

INTERNSHIP AT AMERICAN ONCOLOGY INSTITUTE NAGPUR



SUBMITTED TO



THE IIMR UNIVERSITY JAIPUR

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ADMINISTRATION (MBA)

IN

HOSPITAL AND HEALTH MANAGENMENT

BY

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INTERNSHIP REPORT

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1. Introduction

The Medical Records Department (MRD) is central to hospital operations, ensuring proper documentation, secure storage, and easy retrieval of patient records. Efficient MRD operations support patient safety, quality care delivery, and compliance with legal and accreditation requirements.

This internship was undertaken at American Oncology Institute, Nagpur, a center of excellence for cancer care. The aim was to evaluate the department's performance using key performance indicators (KPIs) and suggest improvement strategies.

2. Objectives of Internship

- To assess key performance indicators (KPIs) of the MRD.
- To identify operational gaps in documentation, coding, indexing, and record retrieval.
- To recommend performance improvement strategies.

3. Organization Profile

American Oncology Institute (AOI), Nagpur is a leading tertiary cancer care center providing advanced treatment options. AOI's MRD is critical in managing both physical and electronic records in line with NABH standards, ensuring operational excellence and quality documentation.

4. Methodology

Study Design: Observational study

Sampling Technique: Convenience sampling

Sample Size: 200 inpatient records

Duration: 2 months (March–April 2025)

Tools: Direct observation, document review, and Excel-based analysis

Area of Study: Medical Records Department (MRD), AOI Nagpur

Data Collection Methods:

1. Direct Observation: Real-time assessment of filing, coding, indexing, retrieval.
2. Document Review: Audit of 200 inpatient records for deficiencies, accuracy, completion time, and confidentiality.

5. Performance Indicators Studied

KPI No.	Indicator	Result	Target	Status
1	Medical Record Completion Rate	97.5%	100%	Needs Improvement
2	Documentation Deficiency Rate	3.0%	≤2%	Below Target
3	Coding Accuracy Rate	96%	≥95%	Meets Target
4	Avg. Record Retrieval Time	7 mins	≤10 mins	Meets Target
5	Record Availability at Point of Care	98%	≥98%	Meets Target
6	Confidentiality Breach Incidents	0	0	Meets Target
7	Average TAT for Record Completion	4.8 days	≤7 days	Meets Target
8	Physician Queries for Incomplete Documentation	15 queries	Trend Monitor	Monitor
9	Record Rejection During Audit	3%	2–5%	Meets Target
10	Scanning & Indexing Accuracy	98.5%	≥98%	Meets Target

6. Observations and Analysis

Most KPIs met or exceeded targets.

Documentation deficiencies and physician queries need improvement.

Coding accuracy is strong, but still requires ongoing monitoring.

Retrieval and TAT metrics are within acceptable limits.

Zero breach incidents indicate strong confidentiality practices.

7. Key Findings

- 97.5% records were completed within the designated timeframe.
- Scanning and indexing accuracy stood at 98.5%.
- Documentation errors and incomplete discharge summaries were primary causes for physician queries.
- Digitization processes were largely efficient but could be further enhanced through automation.

8. Suggestions for Improvement

Digital Upgrades: Use EMR with automated alerts for pending documentation.

AI and NLP Tools: For coding error detection and record completeness checks.

Staff Training: Regular workshops on coding, documentation standards, and confidentiality.

SOP Implementation: Standard operating procedures for scanning, coding, and indexing.

Internal Audits: Monthly performance audits with feedback mechanisms.

Infrastructure: Upgrade scanning systems and ergonomic workspaces for staff.

Performance Integration: Align KPIs with staff appraisals to encourage accountability.

9. Conclusion

The MRD at AOI, Nagpur, is functioning efficiently in most areas. However, systematic improvements in documentation and communication between clinicians and the MRD will enhance overall performance. A data-driven approach, coupled with technology integration and staff engagement, will ensure sustainable improvements in MRD operations.

10. Learnings from Internship

- Practical exposure to hospital information systems and record management.
- Understanding of NABH standards related to medical documentation.
- Insights into operational efficiency metrics in a clinical setting.
- Real-world application of performance improvement tools in healthcare.