

SUMMER INTERNSHIP PROGRAM

at

AIIMS, Bhopal

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

A REPORT BY

Priyesh Chouhan

Master of Business Administration

(MBA Hospital and Health Management)

Roll no. 2042

2024-26

Under the Mentorship of

Dr. Alok Kumar Mathur

Associate Professor





अखिल भारतीय आयुर्विज्ञान संस्थान भोपाल

(स्वास्थ्य एवं परिवार कल्याण मंत्रालय भारत सरकार के अधीन राष्ट्रीय महत्व का संस्थान)
साकेत नगर भोपाल - 462020 मध्यप्रदेश दूरभाष - 0755.2970020

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No.AIIMS/BPL/Dean(A)/2025/3898

Dated : 22/07/2025

CERTIFICATE

This is to certify that **Mr. Priyesh Chouhan** has successfully completed Non-MBBS/BDS Internship in the Department of **Hospital Administration** at AIIMS, Bhopal from **13/05/2025 to 21/07/2025** under guidance of **Prof.(Dr.) Lakshmi Prasad**, AIIMS Bhopal.

The details of achievements during skill up-gradation are detailed in the enclosed logbook.

Supervisor/Mentor Faculty


Dr. LAKSHMI PRASAD
Professor & HoD
Deptt. of Hospital Administration
AIIMS, Bhopal

Head of the concerned
Department




Dr. LAKSHMI PRASAD
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Dean (Academics)



To,

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Copy to:

1. HOD (Concerned), AIIMS Bhopal
2. Registrar, AIIMS Bhopal
3. Supervisor/Mentor Faculty
4. Guard File

IIHMR University Faculty Mentor Approval

This is to certify that **Mr. Priyesh Chouhan** of academic year 2024-26 **Institute of Health Management Research, IIHMR University Jaipur** 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 black ink, appearing to be 'Dr. Alok Kumar Mathur'.

Dr. Alok Kumar Mathur
Associate Professor

IIHMR University, Jaipur

BRIEF HISTORY

AIIMS Bhopal, established in 2012 under the Pradhan Mantri Swasthya Suraksha Yojana, is a leading tertiary care hospital in central India. It provides advanced diagnostic, treatment, and critical care services to patients from Madhya Pradesh and neighboring states. The hospital is equipped with modern ICUs, specialty departments, and state-of-the-art facilities for complex medical care. With a high patient load, it plays a crucial role as a referral center for the region. Over the years, AIIMS Bhopal has expanded its infrastructure and services, strengthening its role in delivering quality healthcare.

VISION

To realise ineptional mandate as under by contributing in:

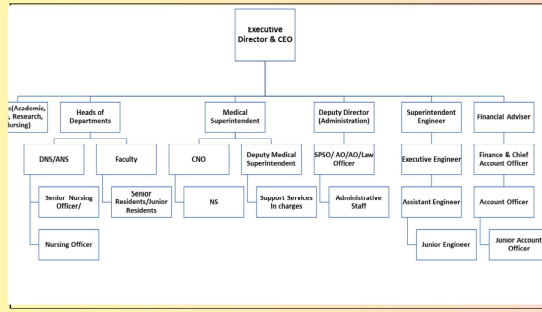
- Correcting regional imbalances in the availability of affordable and reliable tertiary health care services
- Augmenting facilities for quality medical education creating a critical mass of doctors
- Conducting research in the country relevant to the Central India and beyond

MISSION

- To provide tertiary health services to the public of Central India.
- To extend excellent education and research opportunities at par with highest in the field.
- To provide research opportunities of par excellence with national and international collaboration.



ORGANISATION STRUCTURE



OBJECTIVE

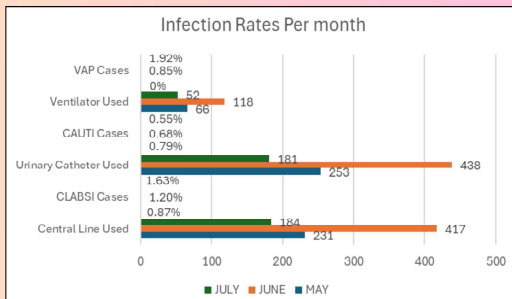
Healthcare-Associated Infections (HAIs) such as CLABSI, CAUTI, and VAP are significant contributors to morbidity, mortality, and prolonged ICU stay. Regular surveillance is essential to monitor trends and strengthen infection control measures.

This study aims to:

- Determine the incidence rates of CLABSI, CAUTI, and VAP in ICUs.
- Compare infection patterns across MICU, SICU, PICU, and NICU.
- Provide insights to guide infection prevention strategies at AIIMS Bhopal.

METHODOLOGY

- Design: Cross sectional descriptive study.
- Setting: MICU, SICU, PICU & NICU of AIIMS Bhopal (950 bedded NABH-accredited tertiary care hospital).
- Duration: May-July 2025.
- Sample Size: 1,940 device-days
- Data Source: Hospital Infection Control Department surveillance records.



KEY FINDINGS

- Persistent manpower shortages across critical departments.
- Widespread issues with manual medical records and documentation errors.
- Significant deficiencies in critical resources and safety infrastructure.
- Identified gaps in hygiene and infection control practices.
- Challenges with coordination between key administrative and functional units.

SUGGESTIONS

- Prioritize Recruitment: Address widespread manpower shortages by hiring more staff.
- Accelerate Digitalization: Speed up the shift to digital medical records and operational processes.
- Implement Rigorous Training: Provide staff with thorough training on proper documentation and hygiene.
- Invest in Upgrades: Allocate resources for critical equipment and improved safety infrastructure.
- Improve Coordination: Establish formal ways to enhance teamwork between departments.

CHALLENGES

- Shortage of staff and many patients.
- Not enough important resources or good facilities.
- Mistakes in records and not enough computerization.
- Hygiene and infection control problems.
- Departments didn't communicate well.



THEORETICAL UNDERSTANDING

- Hospital Operations Management: Applied in observing patient flow and departmental workflows.
- Quality Management & NABH Standards: Direct application through SOP reviews and accreditation assistance.
- Digital Health & HIS: Understood the practical use of hospital information systems (E-Sushrut, ABHA ID).
- Medical Records Management: Gained insights into the importance and challenges of accurate documentation.
- Infection Control & Biomedical Waste: Learned real-world protocols and HAI prevention strategies.

PRACTICAL LEARNING

- Gained comprehensive insight into daily hospital operations and departmental workflows.
- Reviewed patient documentation to understand adherence to standards and identify gaps.
- Contributed to quality improvement initiatives and NABH accreditation processes.
- Acquired practical knowledge and experience in infection control and prevention strategies.
- Successfully performed a critical clinical audit, contributing directly to NABH accreditation.

STRENGTH

- Digitalization initiatives
- Strong commitment to NABH quality standards.
- Broad exposure to hospital departments.
- Proactive project involvement.
- Financial benefits from outsourced services.

WEAKNESS

- Patient manpower shortages.
- Gaps in documentation and digitalization.
- Insufficient resources and infrastructure.
- Hygiene and infection control issues.
- Poor inter-departmental coordination.

Strengths-Opportunities (SO)

- Leverage digital initiatives and NABH commitment for quality and transformation.
- Utilize exposure and financial gains to optimize staffing and operations.

Strengths-Threats (ST)

- Use NABH focus and project work to mitigate non-compliance and reputational damage.
- Employ digitalization to alleviate budget pressures and operational inefficiencies.

SWOT

OPPORTUNITIES

- Further digital transformation.
- Leverage NABH for improved reputation and funding.
- Optimize manpower through recruitment and training.
- Implement process improvements based on NABH.
- Upgrade technology and facilities.

THREAT

- Budgetary constraints impacting operations.
- Risks to patient safety (e.g., HAIs, errors).
- Potential for reputational damage.
- Accreditation risks due to pending audits.
- Operational inefficiencies and staff burnout.

Weaknesses-Opportunities (WO)

- Address manpower shortages and documentation errors through digital solutions and targeted recruitment.
- Overcome resource limitations and hygiene issues by implementing NABH guidelines and upgrading technology.

TOWS

Weaknesses-Threats (WT)

- Mitigate manpower shortages and burnout by seeking adequate budget allocation.
- Improve documentation and hygiene to reduce patient safety and reputational risks.

Week Report – 1

Name of the Organization: AIIMS, Bhopal

**Department of Summer Internship Program: Hospital Administration
Department**

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 01

From: 13th May 2025 to 17th May 2025

Activity Done	- I joined AIIMS, Bhopal on 13th May, 2025 and there an Undertaking was submitted, and it was related to the norms and regulations of the organization. - Then the introduction and orientation part were done on the first day. - On the second day I got the schedule of 75 days rotary internship. - Then I have been posted under the MRD and Engineering Department. - The setup of machinery and their flow was observed. - Registration of Birth, Death, and MLC records were observed - Observation in the records room with physical examination of files of patient was done. - Air cooling setup of AIIMS was observed and the Heating Ventilation and Air Conditioning system (HVAC) was observed. - Fire and safety department, which includes smoke, and heat suppressing system was observed and its working was noted. - Learned how the hospital administration department ensures the functioning of these departments efficiently.
Linking theory (Classroom learning) with practice at your organization	- Observed the Code Red in the hospital during my working time and its regulation and control from the Fire and safety department. - Observed the Medical Documentation Records department. - Observed that Ayushman Bharat Yojna has been provided by AIIMS. - Role of Hospital Administrator in every department from support services to Clinical services was observed.

Gaps identified on the working area.	- The fire and safety department has no sprinklers in ICU. - Flame detectors have not been used in the hospital till now. - Hospital Administration department and Medical Superintendent office - both departments do not contribute together in the management. - Budget allocation by Government.
Suggestions for improvement	- Fire and safety being an important department must include a flame detector and install it in the hospital. - Both the superior departments, mainly Hospital Administration and Medical Superintendent, should co-ordinate with each other for a better management of hospitals. - Many major surgeries are not done due to low budget.
Plan for the next week	- To select a related topic and start doing a project on it. - To continue observing the departments as per my schedule. - To understand the day-to-day operations and quality control of the Hospital.

Signature of the Student: Priyesh Chouhan

Approved by the IIHMR University's Mentor

Week Report – 2

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 02

From: 19th May 2025 to 24th May 2025

Activity Done	• Posted in the Engineering Department of AIIMS Bhopal. • Observed the functioning of Engineering and its subdepartments and their management by Hospital Administration. • Inspected the water tank infrastructure of AIIMS Hospital. • Posted in ICU wards, mainly Medical ICU. • Understood ICU workflow including patient management and shift routines, patient documentation processes. • Monitored the use of digital systems to track patient vitals in real-time. • Finalized project topic: <i>“Operational and Quality Nursing Audit for Workflow and Documentation by NABH Standards at AIIMS Bhopal.”</i>
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts from: • Hospital Operations • Quality Management • Digital Health • ICU workflow • Support services (engineering)
	• Documentation practices • Degree of digitalization • Patient care processes
Gaps identified on the working area.	• Less ICU resources and infrastructure. • Limited medication supply for APL patients. • Digitalization of records is less. • Documentation errors observed. • Lack of budget allocation for upgrades.

	• No added facilities for APL (Above Poverty Line) patients.
Suggestions for improvement	• Propose workflow and documentation improvements post nursing audit. • Advocate for budget allocation to upgrade ICU facilities and engineering services.
Plan for the next week	• Begin data collection for audit project. • Keep observing scheduled departments.

Signature of the Student: Priyesh Chouhan

Approved by the IIHMR University's Mentor

Week Report - 3

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 03

From: 26th May 2025 to 31st May 2025

Activity Done	• Posted in the dietary department for the whole week for observation. • Observed the workflow of all the meals provided to the admitted patients (around 1000 per day).
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	• I interviewed the staff (35 in no.) and the dieticians (15 in no.) • Checked the quality of store and its items like paneer, eggs, milk and vegetables. • Observed the food processing procedure and its transfer to different wards. • Observed the waste management practices. • The outsourced vendor is managing the dietary department. • I started working on my project and observed and reviewed the discharged patients' files (30 files).
Linking theory (Classroom learning) with practice at your organization	• Hospital administration plays a key role in the management of the dietary department. • Quality indicators in dietary department. • Medical Records documentation.
Gaps identified on the working area.	• Hygiene is not maintained properly as the waste stay in the pit for the whole day and next day the municipal corporation container collects it. • For making profit the vendor is not using good quality vegetables. • Nursing documentation errors found in files of patients.
Suggestions for improvement	• Suggest documentation improvements after the audit. • Informed the Supervisor and Head of Department to improve the quality of raw materials in the pantry.
Plan for the next week	• Continue data collection for audit project. • Start observing nursing and clinical workflow in IPD wards. • Review the SOPs of Quality assurance at AIIMS. • Continue reviewing patient files for documentation gaps. • Keep observing scheduled departments. • Coordinate with Hospital Administrator and Assistant Nursing Superintendent for support and insights.

Signature of the Student: Priyesh Chouhan

Week Report - 4

Name of the Organization: AIIMS, Bhopal

**Area/ Department/ Project of Summer Internship Program: Hospital
Administration Department**

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 04

From: 2nd June 2025 to 7th June 2025

Activity Done	• Posted in the Outpatient department (OPD) for the whole week for observation. • Observed the workflow of OPD and around 5000 – 6000 per day and the timings are from 8 am to 1 pm. • Digitalization of patient admission in OPD as they are using their own app and they register the patients on the ABHA ID. • There are 15 counters for the registration of patients. • Telemedicine has also been practiced in AIIMS Bhopal. • There is a team of permanent employees and outsourced contract-based employees that assist the patients in ABHA ID and its registration. • I have been working on my project and done by observation in Medical ICU and interviewed nurses and observed and reviewed the discharged patients' files in the MRD department (25 files). • Reviewed some points of SOPs of Quality assurance of AIIMS Bhopal.
Linking theory (Classroom learning) with practice at your organisation	• Outpatient Department and its linkage to hospital Administration department. • Digitalization of OPD.

	• Nursing documentation and Medical Records documentation.
Gaps identified on the working area.	• Overcrowding in OPD. • Lack of resources in ICU. • Nursing documentation errors found in files of patients. • Workflow is not according to NABH guidelines.
Suggestions for improvement	• Suggest documentation improvements after the audit. • More manpower for assisting patients in ABHA registration. • Use of PPE and hygiene techniques according to NABH guidelines should be implemented
Plan for the next week	• Continue data collection for audit project. • Continue observing nursing and clinical workflow in IPD wards. • Continue reviewing the SOPs of Quality assurance at AIIMS. • Continue reviewing patient files for documentation gaps. • Keep observing scheduled departments. • Coordinate with Hospital Administrator and Assistant Nursing Superintendent for support and insights.

Signature of the Student: Priyesh Chouhan

Week Report -5

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 05

From: 09th June 2025 to 14th June 2025

Activity Done	☐ Posted in the Trauma and Emergency (TEM) department for the entire week for observation. ☐ Observed patient flow, emergency admission processes, and treatment of admitted patients (approximately 200 patients per day). ☐ Assisted in managing emergency cases, including gunshot wounds, accident victims, and burn patients. ☐ Observed the triage system (Yellow, Red, Green, and Kokila wards). ☐ Checked the quality of nursing care provided in the TEM. ☐ Interviewed MBBS interns and nursing staff. ☐ Continued reviewing the SOPs related to Quality Assurance at AIIMS. ☐ Observed documentation practices in the Medical Records Department (MRD). ☐ Presented progress on the audit project to the Head of the Hospital Administration Department.
Linking theory (Classroom learning) with practice at your organisation	☐ Understood the triage system in the hospital. ☐ Gained insight into medical records documentation.
Gaps identified on the working area.	Noted inadequate treatment time management due to high patient load. ☐ Identified a shortage of oxygen cylinders and ventilators.

	☐ Observed a lack of sufficient manpower, including attenders and housekeeping staff. ☐ Found nursing documentation errors in patient files.
Suggestions for improvement	☐ Suggested documentation improvements after the audit. ☐ Informed the HOD about the limitations and advised him to coordinate with the Medical Superintendent to make the required resources available.
Plan for the next week	☐ Continue data collection for the audit project. ☐ Continue observing nursing and clinical workflows in the IPD wards. ☐ Continue reviewing the SOPs related to Quality Assurance at AIIMS. ☐ Continue reviewing patient files for documentation gaps. ☐ Keep observing the scheduled departments. ☐ Coordinate with the Hospital Administrator and Assistant Nursing Superintendent for support and insights.

Signature of the Student: Priyesh Chouhan

Week Report - 6

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 06

From: 16th June 2025 to 21st June 2025

Activity Done	• Posted in the Laundry Services Department for the entire week for observation. • Observed the linen workflow, infection control protocols, and SOPs of laundry and linen services. • Noted that the laundry is outsourced but operates within AIIMS premises, using AIIMS-provided water and electricity (paid by the vendor), thus financially benefiting AIIMS. • Monitored the turnaround time for linen collection and distribution in wards. • Reviewed the quality of washing services, billing documentation, and conducted cost comparisons between current and previous vendors. • Initiated a sub-project focused on cost analysis and digitalization of laundry services. • Continued reviewing SOPs related to Nursing Services at AIIMS. • Assisted in the Quality Cell in the NABH accreditation process. • Observed documentation practices in the Medical Records Department (MRD) and reviewed files in the General Medicine Ward as part of the Nursing Audit project. • Presented project progress on laundry services to the Head of the Hospital Administration Department.
Linking theory (Classroom learning) with practice at your organization	• Understood the Support services and In- House management in the hospital. • NABH accreditation of Hospitals.

Gaps identified on the working area.	• Lack of managerial staff in the laundry. • No digital record-keeping system. • Outsourced vendors may not be cost-efficient. • Workflow does not follow some SOPs of hospital. • Nursing documentation errors found.
Suggestions for improvement	• Improve nursing documentation based on audit findings. • Propose digital linen tracking system. • Suggested cost-cutting and staff improvement to HOD.
Plan for the next week	• Continue nursing audit data collection. • Observe IPD nursing and clinical workflows. • Complete laundry sub-project. • Assist in NABH work and SOP reviews. • Review patient files for documentation gaps. • Visit scheduled departments. • Coordinate with Hospital Admin. and ANS. for guidance.

Signature of the Student: Priyesh Chouhan

Week Report - 7

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 07

From: 23rd June 2025 to 28th June 2025

Activity Done	• This week, I have been posted in the Public Relations Cell, Nuclear Medicine Department, and Hospital Infection Control (HIC) Department for observation. • In the PR Cell – observed the process of news drafting, social media handling, and protocol management for patients or relatives of politicians and public representatives. • Drafted a news article about the joining of Administration interns at AIIMS Bhopal, which was published in three newspapers. • Reviewed the machines and documentation in the Nuclear Medicine Department and observed the safety protocols being followed. • Attended a three-hour session in the HIC department and assisted in the training of housekeeping staff on guidelines and policies related to Hospital Infection Control and Biomedical Waste Management. • Learned about the prevention of Hospital-Acquired Infections (HAIs) and observed the infection control practices being followed at AIIMS Bhopal. • Transformed my nursing audit project into a KAP (Knowledge, Attitude, and Practices) study of healthcare workers toward infection control in ICUs at AIIMS Bhopal and started research. • Continued assisting the Quality Cell in the NABH accreditation process. • Observed the complete process of waste management, from segregation at the point of generation to collection by Indian Waste Management.
Linking theory (Classroom learning) with practice at your organisation	• Hospital infection control and biomedical waste management protocols. • Applied communication and PR management skills in real hospital settings. • Integrated research methodology and quality standards into project work.

Gaps identified on the working area.	• The post of PR Cell Officer has been vacant for the past 8 months. • Illiteracy among housekeeping staff contributes to lapses in infection control. • The Nuclear Medicine Department has not been operational for the past 3 months due to the unavailability of technicians. • Some staff members lack adequate knowledge of infection control practices.
Suggestions for improvement	• Fill vacant posts to ensure smooth departmental functioning. • Conduct regular infection control training for all staff. • Strengthen monitoring of nursing documentation and p
Plan for the next week	• Continue the research work, observation, and data collection. • Start conducting interviews and develop a questionnaire for healthcare workers. • Assist in NABH-related tasks and review Standard Operating Procedures (SOPs). • Visit the scheduled departments as per the rotation plan. • Coordinate with the Hospital Administration and Infection Control Officer for guidance

Signature of the Student: Priyesh Chouhan

Week Report - 8

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 08

From: 30th June 2025 to 05th July 2025

Activity Done	• This week, I have been posted in Hospital Infection Control (HIC) Department and CSSD department for observation. • Continued assisting the Quality Cell in the NABH accreditation process. • Continued observation in wards related to Infection Control and transformed and added an Infection Control project for reducing Healthcare Associated Infections. • Observed and reviewed the documentation of CAUTI, CLABSI and VAP. • Observed the machinery used in CSSD and also got an overview from CSSD manager. • Become a part of Fire and Safety training organized here at AIIMS Bhopal. • Observed the complete process of sterilization and tagging of sterile items and their receiving and collection from the staff.
Linking theory (Classroom learning) with practice at your organisation	• CAUTI, CLABSI and VAP. • Central Sterile Supply Department and its functioning. • Fire and Safety Training.
Gaps identified on the working area.	• Manpower limitation in CSSD. • VAP and CLABSI cases found. • All the machines are not used in CSSD. • 3 mandatory internal clinical audits required for NABH accreditation.

Suggestions for improvement	• Recruitment for manpower in CSSD, outsourced if permanent not possible. • Machines are top notch but should be utilized with supervision and coordination. • Further suggestions on HAI prevention after project completion.
Plan for the next week	• Continue the departmental observation, and data collection. • Assist in NABH-related tasks and review Standard Operating Procedures (SOPs). • Visit the scheduled departments as per the rotation plan. • Coordinate with the Hospital Administration and Infection Control Officer for guidance.

Signature of the Student: Priyesh Chouhan

Week Report - 9

Name of the Organization: AIIMS, Bhopal

Area/ Department/ Project of Summer Internship Program: Hospital Administration Department

Name of the Student: Priyesh Chouhan

Roll no: 2042 Stream: MBA-HM

Week no: 09 From: 07th July 2025 to 12th July 2025

Activity Done	• Posted in the Central Pharmacy Department for observation. • Continued work on the Infection Control Project related to Healthcare-Associated Infections (HAIs). • Co-ordination of Amrut Pharmacy and Central Pharmacy. • Observed workflow, storage, and issuing of medicines in the pharmacy. • Gained an understanding of pharmacy operations through E-Sushrut (CDEC), the hospital information system used at AIIMS Bhopal. • Conducted informal interviews with pharmacy staff regarding the pharmaceutical supply chain and stock management. • Collected data of 50 operated CABG patients at the CTVS ward for clinical audit.
Linking theory (Classroom learning) with practice at your organisation	•Hospital Information System (E-Sushrut) • Supply Chain Management •Quality system and SOPs.
Gaps identified in the working area.	• Manpower shortage in key departments. • Lack of proper coordination between wards and the pharmacy. • Delay in medicine supply beyond the 24hour limit. • Three mandatory internal clinical audits are pending for NABH accreditation
Suggestions for improvement	• Improve coordination between the pharmacy and clinical wards.

	• Ensure a timely medicine supply within 24 hours. • Conduct regular audits to monitor the pharmacy.
Plan for the next week	• Continue departmental observation and data collection, then begin analysing the collected data. • Coordinate with the Hospital Administration and Infection Control Officer for guidance and support.

Signature of the Student: Priyesh Chouhan

Approved by the IIHMR University's Mentor

Week Report – 10

Name of the Organization: AIIMS, Bhopal

**Area/ Department/ Project of Summer Internship Program: Hospital
Administration Department**

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

Week no: 10

From: 14th July 2025 to 21st July 2025

Activity Done	• Posted in the MRD, Sample Collection and Operation Theatre for observation. • Completed my work for and analysed the Infection Control Project related to Healthcare-Associated Infections (HAIs) and presented it in front of the HOD and Infection Control Department.
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	- Record keeping, birth and death registration and process of MLC cases handling is observed in the MRD. - Observed sample collection process, TAT of sample, waiting area, queuing, different zones and the registration and payment through online portal. - Introduction and orientation of OT by ANS and observation of different zones of OT, and saw the storage of medicines, linen, and sterilised OT items. - Completed the mandatory Clinical audit of CTVS department for NABH accreditation process. - For my contribution, my name has been included in the final CTVS audit report alongside surgeons. The report is approved by the Quality Cell and Administration Department and will be part of the final NABH report, to be presented at a national conference and considered for journal
	publication and it can be published in journals also.
Linking theory (Classroom learning) with practice at your organisation	- Different Zones in OT. - Medical records (birth, death, insurance and MLC) handling. - Clinical Audit for NABH accreditation. - Sample Collection Process.

Gaps identified in the working area.	• Manpower shortage in the departments. • Lack of resources in OT. • Some cases of HAI (CAUTI, CLABSI, and VAP) in ICU. • Lack of attendants in the Sample Collection Department, and the limited space leads to overcrowding. • Medical records are kept manually.
Suggestions for improvement	• Proposal for manpower recruitment. • Increasing space for the sample collection department. • Medical records should be kept digitally for smooth functioning. • Bundle care should be followed to reduce HAI in ICUs.
Plan for the next week	• The internship in the Department of Hospital Administration ended on 21st July 2025. • I will complete all formalities and collect the internship certificate. • I will prepare the poster for a presentation. • I will report back to college this week.

Signature of the Student: Priyesh Chouhan

Approved by the IIHMR University's Mentor

Compiled Report of Summer Internship

Name of the Organization: AIIMS, Bhopal

**Area/ Department/ Project of Summer Internship Program: Hospital
Administration Department**

Name of the Student: Priyesh Chouhan

Roll no: 2042

Stream: MBA-HM

From: 13th May 2025 to 21st July 2025

Activity Done	Over the course of ten weeks, I was rotated through multiple departments at AIIMS Bhopal, which helped me understand hospital operations holistically. Activities included: • Administrative Orientation & Department Rotations: ○ Submission of undertaking and orientation. ○ Introduction to MRD, Engineering, ICU, OPD, and Dietary Services. ○ Daily observation of workflow and departmental functioning. • Departmental Observations: ○ Engineering: Water supply infrastructure, HVAC systems, fire safety. ○ ICU: Digital vitals monitoring, documentation, and infrastructure issues. ○ Dietary: Food quality checks, vendor system, meal delivery, and hygiene. ○ OPD: ABHA registration, telemedicine integration, digitalization. ○ Trauma and Emergency: Triage system, patient flow, resource limitations. ○ Laundry: Linen turnaround, infection control, outsourcing analysis.
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	○ PR Cell: Media coordination, patient handling protocols. ○ HIC: Biomedical waste management, infection control training. ○ CSSD: Sterilization workflow, equipment handling, manpower gaps. ○ Pharmacy: E-Sushrut use, stock management, interdepartmental coordination. ○ MRD & OT: MLC cases, birth/death registration, OT zone functioning. • Project & Audit Work: ○ Carried out a Nursing Audit aligned with NABH standards. ○ Transformed into a KAP study on Infection Control in ICUs. ○ Supported NABH-related documentation and clinical audits. ○ Contributed to the final CTVS audit report, acknowledged in official NABH documentation
Linking theory (Classroom learning) with practice at your organisation	The internship provided an excellent opportunity to relate classroom learnings to hospital functioning: • Hospital Operations & Quality Management: Applied concepts such as SOP design, service quality indicators, and NABH compliance across departments like laundry, dietary, and CSSD. • Medical Documentation: Gained exposure to patient file audits, discharge summaries, and MRD protocols. • Support Services Management: Engineering, laundry, and infection control demonstrated real-world complexities of non-clinical services.

	• Digital Health Systems: Learned E-Sushrut (HIS), OPD digital registration via ABHA ID, and gaps in digital MRD. • Research Methodology & Audit Tools: Implemented KAP studies, data collection techniques, clinical audits, and SOP evaluations
Gaps identified on the working area.	Significant operational and quality-related issues were observed, such as: • Infrastructure & Resource Limitations: ○ Fire safety without flame detectors or sprinklers in ICUs. ○ Shortage of oxygen cylinders, ventilators, and attendants in Emergency and ICU. ○ Overcrowding and limited space in OPD and sample collection areas. ○ Unused sterilization machines in CSSD. • Documentation & Digitalization: ○ Consistent errors in nursing documentation across departments. ○ Manual record-keeping in MRD. ○ Lack of digital systems in laundry, pharmacy coordination, and sample collection. • Human Resource Issues: ○ Vacant posts (e.g., PR Officer). ○ Manpower shortage in laundry, pharmacy, CSSD, and sample collection units. ○ Lack of trained staff for infection control protocols. • Infection Control Concerns:

	○ Cases of CAUTI, CLABSI, and VAP in ICUs. ○ Poor adherence to HIC protocols in some departments
Suggestions for improvement	Based on the observed gaps, I propose the following: • Infrastructure & Equipment: ○ Install flame detectors and sprinklers in sensitive areas. ○ Ensure optimal usage of sterilization equipment and OT inventory. • Digital Integration: ○ Implement digital record-keeping in MRD and laundry. ○ Upgrade coordination systems between departments like pharmacy and wards. • Human Resource Enhancements: ○ Recruit or outsource for departments facing acute manpower shortages. ○ Fill crucial vacant posts to improve PR and infection control coordination. • Infection Control Measures: ○ Conduct regular training on HAI prevention and SOP adherence. ○ Strengthen internal audit mechanisms for infection monitoring. • Policy & Coordination: ○ Foster coordination between Hospital Admin and Medical Superintendent. ○ Ensure adherence to NABH guidelines in all clinical and non-clinical operation

Signature of the Student: Priyesh Chouhan

Approved by the IIHMR University's Mentor