

SUMMER INTERNSHIP PROGRAM

at

RUHS Hospital Jaipur

From 15th May 2025 to 29th July, 2025

A REPORT BY

Name of the student: Riya

Master of Business Administration

Hospital and Healthcare Management

2024-26

under the Mentorship of

Dr. Mahender Kumar





**Office of the Medical Superintendent, RUHS Hospital, Jaipur
Attached to RUHS College of Medical Sciences, Jaipur**

Email: supdt.hms@ruhsraj.org

Telephone : 0141-2795577
Sector 11, Kumbha Marg, Pratap Nagar, Jaipur 302033

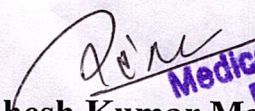
No. F/RUHS-HMS/Supdt. Office/2025/ 7451

Date... 29/07/2025

CERTIFICATE

This is to certify that Dr. Riya (Enrollment No. IIHMR-U/01/2024-26/2061) of Batch 2024-2026, IIHMR University, Jaipur has worked with our organization for her summer internship from 15th May 2025 to 29th July 2025. The overall performance shown by her during the period was excellent.

Date: 29th July 2025


(Dr. Mahesh Kumar Mangal)
Medical Superintendent,
RUHS Hospital,
Jaipur

*Medical Superintendent
RUHS Hospital
Jaipur*

IIHMR University Faculty Mentor Approval

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

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

Date : 31/07/2025

A handwritten signature in blue ink, appearing to read 'Dr. Mahender Kumar', written over a horizontal line.

Signature of faculty member

Name: Dr. Mahender Kumar

Professor



Healthcare Associated Infections (HAIs)

RUHS Hospital, Jaipur

Name: Dr. Riya, MBA Hospital and Health Management , Roll No. 2061 , Under the guidance of Dr. Mahesh Mangal and Dr. Mahender Kumar



ABOUT ORGANIZATION

Introduction:

RUHS Hospital, affiliated with the Rajasthan University of Health Sciences, is a leading government teaching and tertiary care hospital located in Jaipur. With over 1,000 beds and a wide range of specialties, it serves as a major hub for advanced medical treatment, emergency care, and health education in Rajasthan. The hospital plays a crucial role in training future healthcare professionals and is committed to maintaining high standards in patient safety, infection control, and clinical excellence. It also actively participates in public health initiatives and outreach programs across the state.

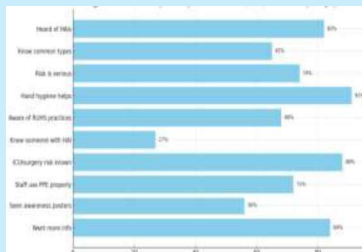
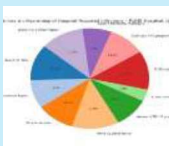
Vision: To be a centre of excellence in healthcare, education, and research—committed to improving the health and well-being of all.

Mission: Deliver compassionate, evidence-based medical care
Provide high-quality education for future healthcare professionals, Uphold standards
infection control and patient safety, Promote health research and innovation, Support community health through outreach and awareness

Objective : 1. To assess the awareness and understanding of hospital-acquired infections (HAIs) among patients and visitors at RUHS Hospital, Jaipur. This includes knowledge of common HAIs, risk factors, and prevention practices followed in the hospital setting.

Objective: 2. To identify gaps in infection control awareness and evaluate the visibility of safety protocols and educational efforts.
The goal is to enhance patient safety by using the findings to strengthen preventive strategies and staff-patient communication.

Organogram



SWOT ANALYSIS

STRENGTH

Dedicated Admission Personnel—Specific staff members are designated to handle patient admissions, ensuring clear responsibility.
Defined Admission Protocols—Clear and structured procedures guide the admission process.
24/7 Admission Services—Admission support is available at all times, including for emergencies and inpatient needs.

WEAKNESS

Paper-Based Workflow—The absence of digital tools causes inefficiencies and repeated documentation tasks.
Insufficient Staffing During Busy Periods—Limited personnel during peak times results in increased waiting periods.
No Live Queue Updates—Patients lack visibility of their queue status, leading to uncertainty and dissatisfaction.

OPPORTUNITIES

Adopt Digital Queue Solutions—Using token systems or mobile apps for tracking admissions can help ease crowding.
Enhance Staff Skills in Queue Handling—Training in soft skills and efficient queue processes can elevate service standards.
Link Admission with Digital Health Records—Integrating admissions with EMR/EHR systems can speed up and simplify patient intake.

THREATS

Patient Discontent—Delays and poor management can result in complaints and a decline in trust.
Operational Strain—Ineffective queue handling may lead to staff fatigue and systemic inefficiencies.
Rising Competition from Private Healthcare Providers—Patients may be drawn to competitors offering quicker, tech-enabled services.

Challenges faced during Internship

Poor hand hygiene and PPE compliance.

Inadequate training among staff.

Spills and poor waste management.

Lack of isolation for infectious patients.

Non-functional washbasins and poor infrastructure.

Methodology—Observation, Interview, Record review Findings

- HAIs are a significant problem worldwide, affecting approximately 8.7% of hospital
- Common HAIs include urinary tract infections, surgical site infections, and pneumonia.
- Risk factors include prolonged hospitalization, extremes of age, immune deficiency, and co-morbidities.

Major Learnings

Infection control requires a team effort and strong monitoring.

Infrastructure and proper zoning reduce infection risk.

Training and awareness are key to prevention.

Suggestion

Install hand hygiene stations and signage.

Appoint infection control nurse and conduct regular training.

Improve waste segregation and cleaning protocols.

Create separate zones for infectious patients like TB.

Monitor infection trends and take timely action.

Practical learning Vs Theoretical learning

- Studying diseases through textbooks, lectures, and online resources
- Understanding concepts, definitions, and mechanisms of diseases
- Learning about symptoms, diagnosis, treatment, and prevention
- Hands-on experience in clinical settings, labs, or community health programs
- Observing and participating in patient care, diagnosis, and treatment
- Applying theoretical knowledge to real-life situations

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical education Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: Hospital Management

Week no: 1 **From:**...15 may.....**to:**.....17 may.....

Activity Done	Orientation program in SMS Medical college. Introduction to hospital, staff and reporting to medical Supredendent, general observation of Hospital working. Recoded and analysed data related to waiting time of patients, x-ray, CT scan, USG, April data of MAA yojana, RGHS, no. of beds present and occupied.
Linking theory (Classroom learning) with practice at your organisation	Applied Hospital Operations Management concepts to study the OPD and process. Remembered Organisational Behaviour lesions to understand staff-patient and work flow patterns.
Gaps identified on the working area.	I find various problems related to that patient was not clear about where to go and which department number is for which department. Washrooms are unhygienic, not every healthcare worker is wearing mask, miscommunication between staff.
Suggestions for improvement	More hygienic and clean, wear mask, correct number of departments should be there.
Plan for the next week	Monitoring, observing and collecting data in detail. Tasks assigned by the government.

Signature of the Student

Riya, 18/05/2025

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: MBA in Health and Hospital Management

Week no:02

From:19/05/25.....**to:**.....24/05/25.....

Activity Done	Calculated waiting time for dispensing of medicines to the patients. provided the data for total OPD and IPD if April month. Observed how the sample collection is done and where it is sent for further process. Took feedback from the Patients and staff about the workflow.
Linking theory (Classroom learning) with practice at your organisation	Healthcare process flow, hospital operations management, and quality assurance were all successfully applied in the MRD setting. My theoretical understanding of Lean Management analysis helped me identify inefficiencies in the discharge workflow.
Gaps identified on the working area.	Insufficient gaps telling patients where to go resulted in unnecessary delays in discharge. Long waiting hours causes patient delay in their treatment process.
Suggestions for improvement	Clear signage and way finding will result in reducing confusion and unnecessary delays. Streamlined discharge process- implementing a standard checklist, ensuring all necessary steps completed efficiently. Waiting time reduction- implement strategies such as appointment based, increase staffing levels.
Plan for the next week	Conduct a workflow analysis. Analyse waiting time.

	Work given by the government.
--	-------------------------------

Signature of the Student: Riya, 25/05/25

Approved by the IHHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: MBA in HM

Week no: 03

From:26/05/25.....**to:**.....31/05/25.....

Activity Done	Understanding of PWD department Understanding of lab department, how and where sample is collected, how much time it takes, reason for delays and patient expectations.
Linking theory (Classroom learning) with practice at your organisation	Safety codes about which we have learnt in module of Essentials of Hospital services. The infection control measures that should be taken in the hospital were also told and all precautionary measures is taken while visiting the departments.
Gaps identified on the working area.	Gap between risk factors and prevention strategies, long waiting hours for the Patients. Proper sanitisation is not there, as while collecting lab samples patient spill off their urine, sputum sample which increases the risk of tb
Suggestions for improvement	Improve sanitation practices – ensure proper hand hygiene practices among healthcare staff. Provide adequate cleaning and disinfection of surfaces and equipment. Optimize staffing and resource allocation to meet patient demand.
Plan for the next week	Continue with the process audit. Process lifeline and store room audit.

Signature of the Student. – Riya (01/05/25)

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no: 4

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

Activity Done	Went to Kawatiya hospital to see QMS- Queue management System of the hospital and understanding of token system. Observed parking area workflow. Understanding of tender system in government hospital. Understanding of PWD department.
Linking theory (Classroom learning) with practice at your organisation	Safety codes about which we have learnt in module of Essentials of hospital services. The infection control measures that should be taken in the hospital were also told and all precautionary measures is taken while visiting the departments
Gaps identified on the working area.	Patient has to wait outside opd for long hours and there is no any sitting area available for patients resulting in sitting on floors causing mis management. Insufficient availability of chairs and sitting area for patients.
Suggestions for improvement	Token system /QMS should be applies to reduce waiting hours of patients. Waiting hall or chairs availability should be provided.

Plan for the next week	Monitoring and observing in detail, collect data if required. Tasks assigned by the government and Medical Supredendent.
-------------------------------	--

Signature of the Student - RIYA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061 **Stream:** HM

Week no: 5 From: 9 June.....**to**.....14 June.....

Activity Done	Visited and observed the workflow of Lifeline department, Store room, Pathology lab of the hospital. Took feedback from the patients and staff about workflow of that particular department. Provided one month report of the work done to the MS and HR of SMS hospital
Linking theory (Classroom learning) with practice at your organisation	Process management- involves analysing and improving workflows to increase efficiency and effectiveness. Change management- Implementing changes based on feedback and observation requires effective change management. Human Resource Management- providing report to the MS and HR and taking feedback from staff relate to HRM practices. Organisational Behaviour- how people interact within groups and organisations.
Gaps identified on the working area.	The lab is understaffed, which leads to delays in test results and impact patient care. Washbasin issues in Pathology Lab- the washbasin is not functioning properly and is not located near the sputum collection area, increasing the risk of TB transmission. The washroom seat is damaged and needs to be repaired.

	Store Room temperature- The store room where medicines are kept does not have air conditioning, and the room temperature is 40 degrees Celsius, which can affect the potency of medicines that requires temperature between 30-32 degrees Celsius. There is insufficient space to store cartons of medicines, which can lead to disorganization and potential stock management issues.
Suggestions for improvement	Recruit additional staff- hire more pathologists. Install a new washbasin near sputum collection to minimise the risk of TB transmission. Monitor temperature to ensure it remains within required range. Implement inventory management- develop an inventory management system to track stock levels, minimise waste and optimize storage.
Plan for the next week	Working on the project given by the MS sir. Analysing and observing workflow and recording gaps, identifying issues.

Signature of the Student -

RIYA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no: 6

From:16/06/25.....**to:**21/06/25.....

Activity Done	Hospital department observations and patient flow analysis about their behaviour Helped patients to reach their respective number of departments and guided elderly patients Checked whether the waste management is done properly and timely while keeping precautions
Linking theory (Classroom learning) with practice at your organisation	Key aspect of organizational behaviour, analysing organizational design, culture and climate Waste management analysis and implementations regarding safety and hygiene practices
Gaps identified on the working area.	Patients has to wait outside OPD for more than an hour and there is no any sitting area available for patients which sadly leads to sitting on floors and causing mismanagement and In the department of General Medicine, Patients start their que line from inside the all 3 doctor's office which is very wrong leads to invading to another patient's privacy with the doctor and causing mismanagement
Suggestions for improvement	More Sitting area and chairs should be provided to the patients as they have to wait for long time standing Que management should be done with the sign boards written with the numbers of respective departments to save time for searching Patient's line should start from outside the office in GM so that everyone should get the Ethics CONFIDENTIALITY

Plan for the next week	Monitoring and observing in detail, collect data if required Tasks assigned by the Rajasthan Government and Medical Supredendent
-------------------------------	--

Signature of the Student RIYA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no: 7

From:23/06/25.....**to:**.....28/06/25.....

Activity Done	Observation of emergency department and working of staff and dispensing of medicines Check whether the hospital has anti diphtheria serum or not present, if present then in how much quantity Kept eye on waste management and basic cleaning Also helped the patients to reach their respective number departments and guided elderly patients
Linking theory (Classroom learning) with practice at your organisation	Waste management system in the hospitals and hygiene practices Healthcare process flow, hospital operations management and quality assurance
Gaps identified on the working area.	Long waiting lines in the emergency department and patients did not get enough seats to sit and wait patiently Long que lines in the dispensing medicine area where patients have to wait for long hours to take medicine
Suggestions for improvement	More sitting arrangements should be done for the patients as some patients get to struggle while standing resulting in sitting on the floor
Plan for the next week	Monitoring and observing in detail, collect data if required Tasks assigned by the Rajasthan Government and Medical Supredendent

Signature of the Student

RIYA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no: 8

From:30/06/25.....**to:**.....05/07/25.....

Activity Done	Hospital department observations and patient flow analysis and their behaviour Helped patients to reach their respective number of departments and guided elderly patients Checked and kept an eye whether the waste management is done properly or not timely
Linking theory (Classroom learning) with practice at your organisation	Key aspect of organizational behaviour, analysing organizational design, culture and climate Waste management analysis and implementations regarding safety and hygiene practices
Gaps identified on the working area.	Patients has to wait outside OPD for more than an hour and there is no any sitting area available for patients which sadly leads to sitting on floors and causing mismanagement and In the department of General Medicine, Patients start their que line from inside the all 3 doctor's office which is very wrong leads to invading to another patient's privacy with the doctor and causing mismanagement
Suggestions for improvement	More Sitting area and chairs should be provided to the patients as they have to wait for long time standing Que management should be done with the sign boards written with the numbers of respective departments to save time for searching Patient's line should start from outside the office in GM so that everyone should get the Ethics CONFIDENTIALTY

Plan for the next week	Monitoring and observing in detail, collect data if required Tasks assigned by the Rajasthan Government and MS sir
-------------------------------	---

Signature of the Student

RIYA

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no: 9

From:07/06/25.....**to:**.....12/06/25.....

Activity Done	Worked on my project in detail to get in-depth information Observed the sample collection process, sample labelling, documentation, waste disposal, sample sorting and transport Guided the patients to reach the different sample collection areas Asked patients and staff members for the feedback
Linking theory (Classroom learning) with practice at your organisation	Healthcare ethics and patient rights Standard operating procedures to ensure accuracy and efficiency in diagnostic services
Gaps identified on the working area.	Samples taken got rejected due to unaware of patients about fasting or pre-test instructions Sample collection area was overcrowded during peak OPD hours, compromising patient privacy and increasing waiting times Lack of enough sitting arrangements for patients waiting outside the sample collection room
Suggestions for improvement	Pre-test instructions should be given to patients to save valuable time Enough or required seats should be installed during peak hours Que management should be done for overcrowding

Plan for the next week	Monitoring and observing in detail, collect data if required Tasks assigned by the Rajasthan Government and MS sir
-------------------------------	---

Signature of the Student

RIYA

Approved by the IHHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: RUHS Hospital, Jaipur

**Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan**

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Week no:10

From:14/06/25.....to.....19/06/25.....

Activity Done	Continued to work on my project along with the observation of the hospital departments and patient flow analysis about their behaviour Helped patients to reach their respective number departments and guided elderly patients Checked whether the waste management is done properly and timely while keeping precautions
Linking theory (Classroom learning) with practice at your organisation	Key aspect of organisational behaviour, analysing organizational design, culture and climate Waste management analysis and implementations regarding safety and hygiene practices
Gaps identified on the working area.	Parking of two vehicles Infront of the hospital is done poorly leading to blocking the way for ambulance and other emergency cases Long ques at OPD during rush hours
Suggestions for improvement	Parking should not be done in front of the hospital instead it can be done into the basement not blocking the way and the very precious time for sensitive cases Que management should be done properly
Plan for the next week	Monitoring and observing in detail, collect data if required Tasks assigned by Rajasthan Government, and MS sir

Signature of the Student

RIYA

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: RUHS Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Medical Education
Rajasthan

Name of the Student: Dr. Riya

Roll no: 2061

Stream: HM

Activity Done	• Orientation and hospital familiarization at SMS Medical College and RUHS. • Observed hospital departments, workflows, staff coordination and reporting mechanisms. • Recorded and analyzed patient waiting times for diagnostics and pharmacy services. • Studied sample collection and lab processes including time delays and reasons. • Collected and provided OPD/IPD data, analyzed MAA Yojana and RGHS data. • Observed waste management, cleanliness, emergency care practices and patient flow. • Participated in patient guidance and feedback collection in various departments. • Studied tendering, QMS at Kawatiya hospital, Lifeline and store room operations. • Supported MS and HR with department-level reports and analysis. • Assisted elderly patients and ensured communication flow for efficient service.
Linking theory (Classroom learning) with practice at your Organisation	• Applied knowledge of healthcare process flow and hospital operations management. • Used Lean Management and SOP understanding in real-time settings. • Observed safety codes, infection control, HRM, organizational behavior and ethics. • Analyzed gaps using classroom modules on waste, quality, and service delivery systems.

Gaps identified on the working area.	• Patients unaware of directions; unclear signage. • Poor hygiene in washrooms; sample area sanitation lacking. • Inconsistent PPE use; communication gaps between staff. • Long queues, lack of seating, inefficient queue management systems. • Understaffed labs and damaged infrastructure (e.g., washbasins, AC in store room). • Parking mismanagement affecting emergency response.
Suggestions for improvement	• Clear department signboards and directions. • Improved cleanliness, especially in labs and washrooms. • Recruit additional lab staff and ensure all equipment is functional. • Implement QMS/token system and more patient seating. • Ensure pre-test patient instruction and better inventory monitoring. • Enforce mask-wearing, hygiene protocols and parking re-structuring.
Key Learnings	• Acquired hands-on experience in translating academic concepts into real-world hospital operations. • Gained insight into the importance of standardized processes, clear communication, and data-driven approaches in enhancing healthcare quality. • Built competencies in detecting service inefficiencies and crafting practical operational improvements. • Learned to navigate organizational constraints while driving change and encouraging teamwork. • Enhanced leadership and analytical skills through direct involvement in hospital-based projects.