

SUMMER INTERNSHIP PROGRAM

At

Apollo Hospitals, Jayanagar



From 12th May to 23rd July 2025

A REPORT BY

Tanmoy Das

Master of Business Administration

Hospital and Health Management

IIHMR-U/01/2024-26/2101

2024-26

Under the Mentorship of

Dr. Ritu Vashistha

Assistant Professor, IIHMR University



23rd July 2025

INTERNSHIP CERTIFICATE

This is to certify that **Dr. Tanmoy Das** has successfully completed his **Internship** in the Department of **Human Resources & Quality** from **12th May 2025** to **23rd July 2025** in **Apollo Speciality Hospitals, Jayanagar, Bangalore**. He was diligently involved in the task assigned to him. During this period, we found him to be punctual, responsible, sincere and hard working.

We wish him all the best for his future endeavours.

For Apollo Speciality Hospitals, Jayanagar, Bangalore.


Korivi Chennaiah
HR -Manager



Apollo Speciality Hospital, Jayanagar
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To book appointments or Consult doctors online, visit www.askapollo.com

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Tanmoy Das** of academic year 2024-26 of **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during May-July 2025.

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

Date 28/7/2025

A handwritten signature in blue ink, appearing to read 'Ritu Vashistha'.

Dr. Ritu Vashistha
Assistant Professor.

Apollo Speciality Hospital, Jayanagar

ADHERENCE TO ADMISSION AND DISCHARGE CRITERIA IN ICU in Super Speciality Hospital

Dr. Tanmoy Das (MBA HM 29, 2101) * University Mentor : Dr. Ritu Vashistha, * Organization Mentor : Ms. Pragati Patil

Organization Overview

Apollo Hospitals was established in 1983 by Dr. Pratap C Reddy, renowned as the architect of modern healthcare in India. As the Nation's first corporate hospital, Apollo Hospitals is acclaimed for pioneering the private healthcare revolution in the country.

Apollo Hospitals' Jayanagar branch is part of the Apollo Hospitals chain, located in the Jayanagar area of Bangalore, Karnataka. It is a 150 bedded Hospital. It is a multi-specialty hospital that provides advanced medical care and treatment to patients from all over the country and abroad. With multiple centers of excellence, chief among them- institutes of orthopedics, institute of neurosciences, institute of spine, institute of pulmonology, and critical care, are perhaps the advanced medical center in South India. It's a fully equipped center with a modern technology consisting of modern emergency room, state-of-the-art operating theatres, and ICUs with round the clock monitoring. It also has specialty clinic services in pain management, bone health, uro-nephro care, general surgery and general medicine. Emergency department are specialized in handling cardiac emergencies, stroke, road accidents and trauma.

Accreditations



VISION
"Touch a Billion Lives".

MISSION

"Our mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement maintenance of the excellence in education, research and healthcare for the benefit of humanity".

Organizational Structure

Unit Head
(Dr. Yatheesh)

Usefulness of Internship

1. In the Quality Department:

- I have gained knowledge of NABH compliance, patient safety requirements, and hospital quality checklist.
- It learned how to collect data from MRD, what documentation is required for patients, and how to conduct internal audits in various departments of the hospital.
- Obtained hands-on experience monitoring and evaluating KPIs (Key Performance Indicators).
- Attended monthly review meetings with zonal head.
- Recognized the structure and significance of SOPs, particularly in the areas of drug handling, fire safety, patient care, and infection control.
- Learned how to document, examine, and investigate incidents, raising the bar for patient care and hospital safety.
- Learned how to conduct mock drills and to prepare reports for the same.
- Conducted various event like fire safety month, employee safety month.

2. In the Human Resources (HR) Department:

- I took part in employee induction, interview scheduling, and resume shortlisting.
- Took basic interview, performed job search and journey of new employees.
- Learned the hiring process for administrative, medical, and nursing personnel.
- Recognized how training raises hospital quality ratings and staff performance.
- Observed HR's involvement in internal communication, conflict resolution, and employee satisfaction surveys.

Medical Head

Head Operations

Head Finance & Accts

Head HR

Head Nursing

Head IT

Head Marketing

Head Inventory

Head Quality

Head Service Excellence

TOPIC : ADHERENCE TO ADMISSION AND DISCHARGE CRITERIA IN ICU IN SUPER SPECIALITY HOSPITAL

OBJECTIVE:

- To avoid increased length of stay for the patients in ICU, avoid nosocomial infections and to avoid uneventful incidents in the ward.
- To assess compliance rate of admission and discharge criteria for all the ICU patient
- The project will help in allowing adequate resource allocation and an optimal standardized approach which will eventually reflect to improve patient outcomes and decrease length of hospital stay

INCLUSION CRITERIA : Sample size taken of ICU admissions (Emergency & Ward) and discharges (Direct and Transfer Out to Ward)

EXCLUSION CRITERIA: Transfer to ICU from post OT, Cathlab, DAMA, Declared cases etc.

METHODOLOGY:

- Duration of Study: April to May 2025
- Sampling & Sample Size: Random Sampling & Sample size of 275 ICU patients
- Type of Study: Retrospective study
- Data Collection: Data collection was done from Medical Records from MRD.

ADMISSION CRITERIA

Month	April 2025	May 2025	June 2025
Need Invasive mechanical ventilator	23	13	7
Requiring >2hrs on Non-invasive Ventilator.	32	48	32
O2 Saturation <90%	7	7	4
Pulse rate <45 or >125 beats / min	9	6	7
SBP <90 or >180	7	11	3
Respiratory rate <9 or >25	16	15	5
Altered Consciousness	9	3	3
Abnormal ABG (pH <7.35 or >7.45)	42	41	21
Abnormal ABG (Lactate >2mmol)	57	54	34

DISCHARGE CRITERIA

Month	April 2025	May 2025	June 2025
O2 Saturation >= 90%	100	100	75
Pulse rate >= 45 or <= 125 beats / min	100	99	73
SBP >= 90 or <= 180	100	100	75
Respiratory rate >= 9 or <= 25	92	94	69
Abnormal ABG (pH >7.35 or <= 7.45)	64	72	22

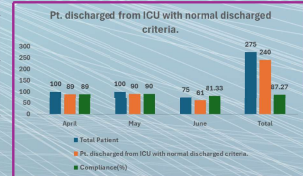
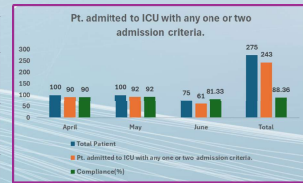
Outcome Discharge from ICU

87.27% Compliance with hospital policy for ICU discharges

Strong adherence to standardized discharge parameters: The patients were Haemodynamically stable during discharge few were discharged with 2L of O2 support.

This project reveals effective policy implementation and safe patient management

Plans for follow-up audits to ensure continued adherence.



Recommendation

- ABG should be recorded in the MICU Flowchart during the discharge of the patient from ICU.
- Proper documentation should be done for all patients.
- Cannulation and invasive or non invasive mechanical ventilator starting time should also noted on emergency sheet.
- Discharge or Shifting of Patient from ICU to ward should be mentioned in the MICU Flowchart.
- Regular clinical audits for continued adherence to admission & discharge criteria of ICU.

Challenges

- Language Barrier
- Inter departmental communication gap.
- Managing two department work parallelly.
- Collection of data from MRD.



Reporting Format (Weekly)

Name of the Organization: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project Summer Internship Program: HOSPITAL (QUALITY & HR)

Name of the Student: Dr. TANMOY DAS

Roll no: 2101

Stream: HM

Week no: 1 **From:** 12/ 5 / 2025 **To** 17/5/2025

Activity Done	• HR ○ Journey of a new employee. ○ Basic interview for a new joiner. ○ Joining procedure for new interns. ○ Learn about joining kit. ○ Various types of feedback. • Quality ○ Perform code pink mock drill and make a code pink report. ○ Working on live project for clinical pathway for stroke patient
Linking theory (Classroom learning) with practice at your organisation	• HR Onboarding Process • Hospital Quality & Safety Protocols • Clinical Pathway Design
Gaps identified on the working area.	• The employee turnover of nurses is high. • The security was not alert when the person carrying the baby was moving out. • Basement shutter was not working.
Suggestions for improvement	• New innovative way to retain employees.
Plan for the next week	• Learn about others HR procedures.

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Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 2 From: 19/ 5 / 2025 **To** 24/5/2025

Activity Done	• Quality ○ Learn about IP files, various sheets and forms present in it. ○ Visit to CSSD dept. and learn about the entire working process of the dept. ○ Went for round on floor to understand the working of various department. ○ Participated in hand hygiene week selfie booth competition organized by Apollo Jayanagar Hospital and secured 3rd position in it. ○ Perform audit in the dialysis department. ○ I began my quality project on ADHERENCE TO ADMISSION & DISCHARGE CRITERIA IN ICU for the months of April, May, and June 2025. ○ Basic details of the project were explained by my quality mentor Ms Pragati Patil. • HR ○ I took a basic interview with a new joiner. ○ Observed HR work.
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Linking theory (Classroom learning) with practice at your organisation	• Medical record management. • Infection controls how the supply chain of critical items works in a hospital. • How each department coordinates in a hospital. • Importance of hand hygiene in a hospital. • What things to keep note in the dialysis department to maintain the quality of the treatment. • Admission criteria and discharge criteria of ICU. • Recruitment and selection process.
Gaps identified on the working area.	• The CSSD department was located in the basement away from emergency and OT due to lack of space. • In a few patients' files there was a documentation error.
Suggestions for improvement	• Proper documentation of patient files should be done for proper management.
Plan for the next week	• Collection of data from MRD for my project. • Learn about working of other department in hospital.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR)

Name of the Student: Dr. TANMOY DAS

Roll no: 2101

Stream: HM

Week no: 3 **From:** 26/ 5 / 2025 **To** 31/5/2025

Activity Done	• Quality ○ Root cause analysis lecture by Pragati mam. ○ Learned about 5 whys, scatter diagram, fishbone diagram ○ Continued with the data collection from the patient file for my project. ○ Participated in Mock drill for code gray in DG room, LMO, and Power control room. ○ Participated in a Mock drill for code gray in OT. ○ Prepare the report of the mock drills. ○ Lecture on fire safety and use of fire extinguishers by Mr. Purushottam Sir. ○ Perform audit in radiology Dept. • HR ○ Performed job journey of new joiner.
Linking theory (Classroom learning) with practice at your organisation	• Quality Management, NABH guidelines, and Risk Management. • Clinical Audit. • Hospital Safety and Disaster Management. • What things to keep note in the radiology department to maintain the quality of the treatment. • I learned about PF, Gratuity, and ESR Scheme.
Gaps identified on the working area.	• Mock drills were performed with prior information to the staff. • The exit path during the mock drills was obstructed. • Broken inventories were found in the radiology department. • The Hazmat Cupboard was not maintained as per the checklist. • Few of the emergency drugs was not present as per checklist.

	• Room temperature was not maintained in the radiology department. • New employees should be informed prior to the premedical employment test and required documents to perform job journey.
Suggestions for improvement	• Mock drills should be performed without prior information to staff to check their knowledge and preparedness if disaster occurs in real life. • Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained.
Plan for the next week	• Collection of data from MRD for my project. • Learn about other topics related to HR and Quality.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR)

Name of the Student: Dr. TANMOY DAS

Roll no: 2101

Stream: HM

Week no: 4 **From:** 02/ 06/ 2025 **To** 07/ 06 /2025

Activity Done	• Quality ○ Perform audit in ICU Dept. ○ Perform an audit in the IP ward. ○ Continued with the data collection from the patient file for my project. ○ New Project on NABH Digital Health Accreditation. • HR ○ Learn to perform job search. ○ Lecture By Supriya mam on various HR topics i.e.: selection, recruitment, HR policies of Apollo Hospitals etc. ○ Joining procedure for new interns. ○ Job journey of a new joiner. ○ Job search for a new joiner.
Linking theory (Classroom learning) with practice at your organisation	• What things to keep note in the ICU to maintain the quality of the treatment. • What things to keep note in the IP to maintain the quality of the treatment. • NABH 6th edition Hospital standards. • HR policies of Apollo Hospitals. • Recruitment and selection process
Gaps identified on the working area.	• Pain assessment scale was not recorded for patients. • Blood Transfusion record patient sticker did not stick. • Vitals of patients were recorded before the allocated time in a few patients.

	• Vitals of patients were not recorded on time in a few patients. • The isolation room door was kept open. • Bed side alarm was not working in IP ward. • The route of medication administration was not mentioned. • Medication was not written in capital letters. • A few department staff were not cooperative when we went to check the NABH 6th edition standard of the department.
Suggestions for improvement	• Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained.
Plan for the next week	• Collection of data from MRD for my project. • Starting a Project for HR.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIMR UNIVERSITY, JAIPUR

Area/ Department/ Project Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 5 From: 09/ 06/ 2025 **To**14/ 06 /2025

Activity Done	• HR ○ Perform Job search and journey of new joiner. ○ Learns how to do job requisition and prepare offer letter for new joiner ○ How to negotiate for salary. ○ Learn to take Exit interview. ○ HR audit on grooming of employees. ○ New Project on Role of HR Practices in Improving Job Satisfaction Among Nurses in Apollo Jayanagar Hospital. ○ Preparing a questionnaire for the HR Project. • Quality ○ Audit in Cath lab. ○ Audit in emergency dept. ○ Working on NABH Digital Health Accreditation. ○ Working of water treatment plant, fire hydrant and fire sprinkler. ○ Organized fire safety month program in Apollo Hospital Jayanagar.
Linking theory (Classroom learning) with practice at your organisation	• Recruitment and selection process • Create an offer letter and negotiate a salary. • Job Satisfaction. • What things to keep note in the Cath lab to maintain the quality of the treatment. • What things to keep note in the Emergency to maintain the quality of the treatment.

	Disaster Management workings.
Gaps identified on the working area.	- Expired catheter tubes were present in Cath lab. - All emergency drugs were not present as per checklist. - Medicines in emergency were not present in emergency kit as per checklist. - Pressure gauze was not working in the water treatment plant. - Many unwanted things were present in the water treatment plant. - A few employees were not dressed and groomed as per Apollo dress code.
Suggestions for improvement	- Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained. - HR should be strict regarding dress code and grooming of employee.
Plan for the next week	- Collection of data from MRD for my project. - Circulation of questionnaire for HR Project. - Learn more about quality and HR department.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 6 From: 16/ 06/ 2025 To 21/ 06 /2025

Activity Done	• Quality ○ Audit in Physiotherapy. ○ Audit in Endoscopy dept. ○ Collecting data for quality ICU project for the month of June. ○ Working on NABH Digital Health Accreditation. • HR ○ Organized Blood donation camp on occasion of world blood donation day. ○ Circulated google form on Role of HR Practices in Improving Job Satisfaction Among Nurses in Apollo Jayanagar Hospital. ○ Took Exit interview of employee. ○ HR audit on grooming of employees.
Linking theory (Classroom learning) with practice at your organization	• What things to keep note in the Physiotherapy to maintain the quality of the treatment. • What things to keep note in the endoscopy department to maintain the quality of the treatment. • NABH 6th edition Hospital standards. • Importance of Blood Donation. • HR role in organizing an event.
Gaps identified on the working area.	• The wax bath in Physiotherapy was not well maintained. • The Hazmat Cupboard was not maintained as per checklist in the Endoscopy department. • Expired materials were present in the spill kit.

	• All emergency drug was not present as per check list in endoscopy department. • A few department staff were not cooperative when we went to check the NABH 6th edition standard of the department. • Shortage of medals and certificates for blood donation camp.
Suggestions for improvement	• Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained. • Staff should be cooperative for new upgradation. • Advance Planning and Inventory Management is required. • Interdepartmental communication should be improved. • Should have a backup with e-certificates to overcome this type of situation.
Plan for the next week	• Collection of data from MRD for my project. • Circulation of questionnaire for HR Project. • Learn more about quality and HR department.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 7 From: 23/ 06/ 2025 To 28/ 06 /2025

Activity Done	• Quality ○ Audit in ICU. ○ Collecting data for Blood Transfusion project. ○ Working on NABH Digital Health Accreditation. ○ Conducted fire safety Quiz for nursing staff and other staff in board room. ○ Attended open forum meeting in board room. • HR ○ Analysis of HR project. ○ I took an exit interview. ○ Took Basic interview. ○ Learned about UKG app (for employee attendance). ○ Performed job requisition and prepare offer letter for new joiner.
Linking theory (Classroom learning) with practice at your organization	• What things to keep note in the ICU to maintain the quality of the treatment. • Working of Blood Bank. • NABH 6th edition Hospital standards. • Disaster Management.
Gaps identified on the working area.	• The Hazmat Cupboard was not maintained as per checklist in the ICU department. • In the monthly narcotic record, morning data was not mentioned.

	• The pain assessment score was not maintained on the MICU sheet. • The injection was not kept covered. • The narcotic medicine cupboard was not locked. • O2 cylinder was 30kg but not sent for refill. • In CSSD, the instrument date of expiry was not mentioned. • In CSSD cupboard, all items were not present as per checklist. • The working condition of the humidifier was pre-signed. • Expired medicines were found in flash kart. • A few department staff were not cooperative when we went to check the NABH 6th edition standard of the department.
Suggestions for improvement	• Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained. • Staff should be cooperative for new upgradation. • The checklist should be maintained as per guidelines.
Plan for the next week	• Collection of data from MRD for quality projects. • Learn more about quality and HR department.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 8 **From:** 30/ 06/ 2025 **To** 05/ 07/2025

Activity Done	• Quality ○ Audit in Pharmacy. ○ Collecting data for Blood Transfusion project. ○ Working on NABH Digital Health Accreditation. • HR ○ Analysis of HR project. ○ Job search of new employee. ○ Journey for new employee. ○ I took an exit interview. ○ Took Basic interview. ○ Performed job requisition and prepare offer letter for new joiner. ○ Joining procedure for new interns. ○ File works of employee.
Linking theory (Classroom learning) with practice at your organization	• What things to keep note in the Pharmacy to maintain the quality of the treatment. • Working of Blood Bank. • NABH 6th edition Hospital standards. • Recruitment and selection process

Gaps identified on the working area.	• The Hazmat Cupboard was not maintained as per checklist in the Pharmacy department. • Other things was stored in hazmat cupboard. • Refrigerator temperature was not registered. • Receiver signature was not there on receiving sheet. • The joining procedure was time taking.
Suggestions for improvement	• Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained. • Staff should be cooperative for new upgradation. • Training of staff at regular interval is necessary. • The checklist should be maintained as per guidelines.
Plan for the next week	• Collection of data from MRD for quality projects. • Learn more about quality and HR department.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 9 **From:** 07/ 07/ 2025 **To** 12/ 07/2025

Activity Done	• Quality ○ Audit in IP level 2. ○ Analysis for Blood Transfusion project. ○ Analysis of ICU project. ○ New project on clinical pathway for abdominal pain. ○ Analysis of clinical pathway for abdominal pain. • HR ○ Job search of new employees. ○ Journey for new employees. ○ I took an exit interview. ○ Took Basic interview. ○ Performed job requisition and prepared offer letters for new joiners. ○ File works of employees.
Linking theory (Classroom learning) with practice at your organization	• What things to keep note in the IP to maintain the quality of the treatment. • Recruitment and selection process. • Analysis using excel. • Hospital Quality Management.
Gaps identified on the working area.	• Room temperature was not registered. • Pain scores were not recorded. • Expired catheter tube was present in ward.

	• Blood Transfusion record patient sticker did not stick. • Vitals of patients were recorded before the allocated time in a few patients. • Consent not taken for angioplasty • In Medication chart, stop medication was not done with doctor's date and sign • PFE form doctor's sign was not there. • The split kit was not maintained as per the checklist. • Proper disposal of waste was not maintained. • Bed alarm was not working. • Broken inventory was found in wards.
Suggestions for improvement	• Random audits should be done, and strict action should be taken by higher authorities so that the quality of treatment should be maintained. • Training of staff at regular intervals is necessary.
Plan for the next week	• Prepare a presentation for the projects. • Learn more about quality and HR department.

Signature of the Student Dr. Tanmoy Das.

Reporting Format (Weekly)

Name of the Organisation: IIHMR UNIVERSITY, JAIPUR

Area/ Department/ Project of Summer Internship Program: HOSPITAL (QUALITY & HR.)

Name of the Student: Dr. TANMOY DAS

Roll no:2101

Stream: HM

Week no: 10 **From:** 14/ 07/ 2025 **To** 23/ 07/2025

Activity Done	• Quality ○ Prepared and conducted quizzes for Employee safety month employees. ○ Prepared selfie booth for employee safety month. ○ Prepared pledge board for employee safety month. ○ Prepared treasure hunt activity for employee on the event of employee safety month. ○ Presented the project in the boardroom. ○ Preparation for NABH (for 6th edition standard) and 360 audit. • HR ○ Job search for new employees. ○ Journey for new employees. ○ I took an exit interview. ○ Took Basic interview. ○ Preparation for NABH and 360 audit.
Linking theory (Classroom learning) with practice at your organization	• NABH standards (AAC, COP, MOM, IPC,HRM etc.) • Focused on SOPs, standard workflows, and inter-departmental coordination. • Hospital Quality Management.

Gaps identified on the working area.	• All the employee was not involved in the activities of employee safety month. • Lack of interdepartmental communication.
Suggestions for improvement	• Interdepartmental communication should be improved. • Employees should actively participate in activities which are meant for them.
Plan for the next week	• Internship ends. • Back to IIHMR University, Jaipur.

Signature of the Student Dr. Tanmoy Das.

Compiled Reporting Format

Name of the Organisation: Apollo Hospital, Jayanagar

Area/ Department/ Project of Summer Internship Program: Quality and Human Resources.

Name of the Student: Dr. Tanmoy Das

Roll no: 2101 **Stream:** HM

Activity Done	○ Quality Department ○ Perform code pink mock drill and make a code pink report. ○ Working on live project for clinical pathway for stroke patient ○ Learn about IP files, various sheets and forms present in it. ○ Visit to CSSD dept. and learn about the entire working process of the dept. ○ I went round on floors to understand the working of various departments. ○ Participated in hand hygiene week selfie booth competition organized by Apollo Jayanagar Hospital and secured 3rd position in it. ○ Perform audits in the dialysis department. ○ Project: Adherence to admission and discharge criteria from ICU in a super speciality hospital. ○ Learned about 5 whys, scatter diagram, fishbone diagram ○ Participated in Mock drill for code gray in DG room, LMO, and Power control room. ○ Participated in a Mock drill for code gray in OT. ○ Prepare the report of the mock drills. ○ Attended the lecture on fire safety and use of fire extinguishers. ○ Perform audit in radiology Dept. ○ Perform audit in ICU Dept. ○ Perform an audit in the IP ward. ○ Learned about NABH Digital Health Accreditation and started working on it. ○ Audit in Cath lab. ○ Audit in emergency dept.
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	○ Working of water treatment plant, fire hydrant and fire sprinkler. ○ Organized fire safety month program in Apollo Hospital Jayanagar. ○ Audit in Physiotherapy. ○ Audit in Endoscopy dept. ○ Collecting data for Blood Transfusion project. ○ Conducted fire safety Quiz for nursing staff and other staff in board room. ○ Attended open forum meeting in board room. ○ Audit in Pharmacy. ○ Audit in IP level 2. ○ Analysis for Blood Transfusion project. ○ Analysis of ICU project. ○ New project on clinical pathway for abdominal pain. ○ Analysis of clinical pathway for abdominal pain. ○ Prepared and conducted quizzes for Employee safety month employees. ○ Prepared selfie booth for employee safety month. ○ Prepared pledge board for employee safety month. ○ Prepared treasure hunt activity for employee on the event of employee safety month. ○ Presented the project in the boardroom. ○ Preparation for NABH (for 6th edition standard) and 360 audit. ● Human Resources Department ○ Journey of a new employee. ○ Basic interview for a new joiner. ○ Joining procedure for new interns. ○ Learn about joining kit. ○ Various types of feedback. ○ Observerd HR work. ○ Performed job search of new employee ○ Performed journey of new employee. ○ Attented lecture by Supriya mam on various HR topics i.e.: selection, recruitment, HR policies of Apollo Hospitals etc. ○ Learns how to do job requisition and prepare offer letter for new joiner
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	○ How to negotiate for salary. ○ Learn to take Exit interview. ○ Performed HR audit on grooming of employees. ○ New Project on Role of HR Practices in Improving Job Satisfaction Among Nurses in Apollo Jayanagar Hospital. ○ Preparing a questionnaire for the HR Project. ○ Organized Blood donation camp on occasion of world blood donation day. ○ Circulated google form on Role of HR Practices in Improving Job Satisfaction Among Nurses in Apollo Jayanagar Hospital. ○ Learned about UKG app (for employee attendance). ○ Performed job requisition and prepare offer letter for new joiner. ○ Analysis of HR project. ○ File works of employee. ○ Preparation for NABH and 360 audit.
Linking theory (Classroom learning) with practice at your organisation	• Quality Department ○ Hospital Quality & Safety Protocols. ○ Clinical Pathway Design. ○ Medical record management. ○ Infection controls how the supply chain of critical items works in a hospital. ○ How each department coordinates in a hospital. Medical record management.

	○ Infection controls how the supply chain of critical items works in a hospital. ○ How each department coordinates in a hospital. ○ Importance of hand hygiene in a hospital. ○ What things to keep note in the dialysis department to maintain the quality of the treatment. ○ Admission criteria and discharge criteria of ICU. Quality Management, NABH guidelines, and Risk Management. ○ Clinical Audit. ○ Hospital Safety and Disaster Management. ○ What things to keep note in the radiology department to maintain the quality of the treatment. ○ What things to keep note in the ICU to maintain the quality of the treatment. ○ What things to keep note in the IP to maintain the quality of the treatment. ○ NABH 6th edition Hospital standards. ○ What things to keep note in the Cath lab to maintain the quality of the treatment. ○ What things to keep note in the Emergency to maintain the quality of the treatment. ○ Disaster Management workings. W ○ hat things to keep note in the Physiotherapy to maintain the quality of the treatment. ○ What things to keep note in the endoscopy department to maintain the quality of the treatment. ○ NABH 6th edition Hospital standards. ○ Importance of Blood Donation. ○ What things to keep note in the Pharmacy to maintain the quality of the treatment. ○ NABH standards (AAC, COP, MOM, IPC, HRM etc.) ○ Focused on SOPs, standard workflows, and inter-departmental coordination. ○ Hospital Quality Management.
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	• Human Resources Department ○ HR Onboarding Process. ○ Recruitment and selection process. ○ About PF, Gratuity, and ESR Scheme. ○ HR policies of Apollo Hospitals. ○ Create an offer letter and negotiate a salary. ○ Job Satisfaction. ○ HR role in organizing an event.
Gaps identified on the working area.	□ Quality Department ○ During code pink mock drill the security was not alert when the person carrying the baby was moving out and basement shutter was not working. ○ The CSSD department was located in the basement away from emergency and OT due to lack of space. ○ In a few patients' files there was a documentation error. ○ Mock drills for code grey were performed with prior information to the staff and the exit path during the mock drills was obstructed. ○ In the radiology broken inventories were found in the radiology department, the Hazmat Cupboard was not maintained as per the checklist, few of the emergency drugs was not present as per checklist, and the room temperature was not maintained . ○ In the IP ward level 3 pain assessment scale was not recorded for patients, blood Transfusion record patient sticker did not stick, vitals of patients were recorded before the allocated time in a few patients. Whereas vitals of few patients were not recorded on time, the bed side alarm was not working in IP ward, the route of medication administration was not mentioned, Medication was not written in capital letters in few case sheets.

	○ A few department staff were not cooperative when we went to check the NABH 6th edition standard of the department. ○ Expired catheter tubes were present in Cath lab and all emergency drugs were not present as per checklist. ○ Medicines in emergency were not present in emergency kit as per checklist. ○ Pressure gauze was not working in the water treatment plant. ○ Many unwanted things were present in the water treatment plant. ○ The wax bath in Physiotherapy was not well maintained. ○ In the Endoscopy department the Hazmat Cupboard was not maintained as per the checklist, expired materials were present in the spill kit, all emergency drug was not present as per check list in endoscopy department. ○ In ICU the Hazmat Cupboard was not maintained as per checklist ,in the monthly narcotic record, morning data was not mentioned, the pain assessment score was not maintained on the MICU sheet, the injection was not kept covered, the narcotic medicine cupboard was not locked, O2 cylinder was 30kg but not sent for refill, in the CSSD instrument date of expiry was not mentioned, in CSSD cupboard, all items were not present as per checklist, the working condition of the humidifier was pre-signed, expired medicines were found in flash kart. ○ In the Pharmacy the Hazmat Cupboard was not maintained as per checklist ,other drugs was stored in hazmat cupboard, refrigerator temperature was not registered and the receiver signature was not there on receiving sheet of the drug. ○ In the IP ward level 2 room temperature was not registered, pain scores of patients were not recorded, expired catheter tube was present in
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	ward, blood transfusion record patient sticker was not stuck, vitals of patients were recorded before the allocated time in a few patients, the split kit was not maintained as per the checklist , proper disposal of waste was not maintained, bed alarm was not working and broken inventory was found in wards, consent not taken for angioplasty, in Medication chart, stop medication was not done with doctor's date and sign. In PFE form doctor's sign was not there. ○ All the employee was not involved in the activities of employee safety month. ○ Lack of interdepartmental communication. □ Human Resources Department ○ The employee turnover of nurses are high. ○ New employees should be informed prior to the premedical employment test and required documents to perform job journey. ○ A few employees were not dressed and groomed as per Apollo dress code. ○ Shortage of medals and certificates for blood donation camp. ○ The joining procedure was time taking. ○ In a few employee files all the required documents were not present.
Suggestions for improvement	• Quality Department ○ Proper documentation of patient files should be done for proper management. ○ Mock drills should be performed without prior information to staff to check their knowledge and preparedness if disaster occurs in real life. ○ Random audits should be done in all deparment and strict action should be taken by higher authorities so that the quality of treatment should be maintained.

	- o Staff should be cooperative for new upgradation. - o Interdepartmental communication should be improved. - o The checklist should be maintained as per guidelines. • Human Resources Department - o New innovative way to retain employees. - o HR should be strict regarding dress code and grooming of employee. - o Advance Planning and Inventory Management is required. - o Interdepartmental communication should be improved. - o Should have a backup with e-certificates to overcome this type of situation. - o Training of staff at regular interval is necessary. - o Employees should actively participate in activities which are meant for them. - o Joining Procedure timing should be reduced. - o Digital collection for resume for walk in candidates.
Key Learnings	• Quality department - o I have gained knowledge of NABH compliance, patient safety requirements, and hospital quality checklist. - o It learned how to collect data from MRD, what documentation is required for patients, and how to conduct internal audits in various departments of the hospital. - o Obtained hands-on experience monitoring and evaluating KPIs (Key Performance Indicators). - o Attended monthly review meetings with zonal head.

	- o Recognized the structure and significance of SOPs, particularly in the areas of drug handling, fire safety, patient care, and infection control. - o Learned how to document, examine, and investigate incidents, raising the bar for patient care and hospital safety. - o Learned how to conduct mock drills and to prepare reports for the same. • Human Resources Department - o Conducted various event like fire safety month, employee safety month. I took part in employee induction, interview scheduling, and resume shortlisting. - o Took basic interview, performed job search and journey of new employees. - o Learned the hiring process for administrative, medical, and nursing personnel. - o Recognized how training raises hospital quality ratings and staff performance. - o Observed HR's involvement in internal communication, conflict resolution, and employee satisfaction surveys.
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Signature of the Student

Approved by the IIHMR University's Mentor