

SUMMER INTERNSHIP PROGRAM
at
CK BIRLA HOSPITAL | RBH, JAIPUR

From 12/05/2025 to 21/07/2027

A REPORT BY
SHIVANSH KIRAR
Master of Business Administration
(Health and Hospital Management)
2082
2024-26

under the Mentorship of
SUSMIT JAIN



RBH/2025/Jul/HRD/6864

Date: 21 Jul 2025

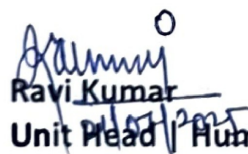
TO WHOM SO EVER IT MAY CONCERN

This is to certify that **Shivansh Kirar** has successfully completed his internship in the **Medical Services Department** from 12 May 2025 to 21 Jul 2025.

His behavior was respectful, punctual, and in alignment with hospital policies. He showed enthusiasm to learn, adapt, and communicate effectively with staff members, while maintaining a professional attitude throughout the program.

We commend his dedication and discipline during the tenure and believe he has gained valuable exposure to the work culture and expectations of a healthcare environment. We wish a continued success in all future academic and professional pursuits.

For CK Birla Hospital – RBH


Ravi Kumar
Unit Head Human Resources

IIHMR University Faculty Mentor Approval

This is to certify that **SHIVANSH KIRAR** of the academic year **2024–2026** of **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during **12th May to 21st 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 'Susmit Jain', with the date '29/7/2025' written next to it.

DR. SUSMIT JAIN
(ASSOCIATE PROFESSOR)

Name: Shivansh Kirar , 2082, HM29

Faculty Mentor : Dr. Susmit Jain
Organisation Mentor : Dr. Nimi Thadeshwar

Hospital Description

- Rukmani Birla Hospital (RBH) is a multi-specialty hospital in Jaipur with world-class infrastructure which offers comprehensive in-patient and out-patient services. Since its founding RBH has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement
- NABH Accredited , 230 Bedded Hospital
- 75 Total I.C.U Beds
- 6 State of art Modular OTs

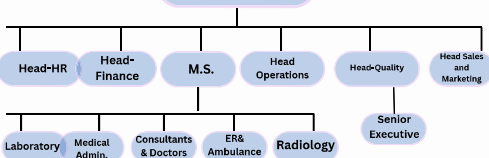
Vision and Mission

Vision:
To provide best of Patient Service & Clinical Excellence.

Mission:
To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

Organisation Structure

Unit Head



TOWS ANALYSIS

SO Strategies:

- Use skilled staff + infra.to adopt teleradiology
- Implement digital scheduling to meet patient expectations

ST Strategies:

- Create SOPs to manage high radiology volumes
- Monitor system capacity to avoid overload

WO Strategies:

- Automate manual steps to align with NABH norms
- Use dashboards to bridge interdepartment gaps

WT Strategies:

- Develop backup for HIS/PACS downtime
- Arrange reporting support during peak load/failures



SWOT Analysis

Strengths

- Well-equipped MRI and CT facilities
- Skilled and trained radiology staff
- Clear TAT benchmark (4 hours)
- Dedicated diagnostic zones reduce overlap

Weakness

- Manual scheduling in some cases
- Limited radiologist availability after 5:30 PM
- No real-time tracking system
- Patient arrival not actively monitored

Opportunities

- Rising adoption of digital health tools (e.g., dashboards, HIS)
- Accreditation standards (e.g., NABH) emphasize TAT monitoring
- Expansion of teleradiology for remote reporting

Threats

- Delayed support from equipment vendors
- Competition from hospitals with quicker diagnostics

Theoretical vs Practical Learning

- Theoretical learning gives us structured management concepts, workflow models, and quality tools through lectures and case studies.
- while practical learning showd me real-world experience where workflows are often irregular and influenced by human behavior, emergencies, and system limitations.
- Theory teaches the ideal process but actual hospital operations reveal unexpected challenges, emphasizing that successful management requires both technical knowledge and practical, people-centered skills

Study Objectives

- To analyze the turnaround time (TAT) in Radiology services.
- To break down the TAT into key stages (billing to report).
- To identify major delay points and root causes.
- To propose actionable improvements for efficiency.

Challenges Faced

- Late appointment scheduling (IPD & OPD)
- Delayed patient shifting/arrival
- Equipment breakdowns causing major delays
- Reporting delays (emergency/complex cases, high workload, HIS errors)
- Non-cooperative or unready patients

Methodology

Study Design: Descriptive observational time-motion study.

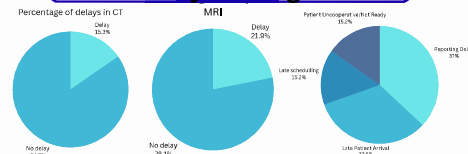
Cases Analyzed: MRI: 160 cases ,CT: 163 cases

Data Source: Extracted primary data Manually and billing/request time and report ready time from Hospital Information System (HIS) for all CT and MRI scans during the study period.

Key Stages Tracked:

T1: Billing/Request time, T2: Scheduling, T3: Patient Arrival,T4: Scan Start T5: Scan End , T6: Report Ready

Key Findings



Imaging Modality	Total Cases	TAT Met	TAT Not Met	TAT Not Met %
MRI	160	125	35	21.9%
CT	163	138	25	15.3%

Major Delay Reasons :

- Late scheduling
- Late patient arrival
- Reporting delay
- Patient not ready/uncooperative

Suggestions

- Mandate use of HIS/digital scheduling for all CT/MRI appointments.
- Send automated SMS/call reminders to patients before their scan.
- Assign a coordinator to check patient readiness and manage patient flow.
- Reserve buffer/emergency slots in each CT/MRI schedule.
- Set clear reporting time standards (SLAs) and provide teleradiology backup during busy periods.

Key Learnings

- Gained exposure to workflow mapping from billing to report generation across OPD and IPD patients.
- Applied classroom knowledge (hospital operations, process improvement, and Excel/Python tools) in real clinical scenarios.
- Identified root causes of TAT delays, such as scheduling inefficiencies, manual processes, and limited reporting hours
- Enhanced coordination and communication skills while interacting with radiology staff, technicians, and hospital admin teams.

Reporting Format (Week 01)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

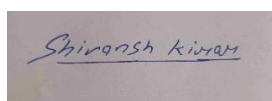
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar

Roll no:2082 **Stream:** Hospital and health management

Week no: 01 **From-** 12/05/25 **to** 18/05/25

Activity Done	- Documentation & Orientation session was conducted on first day by Medical Admin. and HR department - Had a tour C.K BIRLA Hospital along with detailed overview of some departments like IPD FLOORS & ICU'S and various Dept. - Observed all the departments. - Visited Cardiology Dept, OPD & Physiotherapy observed the process of registration, admission, billing, TPA, consultation to pharmacy. Also noted the footfall in dept. - I attended the induction session on safety and hospital protocol.
Linking theory (Classroom learning) with practice at your organization	- Utilized knowledge of Organizational Behavior, Human Resource Management theories to analyze departmental functioning. - Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of C.K Birla Hospitals.
Gaps identified on the working area.	- Long patient waiting times. - Lack of digital compliance. - Delays in discharge from IPD. - Lack of housekeeping staff in the emergency department.
Suggestions for improvement	- Working of fastening of discharge process. - Reduce waiting times for patients by managing workflows. - Hiring of housekeeping staff.
Plan for the next week	- Choosing department for internship project and project topic.



Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Week 02)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

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

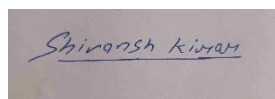
Name of the Student: Shivansh Kirar

Roll no:2082

Stream: Hospital and health management

Week no: 02 **From-** 19/05/25 **to** 25/05/25

Activity Done	- Initially started working on family counselling form auditing in critical care. - Subsequently managed surgical patient flow in preoperative process.
Linking theory (Classroom learning) with practice at your organization	- Linked Utility Services lectures with practical knowledge of processes. - Applied concepts of “Essentials of Hospital Service” to understand the operations of Hospital.
Gaps identified on the working area.	- Lack of communication between surgical staff and ward staff. - Inconsistent pre-op timing leads to longer stay of patient.
Suggestions for improvement	- Additional training can be given to nursing staff on time management for patient care. - Implementing a digital communication platform for instant updates regarding the procedure.
Plan for the next week	- Create a checklist for the project and start data collection.



Signature of the Student

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Reporting Format (Week 03)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

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

Name of the Student: Shivansh Kirar

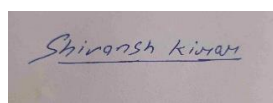
Roll no:2082

Stream: Hospital and health management

Week no: 03

From- 26/05/25 to 01/06/25

Activity Done	- Analyzed pre-operative ALOS for all surgical patients. - Challenges in obtaining data from OPD hindered the project progress, therefore after discussing with organization mentor adopted a new project on time motion study in radiology.
Linking theory (Classroom learning) with practice at your organization	- Related concepts of Financial Management & HRM in hospitals. - Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	- Incomplete pre-op records. - Discrepancy in observed and record timings. - OPD test results were not integrated with IPD records hindering with the ALOS analysis.
Suggestions for improvement	- Implementation of a checklist for record completion. - Transfer to digital time stamping and conduct tests on OPD basis before IPD admissions.
Plan for the next week	- Meeting with radiology staff for a better understanding of department structure and workflow. - Find defined TAT for Scans in radiology and begin mapping end-to-end process, also prepare data collection sheet.



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Reporting Format (Week 04)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

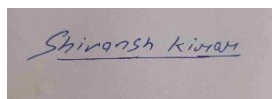
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar

Roll no: 2082 Stream: Hospital and health management

Week no: 04 From- 02/06/25 to 08/06/25

Activity Done	- Focused on Time Motion Study in Radiology department specifically for CT and MRI scans and identifying associated gaps and delays. - Begin collecting data of patients from billing time to report ready time.
Linking theory (Classroom learning) with practice at your organization	- Related concepts of Organization behavior in hospital. - Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of C.K BIRLA Hospital.
Gaps identified on the working area.	- Reports are not created after 5:30pm to 9:00am the next day as of doctor’s unavailability, that leads to major delays in reports.
Suggestions for improvement	- Either implementing a rotational on call radiologist system can help or shift wise duties so that 24hrs availability of radiologist is possible.
Plan for the next week	- Begin mapping end to end process and identify key steps. - Begin collecting primary data.



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Reporting Format (Week 05)

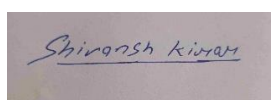
Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar

Roll no: 2082 **Stream:** Hospital and health management

Week no: 05 **From-** 09/06/25 **to** 15/06/25

Activity Done	- Continue focusing on Time Motion Study in Radiology department specifically for CT and MRI scans and identifying associated gaps and delays. - collected data of patients from billing time to report ready time.
Linking theory (Classroom learning) with practice at your organization	- Related concepts of Organization behavior in hospital. - Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of C.K BIRLA Hospital.
Gaps identified on the working area.	- Prolonged TAT for IPD scans and reports. - Limited resources lead to delays in scans after machine breakdowns.
Suggestions for improvement	- Implementing workflow optimization system and availability of back up resources. - Prioritizing IPD patients.
Plan for the next week	- Keeping the records by mapping end to end process. - Keep collecting the data with RCA of the gaps.



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Reporting Format (Week 06)

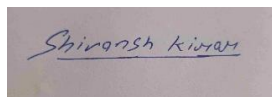
Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar

Roll no: 2082 **Stream:** Hospital and health management

Week no: 06 **From-** 16/06/25 **to** 22/06/25

Activity Done	- Continue focusing on Time Motion Study in Radiology department specifically for CT and MRI scans and identifying associated gaps and delays. - collected data of patients from billing time to report ready time
Linking theory (Classroom learning) with practice at your organization	- Related concepts of Organization behavior in hospital. - Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of C.K BIRLA Hospital.
Gaps identified on the working area.	- His connectivity issues with data inaccuracy. - Decrease in Patient count since RGHS removal. - Lack of coordination between Radio and IPD.
Suggestions for improvement	- Identify and resolve points of failure in connectivity to detect issues. - Establishing a schedule for coordinating scan of IPD patients.
Plan for the next week	- In-depth process mapping and RCA with detailed process walkthrough.



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Reporting Format (Week 07)

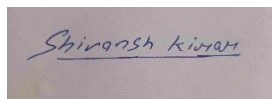
Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar

Roll no: 2082 **Stream:** Hospital and health management

Week no: 07 **From-** 23/06/25 **to** 29/06/25

Activity Done	- Continue focusing on Time Motion Study in Radiology department specifically for CT and MRI scans by breaking down TAT at each and every step and identifying associated gaps and delays.
Linking theory (Classroom learning) with practice at your organization	- Learned and applied data analysis by using Excel Tool. - Gained knowledge on the concepts of Essentials of Hospital Services.
Gaps identified on the working area.	- Due to lack of resources the slots for MRI patients had been shifted up to the next day. - Limited waiting area in case of overcrowding. - Reporting delays sometimes up to the next days.
Suggestions for improvement	- Need for staffing and backup resources in cases of overcrowding and overscheduling.
Plan for the next week	- Continue with the data collection. - Decide a topic for secondary project.



Signature of the Student

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Reporting Format (Week 8)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

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

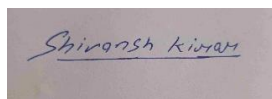
Name of the Student: Shivansh Kirar

Roll no: 2082

Stream: Hospital and health management

Week no: 08 From- 30/06/25 to 06/07/25

Activity Done	- Completed initial phase of sample collection for my primary project on Time motion study in Radiology department for CT and MRI scan. - Currently working on data collation, analysis, and report preparation, including RCA to identify underlying factors. - Initiated secondary project on Open File Audit.
Linking theory (Classroom learning) with practice at your organization	- Learned and applied research methodologies for process observation, time measurement and optimize radiology workflows. - RCA helps in problem solving and analytical skill development.
Gaps identified on the working area.	- None (Working on RCA)
Suggestions for improvement	- None
Plan for the next week	- Will primarily work on data analysis and report compilation for my primary project. - Refined RCA for TAT discrepancies. - Keep working on secondary project.



Signature of the Student

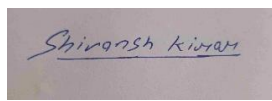
Approved by the IIHMR University's Mentor

Reporting Format (Week 9)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar
Roll no: 2082 **Stream:** Hospital and health management
Week no: 09 **From-** 07/07/25 **to** 13/07/25

Activity Done	- Completed primary project on Time motion study in radiology. - I started working on PPT preparation and RCA. - I started working on data collection for a secondary project on open file audit. - Audit performed in various noncritical and critical departments. - Audited consents, Handovers, vitals, doctors' signatures etc.
Linking theory (Classroom learning) with practice at your organization	- Learned about healthcare information management and importance of accurate documentation and patient safety.
Gaps identified on the working area.	- Incomplete/missing documents. - Lack of on time documentation. - Missing signatures and date/time on documents.
Suggestions for improvement	- Implementing documentation training programs including EMR, HER, HIS. - Standardize documentation practices.
Plan for the next week	- Next week I will focus on report compilation and PPT preparation for both the projects.



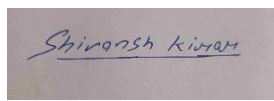
Signature of the Student
Approved by the IIHMR University's Mentor

Reporting Format (Week 10)

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur
Area/ Department/ Project of Summer Internship Program: Medical Services and Administration

Name of the Student: Shivansh Kirar
Roll no: 2082 **Stream:** Hospital and health management
Week no: 10 **From-** 14/07/25 **to** 21/07/25

Activity Done	- Completed, prepared ppt with RCA and presented both primary and secondary projects to medical administration team and organization mentor.
Linking theory (Classroom learning) with practice at your organization	- Learned Time motion study techniques, concepts of quality management for identifying bottlenecks and conducting RCA. - Gained knowledge about Utility Services. - Applied knowledge from Health information management and quality assurance involving principles of documentation protocols by auditing principles. - Also connected concepts of patient safety and health care regulations by accuracy of medical records.
Gaps identified on the working area.	- Project 1: Scheduling and patient arrival delays, equipment and reporting gaps, patient related factors, HIS errors, patient transfer issues. - Project 2: Incomplete/missing documents, missing critical details, lack of staff awareness and workload issues, lack of accountability.
Suggestions for improvement	- Project 1: Reporting workflow optimization, patient transfer and coordination, pre scan patient prep. - Project 2: Training and awareness of staff, checklists and form revision, monitoring and accountability for continuous improvement.



Signature of the Student
Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organization: C.K. BIRLA HOSPITAL, Jaipur

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

Name of the Student: Shivansh Kirar

Roll no: 2082

Stream: Hospital and health management

Activity Done	Week 1: - Documentation & Orientation session was conducted on first day by Medical Admin. and HR department - Had a tour C.K BIRLA Hospital along with detailed overview of some departments like IPD FLOORS & ICU'S and various Dept. - Observed all the departments. - Visited Cardiology Dept, OPD & Physiotherapy observed the process of registration, admission, billing, TPA, consultation to pharmacy. Also noted the footfall in dept. - I attended the induction session on safety and hospital protocol. Week 2: - Family Counselling Form Auditing: Audited family counselling forms in the critical care unit. - Surgical Patient Flow Management: Actively participated in managing surgical patient flow during the preoperative process. Week 3: - Pre-operative ALOS Analysis: Analyzed pre-operative Average Length of Stay (ALOS) for surgical patients. - Project Topic Re-evaluation: Switched primary project to a time motion study in Radiology due to OPD data challenges. Week 4: - Focus on Radiology Time Motion Study: Commenced primary project on Time Motion Study in Radiology for CT and MRI scans. - Initial Data Collection: Began collecting patient data from billing time to report ready time. Week 5: - Continued Time Motion Study: Maintained focus on Time Motion Study in Radiology for CT and MRI scans. - Sustained Data Collection: Continued systematic collection of patient data (billing to report ready time).
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	Week 6: - Ongoing Time Motion Study: Continued Time Motion Study in Radiology, gathering data on gaps and delays. - Persistent Data Collection: Maintained rigorous data collection for the primary project. Week 7: - Detailed TAT Breakdown: Continued Time Motion Study, breaking down TAT at each step for CT and MRI scans. - Identification of Gaps and Delays: Identified specific gaps and delays through granular TAT analysis. Week 8: - Primary Project Sample Collection Completion: Completed initial sample collection for the Radiology Time Motion Study. - Data Collation, Analysis, and Report Preparation: Engaged in data collation, analysis, and initial report preparation, including RCA. Week 9: - Primary Project Completion: Successfully completed the Radiology Time Motion Study. - PPT Preparation and RCA: Began preparing presentation (PPT) and incorporating RCA findings for primary project. - Secondary Project Data Collection: Initiated and worked on data collection for the Open File Audit. - Multi-Departmental Audit Performance: Performed audits on non-critical and critical departments. - Detailed Document Auditing: Audited consents, handovers, vitals, and doctor signatures in patient files. Week 10: - Project Completion and Presentation Preparation: Finalized both primary and secondary projects, including reports and PPTs with RCA findings. - Formal Project Presentation: Presented both projects to medical administration and organizational mentor.
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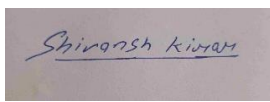
Linking theory (Classroom learning) with practice at your organization	- Organizational Behavior & HRM Application: Applied OB and HRM theories to analyze departmental functioning and staff interactions. - Essentials of Hospital Service in Clinical Operations: Applied "Essentials of Hospital Service" concepts to understand clinical operations at C.K. Birla Hospitals. - Utility Services and Practical Processes: Linked Utility Services lectures with practical hospital processes. - Data Analysis using Excel: Gained practical experience applying Excel for data analysis. - Essentials of Hospital Services Reinforcement: Reinforced knowledge of Essentials of Hospital Services in resource management. - Research Methodologies Application: Applied research methodologies for process observation and time measurement. - RCA for Problem Solving: Utilized RCA to develop problem-solving and analytical skills. - Healthcare Information Management: Gained insights into healthcare information management and accurate records. - Importance of Accurate Documentation & Patient Safety: Learned the critical role of accurate documentation for patient safety and regulations. - Patient Safety & Healthcare Regulations: Connected patient safety and healthcare regulations to medical record accuracy
Gaps identified on the working area.	Week 1: - Patient Waiting Times: Observed prolonged patient waiting times across departments. - Digital Compliance Deficiencies: Noted lack of comprehensive digital compliance. - IPD Discharge Delays: Identified delays in patient discharge from IPD. - Housekeeping Staff Shortage: Observed shortage of housekeeping staff in the emergency department. Week 2: - Communication Breakdown: Identified lack of effective communication between surgical and ward staff. - Inconsistent Pre-operative Timings: Noted inconsistencies

	in pre-operative timings leading to longer patient stays. Week 3: - Incomplete Pre-operative Records: Discovered incomplete pre-operative records. - Data Discrepancy: Identified discrepancies between observed and recorded timings. - Lack of OPD-IPD Record Integration: Noted OPD test results not integrated with IPD records. Week 4: - Significant Reporting Delays (Off-Hours): Identified major radiology report delays due to off-hours radiologist unavailability. Week 5: - Prolonged Turnaround Time (TAT) for IPD Scans: Identified consistently prolonged TAT for IPD scans and reports. - Resource Limitations & Machine Breakdowns: Noted delays due to limited resources and machine breakdowns. - Week 6: - HIS Connectivity Issues: Identified critical Hospital Information System (HIS) connectivity issues leading to data inaccuracy. - Decrease in Patient Count: Noted patient count decrease attributed to RGHS removal. Week 7: - MRI Slot Shifting: Identified MRI slot shifting to next day due to resource lack. - Limited Waiting Area & Overcrowding: Observed limited waiting area leading to overcrowding. Week 9: - Incomplete/Missing Documents: Identified significant incomplete or missing documents. - Lack of On-Time Documentation: Observed pervasive issue of untimely documentation. - Missing Signatures and Date/Time: Noted frequent missing signatures and date/time stamps. Week 10: - Project 1: Scheduling/arrival delays, equipment/reporting gaps, patient factors, HIS errors, patient transfer issues.
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	- Project 2: Incomplete/missing documents, missing critical details, lack of staff awareness/workload, lack of accountability.
Suggestions for improvement	- Week 1: - Streamlining Discharge Process: Recommended accelerating and streamlining IPD discharge. - Workflow Management for Waiting Times: Proposed strategies to reduce patient waiting times through workflow management. - Hiring Housekeeping Staff: Suggested hiring additional housekeeping staff for critical areas. - Week 2: - Targeted Nursing Staff Training: Recommended training nursing staff on time management for patient care. - Digital Communication Platform Implementation: Proposed implementing a digital platform for instant updates on patient procedures. - Week 3: - Checklist for Record Completion: Recommended implementing a checklist for pre-operative records. - Digital Time Stamping: Proposed adopting digital time stamping for processes. - Pre-admission OPD Testing: Suggested conducting necessary tests on an OPD basis before IPD admissions. - Week 4: - 24-Hour Radiologist Availability: Proposed rotational on-call or shift-wise duties for 24-hour radiologist availability. - Week 5: - Workflow Optimization System: Recommended implementing a workflow optimization system in Radiology. - Backup Resources & Contingency Planning: Proposed ensuring backup resources and contingency plans for equipment/personnel. - Prioritization of IPD Patients: Suggested prioritizing IPD patients for scans.

	- Week 6: - HIS Connectivity Resolution: Recommended thorough investigation and resolution of HIS connectivity failures. - Scheduled IPD Scan Coordination: Proposed establishing a consistent schedule for coordinating IPD patient scans. - Week 7: - Staffing and Backup Resources: Emphasized need for increased staffing and backup resources for overcrowding/overscheduling. - Week 8: - Comprehensive Documentation Training Programs: Recommended robust documentation training for staff (EMR, HER, HIS). - Week 9: - Standardization of Documentation Practices: Proposed standardizing documentation practices across departments. - Week 10: - Project 1: Reporting workflow optimization, enhanced patient transfer/coordination, pre-scan patient preparation. - Project 2: Targeted training/awareness, checklists/form revision, monitoring/accountability for documentation.
Key Learnings	- Holistic Hospital Operations: Gained a comprehensive understanding of diverse hospital operations. - Criticality of Workflow Efficiency: Realized the vital impact of efficient workflows on patient experience and resource use. - Data-Driven Problem Solving: Developed skills in applying data-driven methodologies (Time Motion Studies, RCA). - Interdepartmental Coordination: Understood the crucial role of seamless communication and coordination. - Paramountcy of Accurate Documentation: Learned the critical importance of complete and timely documentation for patient safety and compliance. - Bridging Theory and Practice: Successfully applied academic theories to real-world healthcare scenarios. - Navigating Healthcare Delivery Challenges: Gained exposure to common challenges in healthcare delivery.

	- Principles of Continuous Quality Improvement (CQI): Internalized CQI principles for ongoing service enhancement. - Enhanced Presentation and Communication Skills: Developed strong report preparation and presentation skills. - Professional Growth in Healthcare Management: Achieved significant professional development in hospital and health management. - Adaptability and Problem-Solving: Demonstrated flexibility by adapting to project changes and persistent problem-solving. - Understanding Regulatory Compliance: Gained practical insight into how compliance impacts patient safety and operations.
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Signature of the Student

Approved by the IIHMR University's Mentor