

SUMMER INTERNSHIP PROGRAM

at

EHCC HOSPITAL, JAIPUR

From 12th MAY 2025 to 21st JULY 2025

A REPORT BY

RITESH GUPTA

Master of Business Administration

(Hospital and Health Management)

Roll no. – 2059

2024-26

under the Mentorship of

Dr. PIYUSHA MAJUMDAR

Associate Professor, IIHMR University, Jaipur





**ETERNAL
HOSPITAL**



An Affiliate of
**Mount
Sinai**
New York



Ref: EHCC&RI/HR/Office/12425

Date: 21-July-2025

TO WHOMSOEVER IT MAY CONCERN

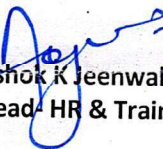
This is to certify that **Mr Ritesh Gupta** student of **IIHMR University, Jaipur** has completed his internship at **"Eternal Hospital, Jaipur"** from **12th May'25 to 21st July'25**.

During this period, he 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 his sincere, intelligent, obedient and hard working.

We wish him 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 **Mr. Ritesh Gupta** of academic year 2024-26 of Institute of Health Management Research has prepared a poster with respect to his summer internship held during May-July 2025.

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

Date: 29/07/2025

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

Dr. Piyusha Majumdar
Associate Professor

Weekly Report I

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 1

From: 12/05/2025 to 17/05/2025

Activity Done	• Documentation & Orientation session was conducted on first day by Quality and HR department. • Had a tour of EHCC Hospital along with detailed overview of some departments like CSSD & HDU's. • Meeting with Dr. Ruchi Khanna Ma'am (Quality Head), she had a brief session regarding SIP process followed by project discussion. • Also had a meeting with Amit Khan Sir (Chief Administrative Officer) who briefed us about hospital operations of various departments. • Visited Cardiology Dept, OPD & Physiotherapy observed the process of registration, admission, billing, TPA, consultation to pharmacy. Also noted the footfall in dept. • Had a brainstorming session about the selection of topic of SIP. • Visited OPD I & II Obs and Gynae Dept, and had observed the same process of admission, billing, & TPA over there. • Presented the overview of topic selected for SIP to Quality Head. • Visited ER Module and had a briefing about ER operations by Senior Manager Emergency he explained Emergency Zoning, Triad, TAT. • Visited RGHS Registration Dept. & had an overview of RGHS Services observed the admission (OPD & IPD) process on RGHS software.
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.	• Observed inconsistency in area of feedback records. • Irregularities in assessment of vitals in some OPD's.
Suggestions for improvement	• Implement mandatory vital signs protocol & conduct a regular documentation audit for feedback.

Plan for the next week	• Go through the topic. • Along with observing remaining IPD's & OPD's.
-------------------------------	---

Weekly Report II

Name of the Organisation: Eternal Health Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2959

Stream: HM 29

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 working and how efficiently they manage working of every machine of the hospital. • Visited the project management head Mr Vivek Katta sir. Had a brief about the working of the department and the management of the department throughout the hospital. • Had an overview of engineering department and their working also we had visited blood bank and got to know about their working and management of the blood storages.
Linking theory (Classroom learning) with practice at your organisation	• Gained Knowledge about Utility Services. • Related concepts of Supply Chain Management in hospitals. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Overcrowding of Canteen premises during rush hours.

Suggestions for improvement	• Increase capacity according to footfall.
Plan for the next week	• Work on the SIP topic assigned & cover the remaining dept. to understand their working.

Weekly Report III

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

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 audited various ICUs and checked the medication error from the different checklist in all the ICUs in EHCC. • Observed the medication error on the different aspects like on prescription, storage, dispensing, and administration error of the entire patient in different depts. in critical / initial. • The high-risk medications and LASA drugs are the main focus areas of the research, with a particular emphasis on doctors' PRN orders and infusion orders • Visited TPA dept. and understood about the process of claim, billing & discharge of various organisations.
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.
Gaps identified on the working area.	• Numerous medication errors have been identified in hospitals.
Suggestions for improvement	• Tracking & Verification by the supervisor or in-charge with a team of clinical pharmacists in respective ICUs.

Plan for the next week	• Work on the SIP topic assigned & cover the remaining dept. to understand their working.
-------------------------------	---

Weekly Report IV

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 4

From: 02/06/25 to 07/06/25

Activity Done	• Understood floor management and patient flow process at the hospital. • Followed patient processes from admission to discharge. • Observed how patient movement is managed by nursing station. • Coordination of various departments like dietetics, housekeeping, clinical pharmacology, IPD pharmacy, IDTR, TPA etc for patient management. • Worked on project topic “A Comprehensive audit of medication error”.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of Organisation behaviour in hospital. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Found various communication gap between the nursing staff and doctor about prescription.
Suggestions for improvement	• Required regular meetings with the hospital staff and required regular audit to decrease the medication error.
Plan for the next week	• Continue to observe functioning and coordination of various departments in hospital.

Weekly Report V

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 5

From: 09/06/25 to 14/06/25

Activity Done	• Visited the various ICUs like MICU, SICU, NICU, CTVS and other department and learned about the various medication order. • Audited the various ICUs according to the NABH and other certified checklist and find the various error in the orders. • Learned about various checklists used for internal department auditing. Audited Physiotherapy Dept. and checked documents and registers.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC. • Related concepts of Organisation behaviour in hospital.
Gaps identified on the working area	• Found various error like prescription, nursing and documenting. There is various incoordination between the doctor’s and health-giving staff. • Found various communication gap between the nursing staff.
Suggestions for improvement	• Required regular meetings with the hospital staff and required regular audit to decrease the adherence to filling forms.
Plan for the next week	• Continue to observe functioning and coordination of various departments in hospital.

Weekly Report VI

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 6

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

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. • Collected data about medication management and analysed the same.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of “Marketing Management” to understand the brand management of EHCC. • Related concepts of Hospital Services in hospital.
Gaps identified on the working area	• PCS lack the counsellor that would help one to understand the health concern and packages.
Suggestions for improvement	• A designated counsellor for PCS that can clear the queries and help in providing the best care.
Plan for the next week	• Quality auditing in the wards. • Continue to work on the project.

Weekly Report VII

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 7

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

Activity Done	• Visited MRD Dept. observed the Record section of hospital, got to know about MLC cases and other legal documentations which must be saved. • Participated in IDTR team, as a member and conducted a IDTR round with PWO dept. • Observed the Complaint and Grievance addressing process and RCA, CAPA methods. • Visited Infection Control Dept. got to know about the mandatory things to be followed within hospital premises. • Conducted an internal audit on a floor checked all the necessary parameters according to IPSCG, NABH, JCI guidelines. • Worked on my SIP project to check medication error. • Participated in a fun activity organised by HR Dept. "Masti ki Patshala".
"Linking theory (Classroom learning) with practice at your organisation"	• Related concepts of HRM in MRD dept. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Infection Control Dept could have more members in team to manage efficiently and reduce time.
Suggestions for improvement	
Plan for the next week	• Continue to observe finance department in hospital. • Join or participate in a corporate health camp organised by hospital. • Visit Cath lab and know the process.

Weekly Report VIII

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: HM 29

Week no: 8

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

Activity Done	• Visited Emergency Department got to know about Ambulance Operations it's daily management. • Conducted an internal audit regarding patient file checklist. • Reviewed the CPR Running Sheets and compiled data of past month June. • Worked on my SIP project segregated all the data in Excel to assess and find out the compliance rate.
Linking theory (Classroom learning) with practice at your organisation	• 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	• Continue to observe finance departments in hospital. • Join or participate in a corporate health camp organised by hospital.

Weekly Report IX

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: MBA-HM

Week no: 9

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

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

Weekly Report X

Name of the Organisation: Eternal Heart Care Centre, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: MBA-HM

Week no: 10

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

Activity Done	• Overview of Medical Administration got to know about the working and coordination with doctors, nurses and other dept. • Submission of Final project and presentation to quality head. • Done the facility round audit on each floor.
Linking theory (Classroom learning) with practice at your organisation	• Gained knowledge on the concepts of “Essentials of Hospital Services”.
Gaps identified on the working area	• Inconsistencies in documentation or incomplete checklists identified during the audit. • Challenges in data collection or interpretation, or areas for refining the presentation content.
Suggestions for improvement	• Standardize documentation procedures and provide refresher training on the surgical safety checklist.
Plan for the next week	• Follow-up on implemented suggestions for OT notes and surgical safety checklist. • Deliver the SIP presentation and incorporate feedback.

COMPILED REPORT

Name of the Organisation: EHCC Hospital, Jaipur

Department: Quality

Name of the Student: Ritesh Gupta

Roll no: 2059

Stream: MBA-HM

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

Activity Done	• Documentation and orientation session by HR and quality department. • Discussed and finalized the topic of SIP “Comprehensive audit on medication error in ICUs” ▪ Objective - to assess the prevalence of medication error and to evaluate the compliance with precautionary protocols as per the standard guidelines ▪ Sample size included all the admitted patients in MICUs, CTVS-ICUs, HDU, NICUs and various other ICUs. ▪ Analysed various parameters of medication error, checklist compliance, and proper documentation. ▪ Reviewed and followed up on reported medication error cases to analyze contributing factors and determine reasons for classification or exclusion based on institutional and regulatory criteria. ▪ Conducted thorough assessment and interpretation of clinical documentation, medication charts, and administration records to validate reported incidents. • Visited various departments to learn about their overview, functioning and operations in the hospital. ▪ CSSD: Learned about sterilization processes, green linen and how surgical instruments are cleaned and packed for reuse. ▪ OPD: Observed outpatient flow from reception – billing-consultation- investigations. ▪ RGHS Counter: Gained insight into government health schemes. Learned about the departments at EHCC that are empaneled under RGHS. Registration- processing- billing- treatment- discharge. ▪ ER Module: Understood emergency triage, initial treatment and documentation in critical situations.
---------------	---

	▪ IPD Pharmacy: observed the process of how IPD pharmacy receives the prescribed order - packs the drugs- sends to the nursing station- received by the patient. Also learned about their inventory management. ▪ General store: Learned about procurement, maintaining the stock and its distribution to other departments. ▪ Dietetics: Observed dietician rounds, ticket generation and meal planning according to patient requirements. ▪ Food & Beverages: Observed how patient's meals are prepared according to the tickets sent by dietician, how the meals are scheduled and delivered to the patients at the right time while following the protocols. ▪ Security: Understood hospital security system. Observed various protocols that security guards should follow. Learned about fire drill practice. ▪ Biomedical engineering: Got an insight into the engineering aspect of a hospital. learned about maintenance and calibration of medical equipment. ▪ Dialysis: Understood the procedures, patient monitoring and emergency protocols. ▪ Housekeeping: Observed cleaning schedules, infection control, and area wise hygiene practices and protocols. Observed coordination of housekeeping with other departments also. ▪ TPA: learned about insurance claim processing and discharge processes. ▪ PCS: learned about various healthcare packages. observed patient coordination, counselling and experience enhancement. ▪ Medical records department: Learned about file maintenance, MLC cases, and documentation compliance. Learned about various protocols related to the department. ▪ Ambulance management: Understood logistics, protocols for dispatch, and coordination for patient movement. ▪ Digital Marketing: learned various tools used in hospital branding like google reviews, search engine optimization, implementing visible feedback systems. Brief overview of tele-talk department.
--	--

- Blood bank: Understood the process of blood collection, storage, and distribution, ensuring constant availability. Also learned about the counselling aspect.
- Projects department
- Engineering department
- Finance: understood about revenue management in the hospital including billing, patient accounts, budgeting and cost monitoring.
- Infection control department: Learned about its role in preventing and managing hospital acquired infections.
- Medical administration department: Gained insight into how the department ensures smooth coordination between clinical and non-clinical aspects of the hospital.
- IDTR (interdisciplinary teams round): participated in the rounds where HODs visit admitted patients to review their experience and timely resolve any concern raised by them.
- Floor management: visited the nursing station and observed the day-to-day functioning. Coordination of nursing staff with other departments like IPD pharmacy, Housekeeping, dietetics, F&B, billing etc. Observed the patient movement management from admission to discharge.
- Conducted audits
 - **Ward audit:** Audited nursing station. Evaluated display of signages, documentation of checklists, medication management, infection control practices, equipment management. Checked for facility and safety measures, IPSG, Conducted staff interviews.
 - **File audit:**
 - Referral form audit: Reviewed patient files to check the Referral form and monitoring sheets were filled with timely and documented.
 - Discharge monitoring checklist audit: verified if key parameters were documented properly ensuring that patients received their belongings and proper education about drugs and diet were provided.
 - **Facility round audit on floors:** assessed various elements like signage, emergency exits, fire extinguishers, obstructions, easy access to basic equipment and hygienic facilities, lighting, counters, eyewash stations etc.

Gaps identified on the working area

- Lack of standardization in medication ordering processes was observed.
- Doses were either not documented or administered incorrectly, particularly for critical drugs such as insulin, noradrenaline, and amiodarone.
- Units (mg/mL vs. IU) were not clearly stated or were wrongly documented, increasing the chance of dosage errors.
- Frequencies of administration were either missing or incorrect in several medication charts, leading to under- or overdosing.
- Many fields related to drug name, route, frequency, and time were found to be either blank or incorrectly filled.
- “Not documented” appeared frequently across audit columns, suggesting poor record-keeping.
- Infusion drugs had the highest error count (165) with a 3.8% non-compliance rate.
- LASA drugs showed a non-compliance rate of 0.89% with 22 errors.
- Likely reliance on manual entries increased the chances of transcription and interpretation errors.
- Errors in common procedures like dose calculation, infusion labelling, and SOS (as-needed) medications suggest a lack of staff training on safe medication practices.
- Critical drugs (e.g., insulin, fentanyl) were administered without documented evidence of cross-verification by a second nurse or pharmacist.
- Overcrowding in the canteen during rush hours.
- Lack of counsellor in Patient Care Services (PCS).
- Coordination issues between clinical and non-clinical terms affect timely service delivery like delayed diet delivery.
- Lack of backup during peak emergency time in ambulance management.
- Occasional backlogs in file digitization in MRD.
- No dedicated patient counsellor in PCS for health packages.
- Delay in pre-authorization and discharge approvals.
- Junior staff are unable to answer a few protocols related questions during ward audits.
- In some cases, restraint consent forms and monitoring sheets were partially filled.

	• Missing documentation of dietary advice and medication explained to patient/attendant.
Suggestions for improvement	• Assigning audit teams to review checklist documentation. • Regular meetings with doctors & nurses on the importance of timely documentation of medication. • Regular inter-shift meetings to align with patient care. • Conducting quarterly refresher training on bundle elements to the staff. • Conducting real-time debriefs after procedures to gather feedback. • Conducting random spot checks and provide feedback immediately. • Introduce pre-order or app-based food collection system in canteen. • Provide cross-training to nurses/social workers for basic counselling. • Introduce barcode scanning to speed up document digitization. • Early intimation to the TPA desk about upcoming discharges to help them process paperwork smoothly and in advance. • Acknowledge the importance of complete documentation of forms and monitoring sheets during shift handovers and include it in audit feedback for improvement. • Reinforce the importance of filling the discharge checklist through regular audit feedback.
Key learnings	• Understood the necessity of proper documentation of medication to minimize the medication error in a Multispeciality hospital. • Gained hands-on experience of data collection, organisation and analysis for quality check. • Analysed how patient feedback is gathered and assessed for continuous improvement. • Understood the key importance of various elements like signages, emergency exits, hygiene etc for patient and staff safety. • Learned how to conduct audits and checklist evaluations while following the hospital protocols. • Understood the importance of timely and accurate documentation. • Gained knowledge of NABH standards and their implementation in hospitals. • Learned about interdepartmental coordination to improve patient care services.

	• Observed the flow of medical records and documentations in hospital. • Gained confidence in communicating with healthcare professionals, from nurses to department heads. • Understood the impact of outsourced services on hospital's internal operations. • Learned about the inventory management practices in hospital. • Co-related theory learnings with hands-on experience. • Appreciated the holistic view of hospital operations from patient entry to discharge and from clinical to non-clinical care.
--	---



Signature of the Student

Approved by the IIHMR University's Mentor