

SUMMER INTERNSHIP PROGRAM

At



GUNVATTA GURUKUL

(Quality council of India)

From 09 May 2024 to 07 July 2025

A REPORT BY

HRITIKA SHARMA

Master of Business Administration

Hospital and Health Management

IIHMR-U/01/2024-26/1960

2024-26

under the Mentorship of

Dr. J.P Singh





भारतीय गुणवत्ता परिषद्
**QUALITY COUNCIL
OF INDIA**
Creating an Ecosystem for Quality

Certificate No: GG0804



गुणवत्ता गुरुकुल
GUNVATTA GURUKUL
An initiative of QUALITY COUNCIL OF INDIA

Certificate of Achievement

This is to certify that

Mr./Ms. **Hritika Sharma**

S/o / D/o **Ravi Kant Sharma**

has been awarded the **Certificate of Achievement** for
successfully completing his/her 8-week training program from

GUNVATTA GURUKUL

(An Initiative of Quality Council of India)

during **9th May, 2025** to **7th July, 2025**

at New Delhi.

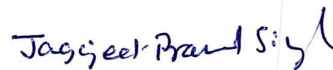
Head, Gunvatta Gurukul

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Hritika Sharma** academic year 2024-26 **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 'Jagjeet Prasad Singh'.

Dr. J. P. Singh

Professor

NAME- HRITIKA SHARMA

ROLL NO.- 1960

UNI MENTOR- DR. J.P. SINGH

ORG MENTOR- MS. PALLAVI SAHA

INTRODUCTION

Gunvatta Gurukul is an initiative by Quality Council of India, launched in 2023. It is a 8 week treaining program designed to develop youth professionals who will contribute in Viksit Bharat 2047.

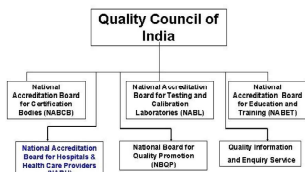
VISION

QCI was established as a public-private partnership model to ensure quality standards in all areas of economic and social activity. QCI was established as a separate autonomous agency.

MISSION

To lead to the National Quality Movement in India by incorporating all the stakeholders and putting a focus on adherence to quality standards in all domains of activity, with the primary goal of promoting and preserving the interest of the country and its people.

ORGANOGRAM



OBJECTIVES

- 1) Identifying the gaps in the Ayushman Bharat Digital Mission.
- 2) Studying the role of the QCI in the ABDM scheme.
- 3) To evaluate the implementation and advancement of ABDM.

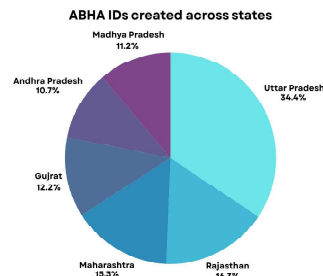
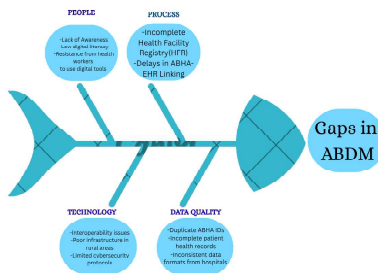
METHODOLOGY

Type of Study: Descriptive and Longitudinal study.

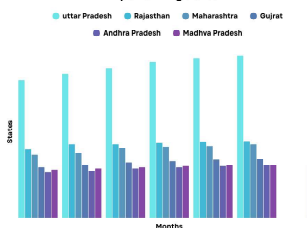
Study Area: Major 6 performing states of ABDM

Study Period: Data analysis of the year 2025

Data Collection is done with the help of the official website of Ayushman Bharat, Research Articles, Newsletters, and MoHFW



Monthly growth data of ABHA IDs of 6 major performing states



ANALYSIS

- 1) ABHA IDs created across states
- 2) Monthly growth data of ABHA IDs of 6 major performing states

CHALLENGES FACED

-The laptop assigned to me constantly underperformed, which caused delays in my work.

- Field visits could have been more structured.

- More information about schemes associated with QCI should be included in the curriculum.

PRACTICAL WORK

-Field Insights and Stakeholder engagement

-Report compilation and Documentation

-Analytical and Research Tasks

THEORETICAL WORK

-Introduction to Public Policy and Governance

-Policy Evaluation Frameworks

-Quality Standards and Institutional Frameworks

-Monitoring and Evaluation Frameworks Concepts

USEFULNESS OF INTERNSHIP

-Engaged in activities like Design Thinking and honed skills for group work.

-Worked on assignments and presentations to hone my Project Management skills.

-Learnt various problem-solving and RCA techniques.

-I learnt about Quality Infrastructure System and processes of Accreditation, Certification, and Conformity Assessment in different domains.

-Govt. backed initiatives

-Unique ABHA ID, which has health records

-Promotes Interoperability

-Consent-based framework

-Digital literacy gaps (Low awareness in rural areas)

-Infrastructure challenges (limited internet access in some areas)

-Privacy concerns

-Limited integration at grassroots level

SWOT

-Integration with PM-JAY and Telemedicine

-Public-Private Collaboration

-Role of Quality Council (QCI can enable standardisation and gap audits)

-Cybersecurity risks

-Resistance from healthcare professionals

-Political or Bureaucratic delays

-Data integrity risks without Quality Monitoring

FINDINGS

- Incomplete or inconsistent data in registries
- Uneven adoption across states creates assessment gaps
- A lack of awareness and trust between the citizens
- No quality KPIs are defined for facilities or professionals using ABDM
- There is no formal digital quality certification under NABH
- Variation in state-wise infrastructure

SUGGESTIONS

- Develop a Digital Health Quality Standards (DHQS) certification for hospitals, diagnostic centers, telehealth apps, and platforms based on patient safety, data accuracy.
- Strengthen verification of facility and professional registrations, launch a QCI audit mechanism for validating IHR, IPR
- Build trust through transparency and public awareness
- Building a real-time monitoring dashboard that maps ABHA usage and clinical outcomes
- Promote Digitalisation
- Setup Grievance redressal

Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 1 **From:** 13/05/2025 to 16/05/2025

Activity Done	- Vision and Mission of QCI, along with Gunavatta Gurukul were discussed. This further included the introductory sessions like the values at QCI, and the Code of Conduct Followed by the organization, and sessions like POSH and Fire Safety were discussed and taught. - I submitted a PPT on different schemes run by the government of India and the role of QCI in them. - I prepared a Proposal Project on MS Word and submitted it to the mentor assigned to me at the organization.
Linking theory (Classroom learning) with practice at your organisation	- Classroom discussions on public health have proven helpful for various modules and tasks at GG-QCI. - Insights into Maternal Mortality Rate and Infant Mortality Rate have contributed to a deeper understanding of Public Policy Infrastructure.
Gaps were identified in the working area.	- A very tight working schedule leads to exhaustion. - Reshuffling of the working groups on a timely basis causes issues related to the misalignment in the wavelength of working together.
Suggestions for improvement	- Proper assigning of the group can be done at once and reshuffling can be avoided so that people having the same wavelength can work together. - Working hours can be reduced to a bit.

Plan for the next week.	- Gaining deeper knowledge about the Public Policy Framework at the Governmental level.
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Signature of the Student

Approved by the IIMMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 2 From: 19/05/2025 to 23/05/2025

Activity Done	Day1, week2- Communication Styles (Passive, Aggressive, Accommodative, Assertive) were discussed Day 2—My group gave a presentation on various schemes, of which my part was for the Ayushman Bharat Digital Mission. The role of QCI in these schemes was included in the PPT. The role of QCI is mainly from the board of NABH. It ensures quality treatment is delivered to the patients. The impact of ABDM is shown to the population. It also plays a role in management systems like HMIS and LMIS. Day 3- I wrote a project note on the building of separate washrooms for transgenders across Delhi was written and submitted under the guidance of my organizational mentor Pallavi Ma'am. Day 4- Various steps on how we can do Conflict management were discussed. A few steps are the Source of the conflict, Listening, investigating, coming on a common ground, and prevention. The models which are associated with conflict management were also discussed. Eg. Thomas Model. Day 5- Knowledge, Skills, and Attitude theory was discussed, along with a note on how these three aspects are responsible for the implementation of positive thinking in our daily life was written. Public Policy Formulation and approval steps were taught to us and how public policy is framed and approved at the governance level was discussed. The
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	steps include Agenda Setting, Policy Articulation, and Policy Adoption.
Linking theory (Classroom learning) with practice at your organisation	- The communication part that is taught to us here was already taught to us in the classroom in the module of Behaviour change communication, by Neetu Purohit Mam and Alok Mathur Sir. - The part of the PPT that I delivered in my organization was already known to me as it was part of my module in the National Health Programs by Dr. Mamta Chauhan Ma'am.
Gaps were identified in the working area.	- The laptop assigned to me was not working properly and the replacement took 2 days; this hampered my work and caused me trouble. - There is no provision for medical leaves except 1 leave. - No ID Cards have been assigned to us
Suggestions for improvement	- Maintenance of the systems/Laptops should be done before the joining of the interns/trainees. - Provision of more medical leaves should be there and more flexibility in taking leaves can be encouraged. - ID Cards should be handed over on the day of joining to ensure smoother operation and the hassle of manual attendance can be prevented.
Plan for the next week.	- Start working on the Project under the Mentor's Guidance. The topic is Quality Accreditation and Certifications At NABH.

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 3 From: 26/05/2025 to 30/05/2025

Activity Done	• Day 1, Week 3 • Activity 1: Group Project – Future Product Redesign (Project Management Module) I participated in a group project for our Project Management module. We chose an existing product and reimagined its design 20 years into the future. Our final result was a presentation that showcased the redesigned product, along with a SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats). • This activity improved my understanding of innovation, future planning, and strategic thinking. Working in a team also helped me develop my collaboration and communication skills. • Activity 2: Government Scheme Evaluation In another project, we focused on the JSSK (Janani Shishu Suraksha Karyakram) government scheme. We evaluated it based on several criteria, including: • Aim and Objectives • Mission and Vision • Historical Background • Budget Allocation • Monitoring and Evaluation Mechanism • Success Indicators • Identification of Gaps • This project provided valuable insight into how government actions are designed and evaluated. It also improved my analytical skills and understanding of public policy. • Day 2, Week 3 • Session on Goal Setting and Planning Today's session
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	highlighted the importance of setting goals and planning effectively. We explored various tools and frameworks for both personal and professional growth, including: • SMART Goals, these are Specific, Measurable, Achievable, Relevant, and Time bound. • KRA (Key Result Areas) – Defining critical areas of expected outcomes • KPI (Key Performance Indicators) – Metrics to gauge performance and success • Target Setting – Establishing clear benchmarks and deadlines • VARK Learning Styles – A model that identifies individual learning preferences: Visual, Auditory, Reading/Writing, and Kinesthetic. • The session emphasized how structured planning and personalized learning approaches can greatly improve goal achievement and productivity. • Day 3 – Week 3 • Event: Inauguration of 1 QCI at the World Trade Centre, New Delhi On 28th May 2025, I had the privilege of attending the inauguration of 1 QCI (Quality Council of India) at World Trade Centre, New Delhi. Shri Piyush Goyal ji ,Hon’ble Cabinet Minister for Commerce and Industry came and inaugurated the event. • Attending this event offered valuable exposure to national-level initiatives focused on quality standards and institutional development. It was an insightful experience that highlighted the government's commitment to promoting excellence across various sectors. • Day 4 – Week 3 • Task: Data Compilation of Placements – Gunvatta Gurukul Today, I worked on creating an Excel report documenting the placement details of candidates from Gunvatta Gurukul who were placed at QCI. My responsibilities included: Counting the total number of placed candidates • Using COUNTIFS to apply conditional filters
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	• Creating and formatting a Pivot Table for data analysis and summary • This task helped me strengthen my skills in Microsoft Excel, especially in using formulas and analytical tools to organize and interpret data effectively. • Day 5, Week 3 • I attended a leadership session on climate change and its effects on the environment led by Mr. Ankit Tulsyan, Director of the Climate Change and Environment Division at EY.
Linking theory (Classroom learning) with practice at your organisation	• The project management tasks, including the SWOT analysis and product redesign, reminded me of the Marketing module taught by Dr. Seema Mehta. • While evaluating various government schemes, we engaged in research and formulated both null and alternative hypotheses. This experience echoed lessons from the Statistics module conducted by Dr. J.P. Singh.
Gaps were identified in the working area.	• The laptop assigned to me consistently underperforms and lags often, which negatively impacts my efficiency and causes delays in completing my work.
Suggestions for improvement	• Regular updates to the systems provided would help ensure optimal performance and reduce delays in our work
Plan for the next week.	• After discussing with my mentor, I was asked to change the project topic. Initially, I was tasked with conducting a SWOT analysis of the NABH board. However, due to the potentially sensitive nature of the subject, I decided to change it. • The new focus will be on assessing and analysing various Government of India schemes involving the Quality Council of India (QCI). The scheme I chose is ABDM. The evaluation will cover multiple criteria, including budget allocation, key performance indicators (KPIs), impact generated,

	and expected growth.
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Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 4 From: 02/05/2025 to 06/05/2025

Activity Done	Day 1 week 4: I attended a session on Project Planning and its Management, we explored various techniques for planning a project effectively. The discussion covered key steps like identifying problems, having internal team discussions, doing site visits, mapping the situation, finalizing tools, sampling, executing, and building reports. We were briefed on the upcoming hospital visit by NABH, including important guidelines for that visit. Day 2: We focused on research orientation and learned about different research methods. In this session, we split into groups and were assigned a scheme to analyze. Our team chose Janani Suraksha Yojana (JSY) and examined its impact on development. We presented our findings through a one-page poster that summarized our research. Day 3: My team and I visited Yashoda Hospital in Kaushambi, Ghaziabad. We explored various departments, such as dermatology, nephrology, and dentistry. A highlight of the visit was being introduced to the Da Vinci Robot, which is a surgical assistant made to perform very precise incisions during surgery. This hospital visit was a key part of our field trip experience. Day 4: I gathered and analyzed data on placements from Gunvatta Gurukul at QCI. I plotted the information into an Excel sheet, comparing those placed with those unplaced. Then, I conducted a correlation analysis and created a linear graph to represent the findings. I attended a masterclass on interview preparation, where
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	we got expert tips on creating a standout CV and strategies to succeed in job interviews. Day 5: My mentor led an informative session on Quality Assurance and Quality Control. We discussed their differences at an organizational level and how each of them plays an important role in maintaining industry standards.
Linking theory (Classroom learning) with practice at your organisation	• My visit to Yashoda Hospital reminded me of important lessons on hospital services that Dr. Mahendra taught. His lessons connected well with what I saw, helping me link theory with real-life examples during the visit. The experience highlighted the need for organized hospital operations and quality patient care, making the insights shared by Mahendra even more meaningful.
Gaps were identified in the working area.	• The hospital visit was originally meant to offer insights from a NABH accreditation viewpoint. However, we did not receive any information about the certifications and accreditation requirements that hospitals must meet under NABH. This limited my learning, as understanding NABH standards is essential for evaluating hospital quality and compliance. Without this key information, I could not fully understand how hospitals maintain accreditation, follow guidelines, and improve patient care. The visit would have been much more meaningful if these aspects had been covered.
Suggestions for improvement	• The field visits could have been better organized to provide relevant information, especially about NABH certifications and accreditation requirements. Without a clear focus on these important topics, I struggled to fully understand hospital compliance, quality standards, and regulatory frameworks. This lack of detailed information limited my exposure to practical applications of NABH guidelines. A well-planned visit would have included direct interaction with

	hospital officials managing the accreditation processes, helping me to learn firsthand about the challenges and best practices involved.
Plan for the next week.	• The field visits could have been better organized to provide relevant information, especially about NABH certifications and accreditation requirements. Without a clear focus on these important topics, I struggled to fully understand hospital compliance, quality standards, and regulatory frameworks. This lack of detailed information limited my exposure to practical applications of NABH guidelines. A well-planned visit would have included direct interaction with hospital officials managing the accreditation processes, helping me to learn firsthand about the challenges and best practices involved.

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 5 **From:** 09/05/2025 to 13/5/2025

Activity Done	• I went to a Quality Assessment session that discussed the process of conducting quality accreditation at the national level. Important organizations like the National Physical Laboratory (NPL), the Bureau of Indian Standards (BIS), and several quality boards like NABH, NABL, NABET, and NABCB were covered. I went to a time management workshop where we talked about time management techniques. • JSSK Scheme Quality Management Tools To analyze the JSSK Scheme, we used encyclopedic management tools. Among the methods used were error reduction techniques, kaizen, fishbone diagrams, and root cause analysis. These made it easier to spot holes in the plan and offer fixes. Additionally, I created a PowerPoint presentation and gave my organizational mentor a look at it. • Mock Interview for Conformity Assessment: I gave a presentation on Conformity Assessment, going over its types, advantages, and the functions of QCI, NABCB, and NABL. My mentor and I conducted a simulated interview, which enabled me to pinpoint my areas of weakness. • We performed Empathy Mapping, Prior to releasing a product, I prepared and gave a presentation on empathy mapping, a technique for comprehending a customer's viewpoint. Sunglasses were the item we chose. • In order to find any gaps in the Ayushman Bharat Digital Mission, I have started working on my project and read through a number of research articles. • Field visit and leadership connect I went to a QCI Leadership Connect session with
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	seasoned finance expert Mr. Amitav Banerjee. He offered helpful interview preparation advice as well as industry insights. •We went to the SBM Waste-to-Energy Plant in Okhla, New Delhi, in the afternoon. I saw how waste is separated and how high-temperature waste burning produces energy.
Linking theory (Classroom learning) with practice at your organisation	• Mamta Chauhan mam's lessons on national health programs have been immensely beneficial because they have a direct bearing on the plans I'm working on right now. Her advice has given a solid basis, which has made it simpler to manage and carry out these projects successfully. • In addition to this, root cause analyses for these schemes have been taught to us by Seema Mehta mam's marketing module. My ability to recognize problems and create strategic solutions has improved. As a result of the lessons, I learned about identifying market gaps.
Gaps were identified in the working area.	NA
Suggestions for improvement	Regular updates to the systems provided to us would help ensure optimal performance and minimize delays in our work
Plan for the next week.	I have started working on my project on ABDM. I have identified the gaps and now I will be working on the budget analysis.

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

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Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 6 From: 16/06/2025 to 20/6/2025

Activity Done	• DAY 1, WEEK 6- • I prepared and presented a PPT on the Sara Talley vs Walmart case study. • I attended a session on NABH (A board of QCI). This session comprised of information on various guidelines that hospitals and healthcare providers have to follow and the related certifications. • DAY 2, WEEK 6- • I prepared and presented a poster on renewable energy with my team members. This included various measures that can be followed to replenish the natural resources and various schemes that the Government of India has launched to use renewable energy. • I attended a session on the Quality Infrastructure of QCI delivered by Mr. Ashish Dubey. • DAY 3, WEEK 6- • I attended a lecture on how we can increase our creativity which was delivered by Ms. Anindita Gareeb Mazumdar. She shared many ways how we can think out of the box and increase our potential to achieve more in life, along with how creativity can also help us in increasing the enthusiasm to achieve more in an organization. • I worked on my project and did the budget analysis of ABDM. • DAY 4, WEEK 6- • It was a Sports Day at my Organisation. I participated in Badminton. • DAY 5, WEEK 6 –
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	• I attended a Leadership Connect by Dr. Pawan Kapoor, an air marshal and a distinguished medical officer. He also served as the director general of medical services(air). He is one of the chairmen of the technical committee of NABH. • This day is followed by a Talent Hunt of QCI at the Auditorium of Hindi Bhawan, Mandi House, New Delhi.
Linking theory (Classroom learning) with practice at your organisation	I solved the case study that was given to us with the help of the techniques to solve the case study by Seema Mehta mam in the marketing module. Her techniques helped us to solve the case study efficiently and provided possible solutions.
Gaps were identified in the working area.	NA
Suggestions for improvement	NA
Plan for the next week.	I will start preparing the report by compiling the weekly reports submitted to my mentor. Dr. JP Singh Sir

Signature of the Student

Approved by the IIHMR University's Mentor

• Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 7 **From:** 23/06/2025 to 27/6/2025

Activity Done	• Week 7, Day 1- I prepared and presented a presentation on AI in Healthcare. This presentation included the AI Platforms that can be beneficial to doctors and healthcare providers in the efficient diagnosis of diseases. I also included a slide on Robotics in Healthcare, and I put more emphasis on how Robotics can be beneficial in Surgeries. • Day 2 – I prepared a chart depicting how emotional Intelligence can help people grow in their organisations. For this activity, we were divided into groups, and all of us prepared and presented the chart. • Days 3 and 4 - Interviews for placements were scheduled, so these days were kept free. I studied the role of NABH. • Day 5- I attended a session on professional email writing. Our facilitators taught us about the common mistakes that people make in writing emails. This was a very helpful session as it provided us few tips how we can write our emails effectively and avoid common mistakes.
Linking theory (Classroom learning) with practice at your organisation	• The email writing session reminded me of the BCC module taught by Dr. Alok Mathur and Neetu Purohit mam, the email writing was also discussed in that module. This reminded me of the lessons the teacher taught us during the class.

Gaps were identified in the working area.	NA
Suggestions for improvement	NA
Plan for the next week.	I will compile the report on JSSK and ABDM and submit it to my mentor.

Signature of the Student

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Reporting Format (Weekly)

Name of the Organisation: Gunvatta Gurukul- Quality Council of India

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no:1960

Stream: MBA - HM

Week no: 8 From: 30/06/2025 to 04/07/2025

Activity Done	Day 1: Project Planning and Implementation I attended a session on project planning and implementation, which provided insights into how projects should be structured within an organization. I learned the importance of selecting the right team members and fostering an effective team-building strategies. As a healthcare student, I recognized that proper planning and execution are critical in healthcare settings, whether it's launching a new patient care initiative or managing clinical trials, or improving hospital workflows. A well-planned project can significantly enhance patient outcomes and operational efficiency as well as quality at a healthcare setting. Day 2: Storytelling and Consulting This session focused on the art of storytelling and its role in effective consultation. I learned that storytelling is a powerful communication tool, especially for managers and healthcare professionals. It helps to convey complex messages in a relatable and memorable way and helps fostering stronger connections within team members and patients. In healthcare, storytelling can be used to educate patients, advocating for public health, and inspiring teams during challenging times. Day 3: Team Activity – We were divided into teams and assigned the topic: <i>"Trowels—They dig deep and plant the seed of advocacy."</i> Trowels, commonly used in horticulture, they were used metaphorically to represent tools of change and growth. Our task was to create and present a story around this theme. This activity nurtured the seed of creativity,
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	collaboration, and the importance of advocacy—skills that are essential in healthcare when promoting patient rights, public health initiatives, or systemic improvements. Days 4 & 5: Final Assessments and Closure Our final assessments included a behavioral evaluation and a written test. As it was the final day, we were given time to unwind after the assessments. We also returned our access cards and laptops to the technical team, marking the official conclusion of our program.
Linking theory (Classroom learning) with practice at your organisation	In healthcare management, we learned about project cycles, strategic planning, and resource allocation. This session brought those concepts to life by showing how real-world projects are initiated and executed. Storytelling aligned with communication modules taught by Neetu Purohit Mam and Organisation Behaviour by Nutan Mam. The part of leadership, empathy, and counselling is aligned with the storytelling module.
Gaps were identified in the working area.	NA
Suggestions for improvement	More activities should be included in the curriculum because sometimes repetitive sessions can cause boredom and decrease productivity.
Plan for the next week.	I have completed my project, and I will compile it into a poster and will be sharing it with my mentor.

Signature of the Student

Approved by the IIHMR University's Mentor

COMPILED REPORT

Name of the Organisation: Gunvatta Gurukul, Quality Council of India

Area/Department/Project of Summer Internship Program: Quality

Name of the Student: Hritika Sharma

Roll no: 1960

Stream: Hospital and Health Management

Activity Done	• I understood the vision, values, and code of conduct of QCI. • I submitted presentations on government schemes, including ABDM, JSSK, JSY, and QCI's involvement. • Learned conflict management models (Thomas Model) and communication styles. • I submitted a project note on infrastructure accessibility for the transgender community. • I participated in a group project on future product innovation & performed its SWOT analysis. • I assessed and evaluated government schemes using metrics like budget, success indicators, and gap analysis. • I attended the inauguration of 1 QCI at the World Trade Centre, New Delhi, by Shri Piyush Goyal. • Field visit to Yashoda Hospital to understand hospital operations and the Da Vinci robotic system. • I learned the public policy processes and goal-setting tools like SMART, KPI, and KRA. • I attended sessions on accreditation boards (NABH, NABL, NABCB, etc.). • I applied Kaizen, fishbone, and root cause analysis to evaluate the JSSK scheme. Along with it, I did a budget analysis of ABDM sing government portals and reports. • I participated in mock interviews, empathy mapping, and visited a Waste-to-Energy Plant in Okhla. • Delivered case study presentations and engaged in leadership sessions with experts like Dr. Pawan Kapoor. • I created a PPT on AI and Robotics in Healthcare, highlighting innovation in surgeries. • I attended sessions on professional email
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	writing, storytelling, and consulting. • I finalized and submitted project findings on ABDM gaps, QCI's involvement, and improvement strategies. • Appeared for final behavioural and written assessments and concluded the internship with reflections and poster preparation.
Linking theory (Classroom learning) with practice at your organisation	• Public Health (MMR/IMR, policy infrastructure) • Behaviour Change Communication (assertiveness, emotional intelligence, and email writing) • Marketing & Strategy Management (SWOT, root cause analysis, and storytelling) • Healthcare Quality & Accreditation (NABH, patient care)
aps identified on the working area.	• I faced many technical (frequent laptop issues). • Delays in ID card distribution & access logistics. • Visit to Yashoda Hospital lacked focused NABH accreditation discussions, limiting insights into compliance processes. • Inconsistent group reshuffling led to coordination challenges.
uggestions for improvement	My suggestions would be: • Avoid group reshuffling to improve collaboration. • Planning of hospital visits should be around quality assurance topics (e.g., NABH checklists, patient safety protocols). • The curriculum should add more diverse and engaging activities in later internship weeks to avoid repetition and fatigue.
ey Learnings	• Ayushman Bharat Digital has significant potential, but success depends on data quality, standardization, and digital literacy. • QCI can lead the way in defining and certifying Digital Health Quality Standards. • I learned skills in public policy analysis, Quality Infrastructure System, and processes like Accreditation, Certification and Conformity Assessment.

Signature of the Student

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