

SUMMER INTERNSHIP REPORT

at

JLN HOSPITAL

From 15th May 2025 to 29th July 2025

A REPORT BY

LALIT SHIRKE

MASTER OF BUSINESS ADMINISTRATION

Healthcare Analytics – 01

IIHMR-U/18/2024-26/0022

2024-2026

Under the Mentorship of

Dr. Swapnil Gadhave

Assistant Professor



IIHMR University, Jaipur

कार्यालय प्रधानाचार्य जवाहर लाल नेहरू आयुर्विज्ञान महाविद्यालय एवं
नियन्त्रक, सामुहिक चिकित्सालय संघ, अजमेर।

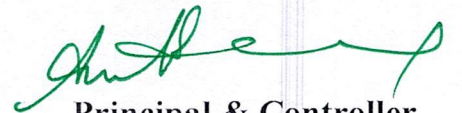
Certificate

This is to certify that **Lalit Ravindra Shirke**, bearing Enrolment number **IHMR-U/18/2024-26/0022**, a student of **MBA (Healthcare Analytics) IHMR University, Jaipur 2024 to 2026**, has successfully completed an internship in Hospital Administration at **Jawahar Lal Nehru Medical College and Hospital, Ajmer, Rajasthan** from **15-05-2025 to 29-07-2025**.

Throughout the internship period, He has demonstrated commendable dedication, professionalism, and a strong commitment to learning and growth. His contributions have significantly enriched our hospital's administrative processes and operations.

Moreover, He conducted himself with exemplary conduct, maintaining a positive attitude, and consistently adhering to highest standards of professionalism. Given his exceptional performance and conduct, we have no hesitation in recommending him as a capable and dedicated professional in the field of Hospital Administration.

We extend our best wishes to **Abhinav Patidar** for his future endeavors, confident that He will continue to excel and make valuable contributions to the healthcare industry.


Principal & Controller

Certificate of Completion

is proudly presented to

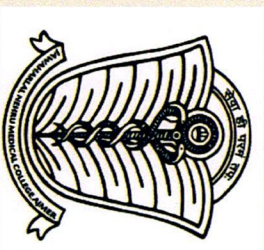
Lalit Ravindra Shirke

This is to certify that Lalit Ravindra Shirke , a student of IHMR University, Jaipur, pursuing MBA in Healthcare Analytics, has successfully completed an internship at Jawahar Lal Nehru Medical College and Hospital, Ajmer, from 15th May 2025 to 29th July 2025. During this period, the student was engaged in various aspects of IHMS and gained practical exposure to healthcare operations.

We found the student to be sincere and dedicated, and we wish him the best for his future endeavors.



Dr. Arvind Khare
Medical Superintendent



Dr. Anil Samariya
Principal

Name - Lalit Ravindra Shirke (0022)

Stream - MBA HA 01

Faculty Mentor Dr. Swapnil Gadhave

About

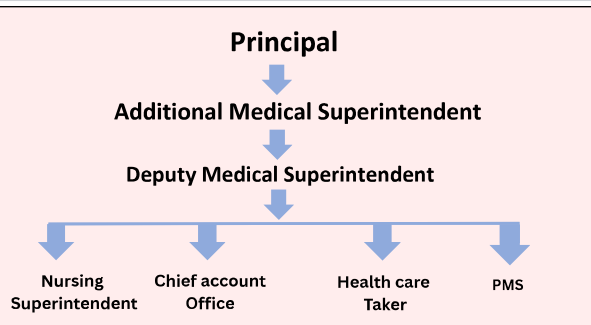
JLN Medical College & Hospital aims to provide high-quality medical education, compassionate patient care, and impactful research.

vision

Our vision is to become a center of excellence in healthcare and medical education, promoting innovation, equity, and community well-being.

Mission

The mission is to train ethical and skilled healthcare professionals, offer advanced and affordable medical services, encourage lifelong learning, and contribute to public health through research and collaboration.



SWOT ANALYSIS

- A highly experienced and well-trained
- Availability of Superspecialty services like gastroenterology, oncology, cardiology, and hemodialysis.
- Strong public trust with high OPD footfall (4000 - 5000 daily) reflects reliability & patient satisfaction.

- Implement hospital-wide Electronic Health Records
- Scope for automation in diagnostics, inventory, etc.
- Introduce online systems for appointments.
- Potential for e-prescriptions in the future.

SWOT

- Resistance to change from non technical or senior staff
- Lack of adequate IT infrastructure in hospital
- Lack of fire safety preparedness
- Limited CCTV surveillance and weak security staffing.
- Data security concerns if not properly managed.

- Safety risks from non functional fire safety equipment & compliance failures.
- High risk of hospital acquired infections.
- Staff burnout due to chronic workforce shortages
- Technical failures can affect hospital functioning.

TOWS

S-O (Strength-Opportunity)

- Utilize trained staff to support the implementation of IHMS & EHR.

W-O (Weakness- Opportunity)

- Improve infrastructure with digital health scheme support.

S-T (Strength-Threat)

- Use skilled staff to monitor infection control and safety.

W-T (Weakness-Threat)

- Upgrades IT systems to prevent sytem failures.

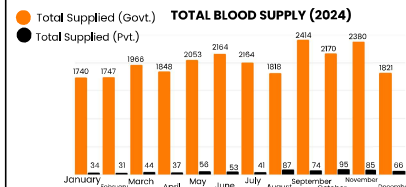
Challenges

- Lack of guidance or clarity in task assignments.
- Some departments were hesitant to share internal operation data.
- Rude behaviour of staff
- Unstructured task delegation made it hard to focus on specific learning goals.
- Unavailability of basic working facilities like clean drinking water & Unhygienic washrooms
- Lack of designated workspace or seating area for interns

Learning during internship

- Gained practical knowledge of working with IHMS (Integrated Hospital Management system).
- Analyzed infrastructure, equipment availability, and blood inventory status.
- Applying theoretical knowledge to solve real-life word problems

Theoretical Understanding	Practical Exposure
Theoretical knowledge emphasized conceptual learning	Practical exposure emphasize applying knowledge in real world scenarios
It develops analytical and critical thinking skills	It has practical, interpersonal, and adaptive skills
It is assessed through exams and assignments	These are evaluated based on performance and outcome in real tasks



Suggestions

- Digitization of MRD and complete integration of all IHMS modules should be prioritized
- Schedule monthly audits in a hospital
- offer a variety of projects that allow interns to gain exposure to different aspects of healthcare.

Weekly Reports

Name of the Organization: JLN Hospital and Medical College, Ajmer.

Area/ Department/ Project of Summer Internship Program: Data Analyst

Name of the Student: Lalit Ravindra Shirke

Roll no: 0022

Stream: MBA in Healthcare Analytics

Week no: 01

From: 15/05/2025 to 17/05/2025

Activity Done	1. Data collection in the hospital as part of my internship. 2. I observed and recorded OPD waiting times across 3. waiting times for radiology services like X-rays and ultrasounds.
Linking theory (Classroom learning) with practice at your organisation	1. Practically apply the concepts learned in the classroom, such as healthcare service management, patient flow analysis, and hospital quality indicators. 2. The theoretical knowledge of OPD and diagnostic workflows, schemes like Maa Yojana and RGHS, and bed occupancy calculations helped me understand real-time operations better.
Gaps identified on the working area.	1. Manual registration in an OPD. 2. Lack of a proper queue management system.
Suggestions for improvement	1. Implement a digital queue management system 2. Strengthening coordination between various departments in hospital
Plan for the next week	I plan to continue data collection to cover more departments for a comprehensive analysis. Also, analyse the data and make informed decisions.

Week no: 02

From: 19/05/2025 to 24/05/2025

Activity Done	1. I collected data at the DDC counter through daily visits. 2. Hospital daily rounds. 3. Additionally, I took the opportunity to learn the basics of the Integrated Hospital Management System (IHMS),
Linking theory (Classroom learning) with practice at your organisation	1. I applied classroom knowledge on healthcare systems and workflows to real-life settings. 2. Learning about the IHMS system reinforced my classroom lessons on digital health records and hospital management.
Gaps were identified in the working area.	1. Lack of proper coordination between departments. 2. Limited staff awareness about system features. 3. Departments faced overcrowding and insufficient signage.
Suggestions for improvement	1. Regular staff training on the IHMS system should be conducted to enhance efficiency. 2. Clear signage can reduce overcrowding. 3. Strengthening coordination between various departments in hospital
Plan for the next week	I plan to continue data collection to cover more departments for a comprehensive analysis.

Week no: 03

From: 26/05/2025 to 31/05/2025

Activity Done	1. I Learned about the usage and ongoing functionalities of the IHMS module. 2. Visited Zanana Hospital, where I gained insights into the overall administrative functioning.
Linking theory (Classroom learning) with practice at your organisation	1. The concept, such as drug inventory control and administrative workflows were effectively linked with practical exposure during my visit to JLN and Janana Hospitals. 2. Digital Health records, drug store management, and interdepartmental coordination were observed in real time through the IHMS module.
Gaps identified on the working area.	1. At JLN hospital, out of 26 modules of IHMS, only 8 modules are still in function.
Suggestions for improvement	1. Implement the remaining module of IHMS. 2. Improve cleanliness
Plan for the next week	Will work on IHMS.

Week no: 04

From: 02/05/2025 to 07/05/2025

Activity Done	1. Observed & learned IHMS 2. Work on MAA yojana & RGHS data 3. Hospital Daily rounds
Linking theory (Classroom learning) with practice at your organisation	1. I observed IHMS modules like OPD, IPD, identifying gaps such as underutilized nursing and dietary modules. 2. I worked on MAA Yojana and RGHS data, analysing claim rejections mostly due to incomplete documents and portal issues. .
Gaps identified on the working area.	1. Lack of staff training in operating IHMS modules. 2. Poor internet connectivity affecting real-time data entry 3. Duplication of work - Both manual and system-based records are maintained 4. Claim rejection due to incomplete or incorrect documentation Wrong package selection
Suggestions for improvement	1. Conduct training sessions for staff on all IHMS modules 2. Appoint dedicated IT support team 3. Improve internet connectivity 4. Train staff on proper claim documentation and timely submission
Plan for the next week	1. MAA yojana data & RGHS data 2. Will work on ABC-VED analysis

Week no: 05

From: 09/06/2025 to 14/06/2025

Activity Done	1. Collecting data related to MAA yojana 2.I gained a brief understanding of the medical drug warehouse 3. Hospital Daily Rounds
Linking theory (Classroom learning) with practice at your organisation	1. I linked classroom knowledge of health schemes and hospital management with real-world practice. 2. I also observed the Medical Drug Warehouse, where I connected my classroom learning of drug inventory and how medicines are stored, tracked, and issued using a system like E-aushadhi
Gaps identified on the working area.	1. There were delays in claim submission and incomplete documentation 2. Lack of awareness among patients about the scheme.
Suggestions for improvement	1. Awareness sessions about the MAA Yojana should be conducted for both patients and hospital staff to ensure proper utilization. 2. The documentation and claim process can be streamlined through regular training and better coordination.
Plan for the next week	Will understand E-aushadhi.

Week no: 06

From: 16/06/2025 to 22/06/2025

Activity Done	1. Collected data on Emergency drugs 2. I gained a brief understanding of Pharmacy module (IHMS) 3. Hospital Daily Rounds
Linking theory (Classroom learning) with practice at your organisation	1. While collecting data in a hospital, this includes checking availability, expiry and usage of life-saving medicines. 2. Improving patient efficiency and supporting emergency care with accurate and updated drug data.
Gaps identified on the working area.	1. Unavailability of some emergency drugs due to poor inventory tracking. 2. Limited coordination between the pharmacy and clinical departments, leading to delays in medicine availability during critical situations.
Suggestions for improvement	1. Real-time data entry and stock updates must be strictly followed to avoid drug shortages. 2. A checklist for emergency drug availability should be maintained and reviewed daily.
Plan for the next week	Will work on the functionality of the Pharmacy Module in IHMS.

Week no: 07

From: 23/06/2025 to 29/06/2025

Activity Done	1. Framework and planning for the execution of Wrist Band System in OPD. 2. IPD visiting card for attendant. 3. Collection of Life Saving medicine Data & analyze it.
Linking theory (Classroom learning) with practice at your organisation	The collection and management of life-saving medicines directly connect with theoretical concepts of drug inventory control and Emergency preparedness.
Gaps identified on the working area.	1. Overcrowding of patients in OPD. 2. Lack of Hygiene. 3. Hospital Staff (computer operator) using same software for last 10 years.
Suggestions for improvement	1. Give training to Computer operators and encourage them to use new software & technology. 2. Wrist Band System should be used to reduce overcrowding in the hospital.
Plan for the next week	Will work on wristband system and try to execute in a hospital.

Week no: 08

From: 30/06/2025 to 06/07/2025

Activity Done	1. Understand the patient flow (Orthopaedics) 2. Work on wristband system in OPD. 3. Identify key gaps in a hospital & try to implement them
Linking theory (Classroom learning) with practice at your organisation	1. I applied classroom concepts of hospital patient management by observing & understanding the real-time patient flow within the hospital. 2. This helped us connect theoretical knowledge of queue management, triage, and patient journey mapping with actual practice.
Gaps identified on the working area.	1. Overcrowding of patients in a hospital. 2. Lack of technical Professional in a hospital.
Suggestions for improvement	1. Wristband system will reduce overcrowding in the hospital. 2. Give training & create awareness among the staff in the hospital
Plan for the next week	Will work on wrist band system and try to execute in an hospital.

Week no: 09

From: 07/07/2025 to 12/07/2025

Activity Done	1. Wristband System Implementation 2. Visited the Blood Bank 3. Hospital daily rounds.
Linking theory (Classroom learning) with practice at your organisation	1. I studied concepts of patient identification systems, healthcare safety protocols, and interdepartmental coordination. 2. This theoretical knowledge was applied during the implementation of the wristband system, where I ensured correct patient tagging to reduce overcrowding.
Gaps identified on the working area.	1. Some of the hospital staff are not cooperative 2. Guards are not attentive 3. Lack of cleanliness
Suggestions for improvement	1. Give training & create awareness among staff. 2. Wristband system will reduce overcrowding in the hospital 3. Improve Cleanliness & hygiene
Plan for the next week	Will do a critical analysis of the blood bank

Week no: 10

From: 14/07/2025 to 19/07/2025

Activity Done	1. Critical analysis of blood bank 2. Meet with the additional principal of the college 3. Front desk feedback was collected
Linking theory (Classroom learning) with practice at your organisation	I conducted a critical analysis of the blood bank, assessing its infrastructure, equipment, and compliance, which aligned with classroom concepts of quality standards in healthcare.
Gaps identified on the working area.	1. Data stored manually in the blood bank 2. Misguiding the patient from the help desk. 3. Lack of regular staff training and skill upgradation
Suggestions for improvement	1. Data to be stored in IHMS 2. Design a structured patient feedback form
Plan for the next week	Will do data collection

Week no: 11

From: 21/07/2025 to 29/07/2025

Activity Done	1. Front desk feedback data collected 2. Hospital daily rounds 3. Meet with Additional principal
Linking theory (Classroom learning) with practice at your organisation	Research methods and statistics are applied in real-world tasks, such as feedback collection, patient data entry, and report preparation.
Gaps identified on the working area.	1. Untrained staff on new digital systems or SOPs. 2. Misguide the patient from the help desk.
Suggestions for improvement	1. Increase manpower during peak hours 2. Conduct regular internal audits
Plan for the next week	-

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: JLN Hospital and Medical College, Ajmer.

Area/ Department/ Project of Summer Internship Program: Data Analyst

Name of the Student: Lalit Ravindra Shirke

Roll no: 0022

Stream: MBA in Healthcare Analytics

Activity Done	1. Data collection in hospital which includes OPD waiting time, waiting time for radiology services like X-rays, Maa yojana data, emergency drugs, Life-saving medicine data, and Patient data collected 2. I got the opportunity to learn the Integrated Hospital Management System (IHMS) 3. visited Zanana Hospital 4. Work on Maa yojana & RGHS data 5. Gained a brief understanding of the medical drug warehouse 6. Pilot Project for Wristband System 7. Critical analysis of the blood bank 8. Hospital daily rounds
Linking theory (Classroom learning) with practice at your organisation	1. Applied data collection and analysis skills to assess OPD waiting time, radiology delays, Maa yojana utilization 2. Gained hands-on experience with IHMS 3. Understood government schemes (MAA yojana & RGHS) through practical data work 4. Carried out a pilot project on a wristband system, implementing theoretical knowledge of patient identification 5. Performed a critical analysis of the blood bank, correlating it with collected data and analyse it 6. Participated in hospital daily rounds, applying classroom knowledge of hospital workflow and patient care standards to real scenarios
Gaps identified on the working area.	1. Mostly Manual registration and manual record keeping in the hospital 2. Lack of proper coordination between departments 3. Limited staff

	4. Departments faced overcrowding and insufficient signage 5. Lack of technical professionals in the hospital 6. Poor internet connectivity affecting real-time data entry 7. Lack of Hygiene, lack of water facility 8. Rude behaviour of staff 9. Untrained staff on new digital systems
Suggestions for improvement	1. Implement all the modules of IHMS 2. Give regular staff training 3. Strengthening coordination between various departments 4. Appoint dedicated IT support team 5. Train staff on proper claim documentation and timely submission 6. Improve Cleanliness and hygiene 7. Conduct regular internal audits
Key Learnings	1. Gained practical knowledge of working with IHMS (Integrated Hospital Management system). 2. Analyzed infrastructure, equipment availability, and blood inventory status. 3. Applying theoretical knowledge to solve real-life word problem

Signature of the Student

Approved by the IIHMR University's Mentor