

SUMMER INTERNSHIP PROGRAM

at

Paras Health, Kanpur

From 14th May 2025 to 25th July 2025

A REPORT BY

Shefali Mishra

Master of Business Administration

(Hospital & Health Management)

Roll number: IIHMR-U/2024-26/2075

2024-26

under the Mentorship of

Dr. Anupam Mehrotra, Assistant Professor



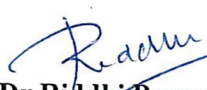
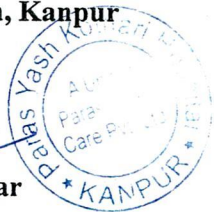
Date – 25-07-2025

Internship Completion Certification

CERTIFICATE

This is to certify that **Dr. Shefali Mishra** of 2024-26 batch of MBA Hospital and Health Management, IIHMR University, has worked with our organization for her summer internship from 14th May 2025 to 25th July 2025. The overall performance shown by her during the period was excellent. This certificate is being issued to meet the requirements of the IIHMR University.

For Paras Health, Kanpur


Dr Riddhi Purwar
DMS
Organization Mentor**PARAS HEALTHCARE PRIVATE LIMITED**

NH-91, Paras Yash Kothari Hospital, Bypass Road, Baikunthpur, Kanpur Nagar, Uttar Pradesh, 209217
Registered Office: 1st Floor, Tower-B, Paras Twin Towers, Golf Course Road, Sector-54, Gurugram, Haryana-122002
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IIHMR University Faculty Mentor Approval

This is to certify that Miss Shefali Mishra of academic year 2024-26 of Institute of Health Management Research has prepared a poster with respect to her summer internship held during May-July 2025.

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: 28/07/2025

A handwritten signature in blue ink, appearing to read 'Anupam', is written over the printed name.

Dr. Anupam Mehrotra
Assistant Professor
IIHMR University

About Paras Health

- Paras Healthcare Pvt. Ltd. Is a chain of hospitals that offers specialized tertiary medical care.
- The first Paras Hospital was established in **Gurgaon in 2006** and was founded by **Dr. Dharmendra Nagar**.
- They have eight hospitals that operate under the "Paras Health" brand, which are spread across five states and one union territory in North India: Gurugram and Panchkula in Haryana; Patna and Darbhanga in Bihar; Kanpur, Uttar Pradesh; Udaipur, Rajasthan; Ranchi, Jharkhand; and Srinagar in the union territory of Jammu and Kashmir.
- Paras Yash Kothari Hospital, located in Kanpur, stands as a beacon of medical excellence in the Mithilanchal region.
- With a robust infrastructure of 100 beds, their state-of-the-art facility offers a wide spectrum of medical services. This hospital hosts a distinguished team of specialists in Cardio Science, Gynecology, Neuroscience, Onco Science, Gastroenterology, Dental and many more. With an expanded capacity of **435 beds in Paras Hospital, Kanpur**, they continue to set benchmarks in healthcare delivery.

VISION: Partner for Healthy Bharat

MISSION: To make affordable and quality tertiary health accessible to the communities they serve with compassion, and provide specialized tertiary medical care in Tier 2 and 3 cities, while seeking to strike balance between providing quality healthcare services and affordability.

ORGANOGRAM



Key Suggestions for Improvement

- Strengthen Inter-Departmental Handoff Protocols
- Establish clear, documented Service Level Agreements (SLAs) for inter-departmental tasks related to discharge.
- Optimize Discharge Summary Authorization & Documentation.
- Perform regular audits of the discharge process.
- Expedite Discount and Corporate Billing Verification.
- Address Patient Payment Delays with Clear Communication & Options.
- Resolve Billing System/Package Code Issues.
- Comprehensive HIS Training for All Nursing Staff (Especially New Joinees)
- Enhance Patient Education & Communication Skills Training for Clinical Staff.
- Strategic Manpower Planning & Resource Allocation

Challenges Faced

- Some staff were reluctant to cooperate during observations.
- Limited Guidance Availability.
- Difficulty in collecting complete and accurate Discharge Data.

Topic: Analysis of Discharge Process (TAT)
Organization Name: Paras Health, Kanpur
Name: Dr. Shefali Mishra
Roll No.: 2075
Stream: MBA HM 29th (2024-2026)
University mentor: Dr. Anupam Mehrotra
Organization mentor: Dr. Riddhi Purwar

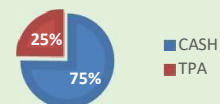
Discharge Process:

- The discharge process in a hospital is an intricate orchestration, functioning seamlessly due to the collective efforts of various departments and staff members. Each individual plays a crucial role in ensuring a smooth and efficient discharge process for patients.

Objectives:

- To analyze discharge turnaround time in HIS
- To identify the bottle necks in the discharge process.
- To evaluate the interdepartmental communication and coordination.
- Suggest strategies to improve discharge efficiency.

Fig:01 Distribution of Cash and TPA Patients (N=181)



Methodology:

- Study area:** IPD wards (3rd floor)
- Study type:** Descriptive study
- Study duration:** 16th May, 2025 to 16th July, 2025
- Sampling and sampling size:** Convenient sampling, 180 patient discharges (both cash and insurance) between 9 am to 6pm.
- Inclusion criteria:** Only Cash (corporate cash patients) and TPA patients were included in the study.
- Exclusion criteria:** Time taken for the discharge of Ayushman patients and CGHS patients were not recorded, Discharges that took place after 6pm were not recorded.

Fig: 2 Actual and Proposed TAT for the discharge process in TPA patients (N=181)

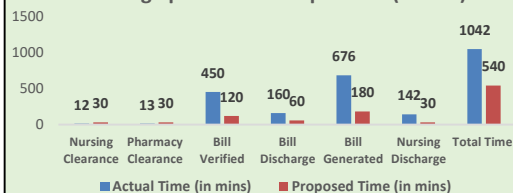
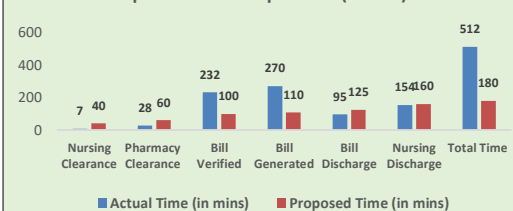


Fig: 3 Actual and Proposed TAT for the discharge process in Cash patients (N=181)



STRENGTHS

- Practical exposure to hospital operations
- Hands-on data collection and analysis.
- Opportunity to interact with multiple departments.

WEAKNESS

- Communication gap within staff.
- Difficulty accessing real-time discharge information.

OPPORTUNITIES

- Suggesting TAT improvement strategies to management.
- Future consulting opportunities in hospital quality process.

THREATS

- Staff resistance to change.
- Patient dissatisfaction due to delays.
- Multiple competitors.

Major learnings during Internship

- Gained in-depth exposure to IPD discharge workflow from initiation to patient exit and understood coordination between nursing, pharmacy, billing, and TPA departments.
- Learned how to track, analyze, and calculate TATs (Turnaround Times) and identified delays in key areas such as billing initiation, nursing discharge, and TPA approval.
- Observed real-world gaps and bottlenecks in the discharge process.
- Understood the ideal discharge timelines as per NABH standards.
- Improved skills in data cleaning, average calculation, and visual presentation (pivot/bar charts).
- Gained experience in using Excel/Google Sheets for healthcare data analysis.
- Developed confidence in observational auditing, interviewing staff, and handling sensitive process data.

Practical vs Theoretical learning

- Theoretical:** Learnt about hospital policies, understood roles of various department in Hospital services module, learned structured communication modules, NABH standards.
- Practical:** Identified deviations from NABH guidelines in live discharge cases, Interacted with different stakeholders to understand workflow, Faced real challenges in inter-departmental communication.

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 01

From: 14/05/2025 to 17/05/2025

Activity Done	• Assigned mentor, department, and introduction to hospital premises • Conducted Hospital rounds to gain an overview of the departments. • Started my IPD training, gained awareness regarding the HIS system of the hospital • Obtained information about the patient's discharge process and clearances required by the doctor, nurse and billing department. • Assisted the floor manager in their daily tasks. • Observed how on-duty doctors use the HIS system for updating the doctor's summary of the patient. • Observed the Ayushman and TPA patients in the Day-care and IPD. • Tracked patient's discharge process in IPD and learned its different types. • Visited CCU and ICU and learnt about the average length of stay of the patients and the types of patients admitted in CCU. • Took the patient's feedback in IPD.
Linking theory (Classroom learning) with practice at your organization	• Observed the Hospital Emergency Codes and Biomedical waste treatment. • Importance of thorough departmental inspections for compliance, as we learned in organisational behaviour. • Observed the different departments of the Hospital as learned in the Hospital Services.
Gaps identified in the working area.	• Lack of manpower and GDA and GRE in the IPD. • Delay in taking vitals of the patient by the nursing staff. • The bed call facility was not working efficiently. • Delay in the discharge process of the patients.

Suggestions for improvement	• Increase the number of skilled personnel. • Reduce the delay in the discharge process. • Nursing staff should take vitals of the patients on time. • Patient's concerns should be the top priority of the floor manager.
Plan for the next week	• Visit the other departments of the hospital and understand the workflow of that department. • Learn how to do the auditing of prescriptions of OPD and IPD. • Visit the pharmacy department of IPD. • Working on summer internship project.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 02

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

Activity Done	• Observed nurse rounds and doctor visits in IPD and day-care. • Learnt how doctors and nurse use EMR (My Healthcare) to manage the patient information. • Discussed about the topic of the live project with the organization mentor: Dr. Riddhi Purwar. • Observed the discharge process in IPD. • Started working on my IPD project by collecting the data. • Learnt about the admission and discharge process of the Ayushman patients on the online portal. • Got to know the difference between TPA and cash patients. • Did TAT discharge auditing. • Observed the day to day activities performed by nurses in day care and for chemo patients like the insertion of the IV cannula and medication management of the Ayushman patients. • Visited Radiology and learnt about the various procedures and the time taken for the report to come in case MRI, CT scan, X-ray, etc. • Observed the patient waiting time till the time he gets his report. • Learnt about the auditing of the prescription and Medical record files of the patients. • Monitored the oncology OPD workflow and patient waiting time • Did data analysis and auditing of the TAT discharges. • Assisted the operations team and marketing team in organizing the Round Table Meeting of Doctors held in the hospital • Attended the meeting and gain insights of the medical facilities provided by the hospital.
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	Visited the radiology department and observed the X-ray and MRI techniques and time taken to perform the procedures of investigations and interacted with technicians.
Linking theory (Classroom learning) with practice at your organization	- Importance of thorough departmental inspections for compliance, as we learned in organisational behaviour. - Observed the different departments of the Hospital as learned in the Hospital Services. - Data analysis and collection as learnt in research methodology - Hospital Services.
Gaps identified in the working area.	- Delay in discharge process of insurance patients. - Lack of manpower in some departments. - Lack coordination between nursing staff and billing departments in providing clearance. - Lack of zoning in ICU.
Suggestions for improvement	- Organise regular training sessions for the staff. - Reduce the delay in the discharge process. - Zoning in ICU.
Plan for the next week	- Visit the other departments of the hospital and understand the workflow of that department. - Learn how to do the auditing of prescriptions of OPD and IPD. - Visit the pharmacy department of IPD. - Working on summer internship project.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 03

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

Activity Done	• Visited the radiology department and observed the billing procedure, the time taken for each test to perform, and the procedure involved. • Observed the time taken to give reports of the test to the patient and various radiological procedures. • Understood the types of incident reports and observed how incidents are raised in HIS. • Understood the TPA process and approval time taken by the insurance companies. • Worked on the Live project on TAT Discharges. • Understood how to calculate the bed occupancy rate. • Learnt how to do an Open and a Closed Audit. • Learnt about the PNDT form. • Interacted with the housekeeping supervisor regarding Biomedical Waste Management. • Usage of different floorings for cleaning the various wards and OT. • Linen management and the frequency of changing the bed sheets of the patients.
Linking theory (Classroom learning) with practice at your organization	• Hospital services module • Data analysis and collection studied in Research Methodology. • Importance of balancing thoughts and expression by maintaining professionalism in the work environment, as taught in organization behaviour. • Implemented principles from the Business communication and Behaviour change for resolving communication breakdowns among different stakeholders to gain knowledge about their work.

Gaps identified on the working area.	• Lack of clear communication and coordination between different departments. • Delay in the billing process due to network issues. • Increase TAT in billing approvals and verification, most likely in Ayushmann and Insurance patients. • Inadequate implementation of the clinical audit process. • Lack of awareness and confusion among stakeholders regarding the codes used for health packages.
Suggestions for improvement	• Resolve the network issues. • Conduct the training regarding emergency codes. • Conduct training related to medical codes used in HIS regarding the various tests performed in radiology. • Initiate clear communication and coordination amongst all the stakeholders. • Regular clinical audits should be conducted.
Plan for the next week	• Learn new procedures and techniques for treating patients. • Conduct clinical audits and raise incident reports. • Learn about the Infection control protocols of the hospital • Conduct IPD rounds and take patient feedback regarding their treatment. • Visit the OT and ER departments and observe different procedures and workflows.

Signature of the Student: Dr. Shefali Mishra

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Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 04

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Conduct morning rounds in IPD to take feedback from admitted patients. • Understood the format of KPI according to NABH guidelines. • Understood the consent required after the patient is admitted and what requirements are to make an admitted patient file and signatures. • Monitored the ENT and Gastrology OPD workflow. • Observed the process of a CT scan. • Observed the ECHO process in cardiology.
Linking theory (Classroom learning) with practice at your organization	• Hospital services module • Data analysis and collection studied in Research Methodology. • Importance of balancing thoughts and expression by maintaining professionalism in the work environment, as taught in organization behaviour. • Implemented principles from the Business communication and Behaviour change for resolving communication breakdowns among different stakeholders to gain knowledge about their work. • Dealing with the workplace politics and resolving conflicts as studied in organisation behaviour.
Gaps identified on the working area.	• Lack of clear communication and coordination between different departments and hospital staff. • Delay in giving nursing clearance during the discharge process. • Equal training opportunities are not provided for all the departments. • Inadequate implementation of the clinical audit process. • Nurses are aware of the usage of the HIS system in the hospital.

Suggestions for improvement	• Resolve the network issues. • Conduct the training regarding emergency codes. • Give equal training to all the employees and not specifically in a particular department. • Stakeholders like the nursing staff and the guest relations executive should be trained in the organisation's behaviour. • Regular clinical audits should be conducted.
Plan for the next week	• Work with mentor on TAT discharges project. • Learn new procedures and techniques for treating patients. • Conduct clinical audits and raise incident reports. • Learn about the Infection control protocols of the hospital. • Conduct IPD rounds and take patient feedback regarding their treatment. • Visit the OT and ER departments and observe different procedures and workflows. • Learn the Dialysis process • Interact with different stakeholders and try to learn about their work. • Learn about CGHS in billing department.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 05

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Conduct morning rounds in IPD to take patients' feedback regarding nurses and on-duty doctors. • Monitored the rounds of visits of the nurses, on-duty doctors, and senior consultants in the IPD. • Visited the OT Department and observed the arrangements of different types of OT and high-tech machines used for surgeries. • Saw the Flash sterile room and understood how the CSSD department sends and receives the sterilised instruments directly to the CCU, ICU and OT through the channel. • Saw the anaesthesiologist's room present in OT. • Observed the TAT of the discharge process. • Attended the World Fatty Liver Day Seminar organized by the Hospital. • Identified different problem areas faced by the stakeholders present in the hospital. • Closely observed the call bell system and the response time of the nursing staff and GDA in resolving the patient's concerns.
Linking theory (Classroom learning) with practice at your organization	• Hospital services module • Data analysis and collection studied in Research Methodology. • Importance of balancing thoughts and expression by maintaining professionalism in the work environment, as taught in organization behaviour. • Implemented principles from the Business communication and Behaviour change for resolving communication breakdowns among different stakeholders to gain knowledge about their work.

	• Dealing with the workplace politics and resolving conflicts as studied in organisational behaviour.
Gaps identified on the working area.	• Lack of clear communication and coordination between different departments and hospital staff. • Delay in sending the files of the patients who have to be discharged to the billing department. • Lack of basic training opportunities. • Nursing staff are not aware of how to use the HIS system and access the electronic medical records. • Inadequate implementation of the clinical audit process. • Delay in response to the call bell used by the patients. • The guest relations executive does not respond promptly to the services which is needed to be provided to the patients. • The call bell was not working properly in some rooms.
Suggestions for improvement	• Resolve the network issues. • Conduct the training sessions regarding emergency codes and HIS. • Give equal training opportunities for all employees. • Stakeholders like the nursing staff and the guest relations executive should be trained in the organisation's behaviour. • Regular clinical audits should be conducted. • Increase skilled workforce.
Plan for the next week	• Work with mentor on TAT discharges project. • Work on call bell management project. • Learn new procedures and techniques for treating patients. • Conduct IPD rounds and take patient feedback regarding their treatment. • Visit the OT and ER, and Radiation departments and observe different procedures and workflows. • Learn the Dialysis process • Interact with different stakeholders and try to learn about their work. • Learn more about CGHS and MLA in the billing department.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 06

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Conduct morning rounds in IPD to take patients' feedback regarding nurses and on-duty doctors. • Monitored the rounds of visits of the nurses, on-duty doctors, and senior consultants in the IPD. • Visited the Radiation Department and observed the workflow of that department. 1. Learnt how the technician (Radiology Safety officer) use the software to analyse and contour the CT image for exposure of the radiation therapy. 2. Observed the moulds used in patients for the exposed area. 3. Machines used for melting the plastic according to morphology of the patient and area to be exposed for radiation. 4. Visited the LINAC Room. • Visited the TPA department. 1. Learnt how the pre auth (intimation) at the claim book portal of the hospital. 2. Performed one intimation 3. Observed how the query is raised by the insurance company and the documents are scanned and send to the insurance company. • Observed the TAT of the discharge process. • Observed the workflow of the dietician. • Identified different problem areas faced by the stakeholders present in the hospital. • Observed the call bell system and the response time of the nursing staff in resolving the patient's concerns.
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Linking theory (Classroom learning) with practice at your organization	• Hospital services module • Data analysis and collection studied in Research Methodology. • Importance of balancing thoughts and expression by maintaining professionalism in the work environment, as taught in organization behaviour. • NABH guidelines. • How to deal with the workplace politics and resolving conflicts as studied in organisational behaviour.
Gaps identified on the working area.	• Lack of clear communication and coordination between different departments and hospital staff. • Delay in discharge process and variation in ALOS. • Nursing staff are not aware of how to use the HIS system and access the electronic medical records. • Inadequate implementation of the clinical audit process. • Delay in response to the call bell used by the patients. • The call bell was not working properly in some rooms. • Nurse not responding on rapidly to the patients' concerns in the IPD.
Suggestions for improvement	• Resolve the network issues. • Conduct regular training sessions regarding emergency codes and HIS. • Give equal training opportunities to all the employees. • Regular clinical audits should be conducted. • Increase skilled workforce. • Increase the administrative workforce in the hospital.
Plan for the next week	• Work with mentor on TAT discharges project. • Work on call bell management project. • Conduct morning IPD rounds and take patient feedback regarding their treatment. • Visit the Blood Bank, CSSD department, ER and Radiation departments and observe different procedures and workflows. • Observe the Dialysis process. • Visit the Laboratory and observe the workflow. • Interact with different stakeholders and try to learn about their work. • Learn more about CGHS patients and MLA fund patients in the billing department.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 07

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Conduct morning rounds in IPD to take patients' feedback regarding nurses and on-duty doctors. • Observed the authorization and discharge initiation process done by the on-duty doctor. • Observed the ECHO procedure. • Visited the TPA department. 1. Observed how the query is raised by the insurance company and the documents are scanned and send to the insurance company. 2. Did the query completion of Radiation Department which came from the Medi assist TPA. 3. Observed the reimbursement process after cashless TPA rejection. 4. Learnt about the IHX software used for TPA registration from Hospital. 5. Learnt about the delay in bill verification for discharge process in insurance and self-pay patients. • Observed the TAT data of the discharge process. • Interacted with different stakeholders to know the reason of the delay in the discharge process. • Observed the call bell system and the response time of the nursing staff in resolving the patient's concerns.
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Linking theory (Classroom learning) with practice at your organization	• Hospital services module • Data analysis and collection studied in Research Methodology. • Importance of balancing thoughts and expression by maintaining professionalism in the work environment, as taught in organization behaviour. • NABH guidelines. • How to deal with the workplace politics and resolving conflicts as studied in organisational behaviour.
Gaps identified on the working area.	• Lack of clear communication and coordination between different departments and hospital staff. • Delay in discharge process and variation in ALOS. • No basic training opportunities given to all the departments. • Lack of nursing staff in OPD. • Few senior consultants do not attend the patients on time. • Inadequate implementation of the clinical audit process. • Delay in response to the call bell by the housekeeping and nursing staff. • Lack of manpower specifically the nursing staff. • The stakeholders do not cooperate with the interns. • Nurse not responding on rapidly to the patients' concerns in the IPD.
Suggestions for improvement	• Conduct regular training sessions regarding emergency codes and HIS. • Give equal training opportunities to all the employees. • Regular clinical audits should be conducted. • Increase skilled workforce. • Increase the administrative workforce in the hospital. • Organization mentor and the nursing staff should coordinate with the newly joined staff and the management interns.
Plan for the next week	• Work on TAT discharges and streamlining project. • Work on call bell management project. • Learn new procedures and techniques for treating patients specifically the Da Vinci Robotics technique. • Conduct morning IPD rounds and take patient feedback regarding their treatment. • Visit the Blood Bank, CSSD department, Radiation departments and observe different procedures and workflows. • Observe the Dialysis process.

	• Visit IPD pharmacy inventory management and know the reason behind the delay in delivering the medicines to IPD. • Visit the Laboratory and observe the workflow. • Interact with different stakeholders and try to learn about their work. • Visit the Marketing and HR department. • Visit the IT department. • Know the billing process and admission process.
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Signature of the Student: Dr. Shefali Mishra

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Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 08

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Conduct morning rounds in IPD to take patients' feedback regarding nurses and on-duty doctors. • Visited the ER department and learnt how the dialysis is done. • Visited the Blood Bank of the hospital and learnt about how different machines are used to separate the different components of blood and how blood is stored. • Observed the TAT of different departments in context of discharges. • Visited the quality department and learnt about their roles and responsibilities. • Observe the Code Red mock drill. • Observe how Code Orange was managed by the Housekeeping staff.
Linking theory (Classroom learning) with practice at your organization	• Research Methodology Module • Hospital Services Module • Organization Behaviour module • Business communication module • Data Analysis • NABH guidelines • Emergency Codes
Gaps identified on the working area.	• Poor coordination between the stakeholders. • Lack of skilled manpower. • Lack of documentation related to CSSD department and other records in IPD.

	• Poor coordination between the GDA staff. • Delay in providing services to the patients in IPD. • Delayed response by the nursing staff in OPD. • Delay in sending discharge files to the billing department by GDA staff.
Suggestions for improvement	• Increase skilled workforce. • Prompt in providing services to the patient. • Improving the discharge process. • Increase the training sessions for GRE and GDA staff.
Plan for the next week	• Work on TAT discharges and streamlining project. • Conduct morning IPD rounds and take patient feedback regarding their treatment. • Visit the CSSD department, Radiation departments and observe different procedures and workflows. • Visit the HR and marketing department and understanding the workflow. • Observe the EEG procedure and the endoscopy procedure. • Visit IPD pharmacy inventory management and know the reason behind the delay in delivering the medicines to IPD. • Visit the Laboratory and observe the workflow. • Visit the IT department. • Learn the billing process.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 09

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

Activity Done	• Worked on the live project. • Observed the discharge process in IPD. • Interviewed different stakeholders regarding the problems there are facing during the discharge process. • Analysed the patient satisfaction rate. • Learnt how conversions of the patients are done by the guest relation executive. • Observed the job responsibilities of senior executive in operations. • Did TAT discharge auditing of different departments and monitored there coordination. • Conducted morning rounds in the IPD and took patient feedback regarding the services of the hospital. • Met different stakeholders and tried to understand their role and responsibilities. • Send the reports to the organisation mentor related to morning rounds with patient details, their room numbers and their respective complaints of IPD. • Identified the loopholes of discharge process in IPD.
Linking theory (Classroom learning) with practice at your organization	• Importance of thorough departmental inspections for compliance, as we learned in organisational behaviour. • Observed the different departments of the Hospital as learned in the Hospital Services. • Data analysis and collection as learnt in research methodology • Conflict Management • Leanings from Digital Health module

Gaps identified in the working area.	• Delay in discharge process. • Lack of manpower in OPD and IPD • Lack coordination between nursing staff and billing departments in providing clearance.
Suggestions for improvement	• Organise regular training sessions for the staff. • Reduce the delay in the discharge process. • Conduct regular audits as per NABH guidelines.
Plan for the next week	• Work on the live project. • Conduct morning IPD rounds. • Visit the remaining departments and gain insights of their workflow process. • Present the SIP presentation in front of the stakeholders and my mentor.

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA- Hospital and Health Management

Week no: 10

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

Activity Done	• Worked on the live project. • Monitored the discharge process streamlining and found gaps in the whole process. • Analysed the TAT of different departments in context of discharges. • Visited the CSSD department and understood the workflow of that department. • Visited the Laboratory of the Hospital where different tests are performed using various high-tech machines. • Understood how the instruments are sterilized. • Presented and submitted my report and presentation to the university mentor and stakeholders.
Linking theory (Classroom learning) with practice at your organization	• Research Methodology Module • Hospital Services Module • Data Analysis
Gaps identified on the working area.	-
Suggestions for improvement	• Increase the number of skilled work-force. • Prompt in providing services to the patient. • Improving the discharge process.
Plan for the next week	-

Signature of the Student: Dr. Shefali Mishra

Approved by the IIHMR University's Mentor

COMPILED REPORTING FORMAT

Name of the Organization: PARAS HEALTH, KANPUR, UTTAR PRADESH

Area/ Department/ Project of Summer Internship Program: Medical Services

Name of the Student: Dr. Shefali Mishra

Roll no: 2075

Stream: MBA HM (Batch – 29)

Activity Done	I started my 10-week internship at Paras Health, Kanpur. During the first week of internship, I was assigned the mentor of the organization, got the orientation of different departments present in the hospital and got familiarized with the scope of services of the hospital. Later, that week I got to know about the roles and responsibilities of the Floor manager at IPD. Got familiarized with the CCU department and ALOS of the patient staying at CCU and IPD. During the second week of my internship I learned how hospital uses the EMR to manage patient data and streamline healthcare operations. My mentor discussed about the topics which I could work for my live project. The topic which was finalized was “Analyzing the Discharge Turnaround Time and Delays in the IPD Discharge process”. I started working on live project by collecting and gathering information and data present in HIS. I interviewed few of the key stakeholders which were directly involved in the discharge process. Identified the gaps present in the discharge process. In following weeks, I visited various other departments like OT, ER, Radiology, CSSD, Blood Bank, Billing, IPD Pharmacy, Laboratory, Biomedical Waste Management, Radiation, OPDs, TPA, MRD, Dialysis room and understand their workflow. I learnt the manual and digital process of doing Auditing of the patient files and HIS system. Also learnt how to raise an incidence report, Bed occupancy rate, F&B workflow, Average length of stay.
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Next week, I started taking morning rounds of the IPD and started taking patient feedbacks and tried to resolve their problems. I closely observed the work of dietician, housekeeping staff, GREs and the TPA Manager.

The worked on the call bell management response time in the IPD department by observing the response time by attending and resolving the issue performed by the nursing staff and housekeeping staff (GDA).

I worked on the live project by analyzing the TAT of the discharge process. I also participated in the training sessions of CODE-RED mock drill, also observed the CODE-ORANGE. In following week, I went to the TPA department and learnt how the intimation (pre-authorization) is raised on the TPA website for different insurance companies through various TPA portals like MediAssist, RakshaTPA. Also got to know how query is raised. So, in the second half of my internship I worked on the live project and the observed and worked in TPA department. Prepared reports and slides pertaining to the analysis in made in the IPD for the discharge process and other operations.

Finally, I concluded my internship by presenting my live project in front of the organization mentor Dr. Riddhi Purwar and other key- stakeholders. I submitted the final presentation and reports to my mentor.

Linking theory (Classroom learning) with practice at your organization	1. Operations Management: Observed how the Operations Manager manages the Front office and Guest relation executives' tasks and monitored the workflow. 2. Organization Behaviour: Got a basic understanding of employee's behaviour towards each other and with the patients. ➤ Learnt how the nursing staff deal and handle the difficulties during the complex situations. 3. Conflict Management: Got the understanding of how the conflicts are being managed between the employees. Patient-staff, Patient- Nurse and how the situation is managed during the peak hours. 4. Business Communication: Observed the employee patterns of communication. ➤ The communication that is required for educating a patient for a particular treatment, protocol or procedures. ➤ Making understand the hospital policies, signing the consent forms. ➤ Learnt how to communicate with different stakeholders according to the Hierarchy. ➤ Identified the communication between different staff members specially between the housekeeping staff. 5. Hospital Services: Relation of the theoretical concepts of the departments of the hospital present in the module. ➤ Applying those concepts in the different departments of the hospital like the CSSD, F&B, OPD, IPD, ER etc. ➤ Emergency codes training sessions as studied in this module. ➤ Biomedical waste management and treatment as studied in this module. 6. Research Methodology: Applied the methods and tools studied in this module required to do research of a particular topic regarding my live project of discharge TAT. ➤ Learnt how to collect the primary and secondary data for my project of streamlining discharges.
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	➤ Learnt how to interview different key stakeholders required and attain useful information essential for my project. 7. <i>Epidemiology:</i> Applied the different sampling techniques, sample collection and study design and how to decide sample number for my live project, as studied in this particular module. 8. Applied the <i>Root Cause Analysis</i> technique. ➤ This technique helped to determine the bottlenecks of the discharge process. ➤ It helped to identify underlying reasons that caused delay in the discharge process. ➤ Identified the communication and coordination gaps between different departments in IPD of the Discharge TAT project. 9. <i>NABH GUIDELINES AND QUALITY STANDARDS:</i> ➤ Applied the principles of NABH for quality improvement in discharge process and it helped to determine the ideal TAT for discharges which was used to take average and compare with actual timing (TAT) of different departments. 10. <i>Data Analysis:</i> Analyzed vast data and concluding using MS EXCEL. 11. Making charts and analyzing the delays using ppt and excel. 12. This internship helped to develop my soft skills in business communication and taught me the right attitude to solve a problem.
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Gaps identified on the working area.	• Occasional delays in recording vital signs and patient dietary preferences in HIS. • Gaps in discharge documentation such as discharge summaries and dressing records. • Limited availability of dressing trolleys and occasional delays in providing oxygen during transfers. • Presence of untrained or unskilled staff impacting quality of care. • Lack of coordination between IPD staff. • Lack of clearly defined roles and responsibilities among staff members in IPD. • Delay in communication leading to inefficiencies in discharge process and file movement. • Insufficient manpower during peak hours. • Server of the HIS is sometimes down leading to delay in departmental process. • Challenges in navigating the HIS system. • Inconsistent dietary services and lack of real-time feedback. • Limited availability of guest relation executives in OPD to assist and guide the patients. • Lack of internal communication line for patient support. • Lack of display boards for doctors of different specialties, making it difficult for patients and attendants to locate consultants.
Suggestions for improvement	During my internship, I learned that a regular auditing of the problems specifically the discharge process and quality standards should be performed. ➤ Train nurses in timely and accurate HIS data entry. ➤ Create quick reference SOP for common documentation tasks. ➤ Regular audits on food delivery time and diet accuracy. ➤ Introduce a mentoring system or mentoring nurse for new nursing staff.

	➤ Call bell system having service call and bed call should be responded promptly. ➤ Provide regular skill-based training to all the employees. ➤ Strengthen communication between nursing staff, GDA, and billing teams. ➤ Install doctor specialty boards for easier patient navigation. ➤ Allocate sufficient staff during high patient load hours. ➤ Assign responsibility for prompt action on bell and service calls. ➤ Streamline file movement from ward to billing. ➤ Ensure oxygen support is available all the time in the general wards, day care and Ayushman wards. ➤ Set up a local working contact number for quick support and feedback. ➤ Staff availability for guiding the patients inside the hospital should be present in all the departments. ➤ Increase skilled manpower.

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