

SUMMER INTERNSHIP PROGRAM
AT
SHASHWAT IVF AND WOMEN'S HOSPITAL,
AHMEDABAD



FROM 11th May TO 25th July, 2025

A REPORT BY

Dr. Ashwini Narwadkar

Master of Business Administration

Hospital and Health Management

Roll Number: **2002**

2024-26

Under the Mentorship of:

Dr. Ritu Vashishtha (Assistant Professor, IIHMR University)





Shashwat IVF[®]
&
Women's Hospital
Creating Miracles



Dr. Shital Punjabi
M.D., (Gold Medalist)
D.G.O., (Gold Medalist)
Infertility Specialist (USA)
Cosmetic Gynec Surgeon

Dr. Rajesh Punjabi
M.D., (Gynec)
Gynec Endoscopy Surgeon
Diploma in Endoscopy (France)
Cosmetic Gynec Surgeon

Date: 25-07-2025

INTERNSHIP COMPLETION CERTIFICATE

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Dr. Ashwini Narwadkar** has successfully completed her internship from **11/05/2025** to **25/07/2025**.

During this period she has demonstrated commendable skills as a management trainee in the field.

We wish her the best for her future endeavours.

SHASHWAT IVF CENTRE PVT. LTD.

AUTHORIZED SIGNATORY

SHASHWAT IVF CENTRE PRIVATE LIMITED (CIN:U85110GJ2009PTC058584)

2nd Floor, Nilkanth Palace, Opp. Seema Hall, Prahaladnagar Road, Satellite, Ahmedabad - 380015



74340 50007 / 30007 / 75676 72781



admin@shashwativf.com



www.shashwativf.com

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Ashwini Narwadkar**, of academic year 2024-26, of the **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: 28/7/2025

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

Name: Dr. Ritu Vashistha

Designation: Assistant Professor

(School of Digital Health)

A Compliance Audit of IVF Medical Records: Mapping National and International Standards

Quality begins with a Well-Kept Record.

PRESENTED BY:

Dr. Ashwini Narwadkar
MBA HM 29- 2002

MENTORS:

FACULTY MENTOR: Dr. Ritu Vashishtha
INDUSTRY MENTOR: Dr. Shital Punjabi

INTRODUCTION

- In IVF care, meeting the strict documentation guidelines set by ICMR, ART Act & JCI is essential for improving the quality of care.
- This audit focuses on evaluating the compliance of IVF medical records at Shashwat IVF.
- Although the facility handles a larger volume of routine gynaecological cases, IVF cases were selected for the audit due to their regulatory importance and need for meticulous recordkeeping.

METHODOLOGY

- TYPE OF STUDY: Compliance based descriptive study.
- SAMPLE SIZE: Confidential patient records for IVF procedures from Jan-June 2025.
- SAMPLING METHOD: Availability Sampling
- TOOLS: Customized checklist combined from NABH 6th Ed, JCI 8th Ed, ART Act 2021, ICMR and WHO standards.

ENVIRONMENTAL AND INSTRUMENTATION DOCUMENTATION

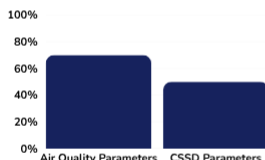
Air Quality Parameters:

- Parameters: Cleanrooms, HEPA filters replacement schedule, VOC levels & Particulate Count.
- Compliance: Partial - VOC monitored for just incubators, HEPA filters checked & updated regularly.
- Gap: No routine air sampling or particle monitoring protocol observed.

Central Sterile Supply

Department Parameters:

- Parameters: Workflow, sterilization packaging, indicators used, log sheets & instrument traceability.
- Compliance: Partial- Workflow followed, log sheet maintained.
- Gap: No chemical indicators, expiry labels, or instrument tracking.



CONCLUSION

- Documentation gaps were found in key aspects through this audit.
- Emphasis needs to be put on the need for standardization across all IVF medical records.
- The findings highlight the necessity for quality enhancement and preparedness for regulatory compliance.

OBJECTIVE

- To assess the degree of conformity of the IVF-related medical records against multiple national & international standards.
- To evaluate the documentation in key procedures, including OPU, ET, ICSI, and IUI.
- To provide actionable suggestions for improving quality and advancing the facility's preparedness for accreditation.

ORGANISATION VISION AND MISSION

VISION:

To be the preferred IVF center for hopeful couples & be known for compassionate care combined with advanced technologies and successful outcomes.

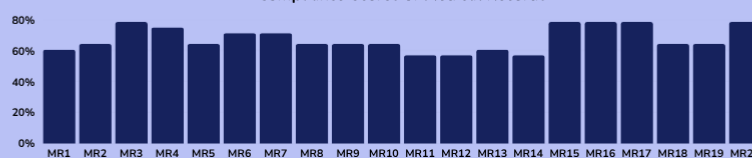
MISSION:

- To provide ethical, evidence based, holistic and personalized fertility care.
- To support patients' journey with respect and empathy.
- To maintain patient confidentiality, improve satisfaction, and encourage continuous quality improvement.

RESULTS

- Valid consent and ART Act mandated IDs were present in 100% of cases, procedure notes and patient friendly language were consistently documented (NABH, ART Act, WHO)
- Witness signatures were incomplete in 65% of records (55% absent, 10% partial).
- 60% of the medical records lacked complete or properly documented discharge summaries, while IVF outcomes and follow-up details were missing in every case.
- Date and time of consent were incomplete in 25% of files (5% absent, 20% partial)
- Documentation issues included overwriting in 15% of the records and patient identification was found to be partial in 10% of files. (JCI, ART Act, NABH)
- Average Compliance Score: 67.68%
- April recorded the lowest compliance performance, with scores falling at or below 60%.
- Highest Compliance Score seen at 78.6% in few records in January & February.

Compliance Scores of Medical Records



PRACTICAL LEARNINGS

- Helped to develop an eye practically for gaps in workflow and documentation taught in classrooms.
- Provided problem solving skills in less structured and real world scenarios.
- Provided hands-on experience with audits, SOP adherence, and coordination issues.

THEORETICAL LEARNINGS

- Provided theoretical understanding of documentation protocols and hospital systems.
- Acquainted with quality and compliance frameworks used during the audit.
- Offered management concepts that guided analysis of team roles and workflow issues.

SUGGESTIONS

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **MBA-HM**

Week no: **01**

From: 11/05/2025 to 17/05/2025

Activity Done	-Presented "<i>Role of Organizational Behaviour in Shashwat IVF and Women's Hospital.</i>" -Presented "<i>Suggestions for Rewards and Repercussions System in Shashwat IVF and Women's Hospital.</i>" -Read and observed the documentation process for various procedures. -Presented "<i>KPIs for various roles in Shashwat IVF and Women's Hospital.</i>"
Linking theory (Classroom learning) with practice at your organisation	-Role of Organizational Behaviour in an Hospital Setup. -Role of Employee Motivation and Repercussions on the organizational environment. -Importance of Medical Records Documentation. -Progress of the performance of the employees.
Gaps identified on the working area.	-Bottleneck of patients and staff near reception area.

	-Lack of proper signage for lift for patients outside the building. -Lack of area assigned for the back-end team. -Backlog of proper documentation and verification of demographic details of patients.
Suggestions for improvement	-Change layout of reception area. -Increase seating for staff and patients. -Train the front desk staff for accurate documentation and the backlog to be cleared as soon as patient revisits.
Plan for the next week	-Begin drafting a timeline for the Summer Internship Report and finalise the topic for the same. -Assist in the Medical Records Department for cross checking of the documentation of the consent forms.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **02**

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

Activity Done	-Presented “<i>Key Performance Indicators for Departmental Roles</i>”. - Conversed informally with the nursing staff in order to learn about their standard practices regarding patient documentation and keeping up medical records.
Linking theory (Classroom learning) with practice at your organisation	- Understood how KPIs are used in real-life situations and how they can impact staff workflow, responsibility, and overall departmental performance. -Learned how documentation practices on the ground differ from theoretical protocols and how adaptability plays a key role in maintaining record quality in busy clinical settings.
Gaps identified on the working area.	-Medical Records of the patients are completely manual. -Limited storage space for the MRDs.
Suggestions for improvement	-Implementation of improved EHR systems. -Proper storing and categorizing of the previous manual files.

Plan for the next week	-Track and observe the complete documentation process of at least 2–3 patients from initial consultation to treatment and follow-up. -Track how information about patient progress flows between departments.
-------------------------------	--

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **03**

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

Activity Done	-Researched about and presented “<i>Organizational Onboarding Guide to New Employees.</i>” -Researched about and presented “<i>KRAs for Departmental Roles.</i>” - Researched about and presented “<i>Suggestions for Company Policy.</i>” - Researched about and presented “<i>Suggestions for Target Audience.</i>”
Linking theory (Classroom learning) with practice at your organisation	-Onboarding theories like Bauer's Four C's emphasize structured integration of new employees. -Goal-setting theory supports using SMART KRAs to align employee performance with organizational goals. -Policy development frameworks guide the creation of consistent, compliant, and effective company policies. -Market segmentation theory helps identify and target the most relevant audience groups.
Gaps identified on the working area.	-Improper flow of information and unclear chain of command.

	-New staff orientation and training processes may be insufficient. -Limited availability of private patient rooms (currently not exceeding two).
Suggestions for improvement	-Internal auditing and re-emphasising of the chain of command. -Improve the onboarding process by setting & ensuring enforcement of clear training schedules and checklists. -Evaluate patient demand and explore options for increasing the number of deluxe rooms.
Plan for the next week	-Review current orientation materials and draft a structured training checklist. - Assess the facility's needs concerning nurse intern placement and support.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **04**

From: 02/06/2025 to 07/06/2025

Activity Done	-Prepared "<i>Employee Salary Spreadsheet</i>" -Presented "<i>Internal Audit for Patient Registration Area</i>" -Presented "<i>SOP Review of IVF Procedures</i>" -Presented "<i>SWOT Analysis of the organization</i>"
Linking theory (Classroom learning) with practice at your organisation	-Used organizational behaviour theories while observing team coordination and workplace dynamics. -Practiced strategic management tools by conducting a SWOT analysis of the organization. -Understood escalation and decision-making processes through front desk issue handling.
Gaps identified on the working area.	- Lack of advance communication or preparation for back-end clinical procedures. - Persistent minor infrastructural issues due to absence of dedicated responsibility. -No clear escalation protocol for the front desk staff for dealing with difficult patients.

Suggestions for improvement	- Implement an SOP or assign individual staff for maintenance of infrastructure in order to give timely resolution. -Develop an escalation process to prevent burnout at the front desk.
Plan for the next week	-Observing various departmental functions and creating a daily report as instructed by the industry mentor. - Initiate process mapping for clinical, non-clinical, and laboratory workflows for better operational clarity.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **05**

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

Activity Done	-Initiated the research for the SIP topic "<i>Compliance Audit for IVF medical records</i>". -Researched about "<i>Air Quality and CSSD Standards for Hospitals</i>". -Audited the air quality parameters of the IVF laboratories.
Linking theory (Classroom learning) with practice at your organisation	-Auditing air quality in IVF labs helped apply general healthcare concepts such as infection control, lab safety, and standard operating procedures. -Initiated SIP research on IVF medical records, connecting academic understanding of medical documentation, legal aspects, and patient rights with real-world hospital practices.
Gaps identified on the working area.	-Staff members feel that there are insufficient mechanisms or follow-ups in place when they raise concerns or report issues. -There is minimal visible leadership involvement in resolving interpersonal or operational issues among employees.

Suggestions for improvement	-Implement a visible forum for employees to raise issues and receive real-time feedback. -Encourage more visible leadership involvement to improve team morale and conflict resolution.
Plan for the next week	-Continue data collection for the SIP on IVF medical records compliance post confirmation about the SIP topic. -Begin reviewing patient files for documentation accuracy and completeness. -Observe and document existing record-keeping workflows in the IVF department. -Draft initial audit checklist based on applicable standards.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **06**

From: 16/06/2025 to 21/06/2025

Activity Done	-Coordinated support staff and nurses to clear lab report backlog by uploading pending files on the EHR system. -Gained hands-on experience and improved familiarity with the EHR platform and data entry protocols.
Linking theory (Classroom learning) with practice at your organisation	- Apply the medical documentation principles and quality control methods covered in class to spot shortcomings in IVF record management. -Gained hands-on experience in handling EHR, compliance audits, and co-coordination among departments in the clinical environment.
Gaps identified on the working area.	-Essential work is hindered because the employees do not communicate properly and cooperate with each other. - Such standard activities such as cleaning the rooms, shifting the papers, and reading the forms of consent are random because there are no specific guidelines. - Whenever coordination does not work, the responsibility could not be traced and the issues could not be countered.

	- During peak hours, the lack of adequate staff noticed which in turn has affected the response time for the patients and the quality of care provided to them.
Suggestions for improvement	-Strong recommendation to arrange some core team building activities to better enhance the team rapports and strengthen ties. - Assign a team or shift leader to oversee daily operations and be responsible. - Review and enhance the deployment of staff plans to ensure sufficient staff-to-patient ratio particularly during peak hours.
Plan for the next week	-Continue observations related to documentation practices and interdepartmental coordination. -Assist the administrative team with routine operational tasks to maintain engagement and contribution during the final phase of the internship.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002** Stream: **MBA-HM**

Week no: **07** From: **23/06/2025** to **28/06/2025**

Activity Done	-Audited IVF Medical Records for compliance, based on a customized checklist compiled from national and international documentation standards. -Compiled and analysed compliance scores, noting documentation gaps and areas for potential SOP reinforcement. -Observed the Clinical Manager during an interdepartmental discussion addressing workflow concerns between the housekeeping agency and nursing staff.
Linking theory (Classroom learning) with practice at your organisation	-Observed conflict resolution approach learned in the Value-Added Course of Conflict Resolution being put to use, reinforcing principles like active listening, neutrality, and problem-solving. - Detection of ambiguous role allocation and overdependence on top-management staff justified the Organizational Behaviour role ambiguity theory, pointing towards a need for structured tasks and delegation.

Gaps identified on the working area.	- Ad hoc role assignments being observed, in which core responsibilities remain with the most experienced transitioning staff member while the new manager is unaccustomed, indicative of a need for formal delegation of roles. - Requirements for documentation differed, with follow-up remarks, time-stamped logs, and proper witness signatures missing from some reports.
Suggestions for improvement	- Develop basic outlines and SOPs for role definitions and task delegation to reduce cross communication errors in times of role transitions. - Conduct periodic internal audits using a checklist of compliance to detect and solve documentation problems beforehand. - Conduct routine training for administrative and clinical personnel to reaffirm proper documentation protocols, particularly in the realms of consent and follow-up monitoring.
Plan for the next week	- To finalize compilation of audit scores and generate graphs and/or charts for inclusion in the internship report and poster. - Draft a gap summary report with recommendations based on documentation compliance findings. - Attend team meetings, if conducted, to observe further application of leadership and communication strategies. - Begin drafting the concluding section of the internship report, linking findings with classroom learnings and improvement suggestions.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **MBA-HM**

Week no: **08**

From: **30/06/2025** to **05/07/2025**

Activity Done	-Collaborated in keeping and storing medical records and consent forms to allow for accurate documentation and retrieval for internal auditing. - Evaluated the execution of SOPs by comparing on-paper processes with on-ground execution department-wise. -Assisted the finance team by digitizing hospital bank statements from multiple accounts and securely forwarding them to the designated authority for monthly reconciliation and audit purposes.
Linking theory (Classroom learning) with practice at your organisation	-Observed how financial documentation and hospital audits are tied to hospital management theory, particularly in areas like accountability, transparency, and MIS. -Understood the significance of interdepartmental coordination and communication—core components of organizational behaviour and hospital operations—by engaging with both clinical and administrative teams.

Gaps identified on the working area.	-Delays to scan and archive physical documents, leading to administrative backlog. -Limited digitization and integration of financial and medical records into a central system. -Inconsistent implementation of SOPs across departments, particularly in areas like form completeness, date-time recording, and consent verification.
Suggestions for improvement	-Explore a basic EMR module or document management system to streamline record keeping and reduce manual workload. -Schedule a weekly fixed time slot for scanning pending documents to prevent accumulation and ensure real-time digitization. -Develop a documentation log sheet that tracks submission, scanning, and verification status for each record.
Plan for the next week	- Conduct a time study of average OPD patient journey. - Conduct interviews for 50 patients per week for feedback. - Observe and suggest changes to signage, communication.

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **09**

From: 07/07/2025 to 11/07/2025

Activity Done	- Conducted a trend analysis of IVF patient data over the past three months and developed an Excel-based visual dashboard to support managerial decision-making. - Performed a Time Motion Study of OPD Patients' Journey from Reporting to Consultation turnover time. - Conducted telephonic feedback sessions with 50 loyal SICPL patients. - Suggested changes for signage & communication for the hospital. - Developed user familiarity with the hospital's EHR platform through daily usage and observation.
Linking theory (Classroom learning) with practice at your organisation	-Built familiarity with data handling, visualization, and the use of Excel to support informed decision-making. -Understood real-time patient flow and time management challenges within outpatient services. -Connected with Marketing Management and Business Communication, by engaging directly with

	patients to assess satisfaction and communication effectiveness. -Applied learnings from Organizational Behaviour and Business Communication, focusing on environmental cues, patient-centric design, and internal messaging improvements. -Reinforced exposure to Health Information Systems, allowing understanding of digital records, clinical data flow, and hospital documentation practices.
Gaps identified on the working area.	- Observed unresolved staff dissatisfaction, which was dismissed without appropriate redressal. - Experienced a performance environment where expectations often exceeded the typical scope of an internship, accompanied by direct corrective feedback. - Discovered that repeated staff note comments about a range of concerns was not being followed up routinely, and this was possibly impacting team motivation and morale.
Suggestions for improvement	-Create a formalized mechanism for staff feedback, so their issues are heard, recorded, and dealt with openly. -Accurately delineate interns' learning and scope of responsibility with regular check-in times to provide constructive supportive feedback rather than corrective feedback. -Encourage more participative management under which employees' contributions are listened to and integrated into continuous cycles of improvement. - Have frequent internal team meetings to debate nitty-gritty operational matters before they become humongous problems, and build a culture of openness and collaboration.

Plan for the next week	-Shadow the evening clinic manager to understand task allocation practices and explore opportunities to take on more operational responsibilities.
-------------------------------	--

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **10**

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

Activity Done	- Rescheduled as per the mentor's guidance for gaining practical insights by shadowing the evening manager. - Presented the visual dashboard for the trends over the 3-month period of April to June 2025.
Linking theory (Classroom learning) with practice at your organisation	- Applied the shift-based hospital operations management theories while observing the workflow differences during evening hours. - Understood the importance of leadership continuity and accountability during handovers as taught in organizational behaviour modules.
Gaps identified on the working area.	- Limited managerial oversight during evening shifts led to inconsistent documentation. - Lack of integration between data collection and frontline feedback mechanisms.
Suggestions for improvement	- Encourage a feedback loop where nursing and admin staff can comment on barriers to documentation compliance.

Plan for the next week	- Will continue to observe departmental workflows and assist wherever needed. -Intend to reflect on audit findings to explore areas that may benefit from further review.
-------------------------------	---

Signature of the Student

Approved by the IIHMR University's Mentor

Reporting Format (Weekly)

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Week no: **11**

From: 21/07/2025 to 25/07/2025

Activity Done	-Aided a colleague in compiling and organizing a presentation on the data collected from several health check-up camps held in collaboration with local hospitals, ensuring both coherence and a fit with the organization's mission. -Provided mentorship to a junior nurse in explaining a complicated task assigned by the leadership to ensure better understanding and confidence to carry out the task.
Linking theory (Classroom learning) with practice at your organisation	-Utilized in-class learning of data presentation and group communication skills to assist a peer in developing a formatted and informative presentation about various parameters for public outreach camp activities. -Applied concepts from OB & HSM to assist a junior staff member through a difficult task, emphasizing the importance of clear communication and supportive management.
Gaps identified on the working area.	-Tasks were frequently distributed with inadequate instruction or definition, causing delay and confusion in action.

	-Responsibilities were not assigned on ability but dispersed randomly, by availability of time instead of ability.
Suggestions for improvement	-Implement specific job assignment procedures with description of task by staff role and ability. -Distribute instructions for tasks clearly and consistently, by written SOPs or verbal debriefing and checking understanding.
Plan for the next week	Internship Completed.

Signature of the Student

Approved by the IIHMR University's Mentor

Compiled Reporting Format

Name of the Organisation: **Shashwat IVF & Women's Hospital, Ahmedabad**

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

Name of the Student: **DR. ASHWINI NARWADKAR**

Roll no: **2002**

Stream: **HM**

Activity Done	-Presented "<i>Role of Organizational Behaviour in Shashwat IVF and Women's Hospital.</i>" -Presented "<i>Suggestions for Rewards and Repercussions System in Shashwat IVF and Women's Hospital.</i>" -Read and observed the documentation process for various procedures. -Presented "<i>KPIs for various roles in Shashwat IVF and Women's Hospital.</i>" -Presented "<i>Key Performance Indicators for Departmental Roles</i>". - Conversed informally with the nursing staff in order to learn about their standard practices regarding patient documentation and keeping up medical records. -Researched about and presented "<i>Organizational Onboarding Guide to New Employees.</i>" -Researched about and presented "<i>KRAs for Departmental Roles.</i>" - Researched about and presented "<i>Suggestions for Company Policy.</i>"
----------------------	--

	- Researched about and presented “<i>Suggestions for Target Audience.</i>” - Prepared “<i>Employee Salary Spreadsheet</i>” -Presented “<i>Internal Audit for Patient Registration Area</i>” -Presented “<i>SOP Review of IVF Procedures</i>” -Presented “<i>SWOT Analysis of the organization</i>” -Initiated the research for the SIP topic “<i>Compliance Audit for IVF medical records</i>”. -Researched about “<i>Air Quality and CSSD Standards for Hospitals</i>”. -Audited the air quality parameters of the IVF laboratories. -Coordinated support staff and nurses to clear lab report backlog by uploading pending files on the EHR system. -Gained hands-on experience and improved familiarity with the EHR platform and data entry protocols. -Audited IVF Medical Records for compliance, based on a customized checklist compiled from national and international documentation standards. -Compiled and analysed compliance scores, noting documentation gaps and areas for potential SOP reinforcement. -Observed the Clinical Manager during an interdepartmental discussion addressing workflow concerns between the housekeeping agency and nursing staff.
--	--

	- Collaborated in keeping and storing medical records and consent forms to allow for accurate documentation and retrieval for internal auditing. - Evaluated the execution of SOPs by comparing on-paper processes with on-ground execution department-wise. - Assisted the finance team by digitizing hospital bank statements from multiple accounts and securely forwarding them to the designated authority for monthly reconciliation and audit purposes. - Conducted a trend analysis of IVF patient data over the past three months and developed an Excel-based visual dashboard to support managerial decision-making. - Performed a Time Motion Study of OPD Patients' Journey from Reporting to Consultation turnover time. - Conducted telephonic feedback sessions with 50 loyal SICPL patients. - Suggested changes for signage & communication for the hospital. - Developed user familiarity with the hospital's EHR platform through daily usage and observation. - Rescheduled as per mentor's guidance to gain practical insights by shadowing the evening manager. - Presented the visual dashboard for the trends over 3 months of April-June 2025. - Rescheduled as per the mentor's guidance for gaining practical insights by shadowing the evening manager. - Presented visual dashboard for the trends in IVF patients over a 3 month period of April - June 2025.
--	---

	- Aided a colleague in compiling and organizing a presentation on the data collected from various public outreach camps done in collaboration with local hospitals. - Provided mentorship to a junior nurse in explaining a complicated task assigned by the leadership to ensure better understanding and confidence to carry out the task.
Linking theory (Classroom learning) with practice at your organisation	- Role of Organizational Behaviour in an Hospital Setup. - Role of Employee Motivation and Repercussions on the organizational environment. - Importance of Medical Records Documentation. - Progress of the performance of the employees. - Understood how KPIs are used in real-life situations and how they can impact staff workflow, responsibility, and overall departmental performance. - Learned how documentation practices on the ground differ from theoretical protocols and how adaptability plays a key role in maintaining record quality in busy clinical settings. - Onboarding theories like Bauer's Four C's emphasize structured integration of new employees. - Goal-setting theory supports using SMART KRAs to align employee performance with organizational goals. - Policy development frameworks guide the creation of consistent, compliant, and effective company policies. - Market segmentation theory helps identify and target the most relevant audience groups.

	- Used organizational behaviour theories while observing team coordination and workplace dynamics. - Practiced strategic management tools by conducting a SWOT analysis of the organization. - Understood escalation and decision-making processes through front desk issue handling. - Auditing air quality in IVF labs helped apply general healthcare concepts such as infection control, lab safety, and standard operating procedures. - Initiated SIP research on IVF medical records, connecting academic understanding of medical documentation, legal aspects, and patient rights with real-world hospital practices. - Apply the medical documentation principles and quality control methods covered in class to spot shortcomings in IVF record management. - Gained hands-on experience in easily navigating EHR, compliance audits, and co-ordination among departments in the clinical environment. - Observed conflict resolution approach learned in the Value-Added Course of Conflict Resolution being put to use, reinforcing principles like active listening, neutrality, and problem-solving. - Detection of ambiguous role allocation and overdependence on top-management staff justified the Organizational Behaviour role ambiguity theory, pointing towards a need for structured tasks and delegation. - Observed how financial documentation and hospital audits are tied to hospital management theory, particularly in areas like accountability, transparency, and MIS.
--	---

	-Understood the significance of interdepartmental coordination and communication—core components of organizational behaviour and hospital operations—by engaging with both clinical and administrative teams. - Built familiarity with data handling, visualization, and the use of Excel to support informed decision-making. -Understood real-time patient flow and time management challenges within outpatient services. - Connected with Marketing Management and Business Communication, by engaging directly with patients to assess satisfaction and communication effectiveness. -Applied learnings from Organizational Behaviour and Business Communication, focusing on environmental cues, patient-centric design, and internal messaging improvements. -Reinforced exposure to Health Information Systems, allowing understanding of digital records, clinical data flow, and hospital documentation practices. - Applied the shift-based hospital operations management theories while observing the workflow differences during evening hours. -Understood the importance of leadership continuity and accountability during handovers as taught in organizational behaviour modules. - Utilized in-class learning of data presentation, public health program evaluation, and group communication skills to assist a peer in developing a formatted and informative presentation about various parameters for public outreach camp activities.
--	---

	-Applied concepts from OB & HSM to assist a junior staff member through a difficult task, emphasizing the importance of clear communication and supportive management.
Gaps identified on the working area.	-Bottleneck of patients and staff near reception area. -Lack of proper signage for lift for patients outside the building. -Lack of area assigned for the back-end team. -Backlog of proper documentation and verification of demographic details of patients. - Medical Records of the patients are completely manual. -Limited storage space for the MRDs. - Improper flow of information and unclear chain of command. -New staff orientation and training processes may be insufficient. -Limited availability of private patient rooms (currently not exceeding two). -Lack of advance communication or preparation for back-end clinical procedures. - Persistent minor infrastructural issues due to absence of dedicated responsibility. -No clear escalation protocol for the front desk staff for dealing with difficult patients. - Staff members feel that there are insufficient mechanisms or follow-ups in place when they raise concerns or report issues.

	-There is minimal visible leadership involvement in resolving interpersonal or operational issues among employees. - Essential work is hindered because the employees do not communicate properly and cooperate with each other. - Such standard activities such as cleaning the rooms, shifting the papers, and reading the forms of consent are random because there are no specific guidelines. - Whenever coordination does not work, the responsibility could not be traced and the issues could not be countered. - During peak hours, the lack of adequate staff noticed which in turn has affected the response time for the patients and the quality of care provided to them. - Ad hoc role assignments being observed, in which core responsibilities remain with the most experienced transitioning staff member while the new manager is unaccustomed, indicative of a need for formal delegation of roles. -Requirements for documentation differed, with follow-up remarks, time-stamped logs, and proper witness signatures missing from some reports. - Delays to scan and archive physical documents, leading to administrative backlog. -Limited digitization and integration of financial and medical records into a central system. -Inconsistent implementation of SOPs across departments, particularly in areas like form completeness, date-time recording, and consent verification.
--	---

	- Observed unresolved staff dissatisfaction, which was dismissed without appropriate redressal. - Experienced a performance environment where expectations often exceeded the typical scope of an internship, accompanied by direct corrective feedback. - Discovered that repeated staff note comments about a range of concerns was not being followed up routinely, and this was possibly impacting team motivation and morale. - Limited managerial oversight during evening shifts led to inconsistent documentation. -Lack of integration between data collection and frontline feedback mechanisms.
Suggestions for improvement	- Change layout of reception area. -Increase seating for staff and patients. -Train the front desk staff for accurate documentation and the backlog to be cleared as soon as patient revisits. - Implementation of improved EHR systems. -Proper storing and categorizing of the previous manual files. - Internal auditing and re-emphasising of the chain of command. -Improve the onboarding process by setting & ensuring enforcement of clear training schedules and checklists. -Evaluate patient demand and explore options for increasing the number of deluxe rooms. - Implement an SOP or assign individual staff for maintenance of infrastructure in order to give timely resolution.

	- Develop an escalation process for preventing burnout at front desk. - Staff members feel that there are insufficient mechanisms or follow-ups in place when they raise concerns or report issues. - There is minimal visible leadership involvement in resolving interpersonal or operational issues among employees. - Implement a visible forum for employees to raise issues and receive real-time feedback. - Encourage more visible leadership involvement to improve team morale and conflict resolution. - Strong recommendation to arrange some core team building activities to better enhance the team rapport and strengthen ties. - Assign a team or shift leader to oversee daily operations and be responsible. - Review and enhance the deployment of staff plans to ensure sufficient staff-to-patient ratio particularly during peak hours. - Develop basic outlines and SOPs for role definitions and task delegation to reduce cross communication errors in times of role transitions. - Conduct periodic internal audits using a checklist of compliance to detect and solve documentation problems beforehand. - Conduct routine training for administrative and clinical personnel to reaffirm proper documentation protocols, particularly in the realms of consent and follow-up monitoring.
--	---

	- Explore a basic EMR module or document management system to streamline record keeping and reduce manual workload. -Schedule a weekly fixed time slot for scanning pending documents to prevent accumulation and ensure real-time digitization. -Develop a documentation log sheet that tracks submission, scanning, and verification status for each record. - Create a formalized mechanism for staff feedback, so their issues are heard, recorded, and dealt with openly. -Accurately delineate interns' learning and scope of responsibility with regular check-in times to provide constructive supportive feedback rather than corrective feedback. -Encourage more participative management under which employees' contributions are listened to and integrated into continuous cycles of improvement. - Have frequent internal team meetings to debate nitty-gritty operational matters before they become humongous problems, and build a culture of openness and collaboration. - Encourage a feedback loop where nursing and admin staff can comment on barriers to documentation compliance. Implement specific job assignment procedures with description of task by staff role and ability. -Distribute instructions for tasks clearly and consistently, by written SOPs or verbal debriefing and checking understanding.
--	---

Signature of the Student

Approved by the IIHMR University's Mentor