

SUMMER INTERNSHIP PROGRAM

at

EHCC HOSPITAL, JAIPUR

From 12th MAY, 2025 to 21st JULY, 2025

A REPORT BY

SONAL SINGH JADU

Master of Business Administration

(Hospital and Health Management)

Roll no. – **2096**

2024-26

under the Mentorship of

S. P. Chattopadhyay



Ref: EHCC&RI/HR/Office/12421

Date: 21-July-2025

TO WHOMSOEVER IT MAY CONCERN

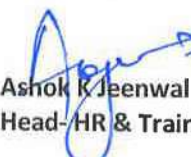
This is to certify that **Ms Sonal Singh Jadu** student of **IIHMR University, Jaipur** has completed her internship at **"Eternal Hospital, Jaipur"** from **12th May'25 to 21st July'25**.

During this period, She was inducted, oriented and trained in the working and processes of **Quality Department** under the guidance of **Dr Ruchi Khanna**.

During the period we found her sincere, intelligent, obedient and hard working.

We wish her all the best for future endeavours.

For **ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE, JAIPUR**


Ashok K. Jeenwal
Head- HR & Training



IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Sonal Singh Jadu** of academic year 2024-26 of **Institute of Health Management Research** has prepared a poster with respect to her summer internship held during May-July 2025.

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

Date:

25th July, 2025



Mr. S P Chattopadhyay

Assistant Professor

Presented By: **Sonal Singh Jadu** [2096, MBA HM 29]
Faculty Mentor: **S.P. Chattopadhyay** [Assistant Professor, IIHMR University, Jaipur]
Organization Mentor: **Dr. Ruchi Khanna** [Group Quality Head, Eternal Hospital, Jaipur]

Brief History and Description about the Organisation

Eternal Hospital, also known as Eternal Heart Care Centre and Research Institute, was founded on October 5, 2013, by world-renowned Interventional Cardiologist Dr. Samin K. Sharma from Mount Sinai Hospital, New York, USA. It is a 250-bedded hospital with state-of-the-art technology.

The hospital holds JCI, NABH, and NABL accreditations and is affiliated with The Mount Sinai Hospital, New York, USA. Eternal Hospital specializes in various medical fields including Cardiology, Cardiac Surgery, Neurology, Orthopaedics, Nephrology, Pediatrics, Gynecology, Critical Care, and more.

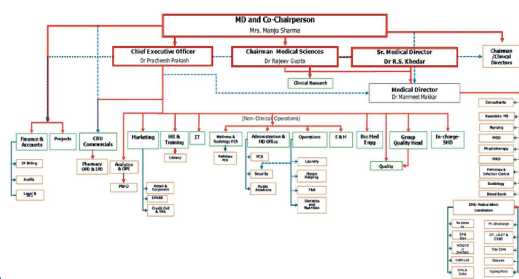
Vision

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe..

Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

Organisation Structure

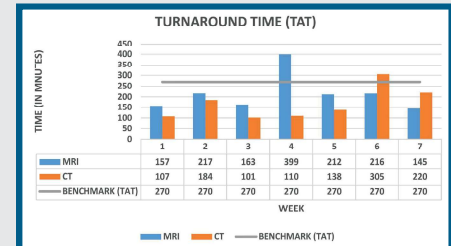
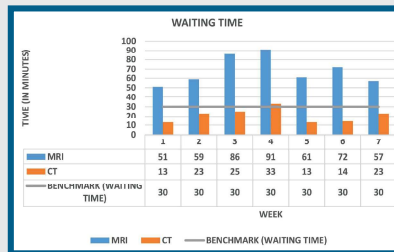


Study Criteria

- Study Design:** Observational Study conducted in a Radiology Department.
 - Sample Size:** 200+ MRI samples and 350+ CT samples were included, based on investigations within the study duration.
 - Key Performance Indicators:**
 - Waiting Time:** Calculated as Scan Start Time - Arrival Time.
 - Turnaround Time (TAT):** Calculated as Report Generation Time - Arrival Time.
- These metrics are used to evaluate radiology service efficiency.

Results and Findings

- Average Turnaround Time (TAT):** MRI at 215 minutes, CT at 166 minutes, both under the 270-minute benchmark.
- Average Waiting Time:** MRI at 69 minutes (exceeds 30-minute benchmark); CT at 20 minutes (within benchmark).
- MRI Waiting Time Outlier Reason:** Specific modalities required prior medication/dye.
- TAT Outlier Reasons:** MRI machine breakdown and, for CT, increased patient volume and radiologist unavailability.



Difference between Practical Exposure at SIP Organisation and Theoretical Understanding

- Hands-on experience in quality improvement projects.
- Participation in real-time improvement initiatives with theoretical learning.
- Experiencing day-to-day challenges and problem-solving in real-time.
- Observing and understanding the actual workflows of various departments.
- Developing communication and teamwork skills..

Challenges Faced During Internship

- Difficulty in obtaining essential information from staff.
- Managing multiple responsibilities and tasks simultaneously.
- Adjusting from academic studies to the dynamic healthcare setting.
- Restricted access to specialized clinical areas like Cath Labs.



SWOT Analysis of Radiology Department

STRENGTHS

- Provides essential diagnostic imaging.
- Adheres to high quality standards (NABH).

WEAKNESSES

- Patients face long waiting times.
- Radiologist unavailability causes reporting delays.



OPPORTUNITIES

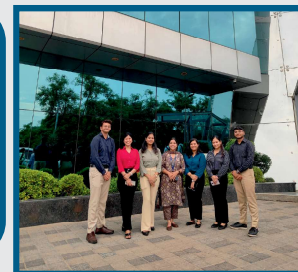
- Adopt new technologies like teleradiology.
- Increase operational hours for equipment.

THREATS

- Competitor hospitals with advanced radiology services..
- Changes in Radiation Safety Regulations or Licensing Requirements.

Major Learnings During Internship

- Gained practical experience in quality assurance and conducting hospital audits.
- Observed the overview, functioning, and operational roles of numerous hospital departments.
- Recognized the critical role of interdepartmental coordination.
- Developed communication skills with healthcare professionals.
- Understood accurate documentation and NABH standards.



Suggestions for Improvement

- Optimize staffing and scheduling.
- Integrate digital systems for enhanced communication and efficiency.
- Implement proactive equipment maintenance and contingency plans.
- Improve patient communication and flow.
- Conduct continuous process analysis for ongoing improvement.



Weekly Report - 1

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Week no: 1 **From:** 12/05/2025 **to** 17/05/2025

Activity Done	• Orientation session by HR Department. • Induction by Quality Department Head. • General Quality Assessment visit to various departments. • A meeting with Chief Administrative Officer who briefed regarding Hospital Operations. • Specific visits to OPD (I, II, Gynec, ENT, Cardiac, Neuro, Pharmacy), RGHS counter, ER Module. • Brief session with Quality Head about SIP followed by Project Topic's discussion. • Selection, draft preparation and presentation of the topic for an overview. • Finalisation of topic.
Linking theory (Classroom learning) with practice at your organisation	• Utilised knowledge of Organisational Behaviour, Human Resource Management theories to analyse departmental functioning. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Inconsistencies in maintaining the feedback process. • Irregularity in nursing assessment of vital signs at the OPDs.
Suggestions for improvement	• Implementing a clear, documented feedback process with regularly tracking its collection and response. • Implementing a mandatory vital signs protocol and conducting a regular documentation audit.
Plan for the next week	• Start working on the project topic. • Observation and data collection as required. • Observing IPDs and other departments.

Weekly Report - 2

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Week no: 2 **From:** 19/05/2025 **to** 24/05/2025

Activity Done	• Visited IPD Pharmacy and General store and had a brief of the working of both the department under Supply chain Management. • Visited Clinical Nutrition and Dietetics and learned about different types diets and their administration (from ticket generation to their distribution) • Had a brief about Security Department and learned about their working and management. Also, I had session on fire safety, followed by fire safety drill. • Visited Food & Beverage's department, got to know about their working and how efficiently they manage hospital's kitchen. • Visited Biomedical Engineering Department learned about their working and how efficiently they manage working of every machine of the hospital. • Visited the Project Management Head and had a brief about the working of the department and the management of the department throughout the hospital. • Overview of Engineering Department and their working. • Visited Blood Bank and gain understanding about their working and management of the blood storages.
Linking theory (Classroom learning) with practice at your organisation	• Gained Knowledge about Utility Services. • Related concepts of Supply Chain Management in hospitals. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Overcrowding of Canteen premises during rush hours.
Suggestions for improvement	• Increase capacity according to footfall.
Plan for the next week	• Work on the SIP topic assigned & cover the remaining dept. to understand their working.

Weekly Report - 3

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Week no: 3 **From:** 26/05/2025 **to** 31/05/2025

Activity Done	• Worked on the SIP topic “A study on the waiting time and TAT in Radiology Department”. • Observed the flow of OPD/IPD patients coming for CT and MRI Scans and the time taken in each process till the report generation. • Visited Dialysis Department & got a brief about process of dialysis, billing and clinical emergencies that can occur during dialysis. • Visited Housekeeping Department to understand the link between housekeeping with other depts. such as CSSD, biomedical waste management, and cleaning. • Visited TPA dept. and understood about the process of claim, billing & discharge of various organisations.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of Essentials of Hospital Service and Principle of Management to understand the working. • Related concepts of Financial Management & HRM in hospitals.
Gaps identified on the working area	• Inefficient communication or handovers from OPD/IPD/TPA to radiology lead to patient confusion or delays in some cases.
Suggestions for improvement	• Conduct sessions with OPD/IPD, TPA, and Radiology staff to understand each other's processes and identify issues to collaborate effectively.
Plan for the next week	• Continue working on the project topic. • Observation and data collection as required.

Weekly Report - 4

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

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

Activity Done	• Worked on the SIP topic “A study on the waiting time and TAT in Radiology Department”. • Observed the flow of OPD/IPD patients coming for CT and MRI scans and the time taken in each process till the report generation. • Understood floor management and patient flow process at the hospital. • Followed patient processes from admission to discharge. • Observed how patient movement is managed by nursing station.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of Essentials of Hospital Service and Principle of Management to understand the working. • Related concepts of Organisation behaviour in hospital.
Gaps identified on the working area	• Prolonged patient waiting times and extended turnaround time (TAT) for reports in the Radiology Department. • Identified specific bottlenecks in the patient flow for CT and MRI scans.
Suggestions for improvement	• Optimize staff deployment and consider cross-training to improve efficiency and flexibility. • Improve patient communication regarding wait times and report delivery, and enhance waiting area comfort
Plan for the next week	• Continue working on the project topic. • Observation and data collection as required.

Weekly Report - 5

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

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

Activity Done	• Learned about various checklists used for internal department auditing. • Audited Physiotherapy Dept. and checked documents and registers.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC. • Related concepts of Organisation behaviour in hospital.
Gaps identified on the working area	• Found various communication gap between the nursing staff.
Suggestions for improvement	• Required regular meeting with the hospital staff and required regular audit to decrease the adherence to filling forms.
Plan for the next week	• Continue to observe functioning and coordination of various departments in hospital.

Weekly Report - 6

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Week no: 6 **From:** 16/06/2025 **to** 21/06/2025

Activity Done	• Visited the OT, Patient Care Service Dept. and Wellness Lounge. • In depth understanding of Quality checklists used for internal department auditing. • Overview of the marketing dept.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of “Marketing Management” to understand the brand management of EHCC. • Related concepts of Hospital Services in hospital.
Gaps identified on the working area	• PCS lack the consultant that would help one to understand the health concern and packages.
Suggestions for improvement	• A team of consultants that can clear the queries and help in providing the best care.
Plan for the next week	• Quality auditing in the wards. • Continue to work on the project.

Weekly Report - 7

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Week no: 7 **From:** 23/06/2025 **to** 28/06/2025

Activity Done	• Visited MRD Dept. and observed the record section of hospital, got to know about MLC cases and other legal documentations which has to be saved. • Participated in IDTR team, as a member and conducted a IDTR round with PWO dept. • Observed the Complaint and Grievance addressing process and the RCA and CAPA methods. • Visited Infection Control Dept. understanding the mandatory things to be followed within hospital premises. • Conducted an internal audit on a floor checked all the necessary parameters according to IPSG, NABH, JCI guidelines. • Worked on my SIP project, working on the data collection. • Participated in a fun activity organised by HR Dept. “Masti ki Pathshala”.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of HRM in MRD dept. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area	• Lack of strict follow-up mechanisms for identified non-conformities, or limitations in audit frequency. • Potential inefficiencies in legal document and MLC case record-keeping.
Suggestions for improvement	• Develop a formal follow-up mechanism for non-conformities, broaden audit scope (e.g., staff interviews), and create a rotating audit schedule. • Implement digital record-keeping for legal documents and MLC cases to improve efficiency, security, and compliance.
Plan for the next week	• Continue to observe finance department s in hospital. • Join or participate in a corporate health camp organised by hospital. • Visit Cath lab and know the process.

Weekly Report - 8

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

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

Activity Done	• Worked on the SIP project, data collection including other parameters-based on NABH guidelines. • Presented a role play depicting the correlation between all the hospital operations. • Looked at the working of the ER Dept. focusing on the movement of the Ambulance.
Linking theory (Classroom learning) with practice at your organisation	• Applied concept of “Essential of Hospital Services”. • Gained knowledge on related concepts of “Organisational Behaviour.”
Gaps identified on the working area	• Lesser assigned support staff in the radiology dept. that result in delay in processes. • Resolving machine breakdown issue took a long time which interrupted with the scheduled appointments.
Suggestions for improvement	• Better staffing process and optimisation to improve the efficiency and availability of staff to reduce workload. • Proactive maintenance to ensure quick repairs and have backup plans for equipment failures to minimize disruptions.
Plan for the next week	• Visit Cath lab and know the process. • Compilation of the data of the SIP Project. • File Auditing of different departments.

Weekly Report - 9

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

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

Activity Done	• Overview of the finance dept. • File audit of OT Notes and Surgical Safety Checklist audit. • NABH Checklist audit of radiology department. • Data analysis and prepared presentation of SIP Topic.
Linking theory (Classroom learning) with practice at your organisation	• Gained knowledge on the concepts of “Essentials of Hospital Services”. • Applied concepts of “Financial Management” and “Biostatistics”.
Gaps identified on the working area	• Inconsistencies in documentation or incomplete files identified during the audit. • Non-compliance with specific NABH criteria.
Suggestions for improvement	• Standardize documentation procedures and provide refresher training on the surgical safety checklist. • Develop action plans to address identified non-conformities and improve adherence to NABH standards.
Plan for the next week	• Follow-up on implemented suggestions for OT notes and surgical safety checklist. • Deliver the SIP presentation and incorporate feedback.

Weekly Report - 10

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

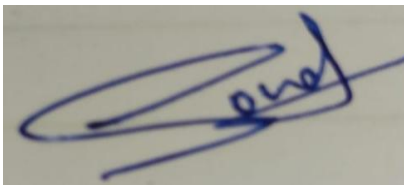
Roll no: 2096

Stream: MBA-HM

Week no: 10 **From:** 14/07/2025 **to** 19/07/2025

Activity Done	• Overview of Medical Administration to know the working and coordination with doctors, nurses and other dept. • Submission of final project and presentation to the Quality Head. • Facility Safety Round Audit of the floors.
Linking theory (Classroom learning) with practice at your organisation	• Gained knowledge on the concepts of “Essentials of Hospital Services”.
Gaps identified on the working area	• Inconsistencies in documentation or incomplete files identified during the audit. • Non-compliance with specific NABH criteria.
Suggestions for improvement	• Standardize documentation procedures and provide refresher training on the surgical safety checklist. • Develop action plans to address identified non-conformities and improve adherence to NABH standards.
Plan for the next week	• Compilation of the reports and project work. • Collection of documents and certificates of the work done.

Signature of the Student



Approved by the IIHMR University's Mentor

Complied Report

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality and Operations

Name of the Student: SONAL SINGH JADU

Roll no: 2096

Stream: MBA-HM

Activity Done	• Documentation and orientation session by HR and quality department. • Discussed and finalized the topic of SIP “Improving Radiology Efficiency: An Evaluation of Turnaround Time”. ▪ Objective - To assess the average patient waiting time & turnaround time (TAT) in MRI & CT imaging modalities within the radiology department. ▪ Sample size - Includes the OPD & IPD patients of MRI & CT scans. ▪ Observational study for the data collection and through the Hospital Information System (HIS) and staff interviews. ▪ Checked the available and required licenses for the setup, working and safety of the radiology department. ▪ Audited the safety indicators and the NABH checklists for the standards for the establishment of radiology department. ▪ Observed the waiting time and overall time taken by patients and the staff for the services. ▪ Observed the time taken by different imaging modalities and the reason for delays. • Visited various departments to gain their overview, functioning and operational role in the hospital. ▪ CSSD: Learned about sterilization processes, green linen and how surgical instruments are cleaned and packed for reuse. ▪ OPD: Observed outpatient flow from reception – billing-consultation- investigations. ▪ RGHS Counter: Gained insight into government health schemes. Learned about the departments at EHCC that are empaneled under RGHS. Registration- processing- billing- treatment- discharge. ▪ ER Module: Understood emergency triage, initial treatment and documentation in critical situations. ▪ IPD Pharmacy: Observed the process of how IPD pharmacy receives the prescribed order - packs the drugs- sends to the nursing station- received by the patient. Also learned about their inventory management. ▪ General store: Learned about procurement, maintaining the stock and its distribution to other departments. ▪ Dietetics: Observed dietician rounds, ticket generation and meal planning according to patient requirements. ▪ Food & Beverages: Observed how patient’s meals are prepared according to the tickets sent by dietician, how the meals are
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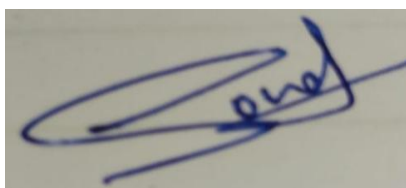
	scheduled and delivered to the patients at the right time while following the protocols. ▪ Security: Understood hospital security system. Observed various protocols that security guards should follow. Learned about fire drill practice. ▪ Biomedical Engineering: Got an insight of engineering aspect of a hospital. Learned about maintenance and calibration of medical equipment. ▪ Dialysis: Understood the procedures, patient monitoring and emergency protocols. ▪ Housekeeping: Observed cleaning schedules, infection control, and area wise hygiene practices and protocols. Observed coordination of housekeeping with other departments also. ▪ TPA: Learned about insurance claim processing and discharge process. ▪ PCS: Learned about various healthcare packages. Observed patient coordination, counselling and experience enhancement. ▪ Medical Records Department: Learned about file maintenance, MLC cases, and documentation compliance. Learned about various protocols related to the department. ▪ Ambulance Management: Understood logistics, protocols for dispatch, and coordination for patient movement. ▪ Digital Marketing: Learned various tools used in hospital branding like google reviews, search engine optimization, implementing visible feedback systems. Brief overview of tele-talk department. ▪ Blood Bank: Understood the process of blood collection, storage, and distribution, ensuring constant availability. Also learned about the counselling aspect. ▪ Projects department ▪ Engineering department ▪ Finance Department: Understood about revenue management in the hospital including billing, patient accounts, budgeting and cost monitoring. ▪ Infection Control Department: Learned about its role in preventing and managing hospital acquired infections. ▪ Medical Administration Department: Gained insight about how the department ensures smooth coordination between clinical and non-clinical aspects of the hospital. ▪ IDTR Team: Participated in the rounds where HODs visit admitted patients to review their experience and timely resolve any concern raised by them. • Floor Management: Visited the nursing station and observed the day-to-day functioning. Coordination of nursing staff with other departments like IPD pharmacy, Housekeeping, dietetics, FandB, billing etc. Observed the patient movement management from admission to discharge.
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	- Conducted various audits such as: - Ward audit: Audited nursing station. Evaluated display of signages, documentation of checklists, medication management, infection control practices, equipment management. Checked for facility and safety measures, IPSG, Conducted staff interviews. File audit: Audited the OT Notes, Surgical Safety Checklists and Anesthesia Consents by going through the files of the patient who underwent the surgical processes. Facility round audit on floors: Assessed various elements like signage, emergency exits, fire extinguishers, obstructions, easy access of basic equipment and hygienic facilities, lightings, counters, eyewash stations etc.
Linking theory (Classroom learning) with practice at your organisation	- Applied knowledge of Organizational Behavior and Essentials of Hospital Service. - Gained knowledge about Utility Services and Supply Chain Management. - Related Financial Management & HRM with hospital functions. - Related concepts of Marketing Management. - Able to correlate: - NABH Guidelines - Hospital planning - HR capacity building - Patient satisfaction and quality management - Hospital information system - Disaster management codes - Supply chain management (IPD pharmacy) - Hospital operation process - Resource allocation - Marketing and branding - Medical ethics and legal aspect - Strategic management - RCA/CAPA - Gap analysis
Gaps identified on the working area	- Inefficient communication or handovers from OPD/IPD/TPA to radiology lead to patient confusion or delays in some cases. - Lesser assigned support staff in the radiology dept. that result in delay in processes. - Resolving machine breakdown issue took a long time which interrupted with the scheduled appointments. - Prolonged patient waiting times and extended turnaround time (TAT) for reports in the Radiology Department. - Identified specific bottlenecks in the patient flow for CT and MRI scans. - Lack of real time feedback system. - Inconsistencies in maintaining feedback and vital signs documentation. - Overcrowding in canteen during rush hours.

	• Lack of counsellor in Patient Care Services (PCS). • Coordination issues between clinical and non-clinical terms affected timely service delivery like delayed diet delivery. • Lack of backup during peak emergency time in ambulance management. • Occasional backlogs in file digitization in MRD. • No dedicated patient counsellor in PCS for health packages. • Delay in pre-authorization and discharge approvals. • Junior staff unable to answer a few protocols related questions during ward audits. • Reporting errors observed in OT notes and High-risk consent. • Missing documentation of dietary advice and medication explained to patient/attendant.
Suggestions for improvement	• Implement standardized communication protocols and a dedicated digital referral system for seamless information exchange. • Increase and cross-train support staff based on workflow analysis to enhance departmental efficiency. • Prioritize preventive maintenance and rapid, on-call technical support to minimize equipment downtime. • Optimize scheduling and leverage technology for faster reporting to reduce patient wait times and TAT. • Streamline patient preparation and optimize scan protocols to improve CT and MRI throughput. • Implement a digital real-time patient feedback system accessible via QR codes or tablets. • Enforce standardized digital forms with mandatory fields for vital signs and feedback documentation. • Stagger lunch breaks, expand seating capacity, or offer pre-order/delivery options. • Hire dedicated patient counsellors for PCS to support patients and families. • Appoint a specialized patient counsellor within PCS to guide patients on health packages. • Establish clear inter-departmental communication channels and regular coordination meetings. • Develop a robust emergency backup plan with additional on-call drivers/ambulances or external partnerships. • Allocate more resources to MRD for digitization or explore automated scanning solutions. • Streamline the pre-authorization/discharge process with dedicated personnel and digital platforms. • Implement regular protocol training and accessible digital protocol guides for all junior staff. • Implement standardized templates and a dual-verification process to minimize documentation errors.

	• Mandate a standardized checklist or dedicated section in patient records for dietary and medication counselling documentation.
Key Learnings	• Gained hands-on experience of data collection, organisation and analysis for quality check. • Analysed how patient feedback is gathered and assessed for continuous improvement. • Understood the key importance of various elements like signages, emergency exits, hygiene etc for patient and staff safety. • Learned how to conduct audits and checklist evaluations while following the hospital protocols. • Understood the importance of timely and accurate documentation. • Gained knowledge of NABH standards and their implementation in hospitals. • Learned about interdepartmental coordination to improve patient care services. • Observed the flow of medical records and documentations in hospital. • Gained confidence in communicating with healthcare professionals, from nurses to department heads. • Understood the impact of outsourced services on hospital's internal operations. • Learned about the inventory management practices in hospital. • Co-related theory learnings with hands-on experience. • Appreciated the holistic view of hospital operations from patient entry to discharge and from clinical to non-clinical care.

Signature of the Student



Approved by the IIHMR University's Mentor