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Enrollment No.: IIHMR-U/02/2023-25/0553

Program: MBA – Pharmaceutical Management

Institute: IIHMR University, Jaipur

Internship Duration: 11th March 2025 to 31st May 2025

Organization: CK Birla Hospital, Jaipur

Department: Clinical Pharmacology

Internship Guide: Mr. Kamal Shivhare

Academic Mentor: Dr. Rahul Sharma

1. Introduction

The internship at CK Birla Hospital, Jaipur, was undertaken in the **Clinical Pharmacology Department** with the objective of auditing **medication transcription errors** across inpatient wards. The internship provided a practical opportunity to assess patient safety risks associated with prescription documentation, particularly focusing on identifying and categorizing transcription-related errors in ICU and high-dependency settings.

2. Objectives

- To audit medication charts and identify transcription errors.
 - To analyze the frequency and types of errors made by prescribers.
 - To study the contributing factors such as handwriting issues, non-standard abbreviations, and missing drug information.
 - To assess the impact of such errors on patient safety and care outcomes.
 - To recommend strategies like EMR adoption, standardized protocols, and prescriber education for error reduction.
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3. Roles and Responsibilities

During the internship period, the following responsibilities were undertaken:

a. Audit Execution:

- Reviewed **468 medication charts** from ICUs (MICU, SICU, CCU, NICU).
- Identified and categorized **1,523 transcription errors**.

b. Error Classification:

- Documented error types: illegible handwriting, use of unsafe abbreviations, omission of dose/frequency/route, and brand name usage.
- Noted consultant-wise and department-wise error trends.

c. Qualitative Analysis:

- Conducted interviews with doctors, nurses, and pharmacists.
- Observed prescription and documentation workflows.

d. Data Analysis:

- Calculated error rates per patient (average 8.29 errors) and per drug (39.27%).
 - Compared error patterns across units and prescriber behavior.
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4. Key Learnings

- Transcription errors are a serious, preventable risk to patient safety.
 - Standardization of prescription protocols is critical.
 - Prescriber behavior significantly influences documentation accuracy.
 - EMRs can reduce human errors related to handwriting and missing information.
 - Audit-based interventions can lead to significant quality improvements.
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5. Challenges Faced

- Interpreting illegible handwriting.
- Resistance from some staff during observation or interviews.
- Incomplete or inconsistent documentation in some charts.

- Time constraints in reviewing high volumes of prescriptions within strict timelines.
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6. Outcome and Contribution

- Provided a detailed analysis of transcription errors at CK Birla Hospital.
 - Generated department-wise and consultant-wise error breakdowns.
 - Proposed actionable recommendations to the clinical pharmacology team.
 - Supported the development of training content for prescriber sensitization.
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7. Conclusion

The internship provided in-depth exposure to clinical audit methodologies, patient safety concerns, and real-world healthcare documentation practices. The insights gained helped identify systemic flaws and opportunities for digital transformation through EMRs and prescriber education, thereby directly contributing to improved quality of care at CK Birla Hospital.