

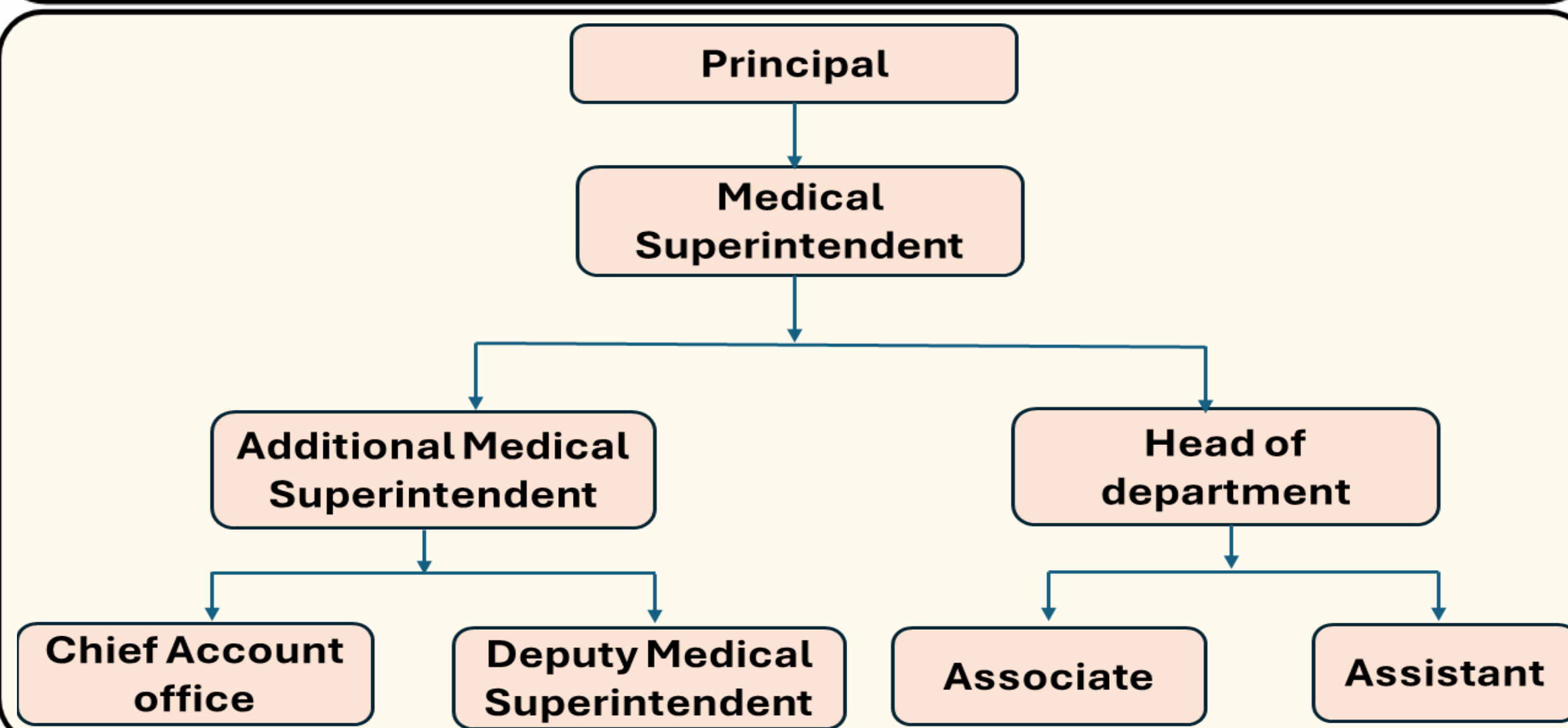
## ABOUT THE ORGANISATION

**Jawaharlal Nehru (JLN) Hospital, Ajmer** is a premier government medical institution in Rajasthan, affiliated with RUHS Jaipur. Established in 1965, it serves as a major tertiary care center with over 1,400 beds, offering quality healthcare services across multiple specialties.

## MISSION & VISION

- **Mission** - To deliver compassionate, affordable, and quality healthcare services to all sections of society with efficiency and integrity.
- **Vision** - To become a trusted healthcare institution recognized for excellence in patient care and community service.

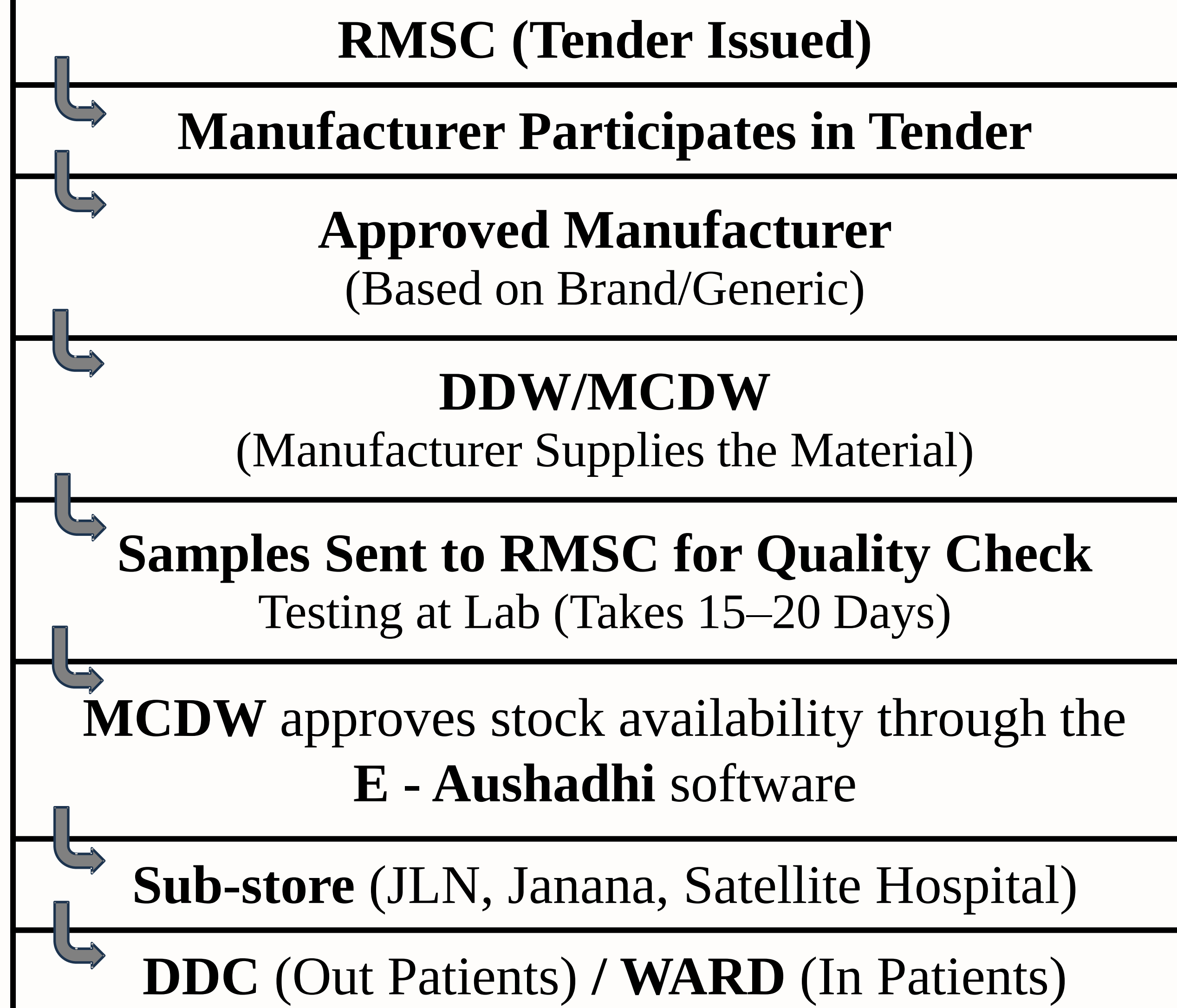
## STRUCTURE OF THE DEPARTMENT



## LEARNINGS DURING INTERNSHIP

- Understood real-time challenges in public healthcare delivery.
- Developed problem-solving skills by handling daily issues.
- Patient flow management & crowd control strategies.
- Improved confidence in interacting with doctors & patients.
- Learned basics of hospital inventory & stock management.

## Drug Supply Chain



## CHALLENGES IN THE HOSPITAL DRUG SUPPLY CHAIN

- Limited storage capacity
- Delayed order fulfillment
- Quality control rejections
- Purchase order cancellations
- Expiry of registration certificates (RC)
- Shortage of support staff
- Lack of cold storage facility
- Inadequate transport infrastructure
- Sub-optimal store location
- Non-functional lift in PNR building
- Inadequate medicine variety at DDC counters
- Poor signage and communication



## STRENGTH

- One of Rajasthan's largest hospitals offering specialized care to nearby districts.
- Strong public trust with high OPD footfall (4,000 –5,000 daily) reflects reliability and patient satisfaction.
- Government-provided full insurance coverage for all Rajasthani patients ensures affordability and accessibility for all socioeconomic groups.

## WEAKNESS

- Shortage of essential staff such as nurses, ward boys, & sanitation workers, leading to overburdened services.
- Lack of fire safety preparedness including non-functional extinguishers and no emergency training or drills.
- Limited CCTV surveillance and weak security staffing.
- Broken flooring, fall ceiling damp walls, and stagnant water around buildings.

## OPPORTUNITIES

- Introduce visitor restrictions and pass systems inside casualty ward.
- Get money from the government and companies (CSR) to improve and repair the hospital's buildings and facilities.
- Use digital records and online claim systems to save time, reduce errors, and improve patient care.

## THREATS

- Public trust issues arising from overcrowding, sanitation complaints, or delays in services.
- Non-functional Fire safety equipment can put patients and staff in danger.
- Risk of hospital infections and mosquito-borne diseases affecting health of patients and staff.

## PRACTICAL VS THEORETICAL UNDERSTANDING

### PRACTICAL

- Understood drug supply chain of drug.
- Interacted with doctors and patients.
- Helped staff in daily tasks (hands-on experience).
- Observed real-time hospital challenges.
- Learned from doctors' professionalism and punctuality.

### THEORETICAL

- Applied supply chain and inventory concepts.
- Used communication & leadership skills.
- Applied HR & staff behavior theories.
- Practiced problem-solving concepts learned from class
- Learned Patient Safety & Protocols

## CHALLENGES FACED DURING INTERNSHIP

- Lack of supportive staff led to delays in completing my assigned tasks.
- Staff were often overburdened, leading to delays in data sharing or guidance.
- Inadequate seating and lack of proper drinking water arrangements inside wards and OPD rooms.
- Hospital ward corridors are poorly ventilated, leading to suffocation due to lack of proper airflow or exhaust systems.

## SUGGESTION

- Increase security staff to prevent theft, maintain hygiene, and manage crowd behavior among patients and attendants.
- Nursing students at helpdesks near the entrance to guide patients.
- Reserve seating in OPD for elderly, disabled, and pregnant women.
- Provide training to staff on digital software and healthcare technologies to improve efficiency and adaptability.