

INTERNSHIP

at CK Birla Hospital, Jaipur

Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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2025

Introduction

My dissertation experience at CK Birla Hospital, Jaipur, provided me with meaningful insights into the real-world functioning of a modern, NABH-accredited hospital. From the very beginning, I was exposed to the dynamic pace of hospital operations where patient safety, service quality, and accreditation were an integral part of daily routines. The opportunity to work closely with various departments allowed me to understand the importance of coordination, compliance, and communication in ensuring high-quality patient care. Whether it was collecting feedback from patients, assisting in mock drills, conducting audits, or working on SOP documentation, every task added to my learning and shaped my understanding of hospital quality systems in a practical and engaging way.

Objectives of Internship

- To understand the real-time application of NABH standards across both clinical and non-clinical departments.
- To develop skills in collecting and analyzing patient feedback.
- To perform departmental audits using NABH-based checklists and accurately record findings.
- To participate in hospital mock drills and understand emergency response procedures.
- To learn the process of policy development by drafting and reviewing SOPs and NABH chapter documentation.
- To contribute to quality awareness initiatives, including medication safety and hand hygiene campaigns.
- To gain practical knowledge of data handling through dashboard work, graph creation, and incident trend analysis.

Organization Profile

Rukmani Birla Hospital (RBH) is a 230 bedded multi-specialty hospital in Jaipur with world-class infrastructure which offers comprehensive in-patient and out-patient services. Since its founding RBH has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopaedics & Joint Replacement and more. It is fully NABH-accredited, reflecting its adherence to the highest standards of clinical care, hygiene, patient safety, and quality practices. My experience within this hospital allowed me to observe how structured protocols, coordinated teamwork, and a strong quality framework come together to create a safe and efficient healing environment.

Services provided by the organization

Anaesthesiology	Cardiac Sciences
Dental Sciences	Dermatology
Dietetics	Emergency Medicine
Gastro Science	General Surgery
Internal Medicine	Laboratory Medicine
Neurosciences	Obstetrics and Gynaecology
Orthopaedics & Joint Replacement	Osteopathy
Pharmacology	Physiotherapy
Pulmonology	Radiology
Robotic Surgery	Critical Care Medicine
Diabetes and Endocrine Sciences	ENT - Otolaryngology
Immunology and Rheumatology	Medical Oncology

Ophthalmology

Paediatrics

Plastic, Cosmetic and Reconstructive
surgery

Renal Sciences

Key Activities/Projects

- Collected PREMs data on medication safety, wound management, orthopaedic implants.
- Participated in PROM (Post-Stroke and Robotic Surgery) data collection using a standard questionnaire; conducted follow-up calls and maintained Excel dashboards.
- Conducted pharmacy audits in IPD, OPD, and OT according to the standard checklist.
- Observed sample collection process in floors, verified barcode scanning accuracy, and reported sampling errors.
- Monitored crash cart compliance, cannula condition, IV setups, ID bands, and airway access during floor rounds.
- Participated in Code Grey (polytrauma), Code Orange (hazardous spill), and Code Yellow (external disaster) mock drills.
- Helped identify gaps in departmental emergency preparedness, triage efficiency, and disaster cupboard deployment.
- Segregated SOPs and policies under AAC, PRE, COP, FMS, ROM and IMS chapters and contributed to drafting and preparing the policy content for these NABH chapters as assigned by my mentor.
- Audited compliance of Ante-Natal Cards in Gynae OPD and reported missing ANC usage/documentation.

- Investigated incidents like a monitor falling in Radiology and non-use of implant stickers in MRD discharge files.
- Verified surgical kit indenting process in OT pharmacy; noted mismatches between HMIS kit lists and manual entries.
- Designed a new ER Assessment Form and integrated the Airway History Form based on mentor's suggestions.
- Conducted Safety Belt Audit for 100 patients to check if wheelchair-bound patients were secured properly.
- Participated in Medication Safety Week awareness rounds, educating staff and patients on proper medication use with the clinical pharmacology team.
- Assisted in Hand Hygiene Week: conducted hand rub audit, created awareness quizzes, and educated staff on WHO's 5 Moments of Hand Hygiene with the infection control team.
- Worked on compilation of PSQ indicators and created graphs for different indicators based on the data collected.
- Prepared incident trend analysis charts and developed a Fishbone (Ishikawa) diagram to identify possible root causes of medication errors, based on the data provided.
- Conducted departmental audits in areas such as Radiology, MRD, Blood Bank, Physiotherapy, Front Office, Ambulance, Dialysis Unit, CSSD, HDU, Neuro ICU, General Ward, and the Sample Collection Centre using standard NABH-based checklists. Audit findings and scores were compiled in Excel, and all observations were discussed in detail with my mentor for review and further action.
- Designed a Clinical COPD Google Form and audited patient files to assess and improve documentation quality.
- Code Black Preparedness: Observed emergency response planning for bomb threats, including evacuation, communication, and coordination protocols.

- QIP Toolkit Development: Created Excel toolkits on Medication Safety, Effective Communication, CLABSI, and MEWS to support quality improvement.

Key Learnings from Internship

- Gained a clear understanding of how NABH quality standards are applied in day-to-day hospital operations.
- Learned how to systematically collect and compile patient feedback using PREMs and PROMs to support service improvement.
- Conducted departmental audits using standard checklists, which improved my ability to identify gaps and monitor compliance.
- Compiled audit data in Excel and performed scoring based on checklist findings to ensure clear and accurate documentation.
- Developed the ability to observe and report common non-compliances, such as missing ID bands, incomplete documentation, and unsafe IV practices.
- Participated in emergency mock drills and observed how hospital teams coordinate effectively during critical situations.
- Contributed to the drafting and revision of SOPs and NABH policies, strengthening my understanding of hospital documentation standards.
- Identified documentation gaps in ANC usage and implant stickers and contributed to reporting and corrective actions.
- Gained hands-on experience in pharmacy and laboratory audits, learning about medication safety and proper sample handling.
- Took part in improving clinical documentation by designing and refining assessment tools like the ER Assessment Form.
- Learned the importance of conducting focused safety checks through Safety Belt Audits to ensure proper handling of wheelchair-bound patients.

- Understood how awareness campaigns like Medication Safety Week and Hand Hygiene Week play a role in promoting safe practices and staff engagement.
- Gained experience in compiling PSQ indicators and developing graphs to present patient satisfaction outcomes in a clear, measurable format.
- Learned how to use trend analysis and Fishbone diagrams to study and interpret patterns in medication errors, using real departmental data.
- Strengthened my ability to work as part of a multidisciplinary team and understood the value of communication and collaboration in driving healthcare quality improvement.
- Gained practical knowledge of hospital emergency protocols and preparedness for critical situations like Code Black.
- Learned to develop and use quality improvement tools to monitor and enhance patient safety and clinical outcomes