

SUMMER INTERNSHIP PROGRAM

At

Mahatma Gandhi Hospital, Jodhpur

From

15-MAY-2025

to

29-JULY-2025

A REPORT BY

Dr. Nishtha Prakash Chauhan

Master of Business Administration

(Hospital and Health Management)

Roll no-2011

2024-26

Under the Mentorship of

Dr Vidya Bhushan Tripathi

(Assistant Professor)



राजस्थान सरकार
कार्यालय अधीक्षक, महात्मा गाँधी चिकित्सालय, जोधपुर।

पता:- जालोरी गेट के पास, जोधपुर-342001

दूरभाष नं. 0291-2636390, 2661365

ई-मेल आई.डी. : SUPDT.MGH.JDP@RAJASTHAN.GOV.IN

CERTIFICATE

This is to certify that Ms. Dr. Nishtha Prakash Chauhan of (batch-29) of IIHMR University, Jaipur has worked with our organization for her summer internship from 15.05.2025 to 29.07.2025 The overall performance shown by her during the period was excellent.

Date :- 30.07.2025

Name - Dr. Fateh Singh Bhati

Designation - Superintendent

अधीक्षक, महात्मा गाँधी चिकित्सालय समूह
(महात्मा गाँधी चिकित्सालय)
जोधपुर

राजस्थान सरकार
कार्यालय अधीक्षक, महात्मा गाँधी चिकित्सालय, जोधपुर।

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क्रमांक:-लेखा/संचिस/जो./2025-26/ 8919

दिनांक:- 30 JUL 2025

TO WHOM IT MAY CONCERN

This is to certify that Dr. Nishtha Prakash Chauhan, a student of MBA Batch 29 from IIHMR University, Jaipur, has successfully completed her internship at Mahatma Gandhi Hospital, Jodhpur (Government of Rajasthan) from 15th May 2025 to 29th July 2025.

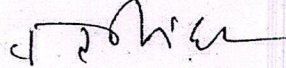
Her major contributions include:

Undertaking a project titled "Study to Reduce Claim Rejection in Mahatma Gandhi Hospital, Jodhpur", wherein she conducted a detailed analysis and suggested effective measures for improvement. Conducting a Signage Audit across the hospital campus, identifying gaps and suggesting corrections for better patient guidance and hospital functionality.

Assisting in daily assigned administrative and operational tasks with dedication, punctuality, and a proactive attitude.

She exhibited professionalism, enthusiasm, and a strong sense of responsibility throughout the internship.

We extend our best wishes for her future academic and professional pursuits.


Superintendent
Mahatma Gandhi Hospital,
(Jodhpur)
जोधपुर

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Nishtha Prakash Chauhan** of academic year 2024-26 of **Institute of Health Management Research** 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:

30/07/2025


Dr. Vidya Bhushan Tripathi
Assistant Professor

HISTORY OF ORGANISATION

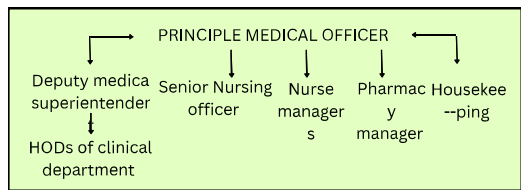
Mahatma Gandhi Hospital was founded in 1932, as Windom Hospital with a bed capacity of 300. After India gained her independence, Windom Hospital became Mahatma Gandhi Hospital. It currently has a bed strength of 624 and offers a variety of specialty treatments, which are further supported by the Telemedicine Center that allows doctors to connect with District Hospitals and Primary Health Centers. We currently have one palliative care project at this site.

VISION AND MISSION

Vision -To be a leading center of excellence in patient care, medical education, and research, delivering affordable and compassionate healthcare to all.

Mission -
To provide high-quality, ethical, and affordable healthcare services.

ORGANISATION STRUCTURE



THEORETICAL LEARNING

Gained understanding of Revenue Cycle Management, claim processing, and reasons for rejections. Studied the importance of documentation, diagnosis-package alignment, and TPA guidelines.

PRACTICAL LEARNING

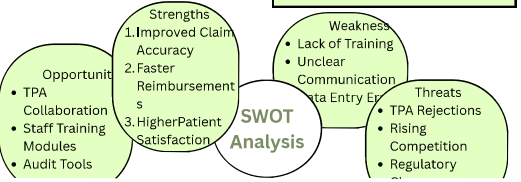
1. Identified common bottlenecks in pre-auth and claim processes.
2. Gained hands-on experience in TPA portal usage and uploading claim files
3. Understand Communication skills

CHALLENGES DURING INTERNSHIP

- Incomplete documentation in patient files, leading to claim delays and rejections
- In initial days, Language barrier is major problem
- Lack of co-ordination between doctors, nurses, and billing staff during discharge
- Inappropriate behavior from nursing staff in initial days of project.

LEARNING DURING INTERNSHIP

- Understood the detailed process of:
 - Pre-authorization , Interim approvals ,Final billing , Claim submission and follow-up
 - File Auditing and Data Analysis Skills
 - Problem-Solving and Critical Thinking
 - Better Understanding of Hospital Operation



SUMMER INTERNSHIP PROJECT

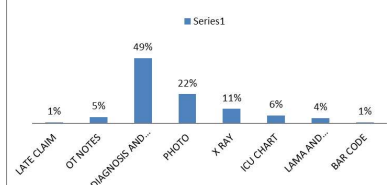
Research Problem - High rate of claim rejections due to incomplete documentation, diagnosis-package mismatch, and non-compliance with TPA requirements at Mahatma Gandhi Hospital, Jodhpur.

Objective –

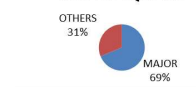
1. To analyze the major reasons for claim rejections across various departments.
2. To evaluate the completeness and accuracy of documentation submitted for claims.
3. Identify patterns in diagnosis-package mismatches and reporting errors.

General medicine	380
Ortho	187
plastic surgery	122
General surgery	100

TOTAL REASONS

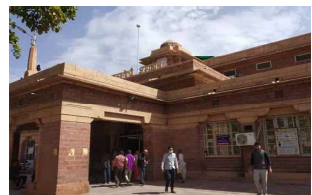


NO. OF QUERY



Reasons for claim rejection department wise

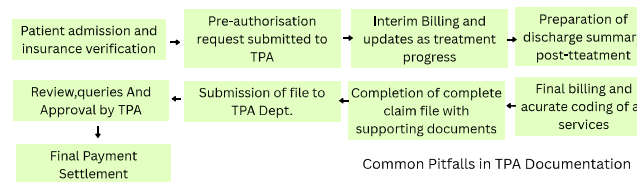
REJECT ION	ORTHO	GENER AL	GENER AL	PLASTI C
PACKA	47(25%)	247(65)	45(45%)	42(34%)
PHOTO	47(25%)	4(1%)	39(39%)	58(47%)
OT	47(25%)	0	8(8%)	16(13%)
ICU CHART	47(25%)	56(14%)	0	0
LAMA	9(4%)	22(5%)	5(5%)	1
XRAY	37(19%)	47(12%)	3(3%)	5(4%)
LATE	8(4%)	4(1%)	0	0



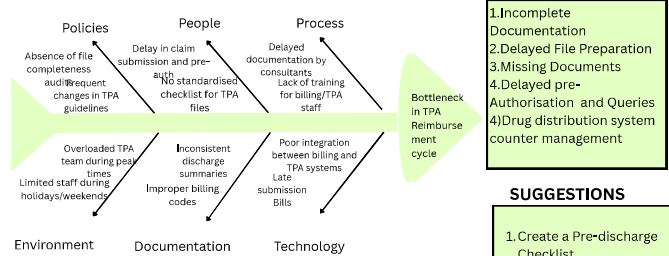
Methodology

- Study Setting: TPA Department, Mahatma Gandhi Hospital, Jodhpur
- Study Design: Cross-sectional and descriptive research
- Study Duration: November 2024 to February 2025
- Sample Size: 1144 rejected claim entries analyzed
- Data Collection: Secondary data from hospital TPA claim records and rejection reports
- Sampling Method: Purposive sampling
- Data Analysis: Department-wise and reason-wise rejection categorization using frequency analysis and percentage comparison

PROCESS FLOW MAP



Common Pitfalls in TPA Documentation

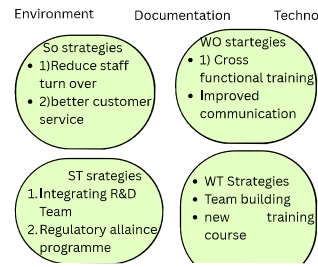


1. Incomplete Documentation
2. Delayed File Preparation
3. Missing Documents
4. Delayed pre-Authorisation and Queries
- 4) Drug distribution system counter management

SUGGESTIONS

1. Create a Pre-discharge Checklist
2. Train Clinical & Billing Staff Regularly
3. Standardize File Formats
4. Daily File Review Meetings

Key Interventions



- Checklist Implementation
- Pre Discharge Planning
- Daily co-ordination meeting with doctors ,Staffs etc..
- File review Training

Other Projects

- 1) Signage audit
- 20 Que management
- 3) biomedical waste management

Week 1 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	1)Orientation about the hospital and understanding about its basic functioning. 2)Visited various departments and creating a detailed floor map of the hospital was not possible so just took an idea of the hospital infrastructure.
Linking theory (Classroom learning) with practice at your organization	1)Understand how Personality development is closely linked to organizational behaviour 2)Previous hospital visits organized by the college provided a foundational understanding of hospital departments, which made it easier to identify and relate to them during the internship. 3)Understanding hospital management and clinical hierarchy .
Gaps identified on the working area.	Following are the gap identified: 1- Infrastructure is a major challenge of the hospital as it is a government hospital which was established in the year 1932 so it has two building old and new building, and departments are not well organised in terms of infrastructure. 2- Another major challenge in hospital is improper signages. 3- Biomedical waste management.
Suggestions for improvement	Planning to do a thorough investigation regarding poorly placed signages and direction. And started to work on a project regarding digital literacy of patients of MAHATMA GANDHI HOSPITAL, JODHPUR

Key Learnings	1)Observation 2)Audit 3)Bio Medical Waste Management
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Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 2 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Signage Audit of entire hospital.
Linking theory (Classroom learning) with practice at your organization	Hospital service class by dr. Mahinder sir. Proper recommendations has been given to the hospital authorities.
Gaps identified on the working area.	Following are the gap identified: 1- Revolutionary changes needed in the entire hospital sign bords 2- No same language, colour used 3- Some places /rooms are incorrectly mentioned. 4- Some rooms have wrong room no. 5- Unwanted old signboards
Suggestions for improvement	Work on Human resource planning in hospital ward. And started to work on a project regarding digital literacy of patients of MAHATMA GANDHI HOSPITAL, JODHPUR
Key Learnings	Importance of signages

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 3 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Designing Signages
Linking theory (Classroom learning) with practice at your organization	Hospital service class by Dr. Mahinder sir.
Gaps identified on the working area.	Following are the gap identified: Revolutionary changes needed in the entire hospital sign boards 1- No same language, colour used 2- Some places /rooms are incorrectly mentioned. 3- Some rooms have wrong room no. Unwanted old signboards
Suggestions for improvement	Defective signages replaced by correct ones
Key Learnings	Importance of signages

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 4 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Work on MAA yojana.
Linking theory (Classroom learning) with practice at your organization	National health program lecture by Varsha Tanu mam.
Gaps identified on the working area.	Following are the gap identified: 1 insurance claim are not 100%. 2 proper note, other problem identified.
Suggestions for improvement	Work on Human resource planning in hospital ward. And started to work on a project regarding digital literacy of patients of Mahatma Gandhi Hospital, Jodhpur
Key Learnings	Maa Yojna

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 5 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Que management in department of medicine dermatology and ECG.
Linking theory (Classroom learning) with practice at your organization	Lecture by Mahinder sir in Hospital Services module
Gaps identified on the working area.	There was rush during peak hour of OPD. a proper framework has been prepared and given to the reporting officer.
Suggestions for improvement	Work on Human resource planning in hospital ward an continue working on MAA yojana. And started to work on a project regarding digital literacy of patients of Mahatma Gandhi Hospital, Jodhpur
Key Learnings	1)People Management 2)Infrastructure Understanding 3)Probable Solutions

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 6 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Maa yojana report submitted.
Linking theory (Classroom learning) with practice at your organization	Lecture by varsha mam and financial management classes.
Gaps identified on the working area.	Dr. diagnosis and package selection are mismatched Lack of photographs. Missing reports.
Suggestions for improvement	A full time cameraman. Seminar to dr. regarding the same.
Key Learnings	Money management. Analysis of data.

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 7 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Biomedical waste management staff training.
Linking theory (Classroom learning) with practice at your organization	Human resource management lectures.
Gaps identified on the working area.	Unskilled laborers are not all aware about the seriousness of the hazardous waste that they are dealing with.
Suggestions for improvement	Increasing their salary. Sensitize them about the danger of waste.
Key Learnings	How to deal with unskilled staff understanding the needs of people.

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 8 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Human resource management in medicine ward.
Linking theory (Classroom learning) with practice at your organization	Human resource management lecture.
Gaps identified on the working area.	So many helpers were appointed without a proper record. No record of work distribution. Lack of computer operator.
Suggestions for improvement	Appointing computer operators. And the bed side pharmacist.
Key Learnings	How to take full use of resources appointed. How to assign task.

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 9 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	DDC process mapping.
Linking theory (Classroom learning) with practice at your organization	Medication management classes by Saurabh Banerjee sir
Gaps identified on the working area.	Medicine not arranged in alphabetical order. No serious gaps identified.
Suggestions for improvement	Seriousness of dispensing And arrangement of medication.
Key Learnings	About generic medicine Dispensing and uses.

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 10 Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area Project of Summer Internship:

Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	Housekeeping Inspection
Linking theory (Classroom learning) with practice at your organization	Importance of Housekeeping Department in Hospital
Gaps identified on the working area.	1)Irregular Cleaning 2)Improper behavior of housekeeping staff 3)Lack of training among the staff 4)Lack of personal safety among the staff involved directly in the cleaning process which leads to the exposure of many Hospital Infection
Suggestions for improvement	Need for a documentation process of cleaning and training required for the staff
Key Learnings	Roles and Responsibilities of Housekeeping Department

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organization: Mahatma Gandhi Hospital, Jodhpur

Area/ Department/ Project of Summer

Internship: Administration

Name of the Student: Nishtha Prakash Chauhan

Roll no: 2011

Stream: MBA (Hospital and Health Management)

Activity Done	1-study to reduce claim rejection under MAA yojana in hospital. 2-signage audit and designing new signages. 3-biomedical waste management sensitization. 4-designing of OPD flow and patient direction system. 5-DDC management 6-housekeeping inspection
Linking theory (Classroom learning) with practice at your organization	1-Related to healthcare finance, health insurance system and operation management. 2-hospital planning and facility management also quality assurance in hospital. 3-hospital operations management, environmental and legal issues in healthcare. 4-patient relation management. Quality maintenance. 5-Medication management 6-importance of housekeeping in hospital.
Gaps identified on the working area.	Delay in data entry Lack of real time updates Lack of training So much hierarchy in the hospital Lack of regular maintenance and audits Resistance to change
Suggestions for improvement	-Develop a checklist for claim filing. -A fulltime photographer as majority of claim were rejected due to lack of photographs. -Bilingual signage, color coding, regular maintenance and audit. -Awareness about color coding bins. -creating a visual flowchart with stepwise directions.

	-restructuring and digital queuing -proper hierarchy needed.
Key Learnings	Field observation Setting priorities and doing work in a flow How to make patient centric process design Understanding of hospital operations, administration and quality. About various public policies by government Practical application of HHM subjects And overall personality development.

Nishtha.

Signature of the Student

Approved by the IIHMR University's Mentor