

INTERNSHIP REPORT

INTERNSHIP COMPLETED AT : CK BIRLA HOSPITAL, JAIPUR

QR-BASED DIGITAL TRANSFORMATION IN LINEN MANAGEMENT

Internship Report 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

Karan Tripathi

Under the Supervision and Guidance of

Dr Arindam Das

2025

Introduction

This report summarizes the internship and dissertation project carried out at CK Birla Hospital (RBH), Jaipur from March 10 to May 31, 2025. The focus of the internship was to address key gaps in linen and uniform management by designing and implementing a QR-based digital tracking system. The aim was to reduce manual errors, improve audit readiness, and digitize operational workflows using real-time data.

Objectives of Internship

- To digitize linen and uniform distribution using QR code-based Google Forms.
 - To enhance traceability, accountability, and audit compliance in linen handling.
 - To evaluate usage trends and training effectiveness post-implementation.
 - To analyze staff feedback, form response patterns, and turnaround times.
 - To develop a scalable model for future use in other hospital departments.
-

Organization Profile

CK Birla Hospital, Jaipur (RBH), is a NABH-accredited multi-specialty healthcare facility committed to clinical excellence, patient comfort, and operational efficiency. The hospital focuses on technology-driven care with a strong emphasis on infection control, service quality, and hygiene standards.

Core Focus Areas

- **Digital Linen Management:** Transitioned from manual records to QR-based forms for uniform distribution, room cleaning checklists, and RGHS inquiries.
 - **Time Tracking & TAT Monitoring:** Each transaction was recorded with time stamps to monitor turnaround times (TAT) and identify delays.
 - **Audit-Ready Logs:** Developed real-time digital logs to replace paper-based entries for cleaning and uniform issuance.
 - **Staff Engagement & Training:** Conducted training sessions and gathered feedback to ensure adoption and ease of use.
-

Vision

To promote smart hospital operations by leveraging QR technology for real-time linen tracking and improved audit compliance.

Mission

To digitize hospital linen and uniform distribution, reduce wait times, enhance staff accountability, and create a scalable model for other services.

Future Expansion Goals

- Extend QR-based tools to track waste disposal, food tray distribution, and other supply chain tasks.
 - Integrate dashboards with Hospital MIS for real-time visibility.
 - Introduce multilingual digital training, including Hindi support, to improve staff compliance.
 - Launch continuous feedback loops with housekeeping supervisors.
-

Services Provided by CK Birla Hospital

- Multi-specialty care across ICU, OT, ER, maternity, and general wards.
 - Digitally integrated facility with real-time data use in operations.
 - Strong infection control and linen hygiene standards.
 - High staff responsiveness and TAT monitoring through digitization.
-

Key Activities / Projects Undertaken

- **QR Code Development:** Created Google Forms for uniform issuance, cleaning audits, and RGHS information tracking.
- **Data Collection & Analysis:** Collected over 400 responses; cleaned and analyzed using Excel pivot tables.
- **On-Time Performance Monitoring:** Achieved 88.1% on-time delivery overall, with ICU/OT/ER achieving 100%.
- **Training Evaluation:** 94% of staff found the QR system easy to use; 89% reported reduced wait times.

- **Real-Time Dashboards:** Enabled tracking of staff, sizes, shifts, and delays in uniform issuance.
 - **Feedback System:** Implemented comment sections in forms (38% usage), highlighting issues like size mismatches or damaged uniforms.
-

Key Learnings from Internship

- **Digital Health Tools:** Gained hands-on experience with QR integration, data analytics, and dashboard creation.
- **Operational Workflow Optimization:** Identified delays and inefficiencies in linen distribution and addressed them using real-time data.
- **Staff Behavior & Adoption Patterns:** Learned to analyze usage trends and improve compliance through feedback.
- **Audit Readiness:** Understood the importance of timestamped logs and traceable records in hospital audits.
- **Project Implementation:** Learned to manage a multi-phase project with real-time testing, training, and feedback analysis.