



SUMMER INTERNSHIP PROGRAM

At

**GOVERNMENT OF RAJASTHAN (GOR)
(SMS) SAWAI MAN SINGH HOSPITAL, JAIPUR**

From 15th May 2025 to 29th of July 2025

A REPORT BY

Pragati Bhojak

Master of Business Administration

(Hospital and Health Management)

Roll No - 2026

2024-26

Under the Mentorship of

Dr. Vinod Kumar SV

DEAN (SCHOOL OF PUBLIC HEALTH)

Name of Institution

SAWAI MAN SINGH HOSPITAL (JAIPUR)

Completion Certification from the Organization

CERTIFICATE

This is to certify that Dr. **PRAGATI BHOJAK** of batch **2024-2026** from **IIHMR UNIVERSITY, JAIPUR** (Department of **MBA-HOSPITAL AND HEALTH MANAGEMENT**) has worked with our organization for her summer internship **from 15 May 2025 to -29 July 2025**. The overall performance shown by her during the period was excellent.

Date:- 29 July 2025

(Signature of organization Mentor)

Name – Dr. Sushil Kumar Bhati

Designation – Medical Superintendent



Seal Stamp of the Organization.

, धाकत्सा अर्वाक्षक
साई मानसिंह धिदितालय
जयपुर

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. PRAGATI BHOJAK** of academic year 2024-26 institute of Health Management has prepared a poster with respect to her summer internship held during May-July 2025.

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

Date: 31/07/2025

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

Dr. Vipod Kumar SV

Professor

REPORT – WEEK NO 01

Name of the Organisation: SMS Hospital , Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

Stream: MBA-Hospital and Health Management

Week no: 01

From: 15th May 2025 to 17th May 2025

Activity Done	• I was given a task to Record the Average waiting time of a patient before he sees the doctor in the OPD and this was done by direct patient interaction. • In the above task I also collected the average waiting time of a patient before his sample is collected by the laboratory. • Recorded average waiting time for a patient to use MRI, X- Ray, CT-Scan, USG by direct interaction with the patients. • Recorded number of claims submitted and rejected in MAA-YOJANA as percentage of IPD registration • Recorded no. Of claims submitted under RGHS for beneficiaries eligible for both IPD and OPD. • During the above tasks I was able to understand the working of the MAA - YOJANA and RGHS which are dedicated schemes in government hospitals. • Learned about the journey of a patient from arrival to admission .
Linking theory (Classroom learning) with practice at your organisation	• Data collection of patient waiting time and analysis linked with the biostatistics • Government health insurance schemes under national health programs. • Utilised theoretical understanding of Fayol's theory of management from the module Principles of Management.
Gaps identified on the working area.	• Lack of signages in the hospital campus often leaving patients misguided and sometimes deprived from treatment since the OPD timings are limited to certain hours. • The hospital campus needs to be more cleaner in terms of corridors and wards making it infection free and safer for patients as well as the hospital staff. • Improper allocation of manpower, manual entries are being done by staff single handedly and manually , approximately the staff to queue ratio being 1: 50 at a single window, therefore reducing efficiency of hospital delivery services.
Suggestions for improvement	• Proper signage boards for the patients in the hospital campus for better patient navigation. • Online integrated registration system at each and every window of the hospital , replacing manual entries totally. • More proper queue management.

	• Colour coded stripes for each department/building for easy navigation for illiterate patients which will help them understand the directions to a particular building/department making patient navigation easier.
Plan for the next week	• I will go on rounds and will visit and get introduced with different departments , functional in different buildings of SMS hospital

Signature of the Student:



Approved by the IIHMR University's Mentor

REPORT – WEEK NO 02

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

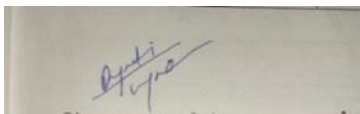
Stream: HM

Week no: 02

From: 19th to 24th May 2025

Activity Done	• I was given a task to prepare and submit an excel sheet comprising of all the recorded data from RGHS, MAA-YOJANA, and waiting time recorded from all the OPDs and blood sample collection unit. • I had visited and observed the working system of Neurology department IPD, General Medicine IPD ward and BMRC situated in the Bangad building. • Worked with the management team and collected data regarding the number of rooms, its allotment and condition for improving space management and better use of vacant and empty spaces present in various departments of the hospital building
Linking theory (Classroom learning) with practice at your organisation	• Was able to apply theoretical knowledge of OPD and IPD services from essentials of Hospital services module. • Was able to apply Excel skills taught in the basic excel module
Gaps identified on the working area.	• Common washrooms between rooms in wards making it difficult for the female patients to use the washrooms. • The beds are congested with no proper bed to wall space ratio thus reducing ventilation with overcrowding. • Absence/limited visitor's sitting area. • Lack of dedicated inventory section in IPDs making it congested in the wards with inventory such as trolley wheelchairs being kept open in the wards thus reducing space. • Drugs kept open making it directly accessible to the patients. • Elevation of beds in Neuro ward is being done manually, which can be threatening to the patients in many cases.
Suggestions for improvement	• Separate male and female wards and washrooms with signage boards above them representing both separately. • Dedicated inventory room/ space for keeping all the equipment in a separate space.

	• Semi functional fowler's bed can replace the manually elevated beds in neuro wards which will help with proper needed elevation of the patient. • There are ample number of rooms available in different departments of the hospital, which can be used more proficiently thus solving the space issue certainly found in Government hospitals.
Plan for the next week	• I will visit ,observe and understand . the functioning of the different clinical as well as non clinical departments of the hospital.



Signature of the Student:

Approved by the IIHMR University's Mentor

REPORT WEEK NO -03

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

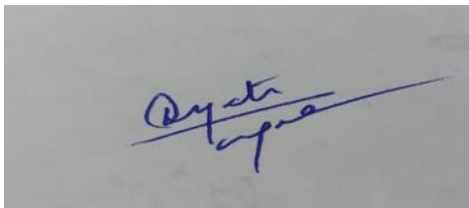
Stream: MBA-HM

Week no: 03

From: 26th May to 31st May 2025

Activity Done	• Observed and understood the functioning of different OPDs , their staffing process , duty roaster formation and also understood the patient flow in IPD wards , understood the unit wise distribution of wards among doctors with definite admission days allotted to particular unit with particular doctors on different days of the week • I was allotted a live project by my organization mentor where I was a part of the team of newly launched inhouse Sampark Helpline Portal 2.0 , an inhouse patient feedback system dedicated entirely to SMS hospital this comes under the topic patient grievance and feedback mechanism, for improving service delivery in the hospital . • Worked with the team on the mapping of different subjects , with appropriate L1,L2,L3,L4 to handle the grievances and resolve them accordingly and provide better services to patients. • Was a part of the sensitization session of the mapped L1-L4 officers , a brief about the working of the website and operating it was given by the team to the mapped officers.
Linking theory (Classroom learning) with practice at your organisation	• Utilized theoretical understanding of IPD (Inpatient department) and OPD (Outpatient department) , manpower planning and duty allocation from the hospital services module. • Utilized theoretical understanding of Organization structure from the Organization behaviour module.
Gaps identified on the working area.	• Inadequate signage and patient navigation , especially for first-time visitors due to which some patient even do not get a chance to get the treatment done thus visiting the next day making it difficult for patients visiting from a distance. • Lack of promotion of the new inhouse Sampark helpline portal. • Manual inventory tracking being done in the wards
Suggestions for improvement	• Promote the helpline with posters/ banners / boards for making patients and staff aware about the active feedback mechanism launched by the hospital .

	• A system should be established to see the staffing gaps and allocation of duty roasters according to the hourly needs , thus making staff available in the peak hours . • Inventory tracking should be done by integrating it into the IHMS ward wise making medicines, trolley wheelchairs tracking easy and available when they are needed
Plan for the next week	• Will be working on the live project allotted by my mentor , “ Sampark helpline portal 2.0”. • Will visit and observe the entire functioning of blood sample collection unit



Signature of the Student

Approved by the IIHMR University's Mentor

REPORT WEEK NO -04

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

Stream: MBA-HM

Week no: 04

From: 02nd to 07th June 2025

Activity Done	• Observed and understood the functioning of entire blood sample collection process , beginning from the blood sample collection, lab processing of the blood sample and collection of the reports by the patient. • Understood the functioning process of the microbiology lab in detail. • Resolved, conveyed , and coordinated staff queries of majorly the mapped officers in the helpline portal regarding the functioning of the Samparkhelpline to the IT team. • Prepared training material in the form of a PowerPoint presentation for the easy understanding of how the portal works while using the website for the mapped L1-L4 officers .
Linking theory (Classroom learning) with practice at your organisation	• Was able to utilize theoretical understanding and importance of patient centric communication system from the module Principles of Management. • Was able to utilize theoretical understanding and importance of decentralized work environment from the module Principles of Management in organizations to function in a more efficient way.
Gaps identified on the working area.	• Inadequate training of security guards regarding guiding the patients in the hospital premises • Lack of proper disposal of used cotton pads after blood sample collection by the patients , increasing chances of infection
Suggestions for improvement	• Promote the helpline sampark portal through different ways encouraging patients and management to use it thus increasing efficiency. • Proper signages posters for different counters in the blood collection unit. • Appropriate infection control practices in the blood sample unit. More proper infection control practices need to be there in Blood sample collection unit , proper disposal of cotton pads after usage by the patients should be assured by instructing them to dispose it in the bins provided in the unit.
Plan for the next week	• Will continue working on the current ongoing live project and manage and resolve staff queries related to the inhouse Sampark helpline portal 2.0. • Will visit and understand the functioning and entire processing of Blood Bank

Signature of the Student:

A small, square, light gray box containing a handwritten signature in blue ink. The signature is cursive and appears to be 'S. K. Singh'.

Approved by the IIHMR University's Mentor

REPORT WEEK NO-05

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

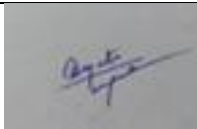
Stream: MBA-HM

Week no: 05

From: 09th June to 14th June 2025

Activity Done	• Observed and understood the functioning of entire blood bank department, the workflow of each desk in the department beginning from the entry of the patient, registration, sample collection, cross matching , blood component segregation, issuing of blood , also the record keeping and documentation. • Was a part of the training session held for training the mapped L1,L2 officers in the Sampark helpline 2.0, discussed some technical issues faced by the officers while using the portal and worked upon ways of addressing those issues. • Worked upon the availability of number of wheelchairs and trolleys in the emergency and OPD building . • Formed an audit checklist and audited the main trolley and wheelchair stores in both the buildings found some valuable facts about the non availability during peak hours.
Linking theory (Classroom learning) with practice at your organisation	• Was able to utilize theoretical learning from health policy modules highlighting quality assurance guidelines of MoHFW , assuring presence of structured grievance redressal mechanism.
Gaps identified on the working area.	• Lack of number of trolley pullers. • Lack of number of trolleys and wheelchairs • No of trolley pullers are extremely low. • Patient visitors after issuing the wheelchair and trolleys do not submit them back after there use causing lack in number for the other patients to use the trolleys and wheelchair. • No dedicated person present to monitor and record entries of the issued inventory. • The entries are being done manually. • Though there is lack of manpower the register is also maintained by one of the trolley pullers turn wise daily .

Suggestions for improvement	• Number of trolley pullers should be increased the trolley puller to patient ratio is quite unfair. • The wages of trolley pullers should be increased. • No of wheelchairs and trolleys need to be increased. • A dedicated online portal for trolley request can be made in order to track the number of trolleys issued per day and number of trolleys submitted back thus making monitoring easier. • Helpdesk for trolleys for patient navigation. • The submitted document by the patient should be other than adhaar card such as voter Id to ensure trolley submission.
Plan for the next week	• Will continue working upon live project Sampark helpline 2.0 • Will visit and observe the functioning of trauma and emergency Centre.



Signature of the Student:

Approved by the IIHMR University's Mentor

REPORT WEEK NO-06

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

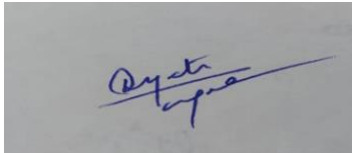
Stream: MBA-HM

Week no: 06

From: 16th June to 21st June 2025

Activity Done	• Visited and observed functioning of departments in trauma and emergency center. • Attended BLS and CPR training workshop organised by skill development department trauma and emergency center. • Also Worked upon ways of making trolleys and wheelchairs easily available for patients. • Located areas in the hospital for appropriate guiding signage boards in the hospital premises for patients as patients find difficulty in reaching the departments/ buildings for different treatment
Linking theory (Classroom learning) with practice at your organisation	• Was able to utilize theoretical learning from the topic Accident and emergency services, from the hospital services module. • Was able to utilize theoretical learning from the topic ICU, OT, from the Hospital services module
Gaps identified on the working area.	• Late submission of trolleys and wheelchairs by the patients is reducing efficiency as the number of trolley pullers available are immensely less thus engaging them in searching the trolleys all over the hospital and reducing efficiency during peak hours • All the staff in emergency and trauma are not strictly trained and certified for BLS and CPR training which is basic. • Less no of beds available in triage area specially in Red area the beds no needs to be increased . • No signage boards in hospital premises for patients to understand where the building they need to go is located
Suggestions for improvement	• There can be a maintenance register in each ward in emergency and trauma center in order to make sure that the staff of each dept. is trained and certified in BLS and CPR. • The number of beds need to be increased in the triage area by 2-3 specially in red area. • GPS sensors can be attached to trolleys and wheelchairs to easily detect their locations.

	• Proper signage boards in the hospital premises need to be placed at different locations making it easier for patients to locate the building they want to go to for treatment
Plan for the next week	• Will work in the live project of Sampark helpline • Will start working on analysis of trauma and emergency center. • Will work on signage boards in hospital premises



Signature of the Student

Approved by the IIHMR University's Mentor

REPORT WEEK NO -07

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

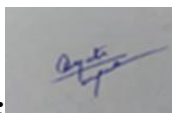
Stream: MBA-HM

Week no: 07

From: 23rd June to 28th June 2025

Activity Done	• Collected essential data related to survey in my project (Assessment of BLS and CPR training protocols among Staff in emergency and trauma centre.) • Continued Working upon Sampark helpline Portal. • Located areas in the hospital for appropriate guiding signage boards in the hospital premises for patients as patients find difficulty in reaching the departments/ buildings for different treatment.
Linking theory (Classroom learning) with practice at your organisation	• Utilized theoretical learning from patient feedback and grievance redressal mechanism from NABH presentations, from the module essentials of health economics and financing
Gaps identified on the working area.	• There are a lot of areas in the hospital which need signage boards for easy patient navigation thus making it easier for patients to reach to the right building , overall increasing efficiency. • More training should be given to the nursing staff regarding BLS and CPR . • Visitors waiting area is must needed in the trauma and emergency centre floor wise
Suggestions for improvement	• More training should be given to the nursing staff regarding BLS and CPR awareness . • Visitors seating in the waiting area is must needed in the trauma and emergency centre floor wise
Plan for the next week	• Will work on my project “ Assessment of BLS and CPR training protocols among staff in emergency and trauma”, which includes evidence based data collection. • Will continue working on Sampark helpline portal . • Will continue working on locating areas which need signage boards

**Signature of the student :
Mentor**

A small, square, grayscale image showing a handwritten signature in blue ink on a light background. The signature is cursive and appears to be 'Rajesh Kumar'.

Approved by the IIHMR University's

REPORT WEEK NO-08

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

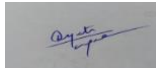
Stream: MBA- HM

Week no: 08

From: 30th June to 5th July 2025

Activity Done	• Performed questionnaire survey by direct interaction with my sample staff in the various departments of Emergency and Trauma centre including wards , ICUs and Labs. • Made a detailed mapping list of entire 6 buildings subject wise , for better and easy way of tracking complaints through the pendency reports , which will help resolving the complaints in lesser time.
Linking theory (Classroom learning) with practice at your organisation	• Organisation behaviour (helps in understanding at different personality types at workplace and how we can deal with them)
Gaps identified on the working area.	• Absolute no training regarding BLS and CPR of Ward boys in every department of the emergency and trauma center. • Inclusion of Ward boys in training for Biodegradable waste management.
Suggestions for improvement	• Floor wise visitors seating area in emergency and trauma center. • Appropriate inclusive training for ward boys of every department Regarding BLS and CPR. • Inclusion of Ward boys in training
Plan for the next week	• Will continue working on my project, with evidence based data collection. • Will continue working in Sampark helpline portal

Signature of the Student:

A small, rectangular image showing a handwritten signature in blue ink on a light-colored background. The signature is stylized and appears to be written on a piece of paper.

Approved by the IIHMR University's Mentor

REPORT WEEK NO -09

Name of the Organisation: SMS Hospital , Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

Stream: MBA-HM

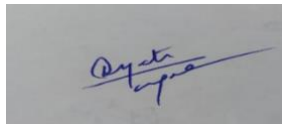
Week no: 09

From: 7th July to 12th July 2025

Activity Done	• Was a part of the helpline team and conducted the second training session of mapped officers in Sampark helpline portal, in which they were given a brief upon how to use the website , and resolve the issues on their dashboard, issues faced by them were discussed and the technical shortcomings of the portal were discussed and ways how they can be handled were discussed. • Worked upon documentation of my project assessment of BLS and CPR training in the staff of emergency and trauma centre
Linking theory (Classroom learning) with practice at your organisation	• Patient feedback mechanism, (patient-centric care and it's importance) • Organisation behaviour (helps in understanding at different personality types at workplace and how we can deal with them)
Gaps identified on the working area.	• Found some technical issues in the helpline portal, such as complaints appearing in the pendency report and not on the mapped officer's dashboard , making it hard to address and resolve the issues. • Found some technical issues faced by the operators in the call centre , while registering the complaints in the portal, such as limited accessibility to caller's contact number , or tracking of the complaint after registration
Suggestions for improvement	• Intra days complaint need to be resolved as they remain unaddressed due to the long timeline and the patient returns unsatisfied. • Mapping of some departments that are left needs to be done in the Sampark helpline portal. • Call centre operators need to have more access to the progress of the complaint registered to address the unresolved complaints by tracking them easily.

	• Call centre operators need to have more access to caller's contact , in order to track the complaints
Plan for the next week	• Will continue working upon documentation of my project “ Assessment of BLS and CPR training of the staff of emergency and trauma centre. • Will also work upon data analysis of the project mentioned above. • Will continue working upon coordination and addressing issues with the sampark helpline team. • Will work on assessing technical issues that are reducing the functioning of the helpline portal.

Signature of the Student:



Approved by the IIHMR University's Mentor

REPORT WEEK NO-10

Name of the Organisation: SMS Hospital Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

Stream: MBA-HM

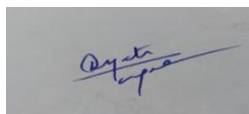
Week no: 10

From: 14th July to 19th July 2025

Activity Done	• Was a part of the meeting held on 16th July regarding the discussion of the technical issues faced while using the helpline portal with sampark team. • Prepared the agenda for the meeting. • Worked upon data analysis regarding my project “ Assessment of BLS and CPR training “ • Worked upon documentation of my live project sampark helpline portal. • Worked upon documentation of my short project assessment of wheelchair and trolley availability.
Linking theory (Classroom learning) with practice at your organisation	• Patient feedback mechanism, (patient-centric care and it's importance) • Organisation behaviour (helps in understanding at different personality types at workplace and how we can deal with them)
Gaps identified on the working area.	• Found some technical issues in the helpline portal. • Mentioning of departments on the pendency report in the form of sub section should be done making it easier to resolve the complaints by timely • identifying the department of complaint. • Since auto escalation cannot be converted to manual on each level , it has to be done by increasing the timeline of each level of mapped officer. • More signage boards for patient navigation will • make the system function smoother , satisfying the patient with timely treatment

Suggestions for improvement

- Mentioning of departments on the pendency report in the form of sub section should be done making it easier to resolve the complaints timely identifying the department of complaint.
- Since auto escalation cannot be converted to manual on each level , it has to be done by increasing the timeline of each level of mapped officer.
- More signage boards for patient navigation will make the system function smoother , satisfying the patient with timely treatment.

Signature of the Student**Approved by the IIHMR University's Mentor**

Compiled Report

Name of the Organisation: SMS Hospital, Jaipur

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

Name of the Student: Pragati Bhojak

Roll no: 2026

Stream: MBA-HM

Activity Done	• Recorded average waiting time before doctor consultation in OPD through patient interaction. • Collected average waiting time data for blood sample collection in labs. • Recorded waiting time for diagnostic services – MRI, CT-Scan, X-Ray, and USG. • Studied patient journey from arrival to admission. • Prepared and submitted Excel sheet compiling data from OPD, labs, RGHS, and MAA-Yojana. • Collected number of claims submitted and rejected under MAA-YOJANA (as % of IPD registrations). • Collected number of RGHS claims for both IPD and OPD beneficiaries. • Understood functioning and claim processing under MAA-YOJANA and RGHS. • Observed Neurology, General Medicine IPDs and BMRC in Bangad Building. • Collected data on number of rooms, allotment status, and space utilization. • Observed OPD functioning, duty rosters, staffing, and patient flow. • Understood IPD admission protocols and unit-wise distribution. • Participated in Sampark Helpline Portal 2.0 live project. • Helped map subjects to appropriate L1–L4 officers for grievance redressal. • Participated in officer training sessions for portal usage. • Created PowerPoint training material for L1–L4 officers. • Coordinated staff queries and issues with IT team. • Observed complete blood collection process and microbiology lab functioning.
----------------------	---

	• Observed blood bank workflow – registration to blood report issuance. • Audited wheelchair and trolley availability in Emergency and OPD buildings. • Created an audit checklist and identified shortages during peak hours. • Suggested strategies to improve access to wheelchairs/trolleys for patients. • Identified hospital areas needing guiding signage boards for patient navigation. • Attended BLS and CPR training workshop in Trauma and Emergency Centre. • Visited and studied functioning of Trauma and Emergency departments. • Collected survey data for project on BLS and CPR training among emergency staff. • Conducted questionnaire-based survey among staff in ICUs, wards, and labs. • Mapped six hospital blocks building-wise for Sampark complaint tracking. • Participated in second training session for Sampark Portal dashboard usage. • Participated in technical meeting (16th July) to discuss portal issues and improvements. • Prepared agenda for the above meeting. • Analysed BLS-CPR survey data and documented findings. • Documented all learnings from Sampark Helpline Live Project. • Documented project on trolley and wheelchair audit in detail.
Gaps identified on the working area.	• Lack of signage leads to patient misguidance and missed OPD treatment. • Hospital corridors and wards need better cleanliness to reduce infection risks. • Shared ward washrooms pose difficulty for female patients. • Overcrowded beds with poor ventilation due to inadequate bed-to-wall spacing. • Limited or no visitor waiting areas in wards and emergency. • No dedicated inventory area in IPDs; wheelchairs and trolleys clutter wards • Drugs stored openly, accessible to patients. • Manual bed elevation in Neuro ward – unsafe for patients.

	• Severe understaffing at help desks (1 staff per 50+ patients) • Manual entries and inventory tracking reduce efficiency. • Inadequate training of security guards for patient guidance. • Used cotton pads post-blood collection not disposed of properly. • Insufficient number of trolleys, wheelchairs, and trolley pullers. • Trolleys/wheelchairs not returned by patients post-use, causing shortages. • No staff designated to monitor issued equipment; entries maintained manually. • One trolley puller handles inventory register in rotation – reduces efficiency. • Trolley pullers waste time searching for unreturned trolleys during peak hours. • Many emergency and trauma staff are not trained or certified in BLS/CPR. • No BLS/CPR training at all for ward boys across emergency departments. • Lack of BLS/CPR training for nursing staff – needs improvement. • No training for ward boys in biodegradable waste management. • Insufficient beds in the triage red area of the trauma centre • Technical issues in Sampark Portal – complaints appear in reports but not dashboards. • Call centre operators face issues registering complaints and tracking contact numbers. • Portal needs better departmental tagging for faster complaint resolution. • Auto-escalation timeline needs customization per officer level. • Inadequate promotion of the in-house Sampark helpline. • More directional signage boards needed throughout the hospital to ease navigation.
--	---

Suggestions for improvement	1. Patient Navigation & Signage • Install proper signage boards across hospital and wards. • Use color-coded stripes for department-wise navigation (especially for illiterate patients).
------------------------------------	---

- Clearly labelled male/female wards and washrooms.
- Signage and posters in blood collection unit and for helpdesks.
- Floor-wise visitor seating areas in trauma and emergency.

2. Digital & Queue Systems

- Implement fully online, integrated registration system at all windows.
- Improve queue management systems.
- Create a dedicated online portal for trolley requests
- Integrate inventory tracking into IHMS for real-time availability.
- Enable call centre operators with complaint tracking access and caller contact details.

3. Ward & Equipment Management

- Increase number of trolleys, wheelchairs, and trolley pullers.
- Use GPS sensors on trolleys/wheelchairs to track location.
- Create a dedicated inventory room/space.
- Introduce semi-functional Fowler's beds in neuro wards.
- Utilize idle rooms in departments to manage space efficiently.
- Require alternate ID (like Voter ID) for issuing trolleys to ensure return.

4. Staffing & Training

- Establish duty rosters based on peak hours to reduce staffing gaps.
- Regular BLS/CPR training for nursing staff and ward boys in all departments.
- Maintain a BLS/CPR training register in every ward.
- Train ward boys in waste disposal and basic infection control.
- Increase wages for trolley pullers.

5. Sanitation & Infection Control

- Ensure proper disposal of used cotton in blood sample units.
- Improve overall infection control in collection units and wards.

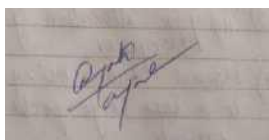
6. Helpline Portal (Sampark) Improvements

- Promote Sampark helpline through banners/posters/boards.
- Map all remaining departments on the portal.

Key Learnings

- Mention departments in pendency reports for faster resolution.
- I realised how lack of direction boards leads to confusion among patients, especially first time or uneducated visitors often making them miss out on timely treatment.
- Manual entries at registration, inventory, and complaint counters slows down the process. Integrating them into IHMS can improve efficiency.
- One person managing a queue of more than 50 patients , Reduces service quality, duty rosters should be designed according to peak hours is must in such a large system .
- Simple actions like proper disposal of used cotton pads are neglected increasing infection risks.
- Colour coded floor lines for department could make movement easier , especially for those unable to read.
- Trolley pullers are overworked and underpaid , increasing their number and wages would significantly improve the operational flow.
- Technical issues in complaint tracking lead to poor resolution
- Many departments are functioning with minimal staff , causing strain and delayed delivery of the services.
- Communication and networking is the key of working in such huge systems, it helps in better coordination and timely execution of tasks.

Signature of the Student:



Approved by the IHMR University's Mentor