

SUMMER INTERNSHIP PROGRAM

at

JAWAHAR LAL NEHRU MEDICAL COLLEGE AND HOSPITAL



15 May 2025 to 29 July 2024

A REPORT BY

Abhinav Patidar

Master of Business Administration

Pharmaceutical Management

Roll no - IIHMR-U/02/2024-26/0597

2024 - 2026

**Under the Mentorship of
Dr. Ashok Kumar Peepliwal
Professor**



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

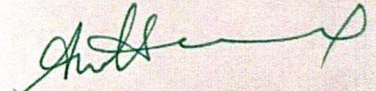
Certificate

This is to certify that **Abhinav Patidar**, bearing Enrolment number **IHMR-U/02/2024-26/0597**, a student of **MBA (Pharmaceutical Management) 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.



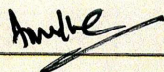
Principal & Controller

Certificate of Completion

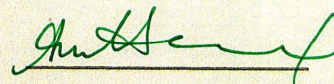
is proudly presented to

Abhinav Patidar

This is to certify that Abhinav Patidar, a student of IIHMR University, Jaipur, pursuing MBA in Pharmaceutical Management, 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 Pharmaceutical Management 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

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Abhinav Patidar** of academic year 2024-26 **School of Pharmaceutical Management** has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

A handwritten signature in blue ink, appearing to read 'Ashok', with a long horizontal stroke extending to the right.

Date: 29/07/2025

Dr. Ashok Peepliwal
Professor

IIHMR University, Jaipur

LOGISTICS AND SUPPLY CHAIN MANAGEMENT AT JLN HOSPITAL

PREPARED BY - ABHINAV PATIDAR, STREAM - PM16, ROLL NO - 0597

COLLEGE MENTOR - DR. ASHOK KUMAR PEEPLIWAL, ORGANIZATION MENTOR - DR. ARVIND KHARE (MS)



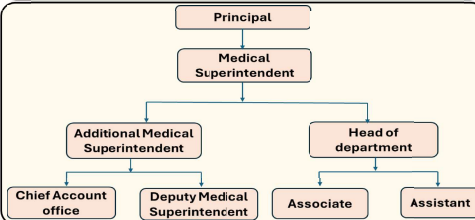
ABOUT THE ORGANISATION

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.

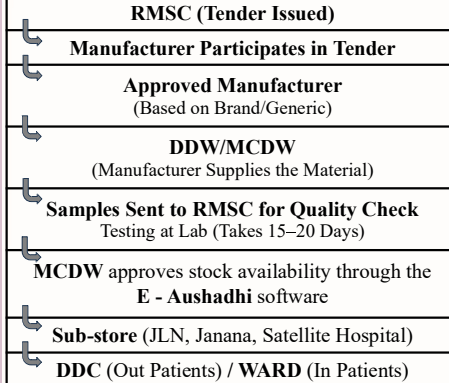
STRUCTURE OF THE DEPARTMENT



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.

Reporting Format (Weekly)

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

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 1

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

Activity Done	• Noted OPD, Blood Sample lab, and radiology waiting times. • Learned Maa Yojana & RGHS scheme usage.
Linking theory (Classroom learning) with practice at your organisation	• Applied classroom concepts like service management, patient flow analysis, and quality indicators. • Theoretical knowledge of OPD workflows and health schemes like (Maa Yojana, RGHS).
Gaps identified on the working area.	• OPD delays due to manual registration and no queue system. • Radiology (X ray) department takes more time to provide patient report.
Suggestions for improvement	We can implement the digital queue management system in OPD which helps to reduce the patient waiting time.
Plan for the next week	• I plan to continue data collection across additional departments. • Visit to DDC.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

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Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 2

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

Activity Done	• Visited various DDC for data collection. • Understand the workflow and note the gaps of different departments like Cardiology, Emergency, Cancer, Psychiatry, Pediatric, Malnutrition center, immunization center, TB, and Urology. • Learned the basic use of the IHMS software in departments.
Linking theory (Classroom learning) with practice at your organisation	I applied classroom knowledge in hospital in identifying the gaps in daily task given to me in which I learned the healthcare concepts of hospital.
Gaps identified on the working area.	• No coordination between the staff of departments. • Only limited staff know about the IHMS feature. • Overcrowding & no proper signage in departments makes patients misguide.
Suggestions for improvement	• Give regular training to the staff about IHMS features. • Apply clear signage can help reduce overcrowding.
Plan for the next week	Continue to do the task what the mentor will give to me.

Signature of the Student

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Reporting Format (Weekly)

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Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 3

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

Activity Done	• Visited Janana Hospital and gained the hospital's administrative processes, with a particular focus on the DDC drug store management system. • Learned how the different departments coordinate & provide medicines and manage the patient flow
Linking theory (Classroom learning) with practice at your organisation	My theoretical knowledge of hospital management systems & pharmaceutical management systems, drug inventory control was relate during my visits to JLN and Janana Hospitals. I learned the real-time application of concepts such as digital health records, drug store operations, and departments coordination through the IHMS module.
Gaps identified on the working area.	At JLN Hospital, only 8 out of the 26 IHMS modules are active, while the remaining modules are not in use.
Suggestions for improvement	Enhanced administrative support, along with regular monitoring and the patients' feedback could help identify existing challenges.
Plan for the next week	Continue to do the task what the mentor will give to me.

Signature of the Student

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Reporting Format (Weekly)

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

Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 4

From: 02/06/2025 to 07/06/2025

Activity Done	• Observed that IHMS software is only working in managing patient data and distributing medicine to DDC. • The indent-based supply system was followed by the warehouse. • Hospital daily rounds
Linking theory (Classroom learning) with practice at your organisation	• Process and workflow of the medical college warehouse relate to the pharmaceutical management. • From daily rounds of hospital buildings, I learned about real time challenges such as staff shortages, hygiene concerns, and infrastructure problems.
Gaps identified on the working area.	1. Less number of labors in the sub-store. 2. Weak internet connection in hospital for data entry. 3. Lack of cleanliness and presence of tobacco stains/spitting.
Suggestions for improvement	1. Clean the hospital properly for good hygiene. 2. Make a dedicated IT support team for technical management. 3. Increase internet connectivity for smooth system operations. 4. Regular cleaning of hospital premises.
Plan for the next week	1. Workflow & function of DDC counter. 2. The procedures and workflow of the medical college warehouse.

Signature of the Student

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Reporting Format (Weekly)

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Area/ Department/ Project of Summer Internship Program: Supply Chain Management

Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 5

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

Activity Done	• Collected data related to MAA yojana • Understand about medical college drug warehouse workflow • Hospital daily Rounds
Linking theory (Classroom learning) with practice at your organisation	I visited the Medical College Drug Warehouse, where I learned how medicines are stored, monitored, and distributed through different platforms like E-Aushadhi (digital).
Gaps identified on the working area.	• Claim submissions were often delayed due to incomplete or missing documentation. • It was observed that many patients had limited awareness or understanding of the scheme (MAA Yojana).
Suggestions for improvement	• An awareness programs regarding the MAA Yojana should be organized for both patients and hospital staff. • Regular training sessions and improved coordination can help to make easy documentation and claim submission process.
Plan for the next week	• Work & understand E-Aushadhi Software. • Understand about the emergency purchase and local purchase drug.

Signature of the Student

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Reporting Format (Weekly)

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Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 6

From: 16/06/2025 to 21/06/2025

Activity Done	• Collected data related to Emergency drug • Collected information of local purchase drug • Learned the E-Aushadhi Software • Hospital Daily Rounds
Linking theory (Classroom learning) with practice at your organisation	1. During data collection at the hospital, I was involved in verifying the availability, expiration dates, and usage patterns of essential life-saving medicines which help me to actively concentrate. 2. The process helps me to support emergency service by making the presence of accurate data and up to date information.
Gaps identified on the working area.	• Some emergency medicines were found to be unavailable on DDC. • Improper coordination between the pharmacy and clinical teams causes delays in providing essential medicines during urgent situations.
Suggestions for improvement	• Apply real-time data entry and regular stock updates can help prevent shortages of essential medicines. • A daily checklist should be maintained to check the availability of emergency drugs.
Plan for the next week	• Plan for implementing the Wrist Band System • Analysis of life saving drugs

Signature of the Student

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Reporting Format (Weekly)

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Roll no: 0597

Stream: Pharmaceutical Management

Week no: 7

From: 23/06/2025 to 28/06/2025

Activity Done	1. Done the framework and planning for implementing the Wrist band System in OPD department. 2. Made the visiting cards for attendants of IPD patients to regulate access and identification. 3. Analysis of data related to life-saving medicines to monitor availability and usage patterns.
Linking theory (Classroom learning) with practice at your organisation	Collecting and managing life-saving medicines aligns with theoretical principles of drug inventory management and emergency preparedness planning.
Gaps identified on the working area.	• High number of patients create overcrowding in the OPD. • Improper maintenance of hygiene and cleanliness. • Hospital staff and computer operators are using old software which needs to be update.
Suggestions for improvement	• Give training to computer operators for using updated software and modern technologies. • Implement the Wrist Band System to control the patient flow and minimize overcrowding in the hospital. • Require cleanliness and hygiene standards both inside the hospital premises and in the surrounding areas.
Plan for the next week	• Understand the patient flow of Orthopedic department as being patient. • Focus on implementing the wrist band system and aim to execute it within the hospital.

Signature of the Student

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Reporting Format (Weekly)

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

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Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Week no: 8

From:30/06/2025 to 05/07/2025

Activity Done	• Clear understanding of the patient flow process in the Orthopedic department. • Worked on implementing a wristband system in the OPD. • Identified key gaps within the hospital system and took steps to propose and implement improvements.
Linking theory (Classroom learning) with practice at your organisation	• I applied classroom knowledge of hospital patient management by observing & managing the patient handling in hospital and analyze the real-time patient flow within the hospital. • The theoretical concepts like queue management, triage, and patient journey mapping with practical, on-ground implementation.
Gaps identified on the working area.	• Overcrowding observed within the hospital premises. • Lack of Guards in hospital. • Shortage of technically qualified professionals in specific departments. • Lack of cooperation and communication from hospital staff towards patients.
Suggestions for improvement	• Implementing a wristband system can help reduce patient overcrowding. • Required regular training sessions and awareness programs to make staff efficiency for patient handling. • Cleanliness and hygiene are required both in the hospital and surrounding areas of hospital.
Plan for the next week	• Work on applying the wristband system within the hospital. • Will collect the data of pharmacy (warehouse & sub-store).

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

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

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Roll no: 0597

Stream: Pharmaceutical Management

Week no: 9

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

Activity Done	1. Wrist band system Implementation 2. Collected warehouse & sub-store data 3. Audit of DDC 4. Hospital daily rounds.
Linking theory (Classroom learning) with practice at your organisation	• I gained theoretical knowledge about patient identification methods, safety protocols in healthcare, and coordination between various departments. • I applied this understanding while implementing the wristband system, focusing on accurate patient tagging to help manage patient flow and minimize overcrowding.
Gaps identified on the working area.	• Some hospital staff are not cooperative. • Guards are not attentive on their duties. • Lack of cleanliness in hospital.
Suggestions for improvement	• Give training & create awareness among staff about hygiene. • The wrist band system will reduce overcrowding in hospital.
Plan for the next week	• Analysis the warehouse and Sub-store data. • Collection of feedback from help desk' patients.

Signature of the Student

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Reporting Format (Weekly)

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

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Roll no: 0597

Stream: Pharmaceutical Management

Week no: 10

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

Activity Done	1. Analysis of warehouse and sub-store supply data. 2. Meet with the additional principal of the college. 3. Front desk (help desk) patient's feedback was collected.
Linking theory (Classroom learning) with practice at your organisation	I done the analysis of warehouse and sub-store supply data, observed its infrastructure, logistics, and compliance, which aligned with classroom concepts of quality standards in pharmaceutical.
Gaps identified on the working area.	1. Misguiding the patient from the help desk. 2. Lack of regular staff training of their duties.
Suggestions for improvement	• The sub-store requires 20 helpers, but only 16 are available. • Many of the helpers are not reported on work due to low wages and delayed payments.
Plan for the next week	Data collection of patients (IPD)

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Reporting Format (Weekly)

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

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Roll no: 0597

Stream: Pharmaceutical Management

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 4. IPD patients feedback
Linking theory (Classroom learning) with practice at your organisation	Research methods and statistics were applied in practical tasks such as collecting feedback, entering patient data, and preparing reports.
Gaps identified on the working area.	• Lack of training among staff on updated digital systems and about standard operating procedures (SOPs). • Patients receive incorrect guidance from the help desk.
Suggestions for improvement	1. Increase the staff and security during peak hours to manage crowds and ensure safety. 2. Conduct routine internal audits to monitor processes and improve better hospital operations.
Plan for the next week	No plans

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Reporting Format

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

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Name of the Student: Abhinav Patidar

Roll no: 0597

Stream: Pharmaceutical Management

Activity Done	• Noted and analyze the waiting time of OPD, Blood Sample lab, and radiology. • Understand the workflow and identify the gaps in departments like New Pediatric building, Old Pediatric building, Malnutrition center, Psychiatry, Immunization, Cancer, TB, Urology and main Emergency building. • Observed the supply of drugs and workflow of Medical College Drug Warehouse (MCDW). • Collected the data from DDC. • Visited Janana Hospital, observed the workflow and DDC management. • Details about IHMS software, how it run, work of the software in hospital. • Daily rounds of hospital (whatever task assigned to be done) • Awareness about the MAA yojana in patients and collected he data. • Understand and learned the process about Emergency purchase of drug and Local purchase of drug in hospital. • Learned the E-Aushadhi software. • Done pilot program for Wrist Band system at OPD – New Medicine Block for controlling the patient’s crowd. • Done the Audit of DDC. • Taken the Help Desk patient’s feedback.
Linking theory (Classroom learning) with practice at your organisation	• Classroom concepts used in patients’ management, their flow analysis. • How healthcare schemes help the patients and workflow. • Pharmaceutical management knowledge helps me in drug inventory control. • Learned the real time application and coordination concept from Digital Health. • Pharmaceutical knowledge applied in the supply of the drug from MCDW to DDC. • Different ways to manage hospital issues.

	• Hospital data records are maintained in digital form in software and monitor them. • Analyzing the difference between the past consuming drug data and present consuming drug data. • Emergency preparedness planning. • Hospital healthcare systems make me learn about patient identification methods, coordination between various departments. • Research method applied in collection feedback, entering data and report making.
Gaps identified on the working area.	• No queue system in the hospital for patient management. • Staff have no coordination to do work. • No proper signage in departments. • Less number of helpers, guards and supportive staff. • Poor internet connection. • No cleaning is done in hospital at the proper time. • Claims get rejected due to incomplete or missing of documents. • No awareness among the patient about the MAA yojana or any other healthcare schemes. • Unavailability of emergency drugs in DDC. • Old versions of software are used by the hospital staff. • Less number of qualified professionals in any specific department. • Guards are not attention towards their duty.
Suggestions for improvement	• Can implement digital queue management in hospital to reduce the patient waiting time. • Regular training is required to staff about the IHMS and other digital features in hospital. • Regular monitoring required for staff about their duties. • Proper cleaning required regularly on time inside the hospital and outside the hospital,(awareness about the hygiene). • Increase the internet connectivity among the hospital premises. • Strategies for making awareness about the healthcare schemes in the hospital. • Daily checklist maintained to note the availability of the drugs. • Implement the wrist band system in all the OPD and IPD departments to manage the overcrowded patients in hospital. • Increase the supportive staff, security guards, in the hospital for smooth operation flow.
Key Learnings	• 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.

Signature of the Student

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