

# **SUMMER INTERNSHIP PROGRAM**

**at**

**NARAYANA HEALTH, JAIPUR**

From 06th May 2024 to 6th June 2024

A REPORT BY

ANUSHKA BANSAL

Master of Business Administration

Roll Number - 1684

Health & Hospital Management

**2023-2025**

Under the Mentorship of

**MRS VARSHA TANU**



NH-HRD/TNG.LTTR/2024/039

DATE: 06 July 2024

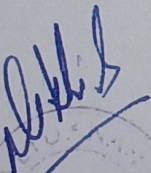
**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that **Ms Anushka Bansal**, a student of **MBA-HHM (2023-25 Batch)** in **Indian Institute of Health Management Research, Jaipur, Rajasthan** has successfully completed her summer internship training from **06 May 2024 to 06 July 2024** at **Narayana Multispeciality Hospital, Jaipur** in the **Department of Front Office**. Her project title was **“Demographic patterns and cardiac surgery analysis in pediatric cardiology revisits and study on future of Healthcare with AI-optimizing analyzing gaps and areas of improvement at NH Jaipur Unit ”**.

During the internship her performance was good.

We wish her all the success in her future endeavors.

**For Narayana Hrudayalaya Limited;**

  
**Nikhil Mathur**  
Deputy General Manager – HR

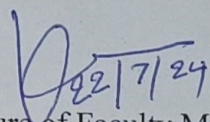


## IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Anushka Bansal** of 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: 22<sup>th</sup> July 2024

  
(Signature of Faculty Mentor)

**Ms. Varsha Tanu**

Associate Professor

IIHMR UNIVERSITY JAIPUR

## About the organization

Narayana Multispecialty Hospital, Jaipur is an optimal blend of technological excellence, complete infrastructure, competent care and heartfelt hospitality. NH Jaipur is a 330 bedded multispecialty tertiary care hospital, located at Pratap Nagar in the Southern part of Jaipur. The hospital is in a sprawling 4.7-acre campus and offers high quality affordable medical care to the people of not only Rajasthan but also the bordering states of Uttar Pradesh, Haryana and Madhya Pradesh.

## Vision and Mission

- To evolve as the most preferred destinations for quality healthcare that provides a comprehensive range of services and is trusted for personalized care with compassion.
- To deliver quality & personalized care to improve the well-being of patients.

## Aim of Study

To study the demographic patterns in paediatric cardiac surgeries at Narayana Health, Jaipur focusing on factors like age, gender and healthcare utilization patterns to enhance care strategies and resource allocation.

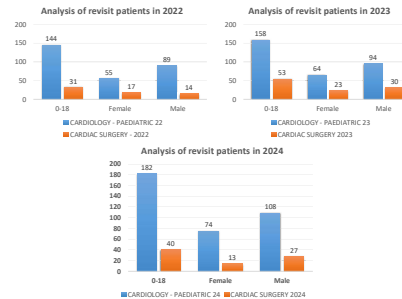
## Objective

- To analyse pattern of paediatric cardiology patients in OPD for past three years.
- To determine age-specific revisit rates.
- To examine gender disparities in healthcare utilization.
- To assess the impact of socioeconomic factor.
- To identify opportunities for intervention.

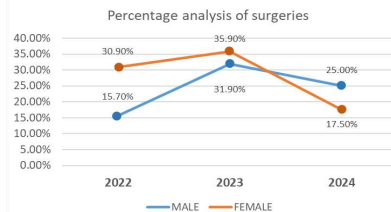
## Research Methodology

**Data Collection:** Study design: A cross-sectional study design, based on medical records of patients, was studied. Primary source of data: Data was collected by conducting interviews and surveys with doctors and patients. Secondary source of data: Medical records from May and June (2022-2024) were included. (Inclusion criteria: basic demographic details including age and gender of revisited patients in Outpatient department) (Exclusion criteria: Inpatient department)

## Data Analysis



## Results



## Findings

- The demographic patterns in paediatric cardiac surgeries at Narayana Health, Jaipur, reveal fluctuating trends in surgical interventions between males and females.
- Over the observed period, there was an initial notable increase of 16.9% in surgeries among males, followed by a subsequent decline of 6.9%.
- Conversely, surgeries among females saw a 5% increase initially, followed by a larger decrease of 18.4%.

## Challenges

- Ensuring patient confidentiality and adhering to ethical guidelines when dealing with sensitive medical data.
- Engaging with diverse patient populations and their families to ensure participation and understanding of the project's goals.
- Coordinating efforts between medical professionals, administrators, and support staff with varying schedules and priorities.
- Challenges in involving doctors for interviews.
- Dealing with patients with diverse religion and socio-economic backgrounds.

## PRACTICAL EXPOSURE V/S THEORETICAL UNDERSTANDING

| Practical Understanding at Narayana Health                                           | Theoretical Understanding at IIHMR University                                        |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| ➤ Operational, hands-on experience in healthcare management.                         | ➤ Academic focus on healthcare systems and management theories.                      |
| ➤ Real-world hospital setting, exposure to daily operations.                         | ➤ Classroom-based, lectures, case studies, and discussions.                          |
| ➤ Project management, data analysis, quality improvement.                            | ➤ Strategic planning, policy analysis, leadership skills.                            |
| ➤ Implementing practical healthcare guidelines and standards in real-world settings. | ➤ Application of theoretical frameworks to analyze and address healthcare scenarios. |

## Usefulness of SIP

The internship provided practical experience to apply academic knowledge in real-world settings. Skills such as communication, teamwork, problem-solving, and time management were honed through hands-on tasks. Exposure to industry practices allowed for exploration of career interests and networking with professionals contributed to personal growth, fostering confidence and readiness for future endeavors.

- Patient satisfaction and personalized care.
- High-Quality Medical Services
- Experienced Medical Staff
- Strong Brand and Expansion



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- High patient volume leading to longer waiting time.
- Communication Gaps
- Inadequate staff.
- Limited training opportunities for staff.



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- Growing Healthcare Demand
- Partnerships and Collaborations
- Training and development
- Technology integration

T



- Competition
- Regulatory compliance
- Pandemic and Health Crises

## Learnings

- Developed adaptability and problem-solving skills in a dynamic healthcare environment.
- Executed and managed multiple projects, acquiring valuable experience in project management while successfully accomplishing set objectives.
- Worked closely with the OPD team and other healthcare professionals, to develop teamwork and collaboration skills essential for effective patient care and research.
- Gaining insight into the operational aspects of a hospital, including patient flow, resource allocation helped in grasping the complexities of healthcare delivery.

## Suggestions

- Strategies such as mobile health clinics, outreach programs, telemedicine services, or partnerships with local community organizations to address barriers and improve healthcare access and utilization for female pediatric cardiac patients in underserved areas of Jaipur.
- By assessing differences in Quality of care in consultations provided to the patients which involves patient's satisfaction surveys and feedback.
- Partner with community leaders, women's groups, to build trust and awareness about pediatric cardiac health.
- Identify strategies to alleviate financial barriers and improve affordability of cardiac care for all socio-economic groups.



## WEEKLY REPORT – 1

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 1st

FROM: - 6<sup>th</sup> May 2024

TO: - 11<sup>th</sup> May 2024

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Met HR Mrs. Aditi Saxena, HR Unit Head Mr. Nikhil Mathur. Met the head of the department Mr. Agresh and Ms. Amrapali Singh and understood the basic working of different departments of hospital.</li><li>• Observation at Enquiry Desk (Helped patients to download the “NH care” app for registration and appointments).</li><li>• Visited Out Patient Department (North and South OPD).</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>• Queue Management in OPD</li><li>• Plan, Do, Check, Act approach</li></ul>                                                                                                                                                                                                                                                                                                                            |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>• Registration form is only available in English Language.</li><li>• Patients face difficulty in downloading app by themselves and also face problems with internet connection.</li><li>• For pulmonology, rheumatology and dermatology, only single doctor is available.</li></ul>                                                                                                                    |

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| SUGGESTIONS<br>FOR<br>IMPROVEMENT | <ul style="list-style-type: none"> <li>• Free Wi-Fi availability for Patients.</li> <li>• More human labor must be employed in order to optimize every process.</li> <li>• Effective communication to update patients if doctor is busy.</li> <li>• Additional Doctors should be there to attend patient if concerned doctor is busy or on leave.</li> </ul> |
| PLAN FOR THE<br>NEXT WEEK         | <ul style="list-style-type: none"> <li>• Exploring different departments of hospital (cardiac OPD, new OPD, laboratories) for more clear view of working of hospital.</li> <li>• Monitoring of the billing and coordination among staff and patients.</li> </ul>                                                                                             |



## WEEKLY REPORT - 2

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 2nd

FROM: - 13<sup>th</sup> May 2024

TO: - 18<sup>th</sup> May 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>Continued exploring different OPDs for learning the process of how hospital works.</li><li>Visited Cardiac OPD, RGHS counter, New OPD and PHC counter.</li><li>Helped patients understand the process of how to use the services provided.</li><li>Encountered <b>CODE BLUE</b> while working in cardiac OPD which was cleared in half an hour.</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>Clear communication, effective teamwork and leadership between staff and management during code activation.</li><li>Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li></ul>                                                                                                                              |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>Doctor-patient ratio.</li><li>Patients find it difficult to locate a particular department due to non-clarity of paths.</li><li>Patients have to wait for long due to unavailability of doctor i.e. doctors busy in IPDs or gone for lunch for a longer time.</li></ul>                                                                                   |

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| SUGGESTIONS FOR IMPROVEMENT | <ul style="list-style-type: none"> <li>• By using proper management techniques, we can reduce the waiting time of patients.</li> <li>• Properly coordinating with doctors, having fixed time for lunch in day hour and making patients aware about non-availability of doctors.</li> </ul>   |
| PLAN FOR THE NEXT WEEK      | <ul style="list-style-type: none"> <li>• Will visit radiology &amp; emergency department for learning how to handle patients which are critical and need urgent treatment.</li> <li>• Also radiation &amp; oncology department to understand process of treating cancer patients.</li> </ul> |



## WEEKLY REPORT - 3

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 3rd

FROM: - 20<sup>th</sup> May 2024

TO: - 25<sup>th</sup> May 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Covered major departments i.e. PHCs, Radiology department, Radiation &amp; Oncology department and Chiranjeevi department.</li><li>• Government IDs – Jan Adhaar, RGHS, CGHS and Chiranjeevi, Insurance etc. facilities are provided to patients for their benefit.</li><li>• Understood important process i.e. to fulfil government formalities of uploading documents, how to answer queries, how to manage patients and government coordination.</li><li>• Checked on the cancelled payments or refused approvals by government .</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>• Queue management.</li><li>• How to resolve a conflict between patient and staff of hospitals.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>• Sometimes wrong documents are uploaded or any document is missing due to which the payment from government is denied.</li><li>• The MRIs and XRAYs take more time than usual and patients have to wait for long.</li><li>• Rush of Emergency and OPD patients is hard to manage due to clash between both particularly in morning hours.</li><li>• Getting Housekeeping staff is a big challenge for Chiranjeevi department.</li></ul>                                                                                                         |

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| <p>SUGGESTIONS<br/>FOR<br/>IMPROVEMENT</p> | <ul style="list-style-type: none"> <li>• Uploading the documents carefully with double verification to avoid denials.</li> <li>• Reducing TAT of Radiology department by continuous monitoring and observing.</li> <li>• The billing counter must have staff to handle the rush on Mondays and Saturdays.</li> </ul> |
| <p>PLAN FOR THE<br/>NEXT WEEK</p>          | <ul style="list-style-type: none"> <li>• Will be working and observing ECG, ECHO and TMT Department along with PHCs.</li> </ul>                                                                                                                                                                                      |

## WEEKLY REPORT - 4

NAME OF THE ORGANISATION: - Narayana Hrudayalaya  
Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations  
Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 4<sup>th</sup>

FROM: - 27<sup>th</sup> May 2024

TO: - 1<sup>st</sup> June 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Observed the <u>Non-invasive cardio</u> department and maintained <u>Turn Around Time</u> of patients</li><li>• Collected feedback from patients and staff to address their complaints and concerns</li><li>• Worked on optimising patient flow in Preventive health check-up department</li><li>• Attended a workshop on OCCUPATIONAL HEALTH AND SAFETY (ERGONOMICS) by Dr. Vikas Mathur (senior physiotherapist)</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>• Lessons about organisation behaviour applied to real life interactions among hospital staff</li><li>• Applied lean concepts to eliminate the non-value adding activities in NIC department</li></ul>                                                                                                                                                                                                                         |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>• Poor resource allocation leading to increased waiting time of patients</li><li>• Overcrowding at NIC due to poor coordination among staff and doctors leading to patient dissatisfaction</li><li>• Communication among staff and patients</li></ul>                                                                                                                                                                          |

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| SUGGESTIONS<br>FOR<br>IMPROVEMENT | <ul style="list-style-type: none"> <li>• Applying lean principles to maintain workflow and efficiency</li> <li>• Proper utilisation of resources to reduce TAT of patients and make their visit smoother</li> <li>• Communication among staff to facilitate smooth patient flow</li> </ul> |
| PLAN FOR THE<br>NEXT WEEK         | <ul style="list-style-type: none"> <li>• Continuing working in NIC to record TAT and reduce the waiting time</li> <li>• Also be working in PHC</li> </ul>                                                                                                                                  |



## WEEKLY REPORT - 5

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 5<sup>th</sup>

FROM: - 3<sup>rd</sup> June 2024

TO: - 8<sup>th</sup> June 2024

### ACTIVITY DONE

- Continued working in NIC and worked on reducing wait time
- Keeping hard copy records (Patient's Name, MRN number, Receiving Time, Report dispatch time) maintained related to Turn Around Time (TAT).
- Continued collecting feedback from patients and staff to address their complaints and concerns
- Attended a BLS (basic life support) session and gained knowledge on how to support a patient when having cardiac arrest or heart related disorder



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| LINKING<br>CLASSROOM<br>THEORY WITH<br>PRACTICE AT<br>ORGANISATION | <ul style="list-style-type: none"> <li>Monitoring TAT (Turn Around Time for patient entering NIC and receiving treatment and collecting report and leaving NIC)</li> <li>Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li> </ul> |
| GAPS<br>IDENTIFIED ON<br>THE WORKING<br>AREA                       | <ul style="list-style-type: none"> <li>Communication among staff and patients</li> <li>Lack of Workflow efficiency</li> </ul>                                                                                                                                                      |
| SUGGESTIONS<br>FOR<br>IMPROVEMENT                                  | <ul style="list-style-type: none"> <li>Adding more workers is not possible, so the existing workforce should be managed to reduce Turnaround Time (TAT).</li> <li>Tracking time taken in particular test( ECG, Echo, TMT )</li> </ul>                                              |
| PLAN FOR THE<br>NEXT WEEK                                          | <ul style="list-style-type: none"> <li>Will work on project in cardiac OPD</li> <li>Will collect data and analyse it</li> </ul>                                                                                                                                                    |

## WEEKLY REPORT - 6

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 6<sup>th</sup>

FROM: - 10<sup>th</sup> June 2024

TO: - 15<sup>th</sup> June 2024

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|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Collected patient visit data from the Outpatient Department (OPD).</li><li>• Identified the most common diseases treated in the OPD and engaged with OPD staff.</li><li>• Created a poster for World Environment Day to raise awareness about environmental conservation and promote actions to save the Earth.</li><li>• Donated blood on World Blood Donor Day to support lifesaving efforts and promote awareness of the need for regular blood donations.</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>• Importance of data collection in healthcare decision-making.</li><li>• Techniques for accurate data analysis and interpretation in patient care.</li></ul>                                                                                                                                                                                                                                                                                                              |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>• Delay in reports dispatch</li><li>• Regular reports enable hospitals to monitor key performance indicators (KPIs) related to patient care, safety, and satisfaction</li><li>• Challenges in efficiently allocating resources</li></ul>                                                                                                                                                                                                                                  |

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| <p>SUGGESTIONS<br/>FOR<br/>IMPROVEMENT</p> | <ul style="list-style-type: none"> <li>• Encourage staff involvement in identifying and addressing quality gaps through regular performance reviews and feedback mechanisms.</li> <li>• Develop workforce planning strategies to identify gaps.</li> </ul> |
| <p>PLAN FOR THE<br/>NEXT WEEK</p>          | <ul style="list-style-type: none"> <li>• Will continue working on project</li> <li>• Also be working on AI implementation in hospital</li> <li>• Will collect data and analyse it</li> </ul>                                                               |

## WEEKLY REPORT - 7

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 7<sup>th</sup>

FROM: - 17<sup>th</sup> June 2024

TO: - 22<sup>th</sup> June 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Analysed data to identify trend and pattern of cardiac disease.</li><li>• Also visited Cath lab to understand more deeply.</li><li>• Gathered insights and worked on the use of <u>Artificial Intelligence</u> in the discharge summaries of patients and how can it be linked in OPD of organisation.</li><li>• Engaged with OPD staff to discuss the implications of the findings.</li><li>• Consulted and conducted survey with <u>Doctors</u> regarding the trends and gathered valuable insights regarding patient cases, strategies and observations related to cardiac disease observed in OPD.</li><li>• Communicated with <u>Patients</u> to understand their point of concern on services provided by the organisation.</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>• Used theoretical knowledge to analyse trend.</li><li>• Communication skills and stakeholder management</li><li>• Linked theory of ethics and compliance for use of AI in OPD</li><li>• Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>• Patients have to wait for long due to unavailability of doctor (doctors are busy in Cath lab)</li><li>• Doctors take upon cases of Cath labs depending on their availability.</li><li>• Patients are consulted with the resident doctors and assistants and not senior doctors because they are in OTs, busy in surgeries.</li><li>• Number of patients for one doctor is more compared to others that create a chaos in the OPD.</li></ul>                                                                                                                                                                                                                                                                                                 |



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|                                   | <ul style="list-style-type: none"> <li>• Conflicts among staff and patients for longer wait time.</li> <li>• Conflicts among doctors and staff</li> </ul>                                                                                                                                                                                                                                                                                                                             |
| SUGGESTIONS<br>FOR<br>IMPROVEMENT | <ul style="list-style-type: none"> <li>• Queue management system should be implemented.</li> <li>• More stress on collecting and analysing patient feedback to identify areas of improvement in the service delivery.</li> <li>• Can communicate to patients the availability time of doctors to maintain smooth flow in OPD.</li> <li>• Implement regular training sessions for staff at all levels on conflict resolution techniques and effective communication skills.</li> </ul> |
| PLAN FOR THE<br>NEXT WEEK         | <ul style="list-style-type: none"> <li>• Gain more insights on cardiac OPD and Cath labs.</li> <li>• Continue working on project and improvements in a particular department.</li> <li>• Will be working on AI implementation in hospital.</li> </ul>                                                                                                                                                                                                                                 |

## WEEKLY REPORT - 8

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 8<sup>th</sup>

FROM: - 24<sup>th</sup> June 2024

TO: - 29<sup>th</sup> June 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>Continued working on project “Demographic Patterns in Paediatric Cardiology Revisits and paediatric surgeries in Narayana Health, Jaipur”</li><li>Reviewed patient records to identify trends in age, gender distribution of patients requiring cardiology revisits or surgeries.</li><li>Compiled statistical reports on revisit rates and surgical outcomes based on demographic variables.</li><li>Conducted interviews with paediatric doctors to gather qualitative insights into surgical challenges and patient demographics.</li><li>Explored theories on congenital heart diseases and their prevalence among different demographic groups to guide clinical decision-making.</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION | <ul style="list-style-type: none"><li>Root cause analysis</li><li>Used theoretical knowledge to analyse trend.</li><li>Communication with doctors and patients while conducting surveys.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| GAPS IDENTIFIED ON THE WORKING AREA                    | <ul style="list-style-type: none"><li>The Paediatric OPD desk and the PHC desk are at the same place which confuses patients.</li><li>Single staff for paediatric OPD</li><li>Queue management system is missing which leads to patient</li><li>Patients find it difficult to locate for departments.</li><li>Complaints on the PHC desk are more for not getting service at one place and had to go at different part of hospital for investigations.</li></ul>                                                                                                                                                                                                                                                                       |

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|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SUGGESTIONS<br>FOR<br>IMPROVEMENT | <ul style="list-style-type: none"> <li>• Queue management system should be implemented.</li> <li>• More stress on collecting and analysing patient feedback to identify areas of improvement in the service delivery.</li> <li>• Paediatric OPD should have at least 2 employees to avoid pressure on single employee.</li> </ul> |
| PLAN FOR THE<br>NEXT WEEK         | <ul style="list-style-type: none"> <li>• Will make the final report of the project along with presentation</li> <li>• Will review if there is any other need to complete the project.</li> </ul>                                                                                                                                  |

## WEEKLY REPORT - 9

NAME OF THE ORGANISATION: - Narayana Hrudayalaya Multispecialty Hospital

DEPARTMENT FOR SUMMER INTERNSHIP: - Operations Department

NAME OF THE STUDENT: - Anushka Bansal

ROLL NO: - 1684

STREAM: - MBA-HHM (28)

WEEK NUMBER: - 9th

FROM: - 1<sup>st</sup> July 2024

TO: - 6<sup>th</sup> July 2024

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| ACTIVITY DONE                                          | <ul style="list-style-type: none"><li>• Prepared a comprehensive project and presentation, highlighting key achievements and lessons learned.</li><li>• Conducted a final review and analysis of the project deliverables, ensuring all tasks were completed as per the project plan.</li><li>• Completed the documentation and handover process to Mentor Mrs Amrapali Singh (Operations Head) and Mrs Aditi Saxena (HR).</li><li>• Submitted the final report and all required documents to the Mentor Mentor Mrs Amrapali Singh (Operations Head) and Mrs Aditi Saxena (HR).</li><li>• Gave presentation on my project to Mr Nikhil Mathur (HR Head) and Mrs Aditi Saxena (HR) and feedback session with them.</li><li>• Taken photograph with OPD team and HR Team, celebrated the successful completion of the internship and expressed gratitude to all.</li></ul> |
| LINKING CLASSROOM THEORY WITH PRACTICE AT ORGANISATION |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| GAPS IDENTIFIED ON THE WORKING AREA                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| SUGGESTIONS<br>FOR<br>IMPROVEMENT |  |
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## Compiled Report

**Name of the Organisation:** Narayana Hrudayalaya Multispecialty Hospital

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

**Name of the Student:** Anushka Bansal

**Roll no:** 1684

**Stream:** MBA- HHM

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| Activity Done | <ul style="list-style-type: none"><li>• Met HR Mrs. Aditi Saxena, HR Unit Head Mr. Nikhil Mathur. Met the head of the department Mr. Agresh and Ms. Amrapali Singh and understood the basic working of different departments of hospital.</li><li>• Observation at Enquiry Desk (Helped patients to download the “NH care” app for registration and appointments).</li><li>• Visited Out Patient Department (North and South OPD).</li><li>• Continued exploring different OPDs for learning the process of how hospital works.</li><li>• Visited Cardiac OPD, RGHS counter, New OPD and PHC counter.</li><li>• Helped patients understand the process of how to use the services provided.</li><li>• Encountered CODE BLUE while working in cardiac OPD which was cleared in half an hour.</li><li>• Covered major departments i.e. PHCs, Radiology department, Radiation &amp; Oncology department and Chiranjeevi department.</li><li>• Government IDs – Jan Adhaar, RGHS, CGHS and Chiranjeevi, Insurance etc. facilities are provided to patients for their benefit.</li><li>• Understood important process i.e. to fulfil government formalities of uploading documents, how to answer queries, how to manage patients and government</li></ul> |
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|  | <p>coordination.</p> <ul style="list-style-type: none"> <li>• Checked on the cancelled payments or refused approvals by government.</li> <li>• Observed the Non-invasive cardio department and maintained Turn Around Time of patients</li> <li>• Collected feedback from patients and staff to address their complaints and concerns</li> <li>• Worked on optimizing patient flow in Preventive health check-up department</li> <li>• Attended a workshop on OCCUPATIONAL HEALTH AND SAFETY (ERGONOMICS) by Dr. Vikas Mathur (senior physiotherapist)</li> <li>• Continued working in NIC and worked on reducing wait time</li> <li>• Keeping hard copy records (Patient's Name, MRN number, Receiving Time, Report dispatch time) maintained related to Turn Around Time (TAT).</li> <li>• Continued collecting feedback from patients and staff to address their complaints and concerns</li> <li>• Attended a BLS (basic life support) session and gained knowledge on how to support a patient when having cardiac arrest or heart related disorder</li> <li>• Collected patient visit data from the Outpatient Department (OPD).</li> <li>• Identified the most common diseases treated in the OPD and engaged with OPD staff.</li> <li>• Created a poster for World Environment Day to raise awareness about environmental conservation and promote actions to save the Earth.</li> <li>• Donated blood on World Blood Donor Day to support lifesaving efforts and promote awareness of the need for regular blood donations.</li> <li>• Analysed data to identify trend and pattern of cardiac disease.</li> <li>• Also visited Cath lab to understand more deeply.</li> <li>• Gathered insights and worked on the use of Artificial Intelligence in the discharge summaries of patients and how can it be linked in OPD of organisation.</li> <li>• Engaged with OPD staff to discuss to discuss the implications of the findings.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• Consulted and conducted survey with Doctors regarding the trends and gathered valuable insights regarding patient cases, strategies and observations related to cardiac disease observed in OPD.</li> <li>• Communicated with Patients to understand their point of concern on services provided by the organisation.</li> <li>• Continued working on project “Demographic Patterns in Paediatric Cardiology Revisits and paediatric surgeries in Narayana Health, Jaipur”</li> <li>• Reviewed patient records to identify trends in age, gender distribution of patients requiring cardiology revisits or surgeries.</li> <li>• Compiled statistical reports on revisit rates and surgical outcomes based on demographic variables.</li> <li>• Conducted interviews with paediatric doctors to gather qualitative insights into surgical challenges and patient demographics.</li> <li>• Explored theories on congenital heart diseases and their prevalence among different demographic groups to guide clinical decision-making.</li> <li>• Prepared a comprehensive project and presentation, highlighting key achievements and lessons learned.</li> <li>• Conducted a final review and analysis of the project deliverables, ensuring all tasks were completed as per the project plan.</li> <li>• Completed the documentation and handover process to Mentor Mrs Amrapali Singh (Operations Head) and Mrs Aditi Saxena (HR).</li> <li>• Submitted the final report and all required documents to the Mentor Mentor Mrs Amrapali Singh (Operations Head) and Mrs Aditi Saxena (HR).</li> <li>• Gave presentation on my project to Mr. Nikhil Mathur (HR Head) and Mrs Aditi Saxena (HR) and feedback session with them.</li> <li>• Taken photograph with OPD team and HR Team, celebrated the successful completion of the internship and expressed gratitude to all.</li> </ul> |
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| <p><b>Linking theory (Classroom learning) with practice at your organization</b></p> | <ul style="list-style-type: none"> <li>• Queue Management in OPD</li> <li>• Plan, Do, Check, Act approach</li> <li>• Clear communication, effective teamwork and leadership between staff and management during code activation.</li> <li>• Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li> <li>• How to resolve a conflict between patient and staff of hospitals?</li> <li>• Lessons about organisation behaviour applied to real life interactions among hospital staff</li> <li>• Applied lean concepts to eliminate the non-value adding activities in NIC department.</li> <li>• Monitoring TAT (Turn Around Time for patient entering NIC and receiving treatment and collecting report and leaving NIC)</li> <li>• Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li> <li>• Importance of data collection in healthcare decision-making.</li> <li>• Techniques for accurate data analysis and interpretation in patient care. Used theoretical knowledge to analyse trend.</li> <li>• Communication skills and stakeholder management</li> <li>• Linked theory of ethics and compliance for use of AI in OPD</li> <li>• Critical thinking skills and the ability to rapidly assess and prioritize clinical situations.</li> <li>• Root cause analysis</li> <li>• Used theoretical knowledge to analyse trend.</li> <li>• Communication with doctors and patients while conducting surveys.</li> </ul> |
| <p><b>Gaps identified on the working area.</b></p>                                   | <ul style="list-style-type: none"> <li>• Registration form is only available in English Language.</li> <li>• Patients face difficulty in downloading app by themselves and also face problems with internet connection.</li> <li>• For pulmonology, rheumatology and dermatology, only single doctor is available.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|  | <ul style="list-style-type: none"> <li>• Doctor-patient ratio.</li> <li>• Patients find it difficult to locate a particular department due to non-clarity of paths.</li> <li>• Patients have to wait for long due to unavailability of doctor i.e. doctors busy in IPDs or gone for lunch for a longer time.</li> <li>• Sometimes wrong documents are uploaded or any document is missing due to which the payment from government is denied.</li> <li>• The MRIs and XRAYs take more time than usual and patients have to wait for long.</li> <li>• Rush of Emergency and OPD patients is hard to manage due to clash between both particularly in morning hours.</li> <li>• Getting Housekeeping staff is a big challenge for Chiranjeevi department.</li> <li>• Poor resource allocation leading to increased waiting time of patients</li> <li>• Overcrowding at NIC due to poor coordination among staff and doctors leading to patient dissatisfaction</li> <li>• Communication among staff and patients</li> <li>• Lack of Workflow efficiency</li> <li>• Delay in reports dispatch</li> <li>• Regular reports enable hospitals to monitor key performance indicators (KPIs) related to patient care, safety, and satisfaction</li> <li>• Challenges in efficiently allocating resources</li> </ul> <p>Patients have to wait for long due to unavailability of doctor (doctors are busy in Cath lab)</p> <ul style="list-style-type: none"> <li>• Doctors take upon cases of Cath labs depending on their availability.</li> <li>• Patients are consulted with the resident doctors and assistants and not senior doctors because they are in OTs, busy in surgeries.</li> <li>• Number of patients for one doctor is more compared to others that create a chaos in the OPD.</li> <li>• The Paediatric OPD desk and the PHC desk are at the same place which confuses patients.</li> <li>• Single staff for paediatric OPD</li> <li>• Queue management system is missing which leads to patient</li> <li>• Patients find it difficult to locate for departments.</li> </ul> |
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|                                    | <ul style="list-style-type: none"> <li>• Complaints on the PHC desk are more for not getting service at one place and had to go at different part of hospital for investigations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Free Wi-Fi availability for Patients.</li> <li>• More human labor must be employed in order to optimize every process.</li> <li>• Effective communication to update patients if doctor is busy.</li> <li>• Additional Doctors should be there to attend patient if concerned doctor is busy or on leave.</li> <li>• By using proper management techniques, we can reduce the waiting time of patients.</li> <li>• Properly coordinating with doctors, having fixed time for lunch in day hour and making patients aware about non-availability of doctors.</li> <li>• Uploading the documents carefully with double verification to avoid denials.</li> <li>• Reducing TAT of Radiology department by continuous monitoring and observing.</li> <li>• The billing counter must have staff to handle the rush on Mondays and Saturdays. Applying lean principles to maintain workflow and efficiency</li> <li>• Proper utilisation of resources to reduce TAT of patients and make their visit smoother</li> <li>• Communication among staff to facilitate smooth patient flow</li> <li>• Adding more workers is not possible, so the existing workforce should be managed to reduce Turnaround Time (TAT).</li> <li>• Tracking time taken in particular test (ECG, Echo, TMT) Encourage staff involvement in identifying and addressing quality gaps through regular performance reviews and feedback mechanisms.</li> <li>• Develop workforce planning strategies to identify gaps. Queue management system should be implemented.</li> <li>• More stress on collecting and analysing patient feedback to identify areas of improvement in the service delivery.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Can communicate to patients the availability time of doctors to maintain smooth flow in OPD.</li> <li>• Implement regular training sessions for staff at all levels on conflict resolution techniques and effective communication skills.</li> <li>• Queue management system should be implemented.</li> <li>• More stress on collecting and analysing patient feedback to identify areas of improvement in the service delivery.</li> <li>• Paediatric OPD should have at least 2 employees to avoid pressure on single employee.</li> </ul> |
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**Signature of the Student-** ANUSHKA BANSAL

**Approved by the IIHMR University's Mentor**

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Signature of the Student

Anushka

Approved by the IHMR University's Mentor

022/7/24

# Report Anushka\_Bansal

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