

SUMMER INTERNSHIP PROGRAM

At



From May 12, 2025, to July 19, 2025

A REPORT BY

CHIDVINATH REDDY

ROLL NO: 0055

Master of Business

Administration

**(DEVELOPMENT
MANAGEMENT)**

MBA-DM04

1ST YEAR

2024-2026

Under the mentorship of

Dr. Hemant Kumar Mishra (Assistant Professor),

SDS (school of developmental studies)



NHMMI/HR/2025/0242

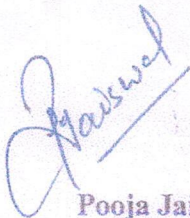
Date: 19/07/2025

TO WHOMSOEVER IT MAY CONCERN

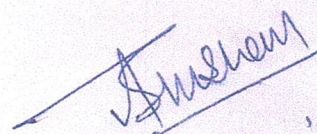
This is to certify that **Mr. Chidvinath Reddy** from IIHMR University, Jaipur has completed the internship under the **ESG and CSR Team** at NH MMI Narayana Superspeciality Hospital, Dhamtari Road, Lalpur, Raipur (C.G.), from 12/05/2025 to 19/07/2025.

He worked well as part of the team during his tenure and significantly contributed through his performance. We take this opportunity to thank & wish him all the best for his career.

For, MMI Narayana Superspeciality Hospital, Raipur
(A Unit of Narayana Hrudayalaya Ltd.)



Pooja Jaiswal
Assistant General Manager - HR Department


Dr. Aswini
(Manager Quality)
(NH MMI Raipur)

NH MMI Narayana Hospital

(A unit of Narayana Hrudayalaya Limited) CIN: L85110KA2000PLC0274977

New Dhamtari Road, Lalpur, Raipur 492001

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Registered Office Address: 258/A, Bommasandra Industrial Area, Anekal Taluk, Bengaluru - 560099



Appointment
1800 309 0309



Email:
info.rpr@narayanahealth.org

Our Accreditations

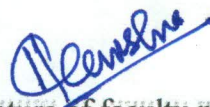


IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Chidvinath Reddy** of Academic Year **2024-2026** of **School Developmental Studies** has prepared a poster with respect to his summer internship held during May-July 2025

He has carried out work as per the guidelines, and his poster is approved for Presentation

Date: 28/07/2025


(signature of faculty mentor)

Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 01 From:12/05/202 to16/05/2025

Activity Done	• Submitted all the necessary documents and was introduced to the HOD of the hospital's facilities department • Learnt about how the organization manages its biomedical waste in an organized manner by segregating it into four different categories • Yellow • Red • White • Blue • Completed an audit of the BMW for the year 2024 to April 2025, primarily tasked with finding out the errors in the books and Excel sheets
Linking theory (Classroom learning) with practice at your organisation	• Learnt how a simple theory like colour coding can have a great impact if done properly, and will reduce errors in the BMW management process
Gaps were identified in the working area.	• In the first week, the gap I identified is that the deployment of staff to workstations is a struggle due to one employee having to do the work of two in some wings of the hospital
Suggestions for improvement	
Plan for the next week	• I'll be observing the fire and safety protocols of the hospital

Signature of the Student

CHIDVINATH REDDY

Approved by the IHHMR University's Mentor

On the last day of every week, Saturday) A report in the above format should be submitted to the faculty mentor. Submission of a total of 10 reports in 10 weeks is compulsory. Each report should not be more than 2 pages.

Weekly Report

Name of the Organisation: MMI Narayana Health Raipur

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: CHIDVINATH REDDY

Roll no: 0055 **Stream:** DM (Development Management)

Week no: 02 **From:**19/05/202 to 24/05/2025

Activity Done	• Audited the dietary services department to determine whether the safety protocols are being followed. • Got to know about the security systems of the hospital and the due process in case of MLCs (medico-legal cases) • I was assigned to the F.S.O. (fire safety officer) of the hospital and gained an understanding of the fire systems in the hospital • Active systems (Ex, extinguishers) • Passive systems (fire doors, lowers) • Went on the safety rounds to check whether all safety parameters are being satisfied or not, using a checklist • Accompanied the F.S.O. on the audit of CSSD to know what kind of viewpoint we should have during a safety audit • Visited the STP to know how the hospital is treating its wastewater and extending its efforts in reducing pollution and using the treated water for gardening purposes
Linking theory (Classroom learning) with practice at your organisation	• Utilization of the Poka Yoke tools (Sapphire software) to ensure safety standards in the hospital • Importance of IEC Material in ESG Compliance (PCPNDT Act)
Gaps were identified in the working area.	• GAS cylinders are not secured using proper safety caps • The filter press in the STP is not in working condition, leading to inefficient sludge processing

Suggestions for improvement	• Can be mounted using a chain to the wall, which can prevent fall accidents
Plan for the next week	• Will be looking into the energy efficiency and water management practices of the hospital

Signature of the Student

CHIDVINATH REDDY

Approved by the IIHMR University's Mentor

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Weekly Report

Name of the Organisation: MMI Narayana Health Raipur

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: CHIDVINATH Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 03 From:26/05/202 to 31/05/2025

Activity Done	• Understood how hospitals, which are both energy- and water-intensive institutions, conserve energy and water through sustainable practices. • Learned about the regulatory compliance aspect of the hospital regarding emissions per CPCB PART VI and how they maintain water and air quality through monthly and quarterly tests. • Was asked to present suggestions for improvement to reduce water and electricity consumption in the hospital.
Linking theory (Classroom learning) with practice at your organisation	• Learnt the importance of optimization in resource-intensive organizations like hospitals
Gaps were identified in the working area.	• Lack of educational awareness material about water and energy conservation in the hospital • Leakages and a lack of accountability lead to water wastage in most of places (especially in gardening)
Suggestions for improvement	• Lightweight insulated concrete (LWIC), a retrofitting technique, can be employed to reduce electricity consumption • Green roofs or living roofs not only add aesthetic value to the buildings but also provide thermal insulation • Dual flush is another retrofitting technique that will reduce water consumption per flush

	• Diverting the rainwater harvested during the monsoon and rainy season to the laundry will reduce the seasonal consumption
Plan for the next week	• Will be working with the operations department in the cancer centre

Signature of the Student

CHIDVINATH REDDY

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Weekly Report

Name of the Organisation: MMI Narayana Health Raipur

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: CHIDVINATH Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 04 From: 02/06/2025 to 06/06/2025

Activity Done	• Worked in the cancer centre to ensure compliance with the regulations and protocols regarding radiation safety that are compulsory to follow, as mentioned in the AERB ACT 1962 • Got an orientation of the CSR programs at the unit level 1. Apna Ghar (in collaboration with Intas Foundation) provides accommodation for cancer patients 2. The companion care program provides training to family members on how to assist their family members • Was asked to give some CSR initiatives unit level to implement along with the existing programs
Linking theory (Classroom learning) with practice at your organisation	• Assessment of the vulnerable groups is done by collaborating with the CHC community health centre and the PHC primary health centre, and connecting them with Narayana Health • Understood the importance of CSR at the hospital and how it helps with PR and increases the patient flow
Gaps were identified in the working area.	• The flow of information or the information available is not consistent with all the team members involved • Focus is on departmental specializations (cardio, oncology) instead of thematic areas
Suggestions for improvement	• I suggested a first responder training program in schools for high schoolers • Oral cancer awareness through the use of camps • Free glaucoma screening tests in January, marking the glaucoma month • Suggested to start a play school for employees' children

Plan for the next week	• will be discussing with HR about the project topic
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Signature of the Student

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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: CHIDVINATH Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 05 From:09/06/2025 to14/06/2025

Activity Done	• Worked in the clinical engineering department to understand the regulatory compliance of the department regarding the quality of the medical devices (ISO 13485) and licenses for the equipment PNDT for sonography • Importance of continuous training and preventive maintenance in ensuring patient safety and performance efficiency • Role of service excellence in patient-centric sustainability, like playing an important part in digitalization, ATHMA is useful in ➤ Billing and discharge process ➤ Medical record management • Constantly monitoring the KPIs to look for improvement, which can lead to elevated patient satisfaction • Understood the role of the supply chain in ESG ➤ Prioritizing the locally sourced products, thus aiding the economy (160 vendors) ➤ Giving the MSME companies opportunities to grow (42 vendors) • Adherence to the safe dispensing practices (includes double-check cross verification) and segregating the drugs using colour coding
Linking theory (Classroom learning) with practice at your organisation	• Principles of management: importance of RCA (root cause analysis) and CAPA (corrective and preventive action) in service-based industries
Gaps were identified in the working area.	• Lack of the concept of ethical procurement at the unit level • Lack of information about the energy efficiency of the medical devices in the clinical engineering department

Suggestions for improvement	• Adding the energy consumption as a metric in the monthly ESG report would be beneficial • Granting more decision-making power at the unit level is essential for ethical procurement
Plan for the next week	• Will be meeting the industry mentor for suggestions regarding the research project

Signature of the Student

CHIDVINATH REDDY

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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 06 From:16/06/202 to21/06/2025

Activity Done	• Updated the MRN (medical record number) in the employee profile for all the permanent staff of Narayana Health. This will help cut the process short while availing the medical benefits at the facility, and family members to get the treatment with valid ID proof • Conducted a HIRA (hazard identification and risk assessment) study in the hospital as part of the quality department in the following areas 1. Laboratory & blood centre 2. Kitchen & laundry 3. General wards 4. MICU,CICU,ICU 5. HDU, 6. Dialysis and physiotherapy • Also understood the importance of incident reporting and mock drills in making employees prepared for emergencies
Linking theory (Classroom learning) with practice at your organisation	• Human resources: the importance of medical benefits to employees and how they can have a positive impact on their health and well-being
Gaps were identified in the working area.	• A lot of employees are not fully aware of here benefits, and most of the profiles are not fully completed, and they don't know how to access them, making the aspect of employee benefits a compliance formality
Suggestions for improvement	• The L&D manager should take an offline course on this and educate the employees to access their profile and update their information on their own

Plan for the next week	• Will complete the rest of the areas on Monday
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Signature of the Student

CHIDVINATH REDDY

Approved by the IIMMR University's Mentor

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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 07 From:23/06/2025 to28/06/2025

Activity Done	• Conducted the HIRA study in the operating theatre complex • Started the HIRA matrix to know the risk level of the hazards identified • Completed the HVA (hazard vulnerability assessment) to know the disaster preparedness of the facility 1) Four hazard categories 2) Natural hazards, e.g., earthquake 3) Technological hazards 4) Human hazards, e.g., labour action 5) Hazardous materials • Risk = severity*probability. This will help us know the relative risk level of the event • Severity -mitigation decreases the risk percentage
Linking theory (Classroom learning) with practice at your organisation	• Operations Research: The importance of RCA root cause analysis in hazard assessment and planning corrective action for the said problem, especially making a fishbone diagram to visualize the scenario
Gaps were identified in the working area.	• Lack of awareness among employees (managerial) about disaster plans • In active participation in the mock drills in some areas
Suggestions for improvement	• Continuous motivation regarding participation in the mock drills is needed
Plan for the next week	• will complete the HIRA matrix and learn about the BRSR framework

Signature of the Student

CHIDVINATH REDDY

Approved by the IHHMR University's Mentor

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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 08 From:30/07/2025 to 05/06/2025

Activity Done	• Went through the external and internal disaster policy of the facility to prepare a presentation on new codes • Made a presentation on the new codes replacing the old codes. The prime reasons for this are to align the facility with the rest of the facilities and ensure better preparedness in times of disaster 1. Code orange: external disasters 2. Code grey: internal disasters 3. Code yellow: communicable diseases • Attended a training session conducted by the L&D manager about the soon-to-be-implemented new policies for interns
Linking theory (Classroom learning) with practice at your organisation	• Principles of management: importance of proactive planning for workplaces (hospitals) to deal with unforeseen circumstances that may arise, and creating a policy to deal with them • Organizational behaviour: the role of the training manager in conditioning employees to assume the roles and responsibilities mentioned in the policy when the situation arises
Gaps were identified in the working area.	• Disaster preparedness and the training for it are taken very seriously in the hospital due to the delicate nature of the occupants
Suggestions for improvement	• There are two types of training 1. On the table 2. Scenario • I believe planning better scenarios for the mock drills will result in the engagement

Plan for the next week	• Will start working on the project report
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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 09 From:07/07/2025 to 12/07/2025

Activity Done	- Completed the HIRA matrix to know the risk levels of the hazards identified in the study of the following areas General wards OT Dialysis Critical areas Labs - Edited the presentation on disaster policy so it can meet the training needs of the staff regarding the change in policy - Worked on the CAPA and RCA of the machine malfunction incident, along with a senior engineer of the clinical engineering team - Audited the 1A wing of the hospital
Linking theory (Classroom learning) with practice at your organisation	Research methodology: started writing my project REPORT titled: Assessing the safety and emergency preparedness using HIRA: A study at NHMMI - Choosing my study design, methodology, data collection techniques, and data analysis plan
Gaps were identified in the working area.	Lack of information regarding the usage of the parts of the surgical equipment which are designed for a limited no of uses, leading to malfunction during the procedure
Suggestions for improvement	- A comprehensive list of the items that are for limited use has to be maintained, like No of times it can be used (frequency) No of hours it can be used (duration)

Plan for the next week	• Will be finishing the project report and concluding my internship
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Signature of the Student

CHIDVINATH REDDY

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Weekly Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: Chidvinath Reddy

Roll no: 0055 Stream: DM (Development Management)

Week no: 10 From:14/07/2025 to 19/07/2025

Activity Done	• Completed my project report and submitted it to my guide for review, and was given a green light • Did a general consent audit for the inpatients to double-check the accuracy of the newly implemented digital system • Worked on the clinical and non-clinical indicators to make a presentation for June 2025 • Audited the MRD files to find discrepancies in them regarding the patient information • Worked on the MRD audit PPT, which will be used to present the findings and the corrective actions that have to be taken
Linking theory (Classroom learning) with practice at your organisation	• Operations research: importance of quality management systems in organizations, which help in preventing errors and controlling them by applying premeditated measures in place • Research methodology: importance of literature review in getting a new point of view on the subject matter and coming up with new recommendations
Gaps were identified in the working area.	• A lot of errors or omission mistakes in the MRD files from the doctor's side due to a lack of effort, motivation, and to some extent, belief in the QMS (quality management system)
Suggestions for improvement	• Mandatory courses on both offline and online should be conducted • Case study-based teaching should be made where noncompliance with the SOPs resulted in disasters, to showcase the significance of the QMS

Plan for the next week	• The internship was concluded, and I was awarded the certificate of completion from Human Resources (HR)
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Signature of the Student

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Complied Report

Name of the Organisation: MMI Narayana Health

Area/ Department/ Project of Summer Internship Program: ESG & CSR

Name of the Student: CHIDVINATH REDDY

Roll no: 0055 Stream: DM (Development Management)

Activity Done	FACILITIES DEPARTMENT • Learnt about how the organization manages its biomedical waste in an organized manner by segregating it into four different categories • Yellow (infectious) • Red (contaminated) • White (sharps) • Blue (glass) • Completed an audit of BMW for the year 2024 to April 2025, primarily tasked with finding out the errors in the books and Excel sheets • Audited the dietary services department to determine whether the safety protocols are being followed. • Got to know about the security systems of the hospital and the due process in case of MLCs (medico-legal cases) FIRE & SAFETY • Gained an understanding of the fire systems in the hospital • Active systems (Ex, extinguishers) • Passive systems (fire doors, louvers) • Went on the safety rounds to check whether all safety parameters are being satisfied or not, using a checklist • Accompanied the F.S.O. on the audit of CSSD to know what kind of viewpoint we should have during a safety audit NON-CLINICAL ENGINEERING • Visited the STP to understand how the hospital is treating its wastewater and extending its efforts in reducing pollution and using the treated water for gardening purposes
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	• Understood how hospitals, which are both energy- and water-intensive institutions, conserve energy and water through sustainable practices. • Was tasked with presenting suggestions for improvement to reduce water and electricity consumption in the hospital. REGULATORY COMPLIANCE • Learned about the regulatory compliance aspect of the hospital regarding emissions per CPCB PART VI and how they maintain water and air quality through monthly and quarterly tests. • Worked in the cancer centre to ensure compliance with the regulations and protocols regarding radiation safety that are compulsory to follow, as mentioned in the AERB ACT 1962 • The regulatory compliance of the bio-medical engineering department regarding the quality of the medical devices (ISO 13485) and licenses for the equipment PNDT for sonography • Mandatory compliance with NDPS ACT 1985 for drugs like fentanyl, morphine CSR (corporate social responsibility) and MARKETING • Got an orientation of the CSR programs at the unit level • Apna Ghar (in collaboration with INTAS Foundation) provides accommodation for cancer patients • The companion care program provides training to family members on how to assist their family members • Was tasked with giving some CSR initiatives at the unit level to implement along with the existing programs IT & SERVICE EXCELLENCE • Role of service excellence in patient-centric sustainability, like playing an important part in digitalization, ATHMA is useful in • Billing and discharge process • Medical record management • Constantly monitoring the KPIs to look for improvement, which can lead to elevated patient satisfaction PURCHASE DEPARTMENT • Understood the role of the supply chain in ESG
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	• Prioritizing the locally sourced products, thus aiding the economy (160 vendors) • Giving the MSME companies opportunities to grow (42 vendors) • Adherence to safe dispensing practices (includes double-check cross verification) and segregation of drugs using colour coding HUMAN RESOURCES • Updated the MRN (medical record number) in the employee profile for all the permanent staff of Narayana Health. • This will help cut the process short while availing the medical benefits at the facility, and family members to get the treatment with valid ID proof ESG AND QUALITY: RISK MANAGEMENT • Conducted a HIRA (hazard identification and risk assessment) study in the hospital as part of the quality department in the following areas • Laboratory & blood centre • Kitchen & laundry • General wards, 1A • MICU, CICU, ICU • HDU & endoscopy • Dialysis • OT • RO plant • OPD • Physiotherapy • Completed the HIRA matrix for all the above-mentioned areas to know risk levels for prioritization DISASTER PREPAREDNESS • Completed the HVA (hazard vulnerability assessment) to know the disaster preparedness of the facility • Four hazard categories • Natural hazards, e.g., earthquake • Technological hazards • Human hazards, e.g., labour action
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	• Hazardous materials • Risk = severity*probability. This will help us know the relative risk level of the event • Severity -mitigation decreases the risk percentage • Made a presentation that can be used as a training module on the new codes by studying the policy of the Jammu unit, replacing the old codes. The prime reasons for this are to align the facility with the rest of the facilities and ensure better preparedness in times of disaster • Code orange: external disasters • Code grey: internal disasters • Code yellow: communicable diseases IPSG compliance • Did a general consent audit for the inpatients to double-check the accuracy of the newly implemented digital system • Worked on the clinical and non-clinical indicators to make a presentation for June 2025 • Audited the MRD files to find discrepancies in them regarding the patient information • Worked on the MRD audit PPT, which will be used to present the findings and the corrective actions that have to be taken CLINICAL ENGINEERING • Importance of continuous training and preventive maintenance in ensuring patient safety and performance efficiency • Worked on the CAPA and RCA of the machine malfunction incident, along with a senior engineer of the clinical engineering team PROJECT WORK • Completed my project titled Assessing Safety and Emergency Preparedness Using HIRA: A Study at NHMMI
Linking theory (Classroom learning) with practice at your organisation	OPERATIONS RESEARCH • Learnt how a simple theory like colour coding can have a great impact if done properly, and will reduce errors in the BMW management process

	• Utilization of the Poka Yoke tools (Sapphire software) to ensure safety standards in the hospital • Learnt the importance of optimization in resource-intensive organizations like hospitals • The importance of RCA root cause analysis in hazard assessment and planning corrective action for the said problem, especially making a fishbone diagram to visualize the scenario • The importance of quality management systems in organizations, which help in preventing errors and controlling them by applying preventive measures. BEHAVIOURAL CHANGE COMMUNICATION & GENDER • Importance of IEC Material in ESG Compliance (PCPNDT Act) DEVELOPMENT POLICIES, PROGRAMME & ADMINISTRATION • Assessment of the vulnerable groups is done by collaborating with the CHC community health centre and the PHC primary health centre, and connecting them with Narayana Health • Understood the importance of CSR at the hospital and how it helps with PR and increases the patient flow PRINCIPLES OF MANAGEMENT • importance of proactive planning for workplaces (hospitals) to deal with unforeseen circumstances that may arise, and creating a policy to deal with them HUMAN RESOURCES • The importance of medical benefits to employees and how they can have a positive impact on their health and well-being ORGANIZATIONAL BEHAVIOUR • The role of the training manager is to condition employees to assume the roles and responsibilities mentioned in the policy when the situation arises RESEARCH METHODOLOGY • started writing my project REPORT titled:
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	• Assessing the safety and emergency preparedness using HIRA: A study at NHMMI • Choosing my study design, methodology, data collection techniques, and data analysis plan • Importance of literature review in getting a new point of view on the subject matter and coming up with new recommendations
Gaps were identified in the working area.	WORK SCHEDULING • In the first week, the gap I identified is that the deployment of staff to workstations is a struggle due to one employee having to do the work of two in some wings of the hospital SAFETY • GAS cylinders are not secured using proper safety caps WASTE MANAGEMENT • The filter press in the STP is not in working condition, leading to inefficient sludge processing L&D • Lack of educational awareness material about water and energy conservation in the hospital ENGINEERING • Leakages and a lack of accountability lead to water wastage in most places (especially in gardening) MIS • The flow of information or the information available is not consistent with all the team members involved PROGRAMME PLANNING • Focus is on departmental specializations (cardio, oncology) instead of thematic areas PURCHASE • Lack of concept of ethical procurement at the unit level RESOURCE CONSERVATION • Lack of information about the energy efficiency of the medical devices in the clinical engineering department

	LABOUR RELATIONS • A lot of employees are not fully aware of here benefits, and most of the profiles are not fully completed, and they don't know how to access them, making the aspect of employee benefits a compliance formality EMERGENCY PREPAREDNESS • Lack of awareness among employees (managerial) about disaster management tools • In active participation in the mock drills in some areas • Lack of information regarding the usage of the parts of the surgical equipment which are designed for a limited no of uses, leading to malfunction during the procedure REPORTING ERRORS • A lot of errors or omission mistakes in the MRD files from the doctor's side due to a lack of effort, motivation, and to some extent, belief in the QMS (quality management system)
Suggestions for improvement	PREVENTIVE • Can be mounted using a chain to the wall, which can prevent fall accidents RENOVATION & CONSERVATION • Lightweight insulated concrete (LWIC), a retrofitting technique, can be employed to reduce electricity consumption • Green roofs or living roofs not only add aesthetic value to the buildings but also provide thermal insulation • Dual flush is another retrofitting technique that will reduce water consumption per flush • Diverting the rainwater harvested during the monsoon and rainy season to the laundry will reduce the seasonal consumption INITIATIVES • I suggested a first responder training program in schools for high schoolers • Oral cancer awareness through the use of camps • Free glaucoma screening tests in January, marking Glaucoma Month

	- Suggested to start a play school and breastfeeding area for employees and patient children GOVERNANCE - Adding the energy consumption as a metric in the monthly ESG report would be beneficial - Granting more decision-making power at the unit level is essential for ethical procurement CORRECTIVE - Continuous motivation regarding participation in the mock drills is needed - A comprehensive list of the items that are for limited use has to be maintained, like No of times it can be used (frequency) No of hours it can be used (duration) - Mandatory courses on both offline and online should be conducted Case study-based teaching should be made where noncompliance with the SOPs resulted in disasters, to showcase the significance of the QMS EMPLOYEE ENGAGEMENT - The L&D manager should take an offline course on this and educate the employees to access their profile and update their information on their own
Key learnings	THEORETICAL & PRACTICAL LEARNINGS IN VARIOUS DEPARTMENTS Waste management - Learnt about how the hospitals manage their waste in an efficient and non-harmful way by using management principles like colour coding - Understood how to conduct a waste management audit. And its significance in preventing mismanagement and penalties - Importance of minor process changes in facilities management to improve efficiency - Learnt about STP operations and the importance of treating the water from the hospital to align with regulatory compliance

Fire and occupational safety

- Learnt about both active and passive firefighting systems and their critical role in ensuring safety and preparedness
- Learnt and developed a point of view to conduct safety audits
- Understood the theoretical base of the HIRA framework

Resource optimization

- Explored the water and energy conservation techniques and presented initiatives (green roofs)
- Under the regulatory compliance for emissions under CPCB Part IV and benchmark monitoring for water quality in the facility

CSR

- Got a new point of view on CSR in service-based institutions, how they play a role in brand image, creating awareness, and increasing patient footfall
- Experienced the importance of collaboration with PHC in identifying and assisting vulnerable groups
- Contributed some new initiatives, like the first responders training program in secondary schools

Quality management

- Understood the process of doing RCA (root cause analysis). And doing a CAPA (corrective and preventive action) for the identified problem
- Understood the importance of ISO standards (13845) in procuring medical devices and materials
- Inventory management fundamentals and significance of local sourcing

Stakeholder engagement

- Updated the MRN details in the employee database to streamline the process of accessing medical benefits in times of emergencies, and also works as a motivator
- Role of ERP systems like ATHMA in handling patient flow in hospitals
- Understood the role of KPI setting and monitoring in improving patient satisfaction and operational efficiency

	Disaster preparedness • Conducted the HIRA and HVA in the facility to understand the process • Developed a training module on disaster codes after studying the policy • Realized the importance of these codes in a sensitive workplace like a hospital Training and development • Understood the importance of employee training in achieving quality and adherence to SOPs • Understood the role of L&D in policy in orientation, and implementation Reporting and presentation • Refined my presenting and report writing skills by working and my project. presentation work assigned to me • Practically applied the research methodology steps in the organization General management • Applied the principles of management in the organization to identify the gaps • Practically Experienced the Importance of interdepartmental coordination for better decision making
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Signature of the Student

CHIDVINATH REDDY