

SUMMER INTERNSHIP PROGRAM

at

MBS HOSPITAL, KOTA

From **15/05/2025** to **29/07/2025**

Summer Internship Report

A REPORT BY

PREETI KASHYAP

Master of Business Administration

(HOSPITAL & HEALTH MANAGEMENT)

Roll no – 2036

2024-26

under the Mentorship of

Tripti Bisawa





Name of Institution- *MBS Hospital, Kota (Raj.)*

**Completion Certification from the Organization
CERTIFICATE**

This is to certify that Dr./Mr./ Ms. **Preeti Kashyap** of **MBA-HM 29/ IIHMR University** has worked with our organization for his/her summer internship from **15/05/2025** to **29/07/2025** The overall performance shown by him/her during the period was excellent/good/average.

Date: -

(Signature of organization Mentor)

Name – **Dr. Dharm Raj Meene**

Designation – **M.S.D. Suptd.**

Seal Stamp of the Organization.

अधीक्षक
महाराव भीमसिंह चिकित्सालय
कोटा

अधीक्षक,
महाराव भीमसिंह चिकित्सालय,
कोटा (राज.)।

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Preeti Kashyap** 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.

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

Date: 30/07/2025

A handwritten signature in blue ink, appearing to be 'Tripti Bisawa', written over a horizontal line.

Tripti Bisawa

Professor

About the Organization

Maharao Bhim Singh (MBS) Hospital, located in Kota, Rajasthan, is affiliated with Government Medical College, Kota was established in 1992. It's a major tertiary care public hospital in Hadoti Region with a capacity of 750 beds, the hospital serves approximately 8 lakh patients annually.

Vision:
To be a leading healthcare provider in the region, known for its excellence in medical care, advanced facilities, and a supportive environment for patients and their families.

Mission:
To deliver high-quality, accessible, and patient-centric healthcare services in Kota, Rajasthan. This includes providing a wide range of medical treatments, surgeries, and procedures, as well as promoting patient health and well-being through various support services.

About internship

- Learnings**
 - Decision making, time management & communication Skills are necessary.
- Usefulness**
 - Got real experience regarding hospital administration.
- Challenges**
 - Lack of data in departments.
 - Due to daily footfall of 3500 pts. in the hospital it is not possible for staff to explain everything.



About the Project

Objectives :-

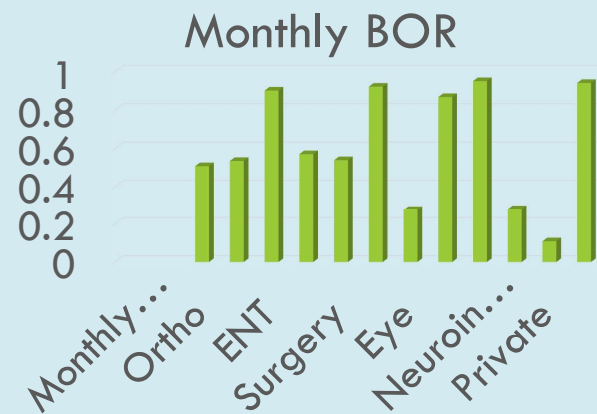
- To analyse existing bed allocation and patient flow processes at MBS Hospital.
- To identify key bottlenecks and inefficiencies in bed management.

Methodology :-

- Data collected from various wards.
- Interviews to gather qualitative data from hospital staff about current practices.

Findings:-

Currently the average BOR of the hospital is 53.50%



Suggestions :-

- A Centralized digital system should be implemented in the hospital for real time bed status across all the wards.
- Flexing staffing arrangement should be made to coincide with times of high demand.

Nodal Officers of Various Departments(34)

भारत सरकार
सामाजिक न्याय और अधिकारिता विभाग,
सामाजिक न्याय और अधिकारिता विभाग

भारतीय कृत्रिम अंग निर्माण निगम (एलिम्को)
(भारत सरकार का उपक्रम)

राष्ट्रीय वयोश्री योजना

वरिष्ठ नागरिकों के लिए निःशुल्क सहायक उपकरण प्राप्त करने हेतु

आवश्यक प्रपत्र

- आधार कार्ड (60 वर्षीय एवं अधिक)
- आय प्रमाण पत्र / पेंशन प्रमाण पत्र

(निकले गये फोटो के मूलिक जमा करने 15000/- प्रति माह के तहत (प्रत्येक माह) वार्षिक अंश (एलिम्को) वार्षिक निवृत्ति (एलिम्को) एवं निवृत्ति एवं इन प्रमाण पत्रों के साथ) अगर कहीं पर फॉर्म नहीं मिले तो निम्नलिखित लिंक पर जाकर फॉर्म डाउनलोड करें।

अतिरिक्त जानकारी के लिए सहायक को

प्रधानमंत्री दिव्यांगा केंद्र, जयपुर

सामाजिक न्याय अंश, श्री. आर.पी. परियार, आगरा रोड, जयपुर (राज.) 302031

Contact us: 8062803600, 8571413502, 8114362165

www.socialjustice.gov.in | www.depnd.gov.in | www.alimco.in

@ALIMCOHQ | @ALIMCOHQ | www.youtube.com/alimcohq



Strength

- Established Tertiary Care center
- Wide range of Specialties & Service.
- Affordable/Free treatment for vulnerable sections.

Weakness

- Overcrowding & Resource Strain.
- Staffing challenges.
- Slow decision making.

Opportunities

- Government Initiatives for healthcare improvement
- Technological adoption

Threats

- Budgetary constraints & allocation challenges

Reporting Format (Week 1)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

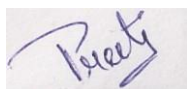
Stream: MBA-HM

Week no:01

From: 15/05/2025 to: 17/05/2025

Activity Done	Orientation & Hospital Visit.
Linking theory (Classroom learning) with practice at your organisation	Various Departments are seen in the hospital.
Gaps identified on the working area.	Some Departments are missing like CSSD, Food Court.
Suggestions for improvement	Departments which are nonfunctional or unavailable should be maintained and managed properly.
Plan for the next week	OPD observation & OPD Queue management.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 2)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

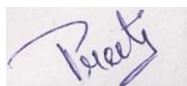
Stream: MBA-HM

Week no:02

From: 19/05/2025 to: 24/05/2025

Activity Done	• Data collection of IPD & OPD from various Departments. • Data Collection of MAA Yojana that how many beneficiaries are there and how out of that how many have claimed in both IPD& OPD. • Helped MS in managing the opening of new wing Divyasha for the PWD organised by Govt. within the hospital premises. • Data Collection of RGHS Scheme that how many beneficiaries are there and how out of that how many have claimed in both IPD& OPD. • Constructed a rough map of the old emergency building of the hospital.
Linking theory (Classroom learning) with practice at your organisation	• National Health Programs • Essential of Hospital Services.
Gaps identified on the working area.	No proper signage or map in the building showing the location of different wards & departments.
Suggestions for improvement	Constructing the map of the building for feasibility of the patients, visitors & of staff also.
Plan for the next week	Not assigned until now.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 3)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

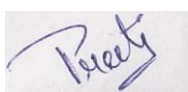
Stream: MBA-HM

Week no: 03

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

Activity Done	• Made excel sheet of MOIC & NG managers list of various departments in the Hospital. • Made report of Parking area. • Coordinated along the Hospital & Inspection Team on the day of inspection.
Linking theory (Classroom learning) with practice at your organisation	• No linking theory
Gaps identified on the working area.	• Lack of proper hygiene in some areas of the hospital. • Some ceilings are broken.
Suggestions for improvement	• Hygiene should be maintained. • Renovation is needed in the old building.
Plan for the next week	• Project on manpower in the new IPD Building.

Signature of the Student:



Approved by the IIHMR University's Mentor

Reporting Format (Week 4)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

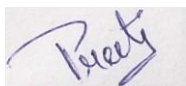
Stream: MBA-HM

Week no: 04

From: 02/06/2025 to: 06/06/2025

Activity Done	• Collected data of RGHS OPD & IPD. • Observed work and patient flow in RGHS OPD. • Made New IPD Building Manpower List. • Observed the reason for claim rejection in RGHS OPD.
Linking theory (Classroom learning) with practice at your organisation	• No linking theory
Gaps identified on the working area.	• Lack of proper manpower on the RGHS counter. • Some Claims are rejected. • Lack of awareness among the Patients.
Suggestions for improvement	• Create awareness among the patients. • Manpower should be increased.
Plan for the next week	• Project on bed occupancy in the IPD.

Signature of the Student:



Approved by the IIHMR University's Mentor

Reporting Format (Week 5)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

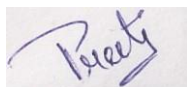
Stream: MBA - HM

Week no: 05

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

Activity Done	• Observed RGHS IPD workflow and identified reasons for claim rejection. • Observed OPD and proposed suggestion for queue management. • Collected bed occupancy data from various department. • Calculated bed occupancy rate of the departments from the collected data.
Linking theory (Classroom learning) with practice at your organisation	• No Linking Theory
Gaps identified on the working area.	• Lack of Knowledge among staff related to the RGHS. • Lack of proper queue management. • Lack of proper bed turnover and hygiene facility.
Suggestions for improvement	• Proper queue management needed. • Upskilling programs are needed to be introduced for making staff knowledgeable.
Plan for the next week	• Queue Management Implementation.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 6)

Name of the Organisation: Department of Medical Education

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

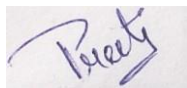
Stream: MBA - HM

Week no: 06

From: 16/06/2025 **to:** 22/06/2025

Activity Done	• Worked on OPD queue management • Collected bed occupancy and beds available data from some departments.
Linking theory (Classroom learning) with practice at your organisation	• No Linking Theory
Gaps identified on the working area.	• Lack of proper facility to start OPD registration counters at respective floors of OPD department located.
Suggestions for improvement	• Proper facilities should be made available for proper queue management.
Plan for the next week	• Queue Management Implementation.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 7)

Name of the Organisation: MBS Hospital, Kota

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

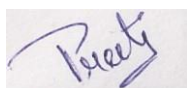
Stream: MBA - HM

Week no: 07

From: 23/06/2025 **to:** 29/06/2025

Activity Done	• Visited OPD daily for queue management project. • Observed admission discharge process, bed turnover, bed conditions of the departments. • Collected bed occupancy data from burn, cancer, neurointerventional lab. ICU, Emergency Surgery and medicine ward.
Linking theory (Classroom learning) with practice at your organisation	• No Linking Theory
Gaps identified on the working area.	• Lack of facilities. • Lack of digitalization. • Data insufficiency.
Suggestions for improvement	• Real time bed occupancy should be recorded for the easy and fast bed allocation and referral system.
Plan for the next week	• Working on bed occupancy project.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 8)

Name of the Organisation: MBS Hospital, Kota

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

Stream: MBA - HM

Week no: 08

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

Activity Done	• Observed OPD for the queue management project. • Collected bed occupancy data from various department. • Calculated bed occupancy rate of the departments from the collected data.
Linking theory (Classroom learning) with practice at your organisation	• No Linking Theory
Gaps identified on the working area.	• Lack of proper working conditions. • Lack of proper bed turnover.
Suggestions for improvement	• Start digitalization in the hospital.
Plan for the next week	• Working on bed occupancy project.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 9)

Name of the Organisation: MBS Hospital, Kota

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

Stream: MBA - HM

Week no: 09

From: 07/07/2025 **to:** 13/07/2025

Activity Done	• Observed OPD for the queue management project. • Completed report on the bed occupancy project.
Linking theory (Classroom learning) with practice at your organisation	• No Linking Theory
Gaps identified on the working area.	• No Proper record of admission and discharge timings.
Suggestions for improvement	• No suggestions given.
Plan for the next week	• Not Mentioned until now.

Signature of the Student



Approved by the IIHMR University's Mentor

Reporting Format (Week 10)

Name of the Organisation: MBS Hospital, Kota

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

Stream: MBA - HM

Week no: 10

From: 14/07/2025 **to:** 20/07/2025

Activity Done	- Submitted report on the bed occupancy project. - Visited Laboratory & OPD Building.
Linking theory (Classroom learning) with practice at your organisation	No Linking Theory
Gaps identified on the working area.	Improper allocation of beds in the departments.
Suggestions for improvement	For real-time bed status across all wards, implement a straightforward, centralized digital system.
Plan for the next week	Poster Completion.

Signature of the Student



Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organization: MBS Hospital, Kota

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

Name of the Student: Dr. Preeti Kashyap

Roll no: 2036

Stream: MBA - HM

Activity Done	• Collected data to create excel sheet regarding following issues: - ✓ IPD & OPD from various departments. ✓ Average waiting time for registration in lab & Radio Department. ✓ Average waiting time for sample collection. ✓ No. of beneficiaries in IPD & OPD of RGHS & MAA Yojana. ✓ No. of claims submitted and rejected under RGHS & MAA Yojana. ✓ MOIC & NG managers list of various departments in the Hospital. ✓ About parking area, food court, Annapurna rasoi & maintenance facilities in the hospital. • Completed checklist of hospital infrastructure & Hygiene. • Suggested some queue management system. • Made manpower list of new IPD building according to the IPHS norms. • Observed patient flow, work process of both IPD & OPD, reasons of claim rejection in IPD & OPD of RGHS. • Created spreadsheet of doctors & all information about OPD rooms, including No. of doctors in each room, building in which the department is located along with the floor and respective room no. • Completed KPI report about average waiting time in OPD, Lab, X-ray, CT scan, DDC, MRI, No. of claims submitted & rejected in RGHS, no. of claims submitted & rejected in MAA Yojana, avg. bed occupancy rate of the hospital. • Regularly visited OPD building for observing the work of Queue Management Project. • Collected data of sanctioned bed in the hospital from the MRD. • Collected daily census report of May 2025 from all the wards. • Calculated daily, weekly, & monthly BOR of all the wards. • Made report on Optimizing bed allocation at MBS Hospital.
----------------------	--

Linking theory (Classroom learning) with practice at your organization	• Principle of management. • Essential of hospital services. • Behavior communication. • National Health Programs running in the hospital.
Gaps identified on the working area.	• No proper signage or map in the building showing the location of different wards & departments. • Lack of proper hygiene in some areas of the hospital. • Some ceilings are broken. • Lack of manpower & knowledge among few staffs in the hospital. • Data insufficiency. • Admission & discharge time is not mentioned in any ward. • Bed turnover is seen only in critical care unit. • Improper bed allocation in the hospital.
Suggestions for improvement	• Departments which are nonfunctional or unavailable should be maintained and managed properly. • Proper signages should be introduced in Every building of hospital. • Maintenance should be done in the old building and hygiene need to be maintained. • Adequate manpower needs to be maintained in the hospital. • Upskilling & reskilling programs need to be introduced in the hospital for the staff.
Key Learnings	• Learned about Rajasthan Government Health Scheme and how it works. • Importance of decision making, time management, effective communication skills. • Learned about IPHS norms for staff allocation in hospitals. • Learned about MAA Yojana. • Learned importance of signages in each building of the hospital. • Bed allocation is also an important function as it is interconnected with other hospital functions like patient admission, inter-departmental transfer & discharge process. • For public hospitals facing resource constraints, optimizing existing processes (e.g., streamlined discharges, improved communication, faster bed turnover) often yields more immediate and cost-effective improvements than simply adding more beds.

Signature of the Student

Approved by the IIHMR University's Mentor