

SUMMER INTERNSHIP PROGRAM

at

Apollo hospital Seshadri Puram, Bengaluru

12th May 2025 to 23rd July 2025

A REPORT BY

Tripti Sharma

Master of Business Administration

Hospital & Health Management

2105

2024-2026

Under the Mentorship of

Dr. Vidya Bhushan Tripathi

Assistant Professor

IIHMR University



24th July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Ms. Tripti Sharma** has successfully completed her **Internship** program in the **Department of Supply Chain Management and Operations** from **13th May 2025 to 23th July 2025** in **Apollo Hospitals, Sheshadripuram, Bangalore**. She was diligently involved in the task assigned to her. During her period of stay with us, we found that she was dedicated, hardworking, loyal and sincere.

We wish her all the best for her future endeavours.

For **Apollo Hospitals, Bangalore**.



Usharani N
Senior Manager - Human Resources

Apollo Hospitals

(A unit of Apollo Hospital Enterprises Limited)

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Phone : +91.80.46688999, 46688888

Regd. Off : No. 19, Bishop Garden, Raja Annamali Puram, Chennai - 600 028.

www.apollohospitalsbangalore.com, www.apollohospitals.com

CIN- L85110TN1979PLC008035.

Annexure B

IIHMR University Faculty Mentor Approval

This is to certify that Dr./Mr./Ms. Tripti Sharma of academic year 2024-26 of Institute of health management research (Name of the school) has prepared a poster with respect to his/her summer internship held during May-July 2025.

He /she has carried out work as per the guidelines. His / Her poster is approved for presentation.

Date: 28/07/2025

A handwritten signature in blue ink, appearing to be 'Vidya Bhushan Tripathi', written over a horizontal line.

(Signature of Faculty Mentor)

Name: Vidya Bhushan Tripathi

Designation: Assistant professor

Organization : Apollo hospitals ,Seshadri Puram, Bangalore
Faculty mentor: Dr. Vidya Bhushan Tripathi
Organization mentor: Mr. Kiran

Apollo Hospitals is a pioneering healthcare institution in India, founded in 1983 by Dr. Prathap C. Reddy in Chennai. It was the nation's first corporate hospital, marking a significant shift in the Indian healthcare landscape by introducing private sector participation in providing world-class medical services. Dr. Reddy, motivated by personal experiences and the lack of advanced medical facilities in India, envisioned a system where high-quality healthcare would be accessible and affordable to all Indians.

Apollo Hospitals envisions its next phase of development as an endeavor to “Touch a Billion Lives”, aiming to extend its healthcare services to a vast population.

The mission of Apollo Hospitals is to
"bring healthcare of international standards
within the reach of every individual."

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    CEO[CEO] --> COO[COO]
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    COO --> OPERATIONS[OPERATIONS]
    COO --> MARKETING[MARKETING]
    COO --> FINANCE_AND_AC[FINANCE & AC]
    COO --> CXO[CXO]
    COO --> QUALITY[QUALITY]
    COO --> SUPPORT[SUPPORT]
    COO --> MEDICAL[MEDICAL]
    COO --> SERVICES_REVENUE[SERVICES/REVENUE]
    CXO --> RESOURCE[RESOURCE]
    CXO --> MANAGEMENT[MANAGEMENT]
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    RESOURCE --> TAX[TAX]
    RESOURCE --> MANPOWER[MANPOWER]
    CONSENT --> BLOOD_BANK[BLOOD BANK]
    CONSENT --> ECHO[ECHO]
    CONSENT --> DEMERICAL[DEMERICAL]
    CONSENT --> PATIENT_RELATION[PATIENT RELATION]
    CONSENT --> PHARMACY[PHARMACY]
    CONSENT --> RADIOLOGY[RADIOLOGY]
    CONSENT --> IT[IT]
    CONSENT --> OFFICE[OFFICE]
    CONSENT --> PREVENTION[PREVENTION]
  
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- Well-defined SOP, Audit & Feedback systems
- Digitized Systems
- Training gaps
- Improper storage

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ABC analysis and supply chain risk management techniques to enhance inventory control and operational efficiency. By classifying items based on consumption value through ABC analysis, and identifying potential disruptions using risk management strategies, the project aims to prioritize critical supplies, optimize resource allocation, reduce carrying costs, and ensure a resilient and uninterrupted supply chain.

- To identify and Mitigate Non-Medical Supply Chain Risks in Hospitals
- To optimize Non-Medical Inventory Management Using ABC Analysis

A retrospective observational study was conducted in the supply chain department of a tertiary care hospital. Six months of inventory data of non-medicine items were collected. MS-Excel was used as an analytical tool.

Category	Percentage
A	70%
B	20%
C	10%

- A (70%): High-cost items (76), low in no. but require strict monitoring and approval.
- B (20%): Moderately priced items (102) with balanced usage, needing regular review.
- C (10%): Low-cost, high-use items (771), ideal for bulk purchase and efficient storage

- Simulation-Based Training
- Improved forecast accuracy.
- Tech Failures or Cybersecurity Risks
- High Competition

Procurement & Financial Risks

- Unreliable suppliers, Budget constraints
- High-cost fluctuations
- Poor contract management

Inventory & Operational Risks

- Overstocking & slow-moving items
- Inefficient store management
- Poor coordination among departments

Logistics & External Risks

- Delivery delays
- Transport breakdowns
- Natural disasters, pandemics & Geo-political issues

Technological & Compliance Risks

- System failures & Data breaches
- Non-compliance with health and safety standards (e.g., NABH, ISO)

- Develop multi-vendor partnerships
- Negotiate long-term contracts
- Conduct cost-benefit analysis before procurement

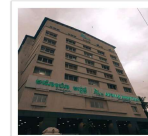
- Implement ABC, FSN-XYZ analysis
- Conduct periodic audits and cycle counts
- Set min. & max. stock levels

- Establish local vendor backups use GPS- & conduct audits
- Maintain buffer stock for critical items

- Train staff on digital tools and cybersecurity & conduct audits
- Schedule routine system updates and backups

Implement demand forecasting tools
Use historical trends, departmental needs and seasonal pattern

Staff sensitization by encouraging better indent planning better communication b/w dept. and stores



PRACTICAL

- Conduct ABC analysis using 6 months inventory data
- Observed SOPs during store visits and audits
- Participated in internal audits and tracked NPS/feedback

THEORETICAL

- Inventory management using ABC analysis
- SOPs and Quality Standards of hospital
- Total Quality Management and Continuous Improvement

Learning

- Hands-on use of ABC analysis and Med Mantra software for inventory optimization.
- Practical exposure to internal audits, mystery audits, and departmental trackers.
- Application of TQM, patient feedback mechanisms, and service excellence frameworks.

Chapters

- Need for better integration between software systems and real-time tracking
- Adapting to new work environment & culture
- Data collection was difficult due to busy schedule of supply chain staff.

Week 1

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Supply chain management / Project is not decided yet

Name of the Student: Tripti Sharma

Roll no: 2105

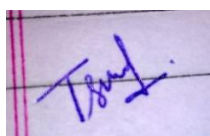
Stream: MBA (Hospital and health management)

Week no: 1

From: 12/05/2025 to 17/05/2025

Activity Done	• Comprehensive Orientation Session on Hospital Protocols and Team Introductions, facilitated by Kiran sir. • Introduce to 'Med mantra' (Software used by the hospital) • Store visit (material management department) • Understand SOP guidelines
Linking theory (Classroom learning) with practice at your organisation	• Implemented academic concepts of professional conduct and organizational behaviour to enhance team collaboration and drive collective productivity. • Gained practical insights into the pivotal role of Standard Operating Procedures (SOPs) in material management, observing firsthand how they ensure process consistency, enhance accountability, and uphold compliance—principles emphasized during academic training.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Understanding the working of the software (Med mantra). • How to control inventory.

Signature of the Student



Approved by the IIHMR University's Mentor

Week 2

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Supply chain management / Enhancing hospital resilience: A study on supply chain risk management (non- medical) and inventory optimization through ABC analysis

Name of the Student: Tripti Sharma

Roll no: 2105

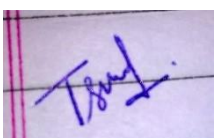
Stream: MBA (Hospital and health management)

Week no: 2

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

Activity Done	• Understanding the working of med mantra software • How to generate PO, PR, GRN and SRV • Conduct the literature review to decide the project topic • Read the files maintain in supply chain – non-moving items file, ABC analysis report file, maintenance quotation file and local purchase file
Linking theory (Classroom learning) with practice at your organisation	• Gained insight into the significance of performing various analyses such as ABC and VED to effectively manage inventory—an important concept emphasized during class discussions.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Manually check the inventory stock on daily basis • Start data collection for ABC and VED analysis

Signature of the Student



Approved by the IIHMR University's Mentor

Week 3

Name of the Organisation: Apollo hospitals Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Supply chain management / Enhancing hospital resilience: A study on supply chain risk management (non- medical) and inventory optimization through ABC analysis

Name of the Student: Tripti Sharma

Roll no:2105

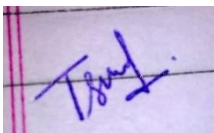
Stream: MBA (Hospital and health management)

Week no:3

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

Activity Done	• Collected 6 months data for conducting ABC analysis. • Inventory stock checking. • Daily transition. • Process mapping of supply chain management.
Linking theory (Classroom learning) with practice at your organisation	• Effective teamwork and leadership are pivotal in enhancing productivity within supply chain management. By fostering collaboration, clear communication, and strategic delegation, organizations can streamline operations and respond adeptly to challenges.
Gaps identified on the working area.	• No proper pest control maintains within the department. As this can lead to damage of inventory materials.
Suggestions for improvement	• Need to maintain proper pest control within the department.
Plan for the next week	• Conduct data analysis of the data • Conduct Internal audit

Signature of the Student



Approved by the IIHMR University's Mentor

Week 4

Name of the Organisation: Apollo hospitals Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Supply chain management / Enhancing hospital resilience: A study on supply chain risk management (non- medical) and inventory optimization through ABC analysis

Name of the Student: Tripti Sharma

Roll no:2105

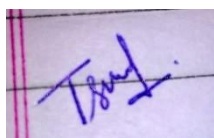
Stream: MBA (Hospital and health management)

Week no:4

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

Activity Done	• Understanding the working of OT and Cath lab store. • Daily transition. • Completed the ABC analysis and interpretate the result.
Linking theory (Classroom learning) with practice at your organisation	Warehouse Layout Optimization Design storage areas to facilitate FIFO and FEFO practices. For FIFO, arrange products so that older stock is more accessible. For FEFO, organize items based on expiration dates, placing those with the nearest dates in front.
Gaps identified on the working area.	• It was observed that chemicals and disinfectants were stored directly on the shelves; however, as per the SOP guidelines, they should be placed in cardboard containers filled with sand to ensure that, in case of spillage, the substances are immediately absorbed and do not spread onto the floor, thereby minimizing safety hazards.
Suggestions for improvement	• Proper Shelving and Storage Practices • Routine Inspections and Maintenance • Enhance Spill Response Preparedness
Plan for the next week	• Continue with the internal audit • Department shifted from supply chain management to service excellence.

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Week 5

Name of the Organisation: Apollo hospitals Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

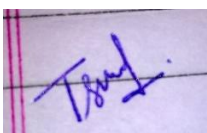
Stream: MBA (Hospital and health management)

Week no: 5

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

Activity Done	• Comprehensive Orientation Session on Service excellence department of the hospital. • Introduce to CRM dashboard (Customer relationship management) • Went for floor rounds and discussed the monthly calendar.
Linking theory (Classroom learning) with practice at your organisation	In class, we learned that feedback is vital for continuous improvement and customer satisfaction. Apollo hospitals reflect this by actively collecting patient feedback through digital and in-person modes. This aligns with quality improvement theories like TQM, where feedback helps identify service gaps. Regular monitoring of feedback at Apollo ensures timely actions and enhances overall patient experience.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Conduct Mystery audit for the hospital. • Understanding the working of PRM (Patient relation management)

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Week 6

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

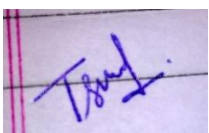
Stream: MBA (Hospital and health management)

Week no:6

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

Activity Done	• Conducted the mystery audit. • Understood the working of PRM (Patient relations management). • Conducted the grooming audit.
Linking theory (Classroom learning) with practice at your organisation	Grooming audit conducted in the hospital emphasized the importance of being well-groomed and presentable in a professional healthcare environment. This directly linked to our classroom sessions on soft skills and professional etiquette, where we were taught the significance of first impression in patient care and service excellence. The audit reinforced how grooming standards contribute to building patient trust and maintaining institutional credibility.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Conduct internal IP audit. • Set-up the simulation training for new joining.

Signature of the Student



Approved by the IIHMR University's Mentor

Week 7

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

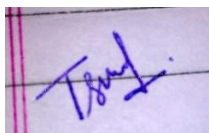
Stream: MBA (Hospital and health management)

Week no:7

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

Activity Done	• Conducted Internal audit for the hospital. • Conducted the simulation training for new joining. • Prepare TLC (Tender loving care) story report of the week.
Linking theory (Classroom learning) with practice at your organisation	I Witnessed how Apollo's vision of "Touching a billion lives" is brought to life through the TLC (Tender loving care) initiative. Each week, staff go beyond medical duties to do something special for patients-like celebrating milestones or fulfilling small heartfelt desire such as a favourite food. These stories reflect what we learn in class about patient- Centered care, empathy, and emotional support in healing.
Gaps identified on the working area.	• During the IP audit it was found that intern nurses are not properly trained and supervised.
Suggestions for improvement	• Conduct a thorough training needs assessment • Strengthen supervision & mentorship • Deploy simulation training, allowing interns to practice safely before working with patients.
Plan for the next week	• ATR One pager report for May 2025 • ATR report for Mystery Audit for May & June 2025

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Approved by the IIHMR University's Mentor

Week 8

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

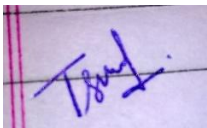
Stream: MBA (Hospital and health management)

Week no: 8

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

Activity Done	• ATR One pager report for May 2025 • ATR report for Mystery Audit for May & June 2025 • Prepared SE monthly calendar (JULY)
Linking theory (Classroom learning) with practice at your organisation	• Prepared the July audit and activity calendar for service excellence department. This highlights the significance of operational planning and quality care that we learnt in classroom. This exercise reinforced the value of structured workflows, proactive service monitoring, and aligning daily tasks with patient-centric goals – bringing theory into real-time hospital practice.
Gaps identified on the working area.	• During the audit it was found that F&B services of the hospital need to be improved.
Suggestions for improvement	• Conduct a thorough training needs assessment • Ensure Nutritional standards are followed. • Regular sanitation of kitchen and service areas.
Plan for the next week	• Prepare monthly report on NPS tracker • Make monthly report on Departmental tracker • Conduct Grooming Audit for the month of July.

Signature of the Student



Approved by the IIHMR University's Mentor

Week 9

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

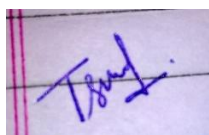
Stream: MBA (Hospital and health management)

Week no: 9

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

Activity Done	• Prepare monthly report on NPS tracker • Make monthly report on Departmental tracker • Conducted Grooming Audit and IPD audit for the month of July.
Linking theory (Classroom learning) with practice at your organisation	• While working on the Departmental Tracker, I applied concepts of healthcare quality management and continuous performance improvement learned in class. The tracker serves as a critical tool to monitor departmental KPIs, identify service gaps, and measure compliance with standards. It promotes transparency, accountability, and timely interventions, which are central to the theory of Total Quality Management (TQM). By analysing monthly trends and deviations in the tracker, departments can take corrective actions proactively—ultimately leading to enhanced patient satisfaction, reduced errors, and streamlined operations.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Prepare project on corrective actions to improve the services provided by the hospitals. • Preparation for the Kindness drive.

Signature of the Student



Approved by the IIHMR University's Mentor

Week 10

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

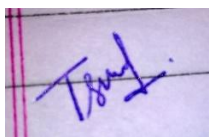
Stream: MBA (Hospital and health management)

Week no: 10

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

Activity Done	• Prepare project on corrective actions to improve the services, F&B, Admission process and registration and billing. • Inauguration related activities for the Kindness drive conducted in the hospital.
Linking theory (Classroom learning) with practice at your organisation	• While conducting the kindness drive at the hospital we linked the classroom theory learned on the principles of holistic healthcare management. This concept emphasizes the emotional and psychological well-being of patients and staff. The activity promoted a compassionate environment, improved staff morals and enhanced the hospital services.
Gaps identified on the working area.	• No significance gaps have been observed.
Suggestions for improvement	• Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	• Continue working on the Project.

Signature of the Student



Approved by the IIHMR University's Mentor

Week 11

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

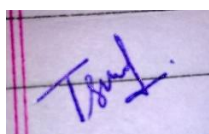
Stream: MBA (Hospital and health management)

Week no: 11

From: 21/07/2025 to 23/07/2025

Activity Done	Completed the project on corrective action to improve the services, F&B, Admission process and registration and billing.
Linking theory (Classroom learning) with practice at your organisation	While working on the project to improve services like F&B, admission process, registration, and billing, I applied concepts of healthcare operations management and service quality improvement learned in class. Using tools such as root cause analysis and patient flow mapping, we identified process bottlenecks and introduced corrective actions like standardizing workflows, training frontline staff, and enhancing communication channels.
Gaps identified on the working area.	No significance gaps have been observed.
Suggestions for improvement	Currently, the training experience is seamless and well-supported, with no issues encountered.
Plan for the next week	Completion of the internship at Apollo Hospitals.

Signature of the Student



Approved by the IIHMR University's Mentor

Complied Report

Name of the Organisation: Apollo hospital Seshadri Puram, Bengaluru

Area/ Department/ Project of Summer Internship Program: Supply chain management and Service Excellence / Enhancing hospital resilience: A study on supply chain risk management (non-medical) and inventory optimization through ABC analysis.

Name of the Student: Tripti Sharma

Roll no: 2105

Stream: MBA (Hospital and health management)

Activity Done	Weeks 1–4 (Supply Chain Management): Week 1: Orientation and Familiarization • Underwent hospital orientation conducted by the supply chain team. • Visited the Materials Management Store to understand storage layouts and inventory handling processes. • Introduced to Med Mantra, the hospital's ERP software, and reviewed SOPs for procurement and inventory handling. • Observed team interactions and internal workflows to understand coordination mechanisms in material movement. Week 2: Understanding Documentation and Systems • Learned how to generate Purchase Orders (PO), Purchase Requisitions (PR), Goods Receipt Notes (GRN), and Service Receipt Vouchers (SRV) using Med Mantra. • Conducted a literature review to finalize the project topic. • Reviewed departmental records such as the ABC analysis file, non-moving items list, and local purchase file. Week 3: Data Collection and Inventory Study • Collected six months of data required for FSN–XYZ inventory classification. • Performed manual stock checking and shadowed staff to understand physical inventory practices.
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- Began process mapping to visualize the complete supply chain cycle within the hospital.

Week 4: Analysis and Observational Audits

- Conducted the FSN–XYZ analysis and interpreted results.
- Visited OT store and Cath Lab to understand department-specific material requirements and stock control practices.
- Observed lapses in SOP adherence, such as unsafe chemical storage and lack of pest control, prompting safety-related suggestions.

Weeks 5–11: Service Excellence Department

Week 5: Introduction to Service Excellence

- Participated in an orientation focused on hospital operations and service quality protocols.
- Introduced to the CRM dashboard used for managing patient feedback and complaints.
- Accompanied floor managers on rounds and reviewed the monthly service calendar.

Week 6: Mystery and Grooming Audits

- Conducted a mystery audit to assess patient service quality and staff responsiveness.
- Learned how Patient Relations Management (PRM) handles patient grievances and tracks resolution.
- Participated in grooming audits to evaluate staff appearance and professional behaviour.

Week 7: Internal IP Audit and Simulation Training

- Conducted an internal IPD (Inpatient Department) audit focusing on documentation, hygiene, and process adherence.
- Helped organize simulation training sessions for newly joined staff to enhance preparedness.

	• Drafted weekly TLC (Tender Loving Care) stories to highlight compassionate acts done by staff. Week 8: Report Creation and Calendar Planning • Prepared one-pager Action Taken Reports (ATR) based on May’s mystery audits and patient feedback. • Compiled ATR for June audits and worked on documentation of changes implemented. • Created the Service Excellence activity calendar for July 2025, aligning audit schedules with hospital priorities. Week 9: Monthly Reporting and Compliance Audits • Drafted and submitted reports on the Departmental Tracker and NPS (Net Promoter Score) Tracker. • Conducted July’s grooming audit and internal IPD audit, ensuring continuity in quality checks. Week 10: Corrective Action Project and Kindness Drive • Worked on a project analysing patient feedback to suggest improvements in food & beverages, billing, admission, and registration processes. • Participated in the planning and inauguration of the hospital’s Kindness Drive to foster a culture of empathy and emotional well-being. Week 11: Project Completion • Finalized and submitted the report on corrective actions to improve service delivery. Wrapped up the internship with documentation and review of learning outcomes.
Linking theory (Classroom learning) with practice at your organisation	1. Standard Operating Procedures (SOPs): Classroom sessions on hospital management emphasized the importance of SOPs for maintaining consistency and safety. During the initial weeks, these SOPs were reviewed and strictly followed in the material management and inventory departments, reinforcing how they shape compliance and operational clarity. 2. Inventory Management Theories:

Academic knowledge on ABC, VED, FSN, and XYZ analysis was brought into action during the compilation and analysis of six months' inventory data. The hands-on execution of these tools helped in categorizing items based on criticality, usage rate, and value, validating the classroom-learned concepts of optimizing inventory for cost and availability.

3. Information Technology in Hospitals:

The Med Mantra software used in the hospital closely aligns with our academic understanding of hospital information systems. Using modules like Purchase Order (PO), Purchase Requisition (PR), Goods Receipt Note (GRN), and Service Receipt Voucher (SRV) provided insight into how IT streamlines procurement, documentation, and material movement, increasing operational efficiency and transparency.

4. Total Quality Management (TQM):

The emphasis on audits (mystery, grooming, IPD) and the use of tools like the Departmental Tracker and Net Promoter Score (NPS) showcased real-time application of continuous quality improvement. Tools like Root Cause Analysis and PDCA (Plan–Do–Check–Act) cycle were utilized while evaluating service gaps and planning corrective actions.

5. Customer Relationship Management (CRM) and Patient-Centric Care:

Apollo's CRM and PRM dashboards reflect the real-time application of customer service theories discussed in class. Feedback loops, patient query resolution, and complaint handling processes reinforced the significance of responsiveness and service recovery in healthcare.

6. Soft Skills and Professionalism:

Audits and simulation trainings brought attention to professional behaviour and grooming—topics covered in soft skills sessions. These field activities demonstrated how personal presentation, empathy, and etiquette influence patient trust and satisfaction.

7. Operational Planning:

Preparing the Service Excellence calendar, ATR reports, and departmental trackers emphasized the importance of planning and coordination in hospital settings. These activities tied directly with academic content on health operations and strategic execution of services.

8. Holistic Healthcare Management:

Emotional intelligence and empathy, discussed in UHV and management subjects, came alive through the TLC (Tender Loving Care) stories and the Kindness Drive. These initiatives highlighted how compassionate gestures, and emotional support can significantly enhance patient experience and contribute to healing.

Gaps identified on the working area.	1. Lack of Pest Control in Material Stores: During the inventory stock checks and observational visits to the materials management store, it was evident that proper pest control measures were not in place. This poses a serious threat to the safety and integrity of stored medical and non-medical supplies. Items in storage, especially pharmaceuticals and consumables, are vulnerable to contamination or spoilage due to pest activity, which could result in financial loss and compromise patient safety. The absence of a routine pest control schedule highlighted a major hygiene and maintenance gap in the supply chain process. 2. Improper Chemical Storage Practices: While visiting the Cath Lab and OT stores, it was observed that chemicals and disinfectants were being stored directly on open shelves. According to SOP guidelines, such hazardous materials should be placed in cardboard boxes filled with sand. This setup ensures containment in case of spillage and minimizes fire and contamination risks. Improper storage practices indicate a deviation from hospital safety protocols and expose both staff and patients to potential hazards, underscoring the need for stronger compliance monitoring. 3. Insufficient Training and Supervision of Nursing Interns: During the internal IPD audit, it was found that nursing interns were performing duties without adequate supervision or orientation. There was inconsistency in documentation, and several procedural lapses were traced back to untrained interns. This reflects a significant gap in human resource development and onboarding processes. Without proper training, interns are ill-equipped to manage patient responsibilities, potentially affecting care quality and increasing the risk of errors. 4. Gaps in F&B Hygiene and Nutritional Monitoring: Patient feedback surveys and audit data revealed dissatisfaction with the food and beverage (F&B) services. Concerns ranged from lack of taste to doubts about cleanliness and hygiene standards in food preparation areas. Moreover, the nutritional value and portion control were not being consistently monitored. This exposes a service quality issue that can directly impact patient recovery and hospital satisfaction scores. F&B is a critical part of patient experience, and such lapses call for immediate review of kitchen hygiene protocols, diet planning, and staff training.
Suggestions for improvement	1. Implement Monthly Pest Control Checks in Storage Areas: To address the hygiene and safety risks observed in the material stores, it is recommended to establish a strict pest control protocol. This should include scheduled monthly inspections and preventive treatments, ideally documented and monitored by the infection control or facility management team. Regular pest control will ensure the integrity of medical supplies, reduce wastage due to contamination, and enhance the overall quality and safety of the supply chain. 2. Store Disinfectants as per SOPs (Sand-Filled Containers): As per hospital safety protocols, hazardous chemicals and disinfectants should be stored in cardboard containers filled with

	sand to absorb any accidental spills and prevent them from spreading on the floor. It is recommended that all relevant departments strictly follow this guideline. Additionally, regular audits should be conducted to ensure compliance, and visual reminder boards can be placed in storage areas to reinforce safety practices. 3. Enhance Intern Training via Simulation and Mentor Support: To ensure nursing interns are well-prepared and confident in their roles, it is essential to develop a structured training framework. This should include a comprehensive induction, simulation-based training for clinical procedures, and clearly defined mentorship roles. Senior nurses should be assigned to guide interns, monitor their tasks, and provide feedback. Strengthening training and supervision will improve patient care quality and reduce the risk of operational errors. 4. Improve F&B Services: Sanitation, Nutrition Guidelines, and Kitchen Hygiene: Patient nutrition plays a vital role in recovery and satisfaction. To address concerns raised in feedback, hospitals should reinforce sanitation protocols in kitchens and dining areas. Nutritional standards should be consistently followed by dietitians and food service staff. Regular kitchen audits, proper food storage, menu reviews, and staff hygiene practices must be monitored. Implementing training programs for F&B staff and obtaining feedback after meals can help ensure continuous improvement. 5. Regular Feedback Loops to Improve Admission and Billing Processes: Admission and billing are critical touchpoints in a patient's hospital journey. Delays or miscommunication in these areas can lead to dissatisfaction and operational inefficiencies. Establishing a robust feedback loop—where patients and their attendants can immediately share their experiences—will help identify recurring bottlenecks. The hospital can use this input to refine staff training, optimize workflows, digitize documentation, and introduce queue management systems for smoother service delivery.
Key learnings	1. Understanding the Structure and Real-World Functioning of Hospital Supply Chains and Service Excellence Departments: The internship provided in-depth exposure to both the logistical backbone and patient service frameworks within a hospital setting. In the Supply Chain Management department, I gained firsthand understanding of how inventory is received, stored, processed, and distributed across departments. In the Service Excellence unit, I observed how hospitals monitor quality, handle feedback, and engage in continuous improvement. These dual experiences gave me a holistic view of operational efficiency and patient-centric service delivery. 2. Application of Theoretical Knowledge in Inventory and Feedback Systems:

Concepts like ABC, VED, FSN, and XYZ analysis—taught in operations and logistics courses—were applied practically to classify and manage hospital inventory. Similarly, theoretical frameworks on Net Promoter Score (NPS) and patient feedback mechanisms were applied during audits and tracker creation. This integration of theory and field work strengthened my analytical thinking and highlighted how academic models support real-world decision-making in healthcare settings.

3. Skill Development in Audits, SOP Compliance, Communication, and Teamwork:

Through activities such as grooming audits, IPD audits, and simulation training sessions, I developed key administrative skills. These included adhering to SOPs, evaluating documentation, and identifying operational gaps. Additionally, interactions with clinical and non-clinical staff refined my communication and collaboration abilities—skills essential for effective teamwork and leadership in healthcare institutions.

4. Insights into the Impact of Patient Experience, Emotional Care, and Staff Conduct on Service Quality:

Participating in Tender Loving Care (TLC) initiatives and the Kindness Drive helped me understand the emotional dimensions of healthcare. I learned that empathy, attentiveness, and thoughtful gestures greatly influence a patient's perception of care. The importance of soft skills and frontline staff behavior in shaping patient trust and satisfaction became especially clear during patient feedback analysis and PRM-related observations.

5. Hands-On Experience in Project Documentation, Performance Tracking, and Process Improvement:

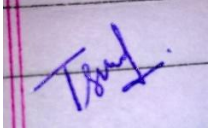
Creating Action Taken Reports (ATRs), monthly audit calendars, and departmental trackers provided valuable exposure to project management and documentation. I also contributed to a project focused on improving hospital services like admission, billing, and food quality—giving me practical insight into process improvement cycles and data-driven decision-making.

6. Realization of the Importance of Cross-Functional Collaboration in Healthcare Delivery:

Effective hospital management relies on collaboration between diverse departments—clinical, operational, technical, and administrative. Throughout the internship, I observed how interdepartmental communication, coordination, and shared

	responsibilities directly affect patient outcomes and institutional efficiency. This reinforced the importance of teamwork and collective accountability in delivering safe, high-quality healthcare services.
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Signature of the Student



Approved by the IIHMR University's Mentor