

SUMMER INTERNSHIP PROGRAM
at
SRI AUROBINDO INSTITUTE OF
MEDICAL SCIENCE (SAIMS), INDORE

From 06/05/24 to 05/07/24

A REPORT BY

BHAVIKA GULATI

Master Of Business Administration

(Hospital And Health Management)

2023-25

under the Mentorship of

Dr TRIPTI BISAWA





INTERNSHIP COMPLETION CERTIFICATE

This is to certify that Dr. BHAVIKA GULATI of (batch MBA HM-28) of IIHMR UNIVERSITY has got Training of Quality Department in our organization for her summer internship from 06.05.2024 to 05.07.2024. The overall performance shown by her during the period was excellent. This certificate is being issued to meet the requirements of the IIHMR University.

Date: 05.07.2024


DR NILESH BINJWA
Manager

(Hospital Administration
Patient safety officer – NABH)
**SRI AUROBINDO INSTITUTE
OF MEDICAL SCIENCE**



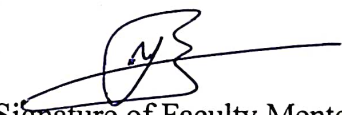
Seal/Stamp of the Organization

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Bhavika Gulati** 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 presentation.

Date: 22/07/2024

A handwritten signature in black ink, appearing to be 'Dr. Tripti Bisawa', written over a horizontal line.

(Signature of Faculty Mentor)

Dr. Tripti Bisawa

Professor

IIHMR UNIVERSITY, JAIPUR



Sri Aurobindo
Hospital, Indore



BRIEF INTRODUCTION & HISTORY OF ORGANIZATION

Sri Aurobindo Hospital in Indore is a premier healthcare institution in central India that provides high-quality medical care to patients from across the region. The institute was established by Dr Vinod Bhandari in 2003. It is named after the Indian yogi and philosopher Sri Aurobindo. SAIMS also has the largest campus among medical colleges in Madhya Pradesh.

VISION

To become a premier institute of quality of education & provision of health care services in India.



**HEART
COMMAND**

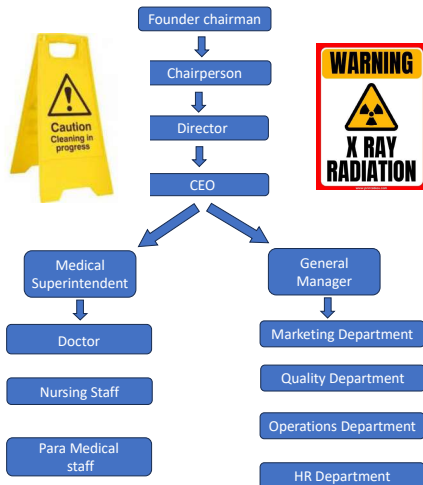


MISSION

To achieve optimization & flexibility in utilizing the available resources as well as harnessing modern education technology tools to facilitate quality education and pedagogy to the students to achieve patient focused care, provide community service & engagement in research.



ORGANISATION STRUCTURE



STRENGTH:

- Enhanced Patient Navigation, reducing stress and improving the overall experience.
- Continuous development programs for training

OPPORTUNITIES:

- Access to grants and funds for patient care.
- Significant emphasis on the Ayushman Bharat scheme.
- Enhancing patient engagement and satisfaction through various camps.

SWOT

WEAKNESS:

- Signages are not present appropriately wrt location.
- Poor documentation practices affecting quality.
- Inconsistent data collection and reporting practices

THREAT:

- Rapid technological advancements outpacing the hospital's ability to implement and adapt.
- Due to the remote location of the camp, many patients did not return for follow-up care.
- Patient satisfaction



AIM

To assess the effectiveness of hospital signage in navigation and to improve patient and visitor experience overall and make navigating a medical facility easier

BRIEF OF THE PROJECT

To evaluate how easily hospital signs can be seen and read by patients and visitors of various demographics. Whether the signage is appropriate in terms of size, font, color, and location. Additionally, to gather feedback from visitors and patients to understand their experiences and determine if the signage is indeed helpful in providing clear directions and improving their overall hospital experience.

USEFULNESS OF INTERNSHIP

- To prepare for the NABH inspection, I visited each department under the quality head and learned about hospital signages.
- Organized a mega health camp where I counseled patients, maintained OPD data, managed crowd and accommodation arrangements for medical staff.

LEARNING DURING INTERNSHIP

- Conducting audits to identify gaps and areas for improvement.
- Ensuring all patient records are complete, and systematically organized.
- Conducting regular safety inspections of the hospital premises.

CHALLENGES FACED DURING INTERNSHIP

- Effective communication inter-departments.
- Performing internal audits to identify gaps and areas for improvement in detail.
- Proper signages was not there for patients in the camp.

SUGGESTIONS

- Implement training programs to enhance staff proficiency with modern tech.
- Proper signages for each location.
- Bed side calling system for patient.
- Improve TAT, especially at Pharmacies.
- Enhanced documentation practices and ensured accurate record entry.



THEORETICAL UNDERSTANDING

- Quality Improvement Frameworks and Methodologies
- Healthcare Standards and Accreditation
- Patient Safety and Risk Management

PRACTICAL EXPOSURE

- Process Improvement Initiatives
- Auditing and Compliance
- Patient and Staff Surveys
- Data Collection and Analysis
- Documentation and Reporting



Presented by : Bhavika Gulati
(Roll No.: 1696)

Under the guidance of
Organization Mentor – Dr Nilesh
Faculty Mentor-Dr Tripti

WEEKLY REPORT – 1

NAME OF THE ORGANISATION: SAMIS

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM: MBA-HM (SEC A)

WEEK NO: 1

FROM: 6/05/2024

TO: 11/05/2024

ACTIVITY DONE	- Interacted with the heads of the quality department - Join quality department under Dr. Nilesh Sir. - Visited the infrastructure and actively participated in the ongoing mega camp project at joura, providing valuable insights and contribution to its progress and operations.
LINKING THEORY WITH PRACTICE AT ORGANISATION	- Implemented effective communication strategies to ensure coordination between team members during the visit to the infrastructure and project involvement at the joura mega camp. - Applied the principle of management by actively engaging in project planning, organizing and supervision to optimize resource utilization.
GAP IDENTIFIED ON THE WORKING AREA	A potential gap identified during the hospital visit and project involvement was in the coordination between different department and teams involved in the mega camp project at joura. This gap hindered efficient communication and collaboration, resulting in delays or mismanagement of tasks.
SUGGESTIOM FOR IMPROVEMENT	To address the coordination issue and improve public convenience at the overcrowded departments, it is suggested to implement a structured crowd management plan. This plan should include the provision of additional facilities such as water stations, washroom strategically placed throughout the department to better accommodate the needs of the visitor
PLAN FOR THE NEXT WEEK	Continuation of the planning and management of the mega camp

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIHMR MENTOR

WEEKLY REPORT – 2

NAME OF THE ORGANISATION: SAMIS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO.: 1696

STREAM: MBA HM (SEC A)

WEEK NO: 2

FROM: 13/05/2024

TO: 18/05/2024

ACTIVITY DONE	Continued preparation for the mega camp by organizing the travel arrangement for participants, creating date wise excel lists for accommodation and travel, and ensuring availability of necessary materials for the whole week Coordinate with department professionals for each task, providing detailed lists in advance, ensuring smooth execution.
LINKING THEORY WITH PRACTICE AT ORGANISATION	Implemented effective communication channels to coordinate with department professionals for organizing travel arrangement and accommodation lists for the Joura mega camp participants. Applied principles of management by efficiently delegating tasks and ensuring timely submission of reports to the mentor. Demonstrated positive organizational behavior by fostering collaborations and team work among team members to achieve common goal.
GAP IDENTIFIED ON THE WORKING AREA	A potential gap identified in the working area is the lack of centralized coordination and communication between department responsible for organizing travel arrangement and accommodation for participants of the mega camp. This gap could lead to inconsistencies in the preparation of lists and material needed for the event ,potentially causing delays or oversights in ensuring a smooth experience for participants
SUGGESTION FOR IMPROVEMENT	To create a central system to handle the travel and accommodation for the mega camp. We can make a shared document where all the department can see and edit the information instantly
PIAN FOR THE NEXT WEEK	Visit to the joura monera camp. Preparing FAQ'S for the project

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIMMR MENTOR

WEEKLY REPORT – 3

NAME OF THE ORGANISATION: SAMIS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM: MBA HM (SEC A)

WEEK NO: 3

FROM: 20/05/2024

TO: 26/05/2024

ACTIVITY DONE	Visited the mega camp and performed various activities including patient counseling, crowd management, and coordination of departments including staff and doctors. Collected daily OPD information from all departments, prepared attendance lists, and compiled various lists to ensure the camp's success. Received appreciation from seniors for our efforts. Upon returning from the camp, gathered all reports, analyzed the data, and contacted patients who required further referral to hospitals
LINKING THEORY WITH PRACTICE AT ORGANISATION	Communication Theory was exemplified through clear patient counseling, departmental coordination, and data collection, promoting mutual understanding and task efficiency. Principles of Management, guided effective crowd management, departmental coordination, and data analysis, ensuring optimal resource utilization and camp success. These activities directly contributed to the Essentials of Hospital Services by providing patient-centered care, efficient management, and quality assurance.
GAP IDENTIFIED ON THE WORKING AREA	A potential gap identified is the need for improved coordination and communication channels between departments during the mega camp activities. While effective communication and coordination were demonstrated in patient counseling, data collection, and departmental coordination, there may still be room for enhancement. Secondly the imbalance between patient flow and staff, resulting in potential challenges in providing timely care and managing patient needs effectively. This imbalance can lead to increased wait times, compromised patient satisfaction, and potential strain on staff resource
SUGGESTION FOR IMPROVEMENT	Improve coordination during mega camp activities, implementing a comprehensive communication strategy is recommended. This strategy could include regular meetings or briefings to ensure all departments are aligned on objectives and tasks. Additionally, assigning clear roles and responsibilities to team members and establishing protocols for feedback and information dissemination can further improve coordination
PLAN FOR THE NEXT WEEK	Starting for a new project.

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIHMR MENTOR

WEEKLY REPORT – 4

NAME OF THE ORGANISATION: SAMIS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM-MBA HM (SEC A)

WEEK NO: 4

FROM: 27/05/2024

TO: 1/06/2024

ACTIVITY DONE	Created a spreadsheet to track attendance of all staff and submitted it to the HR department. Developed a separate list detailing the incentives awarded to staff, ensuring clarity on the different incentives provided. Following my mentor's suggestion, I created a comprehensive summary of the Joura Morena mega camp, detailing the entire process from start to finish including what are challenges we faced Prepared a set of FAQs for my cancer project and discussed them with my mentor.Compiled detailed notes based on the discussion to refine and improve the project.
LINKING THEORY WITH PRACTICE AT ORGANISATION	Attendance tracking and incentive management reflect HRM practices focused on monitoring staff performance, recognizing efforts, and ensuring clarity in reward systems, which boost morale and productivity. Promotional activities for the Joura Morena camp aligned with marketing management theories, utilizing strategic promotion to attract participants and ensure the camp's success. Effective planning, organizing, leading, and controlling were demonstrated in tracking attendance, managing incentives, and summarizing the mega camp. These principles ensured efficient resource utilization and project success.
GAP IDENTIFIED ON THE WORKING AREA	While creating attendance and incentive lists, developing project summaries, and preparing FAQs were effectively managed, the process highlighted potential inefficiencies in information sharing. This gap can lead to delays in updating records, miscommunication of staff incentives, and slower response times in addressing challenges and refining projects. Strengthening these aspects can further streamline operations and improve overall project execution and team collaboration.
SUGGESTION FOR IMPROVEMENT	Implement a centralized digital platform for tracking attendance and incentives to streamline data management and enhance accessibility for HR and staff members. This will improve efficiency and reduce manual errors in data submission and retrieval. Establish a regular feedback mechanism provide ongoing training and development opportunities for staff members
PLAN FOR THE NEXT WEEK	Visting to the Nagda camp

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIMMR MENTOR

WEEKLY REPORT – 5

NAME OF THE ORGANISATION: SAMIS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM-MBA HM (SEC A)

WEEK NO: 5

FROM: 3/06/2024

TO: 8/06/2024

ACTIVITY DONE	Visited SAIMS, Heart command centre and MOHAK hospital. Written a brief report regarding Bariatric and IVF treatment. Also, about the whole visit of the patient from entry to exit including all departments. Visited the scheme counter to understand the working of various health scheme like ayushman,,ESIC,CGHS and many more which are running in the hospital. Learned about the eligibility criteria for these scheme and the process involved for patients to benefit from them .
LINKING THEORY WITH PRACTICE AT ORGANISATION	The visit to the scheme counter and understanding of health schemes like Ayushman, ESIC, and CGHS provided practical insights into health policy implementation. This aligns with theoretical knowledge about public health programs and patient eligibility criteria.
GAP IDENTIFIED ON THE WORKING AREA	Lack of sufficient human resources in the various scheme department Lack of communication inter department.
SUGGESTION FOR IMPROVEMENT	Improve TAT in the Ayushman department Introduce bed on wheels.
PIAN FOR THE NEXT WEEK	Prepare project under SIP

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIHMR MENTOR

WEEKLY REPORT – 6

NAME OF THE ORGANISATION: SAIMS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM: MBA HM (SEC A)

WEEK NO: 6

FROM: 10/06/2024

TO: 15/06/2024

ACTIVITY DONE	Conducted research on the project work and consulted with patients for insights and validation. Visited the hospital with the quality department to check and evaluate the signage for compliance and effectiveness. Additionally, actively participated in the ongoing camp, contributing to various tasks and ensuring smooth operations.
LINKING THEORY WITH PRACTICE AT ORGANISATION	Essentials of Hospital Services: During the hospital visit with the quality department, I applied principles of hospital management and quality assurance. Research Methods: Conducting research on the project and consulting with doctors for insights utilized fundamental research methodologies. This involved gathering data.
GAP IDENTIFIED ON THE WORKING AREA	A significant gap identified is the extended waiting time for patients, which is compounded by poor crowd management. Additionally, the quality standards for both patients and attendants are inadequate, leading to inconvenience.
SUGGESTION FOR IMPROVEMENT	Proper maintenance of quality standards set by NABH Deploy additional staff or volunteers specifically trained in crowd control to guide patients and attendants, ensuring orderly movement and minimizing congestion in waiting areas.
PLAN FOR THE NEXT WEEK	Completion of the project and preparing for the next camp

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIHMR MENTOR

WEEKLY REPORT – 7

NAME OF THE ORGANISATION: SAMIS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM-MBA HM (SEC A)

WEEK NO: 7

FROM: 17/06/2024

TO: 22/06/2024

ACTIVITY DONE	I visited both the Outpatient Department (OPD) and Inpatient Department (IPD) to collect responses for the project questionnaires. Following this, I discussed the project report with my mentor to receive further guidance on the next steps. Additionally, I prepared IEC materials for the upcoming health camp. To ensure compliance with NABH standards, I inspected the Operation Theatre (OT), Intensive Care Unit (ICU), and General Intensive Care Unit (GICU)
LINKING THEORY WITH PRACTICE AT ORGANISATION	Research Methods: The visits to IPD and OPD for data collection from patients and their attendants exemplify practical application of research methodologies. This hands-on approach aids in gathering qualitative and quantitative data crucial for advancing the project. Essentials of Hospital Management: Taking rounds of the hospital with the quality department head in preparation for the NABH visit highlights the application of hospital management principles. This activity ensures compliance with standards and improves hospital operations, reflecting the critical elements of quality assurance and patient care in hospital management
GAP IDENTIFIED ON THE WORKING AREA	There is a need for more efficient ways to collect data in IPD and OPD to avoid disturbing patients and their attendants The hospital rounds for NABH preparation highlighted that some areas need improved compliance and documentation to meet quality standards effectively. There should be improved hospital signages
SUGGESTION FOR IMPROVEMENT	Updated the signages as per location Use digital signages for patients and attender for awareness.
PLAN FOR THE NEXT WEEK	Completion of the project

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIHMR MENTOR

WEEKLY REPORT – 8

NAME OF THE ORGANISATION: SAIMS (INDORE)

AREA/DEPARTMENT /PROJECT OF SUMMER INTERNSHIP PROGRAMME: QUALITY DEPT

NAME OF THE STUDENT: BHAVIKA GULATI

ROLL NO. : 1696

STREAM-MBA HM (SEC A)

WEEK NO: 8

FROM: 24/06/2024

TO: 28/06/2024

ACTIVITY DONE	Completed the project and finalized it with the organization mentor. Presented the project and received feedback. Completed the poster and present it to the mentor Check the signage's of each floor. Meet with other faculty member of the hospital and build the connection with them.
LINKING THEORY WITH PRACTICE AT ORGANISATION	Essential of hospital services :Checking the signage on each floor aligns with maintaining a well-organized and accessible hospital environment, crucial for patient and staff navigation.
GAP IDENTIFIED ON THE WORKING AREA	In the developing area, there is no signages. Signage are not effective for illiterate people
SUGGESTION FOR IMPROVEMENT	Proper signages with appropriate font and color. Few more pictorial signages
PLAN FOR THE NEXT WEEK	NIL

SIGNATURE OF THE STUDENT

APPROVED BY THE ORGANIZATION MENTOR

APPROVED BY IIMMR MENTOR

COMPILED REPORT

INTRODUCTION:

In this report, I describe my summer internship in the marketing department of SRI AUROBINDO INSTITUTE OF MEDICAL SCIENCE. Dedicated to providing patients with the best possible care and safety, SAIMS is a well-known healthcare institution in India. From May 6 to July 5, I had the invaluable opportunity to get personal understanding of the intricate inner workings of hospital marketing management through my internship.

Project I prepared was aimed at EFFECTIVENESS OF SIGNAGES in the hospital. For this project, I gathered information about the hospital signages, analyzed data and created a questionnaire. Next, I conducted a survey to gauge awareness about signages and provided suggestions to improve it. Another important part of my internship was visiting several outfield camps and preparing for them.

My insightful summer internship at SAIMS Quality Department has significantly expanded my knowledge of Quality management. This report provides a comprehensive summary of the experiences, learnings, and contributions I made throughout the internship. It demonstrates how I put my academic knowledge to use in practical situations and honed the essential skills required to pursue a career in healthcare administration.

Name of the Organization: SAIMS, Indore

Area/ Department/ Project of Summer Internship: Quality Department

Name of the student: Bhavika Gulati

Roll no. 1696

Stream: MBA hospital and health Management

ACTIVITY DONE:

EFFECTIVENESS OF HOSPITAL SIGNAGES -

Introduction-

Hospital signages are visual communication tools specifically designed to guide, inform, and manage the movement of patients, visitors, and staff within a healthcare facility. These signs serve multiple purposes, from directing people to various departments to providing critical safety information.

Hospital signages play a critical role in guiding patients, visitors, and staff through the complex layouts of healthcare facilities. Effective signages contribute to the overall patient experience, safety, and operational efficiency. They provide clear, concise, and accessible information that helps reduce anxiety, streamline navigation, and enhance the overall service delivery within the hospital.

Objective

The primary objective of hospital signages is to facilitate seamless wayfinding and communication. This includes:

1. **Guiding Patients and Visitors:** Helping them navigate from entry to their destination (e.g., wards, diagnostic areas, emergency rooms).
2. **Safety and Compliance:** Ensuring compliance with safety regulations and standards by clearly marking exits, hazards, and emergency procedures.
3. **Operational Efficiency:** Reducing the burden on hospital staff by minimizing the need for directional assistance and repetitive instructions.

Importance

1. **Patient Safety:** Effective signages can prevent accidents and guide patients safely through the hospital.
2. **Operational Efficiency:** Well-designed signages reduce the time staff spend on giving directions, allowing them to focus on core medical tasks.
3. **Compliance with Standards:** Meeting regulatory standards for signage is essential for accreditation and legal compliance.
4. **Positive Patient Experience:** Clear and effective signages contribute to a positive impression and reduce anxiety for patients and visitors.

NABH Standards for Signages and Displays

The National Accreditation Board for Hospitals & Healthcare Providers (NABH) sets guidelines for hospital signages to ensure they meet safety, accessibility, and communication needs.

These include:

STANDARD	OBJECTIVE ELEMENT
AAC.10	The defined healthcare services are prominently displayed.
AAC-ga	Imaging services comply with legal and other requirements.
AAC-11	Imaging signage are prominently displayed in all appropriate locations
COP-11b	The organisation defines and displays whether high-risk obstetric cases can be cared for or not.
HIC-5C	solation/barrier nursing facilities are available
FMS-5a	Documented procedures govern procurement, handling, storage , distribution, usage and replenishment of medical gases. (Proper signage is kept for used, full, empty cylinders)
FMS-6b	The organisation has a documented safe-exit plan in case of fire and non-fire emergencies. (The signage of fire exists shall be as per the NBC)
COP.12b	The organisation defines and displays the scope of its paediatric services.
PRE.1a	Patient and family rights and responsibilities are documented and displayed
HIC.2C	The organisation adheres to hand-hygiene guidelines (The organisation could display the necessary instructions near every handwashing Area)
ROM.4a	The leaders make public the vision, mission and values of the organisation.
FMS.6 a	The organisation has plans and provisions for early detection, abatement and containment of fire, and non-fire emergencies

Types of Signages

1. **Directional Signs:** Arrows and guides leading to different departments and facilities.
2. **Informational Signs:** Providing information about services, operating hours, and hospital policies.
3. **Safety and Warning Signs:** Indicating hazards, emergency exits, and safety procedures.
4. **Identification Signs:** Labels for rooms, departments, and zones to identify their purpose and function.
5. **Regulatory Signs:** Complying with legal and safety requirements, such as no-smoking signs and infection control guidelines.

Characteristics and Requirements

1. **Visibility:** Clearly visible from appropriate distances and angles.
2. **Readability:** Easy to read with large, legible fonts and high contrast colors.
3. **Simplicity:** Straightforward and free of unnecessary details to avoid confusion.
4. **Consistency:** Uniform design language to maintain coherence across the facility.
5. **Durability:** Made from materials that can withstand the hospital environment.

Benefits of Signages

1. **Enhanced Navigation:** Helps patients and visitors find their way quickly and easily.
2. **Reduced Anxiety:** Lowers stress levels for patients and families by providing clear directions.
3. **Improved Safety:** Ensures safe movement within the hospital and facilitates quick response in emergencies.
4. **Operational Efficiency:** Frees up staff from providing directions, allowing them to focus on patient care.
5. **Compliance and Accreditation:** Meets regulatory requirements, contributing to hospital accreditation and trust.

Mega Camp Project Activities-

Visited and Active Participation in Mega Camp Project at Joura

Contribution to Infrastructure and Operations

- Actively participated in the ongoing mega camp project at Joura.
- Provided valuable insights and contributions to the progress and operations of the project.

Preparation for the Mega Camp

Organizing Travel and Accommodation

- Organized travel arrangements for participants.
- Created date-wise lists for accommodation and travel.
- Ensured availability of necessary materials.
- Coordinated with department professionals for each task.
- Provided detailed lists in advance to ensure smooth execution.

On-site Assistance at Mega Camp

Counseling and Management

- Assisted in counseling patients.
- Managed the crowd and organized staff and doctors.
- Collected daily patient data from each department.
- Made attendance lists and various other lists to ensure smooth camp operations.
- Received appreciation from seniors for the efforts and contributions.

Post-Camp Analysis

Data Collection and Patient Follow-up

- Gathered all reports and analyzed the data after returning from the camp.
- Contacted patients who required further treatment at the hospital.

Attendance and Incentive Tracking

Creation and Submission of Spreadsheets

- Created a spreadsheet to track attendance of all staff.
- Submitted the attendance spreadsheet to the HR department.
- Developed a separate list detailing the incentives awarded to staff, ensuring clarity on different incentives provided.

Project Development

Comprehensive Summary of Joura Morena Mega Camp

- Created a comprehensive summary of the Joura Morena mega camp, detailing the entire process from start to finish.
 - **Challenges Faced:** Identified and documented obstacles encountered during the camp.
 - **Promotional Activities:** Outlined promotional strategies employed to attract participants.
 - **Camp Success:** Described steps taken to successfully execute the camp, highlighting key achievements and learnings.

Research and Quality Evaluation

Project Research and Doctor Consultation

- Conducted research on the project work and consulted with doctors for insights and validation.
- Visited the hospital with the quality department to check and evaluate signages for compliance and effectiveness.
- Actively participated in the ongoing camp, contributing to various tasks and ensuring smooth operations.

Data Collection and Preparation for NABH Visit

Hospital Rounds and Data Analysis

- Visited IPD and OPD to collect data from patients and their attendants for the project.
- Discussed and analyzed the data with the mentor to advance the project.
- Took rounds of the hospital with the quality department head in preparation for the NABH visit.
- Started preparing posters and created IEC material for the upcoming camp.

Linking Theory: Effectiveness of Hospital Signages and Mega Camp Project

Essentials of Hospital Management:

Effectiveness of Hospital Signages -

- ☐ Quality and safety of patient care.
- ☐ Patient-centered care and satisfaction.
- ☐ Clinical services management.
- ☐ Maintenance of hospital infrastructure.
- ☐ Environmental services.
- ☐ Safety and emergency preparedness.

Mega Camp Project at Jaura

- **Infrastructure and Operations:** Coordinated departments, managed logistics, and ensured material availability to support healthcare delivery.
- **Counseling and Management:** Managed patient flow, organized staff, and collected data to maintain efficiency and care quality.
- **Data Collection and Follow-up:** Analyzed post-camp data to improve care and patient outcomes.

Mega Camp Project at Jaura

- **Promotional Activities:** Attracted participants by understanding the target audience and using appropriate communication channels.

Research Methods –

Effectiveness of Hospital Signages -

- Conduct in-depth interviews with hospital staff, patients, and visitors to gather detailed insights into their experiences with hospital signage.

- Observe the behavior of patients and visitors as they navigate the hospital to identify areas where signage may be lacking or confusing.
- Use structured questionnaires to collect data from a large number of respondents about their experiences and satisfaction with hospital signage.

Mega Camp Project at Jaura

- **Data Collection and Analysis:** Collected and analyzed patient data to identify trends and improve healthcare services.

Communication

- **Coordination and Communication:** Organized logistics and coordinated tasks through clear communication.
- **Counseling and Patient Interaction:** Provided accurate information to patients, ensuring their comfort and satisfaction.

Gaps Identified in the Working Area:

1. **Coordination and Communication Between Departments:**
 - **Mega Camp Project:** Lack of centralized coordination and communication between different departments and teams, leading to delays or mismanagement of tasks.
 - **Travel and Accommodation:** Inconsistent preparation of lists and materials for participants due to poor coordination between departments responsible for organizing travel and accommodation.
 - **Patient Flow and Staffing:** Imbalance between patient flow and staff availability, causing challenges in timely care, increased wait times, compromised patient satisfaction, and potential staff strain.
 - **Project Management and Information Sharing:** Inefficiencies in sharing information when creating attendance and incentive lists, developing project summaries, and preparing FAQs, resulting in delays and miscommunication.
2. **Human Resources and Staffing:**
 - **Insufficient Staff:** Lack of sufficient human resources across various scheme departments, hindering effective project execution and patient care.
 - **Staff Knowledge and Training:** Staff unaware of medical equipment and its functioning, leading to inefficiencies in patient care and resource utilization.
3. **Quality Standards and Documentation:**
 - **NABH Compliance:** Certain areas do not meet the necessary compliance and documentation standards required for NABH (National Accreditation Board for Hospitals & Healthcare Providers).
 - **Patient Records Management:** Inadequate maintenance of patient records, which can lead to issues in patient care continuity and quality management.
4. **Signage and Navigation:**
 - **Hospital Signage:** Inadequate and ineffective signage, particularly for illiterate individuals, leading to difficulties in navigation within the hospital.
 - **Signage in Developing Areas:** Lack of signage in developing areas of the hospital, which can cause confusion and navigation issues for patients and visitors.
5. **Data Collection and Patient Interaction:**
 - **Efficient Data Collection:** Need for more efficient data collection methods in In-Patient Department (IPD) and Out-Patient Department (OPD) to minimize disturbance to patients and their attendants.

Suggestion for the improvement –

1. Centralized Communication and Coordination:

- Establish centralized communication channels between departments and teams for the mega camp project to streamline tasks and improve efficiency.
- Implement mechanisms to coordinate travel and accommodation arrangements consistently, ensuring readiness for participant needs.
- Improve internal communication systems to address inefficiencies in information sharing and keep records updated promptly.

2. Comprehensive Communication Strategy:

- Implement regular meetings or briefings to align all departments on objectives and tasks.
- Assign clear roles and responsibilities to team members.
- Establish protocols for feedback and information dissemination to enhance coordination.

3. Centralized System for Travel and Accommodation:

- Create a shared document for all departments to see and edit travel and accommodation information instantly.
- Develop a central system to handle these logistics effectively.

4. Staff Deployment and Training:

- Deploy additional staff or volunteers trained in crowd control to guide patients and attendants, ensuring orderly movement and reducing congestion in waiting areas.
- Increase staffing in critical areas and provide training on medical equipment usage and patient care procedures.

5. Ongoing Training and Development:

- Provide continuous training and development opportunities for staff members to keep them updated on best practices and new technologies.
- Establish a regular feedback mechanism for staff to improve their skills and performance.

6. NABH Compliance and Quality Standards:

- Regularly maintain and audit quality standards as set by NABH to ensure compliance and effective documentation.
- Enhance patient records management to ensure proper maintenance and quick accessibility.

7. Reducing Waiting Time:

- Implement strategies to reduce patient waiting time, such as streamlining appointment processes and optimizing staff allocation.