

SUMMER INTERNSHIP PROGRAM
at
Eternal Heart Care Centre (EHCC), JAIPUR

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

A REPORT BY
SANIKA SACHIN PIMPLE
Master of Business Administration Hospital and Health Management
Roll no.: 2068
2024-26

under the Mentorship of
Dr. Mamta Chauhan, Professor, IIHMR



Ref: EHCC&RI/HR/Office/12422

Date: 21-July-2025

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms Sanika Pimple** 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. Sanika Sachin Pimple** 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: 29/07/2025

A handwritten signature in blue ink, appearing to read 'Mamta', with a horizontal line underneath.

Dr. Mamta Chauhan
Professor

Weekly Report- I

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality department

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29

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. •Specific visits to OPD (I, II, Gyanec, ENT, Cardiac, Neuro, Pharmacy), RGHS, ER Module. •Brief session 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	•Implement a clear, documented feedback process with regularly tracking feedback collection and response. •Implementing a mandatory vital signs protocol and conducting a regular documentation audit.
Plan for the next week	• To plan out the execution of the project. • Understand the working of the project related department. • observe and learn working processes (SOPs) of other departments like Laundry & Linen, Security etc



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Signature of the Student

Approved by the IIHMR University's mentor

Weekly Report-II

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

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 of 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 hospitals kitchen's •Visited biomedical engineering department learned about their daily operations, their scope of services, and how they manage & maintain all the machines which are directly or indirectly used for the patients. •Visited the project management head Mr Vivek Khatta sir. He gave insights on how new projects related to the infrastructure of the hospital can be carried out without disturbing the daily functioning of the hospital, always ensuring patient safety. •Had an overview of engineering department. Understood how the un-interrupted supply of Air, Water and Power are necessary for the hospital. •Understood the basic functioning and daily operational activities of the blood bank.
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.



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Weekly Report-III

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 3

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

Activity Done	• Visited Dialysis Department & got a brief about process of dialysis, billing and clinical emergencies that can occur during dialysis. • Visited Housekeeping dept. understood the link between housekeeping with other depts. Such as CSSD etc. • Worked on my SIP topic, collected data of new admissions (patients admitted directly to the ward, not the patients coming from ER) from 6 nursing stations. • Noted the timestamps of all the activities that take place from admission till the administration of 1st dose to the patient. • Visited TPA dept. and understood about the process of claim, billing & discharge of various organisations. • Learnt the concept and how to fill up the APACHE-II sheets for ICU patients.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of Financial Management & HRM in hospitals. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC. • Related concepts of Organisational behaviour to understand the relations between staffs of different departments. • Applying concepts of research methodology to design the project and its specifics.
Gaps identified on the working area.	• Indent slips not found in the patient files. • Timestamps not noted down and documented accurately. • APACHE-II scoring sheet must be filled within first 24 hours of admission, which is not being followed.
Suggestions for improvement	• Implementation of EMRs to have system generated timestamps.
Plan for the next week	• Expand the inclusion criteria for the project not just to new admissions but also the patients coming from emergency.



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Weekly Report-IV

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 4

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

Activity Done	• Observed the nursing station for one day to understand the daily functioning of the nursing staff • Followed the process from admission to discharge of a patient who was admitted in the deluxe, semi-deluxe and general wards. • Co-ordination of various departments like dietetics, housekeeping, clinical pharmacology, IPD pharmacy, TPA, IDTR etc. was observed to ensure quality of patient care. • Collected additional data for my project. • Filled more APACHE-II sheets of patients currently in ICUs.
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 Organisational behaviour to understand the relations between staffs of different departments. • Applying concepts of research methodology to design the project and its specifics.
Gaps identified on the working area.	• Indents are not accurately marked as new admission, urgent or routine.
Suggestions for improvement	• Implementation of EMRs to have system generated timestamps and to have complete, precise and reliable data to be documented.
Plan for the next week	• Collect more samples for project. • Interact with various professionals of different departments to gain deeper knowledge into the working of the hospital



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Weekly Report- V

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 5

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

Activity Done	• Learned about various checklists used for internal department auditing. • Collected more samples for project from all 3 floors, each having 2 nursing stations.
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 Organisational behaviour to understand the relations between staffs of different departments. • Applying concepts of research methodology to design the project and its specifics.
Gaps identified on the working area.	• Utilized principles from Essentials of Hospital Service to gain insight into EHCC’s clinical operations. • Connected theories of Organizational Behaviour to analyse interactions among staff across various departments. • Integrated concepts of Research Methodology to structure and define the project's framework and details.
Suggestions for improvement	• Found various communication gap between the nursing staff.
Plan for the next week	• Collect more samples for project. • Learn and perform audits of wards and ICUs



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Weekly Report- VI

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

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. • Crosschecked records of “new admissions” from IPD Pharmacy
Linking theory (Classroom learning) with practice at your organisation	• Linked theories of Lean six sigma to actual practices followed in the hospital • 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.	• Records for urgent orders are incomplete. • Nursing staff are not signing the indent slips
Suggestions for improvement	• Update the Akhil software to have an option to receive the orders from IPD pharmacy
Plan for the next week	• Complete sample size for project. • Learn and perform audits of wards and ICUs. • Fill more APACHE-II sheets



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Weekly Report- VII

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 7

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

Activity Done	• Conducted internal audits in wards of 3rd, 4th and 5th floors, and documented the same. • Collected data from ER regarding door to balloon time and documented the findings. • Visited Day-2 patients admitted in the IPD wards with IDTR (Inter-disciplinary team rounds) team. • Understood the importance and working of the infection control department. • Visited the Department of pathology to have an overview of the machines/ equipment used and their daily working. • Worked on filling up the APACHE-II sheets in all the ICUs. • Visited the Medical records department and understood the purpose, objectives, responsibilities and daily functioning. • Collected samples for the project and performed initial analysis on the data collected so far.
Linking theory (Classroom learning) with practice at your organisation	• Co-related the principles of “digital health” to assess the extent of digital versus paper-based workflows within the hospital setting. • Utilized Lean Six Sigma management principles and research methodologies to drive the project forward.
Gaps identified on the working area.	• Found non-compliances during the ward audits. • Need to have staff acquainted with the HIS to minimize human errors and reduce paperwork
Suggestions for improvement	• Familiarize the staff with HIS • Enhance the Hospital Information System (HIS) to improve user-friendliness and promote broader adoption among staff.
Plan for the next week	• Complete sample size and data analysis for project. • Learn and perform open file audits of wards and ICUs. • Fill more APACHE-II sheets



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Weekly Report- VIII

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 8

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

Activity Done	• Visited the ER and got a brief about the daily functioning of the ambulance services. • Compiled data for project • Visited ICUs to fill the APACHE-II Sheets • Edited the IPD file audit checklists
Linking theory (Classroom learning) with practice at your organisation	• Used concepts from Lean six sigma, Research methodology to compile and analyse the project data • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• There is only a single ambulance owner by hospital rest depends on outsourced companies.
Suggestions for improvement	-
Plan for the next week	• Complete data analysis and presentation of project. • Conduct IPD file Audits, regarding CATH lab forms



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Weekly Report- IX

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 9

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

Activity Done	• Audited files for the documentation related to Cath lab procedures. • Overview of Finance department • Completed data of the project and worked on data analysis
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.	• Incomplete and inaccurate documentation poses as a critical drawback for data collection, analysis and interpretation. • Non-compliance identified in the Cath lab file audit
Suggestions for improvement	• Standardize documentation procedures. • Develop action plans to address identified non-conformities and improve adherence to NABH standards. • Refine data collection methods and enhance presentation clarity and impact.
Plan for the next week	• Continue file audit to identify trends, statistically. • Deliver the SIP presentation and incorporate feedback



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Weekly Report- X

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

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

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

Week no: 10

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

Activity Done	- Completed audit of over 60 files for the documentation related to Cath lab procedures. - Completed data analysis, interpretation and presentation of the project in front of the Quality department head. - Conducted facility round on every floor.
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.	Incomplete documentation of the consent forms in patient files
Suggestions for improvement	- Standardize documentation procedures. - Introduce EMR wherever possible for accurate documentation.
Plan for the next week	Complete documentation and certificate of internship completion.



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Summer Internship Program 2025

Compiled Report

Name of the Organisation: EHCC, Malviya Nagar, Jaipur

Area/ Department: Quality Department

Project of Summer Internship Program: IPD Admission to First dose administration: A Process timeline audit

Name of the Student: Sanika Sachin Pimple

Roll no: 2068

Stream: HM-29 (Section-B)

From: 12/05/2025 **to:** 21/07/2025

Activity Done	• Orientation session by HR Department. • Induction by Quality Department Head. • Departments visited: - ➤ Facility round. Located various departments around the hospital. [OPD (I, II, ENT, Gynae, Cardiac, Neuro), IPD wards, OPD & IPD Pharmacy, TPA, RGHS, Billing & admissions desks, canteen, F&B, Housekeeping, Security] ➤ Visited the following departments. The respective department heads gave a brief on the objectives, daily functions, responsibilities and co-ordination with other departments. Also observed the infrastructure, machinery, documentation and the professionals required to run the department. ○ Supply chain management. The SCM head would manage activities from selecting and giving orders to suitable vendors, sending requirements to receiving, verifying and stocking the goods in the general store and IPD pharmacy. ○ 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. ○ 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 empanelled under RGHS. Registration- processing- billing-treatment- discharge ○ Clinical Nutrition & Dietetics. They carefully customise the diets of patients, generate tickets, coordinate with the F&B and ensure correct meals reach the patients. ○ Security department. Being an outsourced department, it works in 2 shifts. Responsible for security and managing the crown in
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the hospital. They also play a pivotal role during the various code situations or emergencies and transport facility.

- The F&B department caters to the regular patient orders and orders from attendants in both the IPD rooms and the canteen also the staff breakfast, lunch and dinners.
- Biomedical department manages & maintains all the machines which are directly or indirectly used for the patients.
- The Projects department take on new projects related to the infrastructure of the hospital and carry them out without disturbing the daily functioning of the hospital, always ensuring patient safety.
- Engineering department. Ensure un-interrupted supply of Air, Water and Power.
- Blood bank responsible for collecting, processing, storing and testing blood and its components.
- Dialysis
- Housekeeping manages the laundry, cleaning & disinfection and waste management in the hospital
- TPA processes the claims, billing & discharge of patients having insurances from various schemes or organisations.
- Nursing stations, with one nursing incharge managing the other nursing staff and the GDA staff, takes on all the responsibilities of the IPD patients from their admission to their discharge
- Patient care services include a team of professionals which work on the HIS named “AKHIL” on the receptions, billing and admissions desk. They are the face of the organisation and help patients and their attendants navigate through the hospital.
- Intensive care units & Operation theatre
- Marketing department works on the digital advertisement, promotion and image of the hospital along with working on feedback collection, online appointments for patients etc. It also overlooks the “tele-talk” department which has outsourced employees to answer phone calls of patients in and out of India 24/7.
- ER and Ambulance. A department always on its tip toes manages emergency patients via the triage system and the ER module and manages the shifting of patients to the IPD & OT.
- Medical administration department: Gained insight about how the department ensures smooth coordination between clinical and non-clinical aspects of the hospital.
- IDTR (Inter disciplinary team round) is a team of PCS and various department heads. They are responsible for collecting feedback through various sources like manual feedback forms, online reviews and IDTR rounds of day 2 and discharge patients etc.
- MRD (Medical records department) responsible for collecting, sorting and storing patient files after their discharge for up to 3 years.
- Department of Pathology & Infection control
- Finance

- **Project work: - IPD Admission to First dose administration: A Process timeline audit**

- Topic discussion and selection.

	○ Draft preparation and presentation of the topic overview. ○ Finalisation of inclusion and exclusion criteria. ○ Gathered information on the process of how the patients are admitted and what procedure is followed till the 1st dose is administered by interviewing the staff on nursing stations and the IPD pharmacy. ○ Started collecting data from all Nursing stations and IPD pharmacy. ○ Since it was a retrospective observational study, the data for the project was collected as timestamps from patient files available on the nursing stations and from the new admissions records available in the IPD pharmacy. ○ Till the last day of the observational period 100 samples were collected. ○ Summarized data: Average time spent on each step, Identify steps with the highest time consumption, Process maps, Documentation errors, Reasons of delay ○ Data analysis was completed and visualised via bar graphs and pie charts to understand the trends and interpret it. ● Tasks completed: - ○ Learnt about and how the APACHE-II sheets are supposed to be filled for the patients in all the ICUs. Covered almost 45 patients over a period of 4 weeks. ○ Reviewed and designed checklists of internal audits and IPD file audits. ○ Conducted internal audits in the IPD wards on 3rd, 4th and 5th floor. Checked all the parameters like Displays, Documentation, Medication management, Infection control practices, equipment management, facility and safety, IPSP and Staff interview for compliance, partial compliance or non-compliance. ○ Collected data (Jan to May) from the ER regarding door to balloon time, documented it for further data analysis. ○ Completed IPD file audit of over 60 files for the documentation related to Cath lab procedures in the heart command I & II, MICU I & II. Parameters included consent forms, handover form to Cath lab, log for Cath lab procedure, Cath lab procedure notes, Surgical safety checklist and Cath lab admission and discharge criteria. ○ Conducted Facility safety rounds and checked parameters like Area & corridors, emergency exit signage, staircase etc for adequate cleanliness, furniture, supplies etc.
Linking theory (Classroom learning) with practice at your organisation	Few key subjects which translated into practical experience: ● Essentials of Hospital Services Understanding different hospital departments and their coordination helped me quickly adapt to the organisational structure and appreciate the importance of seamless interdepartmental workflows. ● Research Methodology Knowledge of project design and data collection allowed me to plan my project systematically—setting clear criteria and gathering data effectively, which ensured the process was sound and results reliable.

	Lean Six Sigma Principles Familiarity with turnaround time analysis, time-motion studies, and value stream mapping enabled me to assess workflows, spot bottlenecks, and suggest improvements using process mapping techniques. Biostatistics & Demography This subject taught me to organise, analyse, and interpret data. I applied these skills during my project to validate outcomes and draw meaningful insights for decision-making. Organisational Behaviour Awareness of personality types and team dynamics made collaboration easier. I adapted communication styles to fit team members, which improved workflow and conflict resolution. Business Communication Skills gained in professional communication helped me prepare reports, deliver presentations, and interact confidently with staff and management, ensuring clear information exchange. Financial Management Classroom learning about cash flow, procurement, and budgeting was put into practice during meetings with the finance manager. I observed real processes like salary distribution and material procurement, connecting theory to daily operations. Marketing Management I applied SWOT and PESTLE analysis to hospital branding projects, using these frameworks to make considered strategic recommendations based on internal and external assessments. Digital Health Exposure to health digitisation highlighted the need for tools like EMRs. In my project, I saw firsthand how manual record-keeping led to inaccuracies, reinforcing the value of digital solutions. Classroom Activities (Presentations & Team Building) Presentations and group tasks in class helped me deliver better results at work through improved teamwork, leadership, and time management skills.
Gaps identified on the working area.	Irregular Nursing Assessment of Vital Signs: Nursing assessments of vital signs in the OPDs are not performed consistently, potentially compromising patient care. Overcrowding of Canteen Premises: The canteen experiences significant overcrowding during rush hours, affecting staff and patient comfort. Missing Indent Slips in Patient Files: Indent slips are often not found in patient files, resulting in incomplete records and possible delays in patient care. Inaccurate Documentation of Timestamps: Timestamps are not consistently noted down or documented correctly, leading to challenges in tracking and process evaluation.

	APACHE-II Scoring Sheet Not Timely Updated: The APACHE-II scoring sheet, which must be filled within the first 24 hours of admission, is frequently left incomplete or not updated in time. Incorrect Marking of Indents: Indents are not accurately marked as new admission, urgent, or routine, which can create confusion and delay in processing orders. Communication Gaps Among Nursing Staff: There are noticeable communication gaps within the nursing staff, affecting coordination and overall workflow. Incomplete Documentation for Urgent Orders in IPD Pharmacy: Records for urgent orders are often incomplete or missing in the IPD pharmacy, risking medication errors. Indent Slips Not Signed by Nursing Staff: Nursing staff sometimes fail to sign indent slips upon receiving orders from the IPD pharmacy, resulting in accountability issues. Non-Compliance During Ward Audits: Several instances of non-compliance with established protocols were found during ward audits. Lack of Familiarity with Hospital Information System (HIS): Some staff are not adequately trained to use the HIS, which leads to human errors and excessive paperwork. Incomplete and Inaccurate Documentation: Inaccurate or incomplete documentation is a recurring issue, posing challenges for data collection, analysis, and interpretation. Non-Compliance in Cath Lab File Audits: File audits conducted in the Cath lab revealed areas of non-compliance, indicating the need for process improvement.
Suggestions for improvement	Implement a Mandatory Vital Signs Protocol: Establish and enforce a standard protocol for regular recording and monitoring of vital signs in OPDs, with clear accountability for staff compliance. Increase Canteen and Facility Capacity: Assess patient and staff footfall patterns and expand canteen and waiting areas to reduce overcrowding and improve comfort during peak hours. Roll Out Electronic Medical Records (EMRs): Implement EMRs across all departments to enable system-generated timestamps, minimize manual errors, and support complete, real-time documentation. Update Hospital Software for Workflow Integration: Modify the Akhil software to include order receipt and tracking functionality between IPD pharmacy and nursing staff, ensuring transparency in medication handling. Familiarize Staff with Hospital Information System (HIS): Provide targeted training and regular refreshers to improve staff

	proficiency, reduce reliance on paperwork, and minimize data entry errors. Enhance User-Friendliness and Adoption of HIS: Continuously review and upgrade the HIS interface to make it more intuitive, reducing resistance to adoption and encouraging more consistent usage across all staff categories. Standardize Documentation Procedures: Develop and disseminate clear guidelines for documentation practices, including use of indent slips, recording timestamps, and filing critical forms like APACHE-II scoring sheets within prescribed timelines. Develop Action Plans for Non-Conformity: Formulate targeted corrective and preventive action plans (CAPA) to promptly address non-compliances identified during audits and ensure sustained adherence to NABH and other accreditation standards. Improve Communication Among Nursing Staff: Organize workshops and regular briefings to enhance inter-staff communication, teamwork, and the clear relay of clinical information. Ensure Proper Use and Signing of Indent Slips: Mandate that all nursing staff sign indent slips upon order receipt and that these slips are properly filed in patient records to maintain accountability. Timely Completion of Critical Assessment Tools: Create reminders and accountability checks to ensure essential forms like APACHE-II are completed within required timeframes after patient admission. Address Non-Compliance in Pharmacy Documentation: Ensure that all urgent orders in the IPD pharmacy are completely and accurately documented, audited regularly, and reviewed for process gaps.
Key learnings	Understanding Hospital Operations Through Departmental Exposure Visiting various clinical, support, and administrative departments helped me see how a hospital works as a whole and how different units work together to provide quality patient care. Hands-On Experience with Quality Improvement Tools Using audit checklists and conducting ward audits taught me practical methods to monitor and improve hospital quality, which are useful for managing healthcare. Practical Application of Project Management and Research Methodology Working on the “IPD Admission to First Dose Administration” project improved my skills in planning studies, collecting and analyzing data, and presenting results clearly for better decision-making. Critical Role of Documentation and Data Management Dealing with audits of patient files and medical score sheets showed me the problems caused by incomplete or incorrect documentation.

	Awareness of Digital Health Tools and Hospital Information Systems Using the hospital's HIS ("AKHIL") and online systems for appointments and billing helped me understand how digital tools make hospital work smoother and records more accurate. Interpersonal and Communication Skills in a Healthcare Setting Working with nurses, department heads, and admin staff improved my teamwork, leadership, and communication skills needed for managing hospital teams. Importance of Multidisciplinary Coordination in Patient Care Seeing the Interdisciplinary Team Rounds (IDTR) highlighted how important it is for different departments to work closely together to deliver good patient care. Emphasis on Patient Safety and Emergency Readiness Learning about safety checks, ER and ambulance procedures, and hospital facilities taught me the importance of being prepared to ensure patient safety in emergencies.
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Sanika Pimple (2068, HM-29)

Signature of the Student

Approved by the IIHMR University's mentor

