

# **SUMMER INTERNSHIP PROGRAM**

**at**

**Yashoda Hospitals, Hyderabad**

From 6<sup>th</sup> May 2024 to 6<sup>th</sup> July 2024

**A REPORT BY**

**Pallepati Aakanksha**

**Master of Business Administration**

**(Hospital and Health Management)**

**2023-25**

under the Mentorship of

**Dr. Susmit Jain**

**Associate Professor**



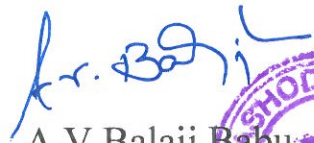
Date: 16 July 2024

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Dr. Pallepati Aakanksha**, a student of the 2023-25 batch pursuing MBA in Hospital and Health Management at IIHMR University, has successfully completed her summer internship with our organization from **06/05/24 to 06/07/24**. Her overall performance during this period was excellent.

This certificate is issued to fulfill the requirements of IIHMR University. If you have any concerns, please let us know.

For Yashoda Hospitals



A.V. Balaji Babu  
Vice President-HR

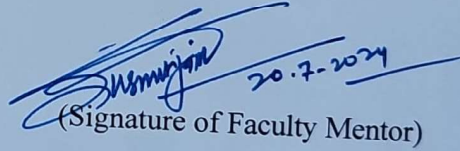


## IIHMR University Faculty Mentor Approval

This is to certify that Dr. Pallepati Aakanksha 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: 20/07/2024

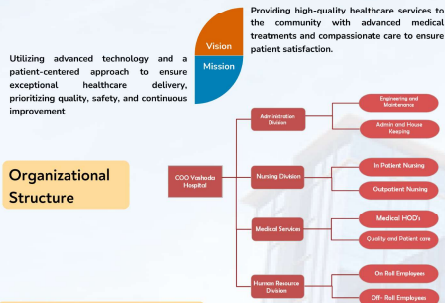
A handwritten signature in blue ink, appearing to read 'Susmit Jain', with the date '20.7.2024' written next to it.

(Signature of Faculty Mentor)

Name: Dr. Susmit Jain  
Designation: Associate Professor

### Industry Sector Profile

**Yashoda Hospitals** is a leading healthcare provider in Hyderabad, known for its state-of-the-art facilities, expert medical professionals, and comprehensive care across various specialties. Staffed with over 10,000+ employees, treating patients from over 45+ countries, with 4 branches and 30 years of experience.



### Learning and Value Additions

#### Difference Between Practical Exposure and Theoretical Understanding

**Practical Exposure:** Hands-on experience through active participation in healthcare tasks and responsibilities, applying knowledge, and developing skills in real-world situations.

**Theoretical Understanding:** Acquiring knowledge of operations, policies, and procedures necessary for hospital management through academic study and coursework.



### Activities Done

- Blood Donation Camp Volunteer Management
- Young Doctors Camp Organization
- Training Sessions
- Health Camp Preparation and Execution

### Challenges:

- Managing heavy workloads and multiple responsibilities.
- Ensuring effective inter-departmental communication.
- Adapting to a fast-paced environment while maintaining patient care standards.

### Project Undertaken

#### Staff Training Program for Operational Efficiency:

#### Introduction:

In response to opening a new branch and hiring new staff, Yashoda Hospital, Hitech City, initiated a two-month training program to enhance staff proficiency in using hospital management software. The program aimed to equip all staff, especially new hires, to handle the software effectively, thereby improving operational efficiency and patient care by reducing task completion times and minimizing errors.

#### Objectives:

- To identify skill gaps and training needs among the staff.
- To design and implement a training program addressing these needs.
- To evaluate the effectiveness of the training program in improving operational efficiency.

#### Type of Research and Sample

- **Type of Research:** Evaluation Research (Applied Research)
- **Sample Type:** Non-Randomized Convenience Sample of 254 staff members.
- **Sample Characteristics:** Includes various roles from emergency, administration, nursing, and support staff.
- **Data Collection Methods:** Pre- and post-training assessments, surveys, and performance metrics analysis.

### Components of Training

#### 1. Assessment of Current Operations and Training Needs

Surveys and Questionnaires  
Interviews and Focus groups

#### 2. Development of Training Modules

Literature review  
Regulatory and Compliance Research  
Content Development

#### 3. Implementation of the Training Program

Pilot program  
Workshops and Seminars  
Online Modules  
Interactive Sessions

#### 4. Evaluation and Feedback

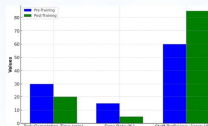
Pre- and Post-Training Assessments  
Performance Metrics  
Staff Feedback



### Outcomes

| Metric                       | Pre-Training Period | Post-Training Period | Improvement(%) |
|------------------------------|---------------------|----------------------|----------------|
| Average Task Completion Time | 30 Minutes          | 20 Minutes           | 33.3%          |
| Error Rate                   | 15%                 | 5%                   | 66.7%          |
| Staff Proficiency Score      | 60/100              | 85/100               | 41.7%          |

#### Comparison of Pre-Training and Post-Training Metrics



### Findings

1. **Addressed Skill Gaps:** Training addressed significant gaps in navigation, data entry, and reporting.
2. **Training Completion:** 95% of staff completed the training.
3. **Positive Feedback:** 90% of participants found the training relevant and beneficial.

### Conclusion

Developing and implementing a focused staff training program is crucial for hospitals aiming to enhance operational efficiency. This initiative equips staff with essential skills and knowledge, leading to improved process efficiency, better resource management, and enhanced patient care outcomes.

### Usefulness of the Internship

- Practical application of theoretical knowledge for skill development.
- Exposure to diverse hospital management aspects.
- Networking opportunities within the healthcare industry.
- Insight into healthcare management complexities and challenges.
- Enhanced communication and teamwork skills.
- Hands-on experience in decision-making and resource allocation.
- Preparation for future hospital management careers.
- Personal and professional growth through overcoming challenges.

### Suggestions

- Implementing training and education programs for staff impact.
- Adopting electronic documentation systems.
- Addressing staffing shortages through hiring qualified personnel.
- Streamlining administrative processes with automated patient registration.
- Integrating health record systems and digital scheduling.

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

**Week no:** 1

**From:** 6/5/24 to 11/5/24

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| <b>Activity Done</b>                                                   | <p><b>1. Introduction to Administrative Processes:</b></p> <ul style="list-style-type: none"> <li>• I was provided with an overview of the hospital's administrative structure and processes.</li> <li>• Learned about the various administrative tasks and responsibilities within the department.</li> </ul> <p><b>2. Understanding the Hospital Layout:</b></p> <ul style="list-style-type: none"> <li>• Got acquainted with the layout of the hospital, including different departments, wards, and administrative offices.</li> </ul> <p><b>3. Interdepartmental Coordination:</b></p> <ul style="list-style-type: none"> <li>• Observed how the General Administration department coordinates with other departments such as Medical, HR, Finance, and Procurement.</li> </ul> |
| Linking theory (Classroom learning) with practice at your organisation | Even though I have prior experience working as a doctor in a hospital setting, my lack of formal management training limited my understanding of administrative processes. However, with the knowledge gained from the course, I now find myself better equipped to connect the dots. This week, engaging with the floor manager, patients, patients' attenders, and colleagues, I could directly apply classroom-learned concepts to real-world scenarios in healthcare settings. Observing organizational dynamics, communication patterns, leadership styles, and teamwork in action has been immensely beneficial in bridging the gap between theory and practice.                                                                                                               |
| Gaps identified on the working area.                                   | The hospital where I'm currently interning is a newly opened branch of the Yashoda group. Spanning across 10 lakh square feet, it is equipped with 2000 beds to accommodate a large number of patients. However, due to its recent opening, both staff and patients are experiencing navigation issues. As a result, staff members are facing difficulties in managing patient flow. This situation is impacting both the overall patient experience and operational efficiency.                                                                                                                                                                                                                                                                                                     |
| Suggestions for improvement                                            | Offer additional training to staff members to familiarize them with the hospital layout and patient flow management procedures. This will help them become more accustomed to the new environment and enhance their ability to manage patient flow effectively, thereby reducing confusion and improving navigation for both staff and patients.                                                                                                                                                                                                                                                                                                                                                                                                                                     |

Plan for the next week

**1. Shadowing Senior Administrators:**

- Shadow a senior administrator to gain further insight into operational processes and best practices.

**2. Learn about Patient Management Systems:**

- Learn about patient admission processes and the hospital's patient management systems to ensure familiarity and efficiency.

**3. Understanding Hospital Policies:**

- Understand hospital policies and procedures regarding patient care, safety, and confidentiality.



Signature of the Student

Approved by the IIHMR University's Mentor



**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

**Week no:** 2

**From:** 13/5/24 to 18/5/24

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| <b>Activity Done</b>                                                   | <ol style="list-style-type: none"> <li><b>1. Shadowed Senior Administrators:</b> <ul style="list-style-type: none"> <li>○ Followed a senior administrator to learn about hospital operations and attended meetings with them to gain insights.</li> </ul> </li> <li><b>2. Explored Patient Management Systems:</b> <ul style="list-style-type: none"> <li>○ Studied patient admission processes and hospital systems to make operations smoother for both patients and staff. Discovered how it benefits everyone.</li> </ul> </li> <li><b>3. Learned Hospital Policies:</b> <ul style="list-style-type: none"> <li>○ Understood hospital rules on patient care, safety, and confidentiality to ensure quality services are delivered following guidelines.</li> </ul> </li> </ol> |
| Linking theory (Classroom learning) with practice at your organisation | By connecting the dots between organizational behaviour principles, health policy insights, and management concepts, I observed senior administrators to comprehend leadership dynamics and communication patterns within the healthcare environment. This led to an exploration of patient management systems to enhance operational efficiency in alignment with regulatory guidelines for improved patient experiences. Additionally, understanding hospital policies enabled me to enforce quality service delivery by upholding patient care standards, safety protocols, and confidentiality measures.                                                                                                                                                                       |
| Gaps identified on the working area.                                   | During daily meetings with senior administrators, a gap was identified in how issues are addressed. While priority tasks receive immediate attention and quick fixes, underlying issues are often overlooked. These temporary solutions are implemented without thorough follow-up to ensure a permanent resolution, leading to the risk of recurrent problems. For example, one of the autoclaves broke down about 15 days ago. The maintenance department quickly applied a temporary fix, but the issue has resurfaced, underscoring a critical gap in our process - the lack of follow-up to implement a permanent solution.                                                                                                                                                   |
| Suggestions for improvement                                            | Implement a robust follow-up system to ensure temporary fixes are revisited for permanent solutions. Conduct root cause analyses for underlying issues and maintain a detailed maintenance log. Provide staff training on the importance of addressing root causes, and schedule regular review meetings to monitor ongoing issues and follow-up actions. This approach will reduce recurrent problems and improve operational efficiency.                                                                                                                                                                                                                                                                                                                                         |

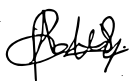
Plan for the next week

**1. Continued Senior Administrator Shadowing:**

- Proceed with shadowing sessions alongside senior administrators to gain further insights into hospital operations and leadership best practices.

**2. Organizing Hospital Event:**

- Take responsibility for organizing an upcoming hospital event, coordinating logistics, communication, and ensuring a successful and engaging event for staff and patients alike.



Signature of the Student

Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor



**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Pallepati Aakanksha

**Roll no:**1774

**Stream:** HHM

**Week no:** 3

**From:** 20/5/24 to 25/5/24

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| <p style="text-align: center;"><b>Activity Done</b></p>                              | <p><b>1. Shadowed Senior Administrators</b></p> <ul style="list-style-type: none"> <li>Continued shadowing sessions with senior administrators to deepen my understanding of hospital operations and leadership practices.</li> </ul> <p><b>1. Organized a Young Doctors Camp</b></p> <ul style="list-style-type: none"> <li>Successfully helped organize a camp for young doctors, coordinating logistics, communication, and event management to ensure its success. This involved working closely with various departments to streamline the event's operations and ensure all participants had a valuable experience. The camp included 110 students, who were divided into groups of 9 and rotated through each department over the course of the week.</li> </ul>                                                                                                                                                                                                                                                                                                           |
| <p><b>Linking theory (Classroom learning) with practice at your organisation</b></p> | <ul style="list-style-type: none"> <li>Shadowing senior administrators provided firsthand insights into leadership dynamics, communication patterns, and decision-making processes observed in real-time hospital operations, which directly linked to classroom theories on healthcare management. Organizing the Young Doctors Camp allowed me to apply event management concepts by coordinating logistics, managing stakeholders, and executing the event, reinforcing the importance of planning and teamwork. Understanding hospital operations through rotating students in different departments connected theoretical knowledge of hospital functions and inter-departmental integration with practical experiences. Identifying gaps in communication and student orientation highlighted the need for continuous process improvement, applying quality improvement strategies from my studies. These activities effectively bridged the gap between theoretical knowledge and practical application, enriching my understanding of hospital administration.</li> </ul> |
| <p><b>Gaps identified on the working area.</b></p>                                   | <p>A significant gap was identified in the scheduling and coordination of activities across departments. The lack of a centralized schedule and clear communication channels led to some departments being unprepared for the arrival of student groups, causing delays and missed learning opportunities. This highlighted the need for better scheduling and inter-departmental communication to ensure that all departments are adequately prepared and can provide a structured and engaging experience for the students.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>To address the gaps during the Young Doctors Camp, implement a centralized scheduling system and enhance inter-departmental communication. Develop a master schedule accessible to all departments and assign a coordinator for oversight. Conduct pre-camp meetings with department representatives to discuss the schedule and expectations. Establish a communication channel for real-time updates and provide each department with detailed information about student groups and activities. Encourage departments to prepare engaging activities and implement a feedback system to gather input and make necessary adjustments. This will ensure a well-coordinated and enriching camp experience for all participants.</li> </ul>                                                                                            |
| <b>Plan for the next week</b>      | <ol style="list-style-type: none"> <li><b>Continued Senior Administrator Shadowing:</b><br/>Proceed with shadowing sessions alongside senior administrators to gain further insights into hospital operations and leadership best practices.</li> <li><b>Understand and Analyze Feedback from the Young Doctors Camp:</b><br/>Collect and review feedback received from participants and staff of the Young Doctors Camp. Analyze this feedback to identify areas of improvement and successes and develop actionable recommendations to enhance future camps.</li> <li><b>Coordinate the Issuance of Certificates for Students:</b><br/>Manage the process of preparing and issuing certificates for the students who participated in the Young Doctors Camp. Ensure that all certificates are accurately prepared, signed, and distributed in a timely manner.</li> </ol> |



Signature of the Student

Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Pallepati Aakanksha

**Roll no:**1774

**Stream:** HHM

**Week no:** 4

**From:** 27/05/24 to 1/06/24

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| <b>Activity Done</b>                                                          | <p><b>1 Continued Senior Administrator Shadowing:</b></p> <ul style="list-style-type: none"> <li>• Proceeded with shadowing sessions alongside senior administrators to gain further insights into hospital operations and leadership best practices.</li> </ul> <p><b>2. Understood and Analyzed Feedback from the Young Doctors Camp:</b></p> <ul style="list-style-type: none"> <li>• Collected and reviewed feedback received from participants and staff of the Young Doctors Camp. Analyzed this feedback to identify areas of improvement and successes, and developed actionable recommendations to enhance future camps.</li> </ul> <p><b>3. Coordinated the Issuance of Certificates for Students:</b></p> <ul style="list-style-type: none"> <li>• Managed the process of preparing and issuing certificates for the students who participated in the Young Doctors Camp. Ensured that all certificates were accurately prepared, signed, and distributed in a timely manner.</li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <p>The activities undertaken this week provided numerous opportunities to link classroom learning with practical experiences in hospital administration. Continuing to shadow senior administrators allowed me to observe leadership dynamics, communication patterns, and decision-making processes in real-time hospital operations. Analyzing feedback from the Young Doctors Camp involved applying quality improvement strategies to identify areas for enhancement. Coordinating the issuance of certificates leveraged organizational and project management skills, ensuring accurate and timely completion of administrative tasks.</p>                                                                                                                                                                                                                                                                                                                                                    |
| <b>Gaps identified on the working area.</b>                                   | <p>While I was reviewing the feedback from the Young Doctors Camp, a significant gap was identified in the tracking and follow-up of the collected feedback. There was no structured process in place to ensure that the feedback was systematically reviewed, addressed, and implemented. This resulted in some valuable suggestions being overlooked and recurring issues not being resolved effectively.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Assign a dedicated team or individual to oversee the feedback process and ensure timely review and implementation.</li> <li>• Schedule regular review meetings to discuss feedback and progress on implementation, ensuring continuous improvement.</li> <li>• Also Conduct pre-event meetings to discuss logistics and address any potential issues for further events.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Plan for the next week</b>      | <ol style="list-style-type: none"> <li>1. Organize Follow-Up Sessions for Feedback Implementation: <ul style="list-style-type: none"> <li>• Plan and conduct follow-up sessions to discuss the implementation of feedback received from the Young Doctors Camp.</li> </ul> </li> <li>2. Read and Understand Standard Operating Procedures (SOPs) for Medical Camps: <ul style="list-style-type: none"> <li>• Review and understand SOPs to streamline the planning and execution of future medical camps, ensuring better coordination and efficiency.</li> </ul> </li> <li>3. Assist in Policy Review and Implementation: <ul style="list-style-type: none"> <li>• Assist in reviewing and implementing updated hospital policies, ensuring effective communication and adoption by all relevant staff members.</li> </ul> </li> </ol> |



Signature of the Student

Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

**Week no:** 5

**From:** 03/06/24 to 08/06/24

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|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ol style="list-style-type: none"> <li><b>Organized Follow-Up Sessions for Feedback Implementation:</b> <ul style="list-style-type: none"> <li>Planned and conducted follow-up sessions to discuss the implementation of feedback received from the Young Doctors Camp. This involved meeting with various department heads to ensure the feedback was addressed and integrated into future.</li> </ul> </li> <li><b>Read and Understood Standard Operating Procedures (SOPs) for Medical Camps:</b> <ul style="list-style-type: none"> <li>Reviewed and understood the SOPs to streamline the planning and execution of medical camps. This included understanding the logistics, coordination, and necessary preparations to ensure efficient and effective medical camp operations.</li> </ul> </li> <li><b>Assisted in Policy Review and Implementation:</b> <ul style="list-style-type: none"> <li>Assisted in reviewing and implementing updated hospital policies. Worked with the administration team to ensure effective communication and adoption by all relevant staff members. This involved creating informational materials to support the implementation and for training sessions.</li> </ul> </li> </ol> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>Organizing follow-up sessions and understanding SOPs involved applying project management and quality improvement strategies learned in the classroom. Assisting in policy review and implementation leveraged organizational skills and knowledge of healthcare regulations, ensuring policies were effectively communicated and adopted.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>While reviewing the Standard Operating Procedures (SOPs) for medical camps, a minor gap was identified in the area of logistics management. The current SOPs did not adequately cover the detailed steps required for the procurement, transportation, and setup of medical supplies and equipment at camp locations.</li> <li>This lack of detailed logistical guidelines may lead to delays and inefficiencies in camp setup and operations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Revise the SOPs to include comprehensive logistics management protocols. This should cover detailed steps for the procurement, transportation, and setup of medical supplies and equipment.</li> <li>• Assign a logistics coordinator to oversee and manage all logistical aspects of medical camps, ensuring timely and efficient camp setup and operations.</li> <li>• Conduct pre-event meetings to discuss logistics, assign roles, and address any potential issues to ensure smooth execution of medical camps.</li> </ul>                              |
| <b>Plan for the next week</b>      | <ol style="list-style-type: none"> <li><b>1. Conduct Training Sessions for New Policies:</b> <ul style="list-style-type: none"> <li>• Help to Organize a training session to ensure all staff members are well-informed about the new policies and understand their roles and responsibilities.</li> </ul> </li> <li><b>2. Prepare for an Upcoming Health Camp:</b> <ul style="list-style-type: none"> <li>• Begin preparations for an upcoming health camp, including logistics planning, staff coordination, and ensuring all necessary supplies and equipment are available.</li> </ul> </li> </ol> |



Signature of the Student

Dr Pallepati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

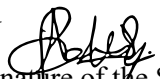
**Week no:** 6

**From:** 10/06/24 to 15/06/24

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|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ol style="list-style-type: none"> <li><b>Conducted Training Sessions for New Policies:</b> <ul style="list-style-type: none"> <li>Organized and conducted training sessions to ensure all staff members were well-informed about the new policies. This involved preparing training materials, scheduling sessions, and facilitating discussions to clarify any doubts and ensure thorough understanding.</li> </ul> </li> <li><b>Prepared for an Upcoming Health Camp:</b> <ul style="list-style-type: none"> <li>Began preparations for an upcoming health camp at a factory on the outskirts of the city. Key activities included: <ul style="list-style-type: none"> <li>Logistics Planning: Coordinated transportation and setup of medical supplies and equipment.</li> <li>Staff Coordination: Assembled a team of medical professionals and scheduled shifts.</li> <li>Site Setup: Visited the factory site to plan the layout and organize medical stations.</li> <li>Communication: Collaborated with factory management for smooth execution.</li> </ul> </li> </ul> </li> <li><b>Volunteered for Blood Donation Camp:</b> <ul style="list-style-type: none"> <li>Actively participated as a volunteer in the blood donation camp conducted during the week. Assisted with donor registration, managed the flow of donors, and provided post-donation care.</li> </ul> </li> </ol> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>The activities undertaken this week provided numerous opportunities to link classroom learning with practical experiences in hospital administration. Preparing for the health camp required project management skills, including planning, organizing, and coordinating resources. Volunteering for the blood donation camp involved real-world application of event management and patient care practices, enhancing my understanding and capability in hospital administration.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>While preparing for the upcoming health camp, a significant gap was identified in the area of volunteer management. There was no clear process in place for recruiting, training, and coordinating volunteers for the health camp. This lack of structured volunteer management could potentially lead to confusion, inefficiencies, and inadequate support during the camp.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



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|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Develop a volunteer management plan that includes clear processes for recruitment, training, and coordination of volunteers.</li> <li>• Assign a volunteer coordinator to oversee the management of volunteers, ensuring they are well-prepared and effectively utilized during the camp.</li> <li>• Conduct volunteer orientation sessions prior to the camp to familiarize them with their roles and responsibilities and ensure they are equipped to provide support.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Plan for the next week</b>      | <p><b>Plan for the Next Week:</b></p> <ol style="list-style-type: none"> <li><b>1. Conduct the Health Camp:</b> <ul style="list-style-type: none"> <li>• Execute the health camp starting on 17th June at the factory on the outskirts of the city.</li> <li>• Oversee all aspects of the camp to ensure smooth operations, including managing staff, coordinating activities, and addressing any issues that arise.</li> </ul> </li> <li><b>2. Finalize Preparations:</b> <ul style="list-style-type: none"> <li>• Complete final logistics checks to ensure all transportation arrangements are confirmed.</li> </ul> </li> <li><b>3. Arrange Equipment and Consumables:</b> <ul style="list-style-type: none"> <li>• Ensure all medical equipment and consumables are procured, packed, and ready for transport.</li> <li>• Coordinate with the logistics team for secure and timely transport to the camp location.</li> </ul> </li> <li><b>4. Communication:</b> <ul style="list-style-type: none"> <li>• Collaborate with factory management for smooth execution of the camp.</li> <li>• Ensure all necessary documentation, such as patient registration forms and consent forms, is prepared and ready for use.</li> </ul> </li> </ol> |

  
Signature of the Student

Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Pallepati Aakanksha

**Roll no:**1774

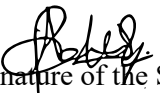
**Stream:** HHM

**Week no:** 7

**From:** 17/06/24 to 22/06/24

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| <b>Activity Done</b>                                                          | <p><b>1. Conducted Health Camp:</b></p> <ul style="list-style-type: none"> <li>Successfully executed the health camp at the factory on the outskirts of the city. Managed all aspects of the camp, including staff coordination, patient management, and addressing any issues that arose.</li> <li>Ensured smooth operations by overseeing the setup of medical stations, managing the flow of patients, and coordinating with factory management for seamless execution.</li> </ul> <p><b>2. Finalized Preparations:</b></p> <ul style="list-style-type: none"> <li>Completed all final logistics checks and ensured transportation arrangements were confirmed.</li> <li>Conducted staff briefings to review roles, responsibilities, emergency procedures, and communication protocols.</li> </ul> <p><b>3. Arranged Equipment and Consumables:</b></p> <ul style="list-style-type: none"> <li>Procured, packed, and transported all necessary medical equipment and consumables to the health camp location.</li> <li>Verified that all equipment was in working order and that there were sufficient supplies to meet the needs of the camp.</li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>This week's activities provided practical experience in managing a health camp, aligning with theoretical knowledge gained in the classroom. Executing the health camp involved project management skills, coordination, and effective communication. The hands-on experience in managing patient flow, addressing logistical issues, and ensuring smooth operations provided valuable insights into real-world hospital administration and event management.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>During the health camp, a gap was identified in the patient registration process. With approximately 600 people attending the camp, averaging around 100 people per day, the lack of a streamlined system for registering patients led to delays and confusion at the registration desk. This inefficiency highlighted the need for a more organized and systematic approach to patient registration.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"> <li>Implement a digital registration system, such as Google Forms, to streamline patient registration and reduce wait times.</li> <li>Train volunteers and staff on the new registration process to ensure a smooth and efficient workflow.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| <p><b>Plan for the next week</b></p> | <ol style="list-style-type: none"> <li><b>1. Review Health Camp Outcomes:</b> <ul style="list-style-type: none"> <li>Analyze the outcomes of the health camp, including patient feedback and staff performance. Identify areas of success and opportunities for improvement.</li> </ul> </li> <li><b>2. Implement Patient Registration Improvements:</b> <ul style="list-style-type: none"> <li>Develop and implement a digital registration system for future health camps. Train staff and volunteers on the new system.</li> </ul> </li> </ol> |
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Signature of the Student

Dr Pallepati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor

**Annexure-E**  
**Reporting Format**  
**(Weekly)**

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

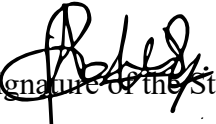
**Week no:** 8

**From:** 24/06/24 to 29/06/24

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| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"> <li>• <b>Reviewed Health Camp Outcomes:</b> <ol style="list-style-type: none"> <li>a. Analyzed the outcomes of the health camp, including patient feedback and staff performance. Identified key areas of success and opportunities for improvement. Collected data on patient satisfaction and service efficiency to inform future health camp planning.</li> </ol> </li> <li>• <b>Implemented Patient Registration Improvements:</b> <ol style="list-style-type: none"> <li>a. As part of the team, developed and implemented a digital registration system using Google Forms to streamline patient registration for future health camps. Conducted training sessions for staff and volunteers to ensure familiarity with the new system and smooth operation.</li> </ol> </li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>• This week's activities provided comprehensive exposure to practical aspects of hospital administration. Reviewing health camp outcomes involved data analysis and quality improvement strategies learned in the classroom. Implementing the digital registration system required project management and technical skills</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>• During the health camp, it was noted that there was inadequate signage and directional information for patients. This led to confusion and delays as factory employees were unsure where to go for various services, resulting in inefficiencies and reduced satisfaction.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"> <li>• Develop and implement clear signage and directional aids for future health camps to guide patients efficiently through the different service stations.</li> <li>• Ensure that volunteers and staff are positioned at key locations to assist and direct patients as needed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**Plan for the next week**

- **Continue Senior Administrator Shadowing:**
  - Continue shadowing senior administrators to gain further insights into hospital operations and leadership practices.
- **Wrap Up Internship and Handover Duties:**
  - Finalize all ongoing tasks and hand over responsibilities to designated staff members. Ensure a smooth transition by providing detailed handover notes.
  - Summarize and present my learning experiences and key takeaways from the internship to the senior administrator, highlighting the skills and knowledge gained during my time at Yashoda Hospitals.

  
Signature of the Student  
Dr Palapati Aakanksha

**Roll no:**1774

**Stream:** HHM

Approved by the IIHMR University's Mentor



## Compiled Reporting Format

**Name of the Organisation:** Yashoda Hospitals, Hyderabad

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

**Name of the Student:** Dr Palapati Aakanksha

**Roll no:** 1774

**Stream:** HHM

**Week no:** 1-8

**From:** 06/05/24 to 06/07/24

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|  | <ul style="list-style-type: none"><li>• <b>Orientation Program:</b><ul style="list-style-type: none"><li>▪ Attended an in-depth orientation session designed to familiarize new interns with the hospital's operations, policies, and procedures. This session included presentations from department heads, tours of various departments, and interactive Q&amp;A sessions to address initial queries.</li><li>▪ Met with key administrative personnel and department heads to understand their roles, responsibilities, and how their departments contribute to the overall functioning of the hospital.</li></ul></li><li>• <b>Initial Assignments:</b><ul style="list-style-type: none"><li>▪ Assigned to shadow senior administrators, which involved observing their day-to-day activities, attending meetings, and understanding the challenges faced in hospital management.</li><li>▪ Began familiarizing myself with the hospital's policies and Standard Operating Procedures (SOPs), focusing on how</li></ul></li></ul> |
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**Activity Done**

these guidelines ensure smooth and efficient hospital operations.

- I was assigned to be an operations intern, mainly working on organizing events for Yashoda Hospitals and to understand the overall management of the hospital.

- **Senior Administrator Shadowing and Training Preparation:**

- Continued shadowing senior administrators to gain deeper insights into their decision-making processes, strategic planning, and daily management tasks.
- Attended high-level meetings and observed the communication patterns and leadership styles employed by senior administrators, noting the collaborative approach to problem-solving and decision-making.

- **Training Preparation:**

- Assisted in preparing comprehensive training materials for upcoming staff training sessions on new hospital policies. This included creating PowerPoint presentations, handouts, and other training aids.
- Coordinated with various departments to schedule training sessions, ensuring that all staff members could attend without disrupting their regular duties.

- **Organized and Conducted Young Doctors Camp:**

- Played a significant role in organizing a young doctor's camp aimed at providing hands-on experience and exposure to aspiring medical students. Coordinated various activities, including departmental rotations, guest lectures, and practical sessions.
- Ensured the smooth execution of the camp by managing logistics, coordinating with different departments, and overseeing the overall schedule of activities.
- Managed the process of preparing and issuing certificates for the students who participated in the Young Doctors Camp. Ensured that all certificates were accurately prepared, signed, and distributed in a timely manner.

- **Training Sessions and Volunteer Management:**

- Organized and conducted multiple training sessions to ensure all staff members were well-informed about the new policies. These sessions included interactive discussions, case studies, and Q&A segments to clarify any doubts and ensure thorough understanding.

- Used adult learning principles and instructional design techniques to make the training sessions engaging and effective.
- **Volunteer Management for Health Camp:**
  - Began preparations for an upcoming health camp by focusing on the recruitment and training of volunteers. Coordinated with the HR department to enlist volunteers, prepared orientation materials, and conducted training sessions to equip volunteers with the necessary skills and knowledge.
  - Developed a volunteer management plan, outlining roles and responsibilities, and created a schedule to ensure adequate coverage during the health camp.
- **Health Camp Preparations and Execution:**
  - Managed logistics planning, including transportation arrangements, procurement of medical supplies, and setup of medical stations. Conducted site visits to assess the location and plan the layout of medical stations for efficient patient flow.
  - Coordinated with various departments to assemble a team of medical professionals, including doctors, nurses, and support staff, and scheduled their shifts to ensure continuous service throughout the camp.
- **Blood Donation Camp and Policy Review:**
  - Actively participated as a volunteer in the blood donation camp. Responsibilities included donor registration, managing the flow of donors, providing post-donation care, and ensuring the overall smooth operation of the donation site.
  - Assisted in publicizing the event, encouraging participation, and ensuring a high turnout of donors.
- **Assisted in Policy Review:**
  - Reviewed existing hospital policies to identify areas needing updates or improvements. Worked closely with senior administrators to draft updated policies that reflect current best practices and regulatory requirements.
  - Organized and conducted training sessions to inform staff about the updated policies and created informational materials, such as brochures and posters, to support the implementation process.



- **Final Preparations for Health Camp Execution:**
  - Completed final logistics checks to ensure all preparations were in place for the upcoming health camp. This included confirming transportation arrangements, verifying the availability of medical supplies, and conducting a site walk-through to finalize the layout and setup of medical stations.
  - Briefed staff on their roles and responsibilities, reviewed emergency procedures, and established clear communication protocols to ensure smooth operations during the camp.
- **Executed Health Camp:**
  - Managed all aspects of the health camp, including patient flow, staff coordination, and addressing any issues that arose. Ensured that all medical stations were adequately staffed and supplied, and that patients received timely and effective care.
  - Collaborated with factory management to address any logistical challenges and ensure the smooth execution of the health camp.
- **Health Camp Review and Digital Registration:**
  - Conducted a thorough analysis of the health camp outcomes, including patient feedback, staff performance, and overall efficiency. Collected data on patient satisfaction, wait times, and service quality to identify strengths and areas for improvement.
  - Prepared a detailed report summarizing the findings and presented it to senior administrators, along with recommendations for future health camps.
- **Implemented Patient Registration Improvements:**
  - As part of the team, developed and implemented a digital registration system using Google Forms to streamline patient registration processes for health camps and events. This system aimed to reduce wait times, minimize errors, and improve overall efficiency.
  - Conducted training sessions for staff and volunteers on the new registration system, ensuring they were well-equipped to use the technology effectively.
- **Wrap-Up and Handover:**
  - Finalized all ongoing tasks and handed over responsibilities

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|                                                                                      | <p>to designated staff members. Prepared detailed handover notes and conducted briefings to ensure a smooth transition.</p> <ul style="list-style-type: none"> <li>▪ Presented my learning experiences and key takeaways from the internship to the senior administrator, highlighting the skills and knowledge gained during my time at Yashoda Hospitals.</li> </ul> <ul style="list-style-type: none"> <li>• <b>Final Review and Feedback:</b> <ul style="list-style-type: none"> <li>▪ Participated in a final review meeting with my mentor and senior administrators to discuss my performance and areas for improvement. Received constructive feedback on my contributions and discussed how to apply the learning in future roles.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Linking theory (Classroom learning) with practice at your organisation</b></p> | <p>Throughout the internship, I was able to link classroom learning with practical experiences in hospital administration.</p> <ul style="list-style-type: none"> <li>• <b>Health Camps Management:</b> <ul style="list-style-type: none"> <li>▪ Utilized project management skills for planning, organizing, and coordinating health camp activities.</li> </ul> </li> <li>• <b>Blood Donation Camp:</b> <ul style="list-style-type: none"> <li>▪ Gained real-world experience in event management and patient care practices.</li> </ul> </li> <li>• <b>Health Camp Outcomes Review:</b> <ul style="list-style-type: none"> <li>▪ Employed data analysis and quality improvement strategies to evaluate the health camp's success and areas for improvement.</li> </ul> </li> <li>• <b>Digital Registration System:</b> <ul style="list-style-type: none"> <li>▪ Implemented technical skills and project management principles to develop a streamlined patient registration process.</li> </ul> </li> <li>• <b>Young Doctors Camp Organization:</b> <ul style="list-style-type: none"> <li>▪ Applied skills in educational program coordination and youth engagement to provide hands-on experience for aspiring medical students.</li> </ul> </li> <li>• <b>Shadowing Senior Administrators:</b> <ul style="list-style-type: none"> <li>▪ Gained insights into leadership, decision-making, and operational management.</li> </ul> </li> <li>• <b>Policy Review and Implementation:</b> <ul style="list-style-type: none"> <li>▪ Reinforced organizational and communication skills by reviewing and updating hospital policies.</li> </ul> </li> </ul> |

**Gaps identified on the working area.**

**1. Volunteer Management:**

- The lack of a clear process for recruiting, training, and coordinating volunteers for health camps led to confusion and inefficiencies.
- This gap affects the operational management system by hindering the efficient utilization of volunteer resources and impacting the overall effectiveness of health camp operations.

**2. Patient Registration:**

- The absence of a streamlined system for registering patients at health camps resulted in delays and confusion at the registration desk.
- This gap impacts the quality management system by causing inefficiencies and errors in patient registration, ultimately affecting patient satisfaction and service delivery.

**3. Emergency Protocols:**

- Inadequate documentation of emergency protocols within the current SOPs posed risks to the success of health camps and the safety of participants.
- This gap affects the risk management system by leaving the organization unprepared for emergencies, potentially leading to unsafe conditions and operational disruptions.

**4. Signage and Directional Information:**

- Inadequate signage and directional information for patients during health camps led to confusion and delays, reducing patient satisfaction.
- This gap impacts the organizational management system by causing navigational challenges for patients, thereby reducing the efficiency of health camp operations and patient satisfaction.

**5. Follow-Up Process:**

- There was no structured method for ensuring that patients received the necessary follow-up care and information after the health camps, leading to potential gaps in care continuity.
- This gap affects the patient management system by failing to ensure continuous care and proper follow-up, which is crucial for maintaining patient health and satisfaction.

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|                                           | <p><b>6. Inter-departmental Coordination:</b></p> <ul style="list-style-type: none"> <li>▪ Even though Yashoda Hospitals has extensive experience in organizing events at other branches, this was the first time a Young Doctors Camp was conducted within a newly opened branch. A significant gap was identified in the scheduling and coordination of activities across departments. The lack of a centralized schedule and clear communication channels led to some departments being unprepared for the arrival of student groups, causing delays and missed learning opportunities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>Suggestions for improvement</b></p> | <p><b>1. Volunteer Management:</b></p> <ul style="list-style-type: none"> <li>▪ Create a detailed plan outlining the processes for recruiting, training, and coordinating volunteers. This plan should include volunteer roles, responsibilities, and expectations.</li> <li>▪ Designate a staff member to oversee the management of volunteers, ensuring they are well-prepared and effectively utilized during health camps.</li> <li>▪ Organize comprehensive orientation sessions for volunteers to familiarize them with the health camp's objectives, procedures, and their specific roles.</li> <li>▪ Implement ongoing training programs and provide regular updates to volunteers to keep them informed about new procedures and policies.</li> <li>▪ Establish a feedback system where volunteers can provide insights and suggestions for improvement.</li> </ul> <p><b>2. Patient Registration:</b></p> <ul style="list-style-type: none"> <li>▪ Use digital tools like Google Forms to streamline patient registration processes, reducing wait times and minimizing errors.</li> <li>▪ Conduct training sessions to ensure that all staff and volunteers are proficient in using the new digital registration system.</li> <li>▪ Create a backup plan for patient registration in case of technical failures, including manual registration procedures.</li> <li>▪ Ensure robust data protection protocols are in place to safeguard patient information.</li> </ul> <p><b>3. Emergency Protocols:</b></p> <ul style="list-style-type: none"> <li>▪ Revise the SOPs to include comprehensive emergency protocols detailing steps to take in various potential emergencies during various events conducted by the</li> </ul> |

hospital.

- Regularly schedule and conduct mock drills to ensure staff are familiar with protocols and can respond effectively.
- Implement training programs focused on emergency response, ensuring all staff members are knowledgeable and prepared.
- Develop and implement clear communication protocols for use during emergencies, including designated roles and responsibilities.
- Continually review and update emergency protocols based on feedback and changing circumstances.

#### **4. Signage and Directional Information:**

- Create and implement clear, easily understandable signage to guide patients through health camps and events at hospital.
- Assign volunteers or staff at strategic points to assist and direct patients as needed.
- Perform site walk-throughs before events to identify potential areas of confusion and ensure adequate signage placement.
- Provide signs in multiple languages to accommodate a diverse patient population.
- Ensure that signs are regularly checked, updated, and maintained for clarity and relevance.

#### **5. Follow-Up Process:**

- Create a detailed follow-up system to track and manage patient care post-health camp and post events, including follow-up calls and appointment scheduling.
- Conduct training sessions to ensure staff understand the importance of follow-up care and are proficient in using the follow-up system.
- Implement digital tools and software to automate and streamline the follow-up process.
- Regularly assess the follow-up process to identify areas for improvement and ensure effectiveness.
- Ensure patients receive clear and comprehensive care instructions at the end of their visit, including information on follow-up appointments.

#### **6. Inter-departmental Coordination:**

- Create a centralized schedule for all activities and ensure it is accessible to all departments involved in the camp. This

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|  | <p>schedule should be regularly updated and communicated to avoid conflicts and overlaps.</p> <ul style="list-style-type: none"> <li>▪ Schedule regular meetings between department heads and coordinators to discuss upcoming activities, address potential issues, and ensure everyone is on the same page.</li> <li>▪ Establish clear and efficient communication channels for inter-departmental coordination, including email groups, messaging apps, and regular briefings.</li> <li>▪ Designate liaisons in each department who are responsible for coordinating with other departments and ensuring smooth communication and execution of tasks.</li> </ul> |
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Signature of the Student

Dr Pallepati Aakanksha

**Roll no:**1774

**Stream:** HHM

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