and regulations of visiting in department

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 Stream: MBA(HM)1st year Sec (A)

Week no: 3 **From:**.....20/5/24.....**to**.....25/5/24.....

Activity Done	Complete The project about consultant visiting hour and regulations of visiting in department Observation of cathlab management
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management
Gaps identified on the working area.	Consultant documentation ,RMO Handover documentation is not proper

Suggestions for improvement	Explain the problem about RMO Handover sheet
Plan for the next week	Starting the next project on discharge process of hospital

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 **Stream:** MBA(HM)1st year Sec (A)

Week no: 4
From:.....27/5/24.....**to:**.....1/6/24.....

Activity Done	Continue the project of discharge process of hospital EMR training of consultant done Observation of endoscopy department Observation of MRD
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management

Gaps identified on the working area.	Time management
Suggestions for improvement	Improvement in CSSD man power and management
Plan for the next week	Complete the project of discharge process

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 **Stream:** MBA(HM)1st year Sec (A)

Week no: 5
From:.....3/6/24.....**to:**.....8/6/24.....

Activity Done	Complete the project of discharge process of hospital Observation of MRD
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management
Gaps identified on the	Time management

working area.	
Suggestions for improvement	Time management improvement in discharge process
Plan for the next week	Learn and observe more about Hospital operational management

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695 **Stream:** MBA(HM)1st year Sec (A)

Week no: 6
From:.....10/6/24.....**to:**.....15/6/24.....

Activity Done	Learn about the auditing of medical records Observe the code blue process pre and post Learn about KPI of department and it's important
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management

Gaps identified on the working area.	Time management
Suggestions for improvement	Time management
Plan for the next week	Learn and observe more about Hospital operational management

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695

Stream: MBA(HM)1st year Sec (A)

Week no: 7

From:.....17/6/24.....**to:**.....22/6/24.....

Activity Done	Learn about the how to audit active and passive files CPR auditing Auditing of lab cholecystectomy management
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management

Gaps identified on the working area.	Time management
Suggestions for improvement	Time management
Plan for the next week	Learn and observe more about Hospital operational management

Annexure-E

Reporting Format (Weekly)

Name of the Organisation: Care Hospital Nagpur

Area/ Department/ Project of Summer Internship Program: Clinical operational management

Name of the Student: Miss.Divya Parag Bhandarkar

Roll no: 1695

Stream: MBA(HM)1st year Sec (A)

Week no: 8

From:.....24/6/24.....**to:**.....29/6/24.....

Activity Done	Consultant agreement mangement CPR auditing Audit of clinical pathway
Linking theory (Classroom learning) with practice at your organisation	All hospital service as I learned in theory saw in practical bases like how they work and there management

Gaps identified on the working area.	Time management
Suggestions for improvement	Time management and complete the clinical pathway
Plan for the next week	Learn and observe more about Hospital operational management

Compiled Reporting Format

Name of the Organisation: Care hospital Nagpur

**Area/ Department/ Project of Summer
Internship Program:**

Clinical operational department

Name of the Student: Miss. Divya Parag
bhandarkar

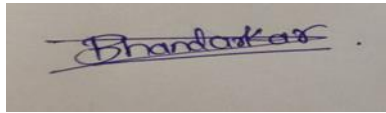
Roll no: 1695

Stream: MBA-HM-28

Activity Done	Week 1: Orientation, observation of laboratory, radiology, and CSSD departments, understanding organ transplants and medical documentation. Week 2: ICU and general ward management, ECG, TMT, EMG, EEG departments, documentation of meetings and code blue procedures. Week 3: Project on consultant visiting hours and departmental regulations, observation of Cath lab management. Week 4: Completion of visiting hour project, started discharged process project, EMR training for consultants, observation of endoscopy and medical record department (MRD). Week 5: Completion of discharge process project, continued observation of MRD. Week 6: Medical record auditing, code blue process observation, departmental KPIs and their significance. Week 7: Active and passive file auditing, CPR auditing, cholecystectomy management audit. Week 8: Consultant agreement management, CPR auditing, clinical pathway audit.
Linking theory (Classroom learning) with practice at your organisation	Man power planning, all medical acts learning, All hospital service as I learned in theory saw in practical bases like Bases like how they work and there management.

Gaps identified on the working area.	Consultant Documentation ,CT SCAN is in first floor ,it should be in ground floor, which is difficult for ER patient ,In CSSD department there is no incharge in Department, incomplete RMO handovers document, Time Management
Suggestions for improvement	Improvement in Man power and Duty Rotation, improvement in CSSD Man power and Managenment,Time Management improvement in discharge process.

Signature of the Student



Approved by the IIHMR University's Mentor

