

SUMMER INTERNSHIP PROGRAM

At

JAWAHAR LAL NEHRU MEDICAL COLLEGE AND HOSPITAL



From 15th May 2025 to 29th July 2025

A REPORT BY

Minauti Tiwari

Master of Business Administration

Hospital and Health Management

Roll Number – IIHMR-U/01/2024-26/1995

2024-2026

Under the Mentorship of

Dr. Neetu Purohit



कार्यालय प्रधानाचार्य जवाहर लाल नेहरू आयुर्विज्ञान महाविद्यालय एवं नियन्त्रक, सामुहिक चिकित्सालय संघ, अजमेर।

Certificate

This is to certify that **Minauti Tiwari**, bearing Enrolment number **IHMR-U/01/2024-26/1995**, a student of **MBA (Hospital and Health Management) IHMR University, Jaipur 2024 to 2026**, has successfully completed an internship in Hospital Administration at **Jawahar Lal Nehru Medical College and Hospital, Ajmer, Rajasthan** from **15-05-2025 to 29-07-2025**.

Throughout the internship period, She has demonstrated commendable dedication, professionalism, and a strong commitment to learning and growth. Her contributions have significantly enriched our hospital's administrative processes and operations.

Moreover, Her conducted herself with exemplary conduct, maintaining a positive attitude, and consistently adhering to highest standards of professionalism. Given her exceptional performance and conduct, we have no hesitation in recommending her as a capable and dedicated professional in the field of Hospital Administration.

We extend our best wishes to **Minauti Tiwari** for her future endeavors, confident that she will continue to excel and make valuable contributions to the healthcare industry.


Principal & Controller

IIHMR University Faculty Mentor Approval

This is to certify that **Ms. Minauti Tiwari** of academic year 2024-26 **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

A handwritten signature in blue ink, appearing to read 'Neetu Purohit', with a horizontal line underneath.

Dr. Neetu Purohit

Professor

ENHANCING HOSPITAL SERVICE DELIVERY: IDENTIFYING OPERATIONAL GAPS AND IMPROVEMENT STRATEGIES AT JLN MEDICAL COLLEGE AND HOSPITAL, AJMER



Jawahar Lal Nehru Medical College and Hospital, Ajmer
Minauti Tiwari Hospital and Health Management IIHMR-U/01/2024-26/1995
University Mentor - Dr. Neetu Purohit
Organization Mentor - Dr. Lunika Tak



About the Organization

Jawaharlal Nehru Medical College, Ajmer is a government medical college located in Ajmer, Rajasthan, India. Originally called Victoria Hospital, Jawaharlal Nehru Medical College was established in 1965 with Dr. S. P. Wanchoo, the superintendent of New Victoria Hospital, as its first Principal and Controller. Affiliated with RUHS (Rajasthan University of Health Sciences), and provides education leading to the Bachelor of Medicine, Bachelor of Surgery (MBBS) degree (recognized by NMC since 1973)

Organization Vision and Mission

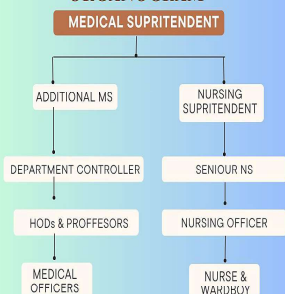
Jawaharlal Nehru Medical College (JLNMC) Ajmer's vision is to develop compassionate, confident, and capable doctors as well as compassionate human beings.

The college aims to foster an environment that instills strong values and professionalism from the beginning, preparing individuals for a successful career in medicine.

Methodology & Focus Areas

- Daily Departmental Rounds - Assessed cleanliness, patient flow, and staff behavior through real-time monitoring.
- Feedback Collection - IPD and Help Desk
- Cleanliness Checklists and CSSD Audit
- Documentation and Reporting
- Visit - Rajkiya Mahila Chikitsalay, Pushkar Bypass, Ajmer
- Signage and foot - markings for better navigation inside the hospital

ORGANOGRAM



Objectives

- To observe and understand the functional workflows of key hospital departments such as CSSD, OPD, IPD, Emergency and Radiology
- To identify operational gaps and service delivery challenges
- To implementing and assess small-scale interventions

Color Wrist Band Pilot Project Conducted at Medicine OPD

The Pilot Project was done in the New Medicine OPD where 40 patients were screened and registered under the colour coded wrist bands system

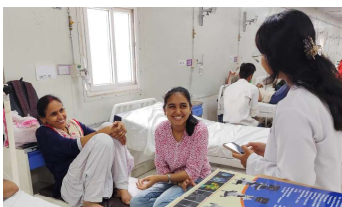
COLOUR	CATEGORY
Yellow	Senior citizen and high risk cases in OPD
Green	General OPD patients
White	Attendant (Allowed only with senior citizen and high risk cases at OPD)
Blue	General IPD patient
Red	Critical high IPD patients

Impact of Wrist Bands

- Significantly reduce unauthorized entry in hospital premises.
- Improve security and infection control.
- Prevent overcrowding by multiple attendants or casual visitors.
- Improving cleanliness and reduce property damage.

Patient Feedback

Quality of Clinical and Nursing Care
Strong patient trust
Need for stricter hygiene monitoring and sanitation staff training.



SWOT - Central Sterile Supply Department

Strengths - Dedicated CSSD unit - Availability of sterilization equipment (4 Automatic Autoclave, 1 manual autoclave, 1 Plasma Sterilizer) - Record is maintained	Weaknesses - Lack of unidirectional flow - Inadequate use of PPE - No regular isowick test - No regular maintenance of Autoclaves - No cleaning checklist maintained
Opportunities - Staff training programs (Enforce PPE Usage, Display visual reminders and conduct regular audits) - Infrastructure redesign (Redesign entry and exit points to prevent cross-contamination) - Automation and digital tracking	Threats - Risk of infection spread - Non-compliance with NABH - Equipment malfunction

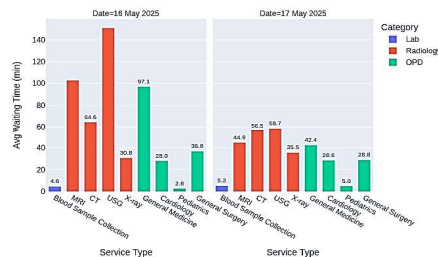
Department-wise Waiting Time

Recorded as a part of Key Performance Indicators submitted to

Department of Medical Education

Waiting times were recorded in every department
Maximum - Ultrasonography and MRI
Cause - Overcrowding, irregular que management

Average Waiting Times by Service and Date



Major Learnings

- Communicating with patience - Understood the critical role of staff-patient interaction.
- Understanding of Hospital Operations and Interdepartmental Coordination
- Learned how to identify operational gaps through checklists, feedback forms, and audits, and how small interventions like foot marking, wristbands, and sanitation audits can significantly enhance patient safety
- Improved Professionalism and Reporting Skills
- Understanding the Gaps Between Policy and Practice

Challenges Faced During Internship

- Limited Staff Cooperation in Some Departments
- Delayed Response from Help Desk Staff
- Observed a lack of promptness at the emergency help desk, with only one staff member handling multiple tasks
- Proposals like the color-coded wristband system or sanitation audits were met with reluctance due to resistance to change.
- No Dedicated Space or Work Desk for Interns
- Limited Use of Digital Systems - Many departments still relied on manual registers; IHMS and digital modules were underutilized

Suggestions

- Introduce Token-Based Queue System in OPDs
- Conduct Weekly Cleanliness Audits with Photographic Proof
- Strengthen Staff Training on Communication and SOPs Use Visual SOP Charts in Departments
- Create an Intern-Led Monitoring Cell
- Extend Radiology Service Hours or Add Time Slots
- Implement Feedback - Based Performance Monitoring
- Set up Suggestion/Complaint Boxes in Key Areas
- Create Department-Wise WhatsApp Alert Groups
- Encourage Maintenance Reporting by Interns

Certificate of Completion

is proudly presented to
Minauti Tiwari

This is to certify that Minauti Tiwari, a student of IIHMR University, Jaipur, pursuing MBA in Hospital and Health Management, has successfully completed an internship at Jawahar Lal Nehru Medical College and Hospital, Ajmer, from 16th May 2025 to 29th July 2025. During this period, the student was engaged in various aspects of hospital administration and gained practical exposure to healthcare operations. We found the student to be sincere and dedicated, and we wish her the best for her future endeavours.

Dr. Arvind Khare
Medical Superintendent



Dr. Anil Samariya
Principal

Week 1

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 1

From: 15th May 2025 to 18th May 2025

Activity Done	• Reporting to the Medical Superintendent, Dr. Arvind Khare. • Meeting with - Principal JLN Medical College, Dr. Anil Samaria and Dr. Lunika Tak, Hospital Caretaker and guide. • Attended presentation of previous interns from TISS. • Data collected – KPIs as guided by Directorate of Medical Education, Jaipur, Rajasthan • Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works.
Linking theory (Classroom learning) with practice at your organization	• Que and crowd management, cleaning staff training and motivation, MAA Yojana counter, RGHS counter. Bed occupancy,
Gaps identified on the working area.	• Motivation among staff, Directions within hospital premises, sanitation, unclear fire exit. USG and general medicine OPD are overcrowded, delayed. Long and irregular waiting times.
Suggestions for improvement	• Color floor markings to guide directions, • Maintaining cleanliness, staff training and meeting every few days to improve motivation and a sense of responsibility. • Emergency codes in the hospital.
Plan for the next week	• Identify project and area of interest for SIP

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 2

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 2

From: 19th May 2025 to 24th May 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Studying IHMS at the IT department. • Recording waiting time at different drug distribution centers. • Hospital rounds, checking for cleanliness and repairing of fans and lights. • Identifying Overcrowded Departments - medicine OPD, USG, Skin OPD.
Linking theory (Classroom learning) with practice at your organization	• Queue Management System • QMS Triage at emergency • Studying Patient Flow • Token
Gaps identified on the working area.	• No token system • DDC 3 was observed for waiting time since it is the most crowded at peak hours 10AM to 1PM. • Patients are not clear which DDC counter to go to. No mention of the counter number on prescription. • Kabad accumulated at the open space. • Water standing at corridor intersections.
Suggestions for improvement	• Self-improvement • Secondary research • Directions are not clear to the patients – signage required. • Preferred time for cleaning - 7AM to 8AM. Currently, cleaning takes place at 9AM to 11AM, interrupting patient movement in the passageway.

Plan for the next week	• Studying patient flow in different departments. • Improve signage for better directions and improving patient flow in the hospital.
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Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 3

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 3

From: 26th May 2025 to 31st May 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Created signage for better navigation inside the hospital. • Hospital rounds – checking for cleaning, appliance repairing • Visited Rajkiya Mahila Chikitsalaya, Pushkar Bypass. • Studied E-Aushadhi for pharmaceuticals management. • Accompanied Hospital Inspection Team • Learned about IHMS Modules and SSO ID • Visited Blood Bank • QR OPD Registration Attempted • Created ABHA ID
Linking theory (Classroom learning) with practice at your organization	• Patient flow analysis • Six sigma analysis for waste management • IHMS • Signage
Gaps identified on the working area.	• Patient count machines not being utilized at OPD • Staff could be advised to wear masks. • QR OPD Registration not working. • Daily floor moping • Electrical appliance repairing • Washroom cleaning, separate washroom for male and female patients is required

Suggestions for improvement	• Directions for room number in the corridors. • Posters could be displayed above dustbins for segregation of biomedical waste. • Sonography room is overcrowded, separate room for registration and procedure. • Feet operated hand sanitizers could be placed at OPDs
Plan for the next week	• Identifying number of fire extinguishers required at each ward in the main building and corridors. • Visit CSSD

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 4

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 4

From: 2nd June 2025 to 7th June 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Visited CSSD • Hospital daily rounds • Checking for seepage due to rain • Attended meeting with the Secretary, Medical Education • I studied QMS at Kawatiya Hospital, Jaipur • Identified gaps at queue management at JLN • Trying to create color specific foot markings for better navigation inside the hospital.
Linking theory (Classroom learning) with practice at your organization	• Hospital facility management concepts – inspecting cleanliness, requirement of repairing, etc • Studying Central Sterile Service Department to evaluate operational practices and compare them with standards. • Studying hospital design in suggesting colour coded navigation markings.
Gaps identified on the working area.	• Daily floor moping should be done. • Washroom cleaning, separate washroom for male and female patients is required. Only one separate washroom is present at OPD area. • At CSSD, staff is not wearing mask, gloves and shoe covers while working. Unidirectional flow is not maintained. Only one entry and exit gate

Suggestions for improvement	• Directions for room number in the corridors. • Infrastructure repairs at rain affected areas to prevent water seepage and related issues • Feet operated hand sanitizers could be placed at OPDs
Plan for the next week	• Study CSSD in detail • Implement foot markings for better navigation.

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 5

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 5

From: 9th June 2025 to 14th June 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Conducted CSSD Audit check, Identified gaps and made a presentation and report. • Hospital daily rounds – cleaning, garbage, electrical repairs. • Checking for seepage due to rain. • Identified gaps at queue management at JLN – Medicine OPD most crowded. Planning to be shifted to New Medicine block under process. • Created color specific foot markings for better navigation inside the hospital. • Made a cleaning report – identifying areas that require immediate attention. • Conducted MAA Yojana Awareness survey. • Report for PWD Electrical and Civil Works
Linking theory (Classroom learning) with practice at your organization	• Hospital facility management concepts – inspecting cleanliness, requirement of repairing, etc. • Studying Central Sterile Service Department to evaluate operational practices and compare them with standards. • Studying hospital design in suggesting color coded navigation markings.
Gaps identified on the working area.	• Daily floor moping should be done basic sanitation is not maintained. • Washroom cleaning, separate washroom for male and female patients are required. Only one separate washroom is present at OPD area.

	• NABH Guidelines and SOPs are not being followed. • Misleading sign boards – new room numbers and old room numbers, both are being used at random, confusing patients causing chaos. • New barricade is placed at parking near new pediatrics building but is not being utilized due to absence of parking staff. • Multi-level parking is available, but vehicles are still parked near the emergency gate, blocking entry while the parking is vacant on 2nd level for 2-wheelers and underground for 4-wheelers.
Suggestions for improvement	• Guards and staff meeting and training about queue management at OPD • Issues are not addressed promptly, helpline or maintenance number could be given to the nursing incharge in each department. • Cleaning twice per shift. • Complaint/Suggestion box for patients could be placed at help desks – suggestions could be taken into consideration when they reach higher authorities.
Plan for the next week	• Identify project and area of interest for SIP

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 6

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995 **Stream:** Hospital and Health Management

Week no: 6 **From:** 16th June 2025 to 21st June 2025

Activity Done	- Analyzed nurse attendance for the month of May, identified people with least attendance and average attendance per department. - Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. - Checking for seepage due to rain. - Medicine OPD shifted to New Medicine block. - Prepared cleanliness Checklist for each ward. - Prepared linen Checklist. - Prepared Checklist for infection control
Linking theory (Classroom learning) with practice at your organization	Hospital facility management concepts – inspecting cleanliness, requirement of repairing, etc.
Gaps identified on the working area.	Daily floor moping should be done basic sanitation is not maintained.
Suggestions for improvement	- Phone numbers of staff responsible for wheelchair and stretcher to be printed and displayed at entry gates so that they can be called when not available. - Cleanliness checklists must be updated by staff and checked by in-charge.
Plan for the next week	- Data Collection - Foot markings for better navigation inside the hospital - Working on a proposal for establishing a token system for better queue management and avoiding bottle necks.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 7

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995 **Stream:** Hospital and Health Management

Week no: 7 **From:** 23rd June 2025 to 28th June 2025

Activity Done	• Hospital daily rounds – cleaning, garbage, electrical repairs, plumbing issues noticed and reported to supervisor. • Proposal, Wrist band color coded system for New Medicine Block, OPD and IPD • Report on complaint and feedback system • Meeting Nursing Superintend • Checking the requirement of shoe racks in every ward. • Checking for water logging • Visited hospital kitchen, drainage and rat problem.
Linking theory (Classroom learning) with practice at your organization	• Hospital facility management concepts – inspecting cleanliness, requirement of repairing, etc. • Queue Management System
Gaps identified on the working area.	• Hospital kitchen – Seepage, Ventilation, Rats outside at drainage. Drains not covered. • Nursing staff appointed at help desk in OPD Porch, not on duty regularly. • Issues related to store and broken benches. • Overcrowding at New Medicine Block, identifying ways to implement QMS. Proposing a colour coded wrist band system to restrict entry and enhance security.
Suggestions for improvement	• Cleaning staff name and contact number with duty timings could be displayed at notice board inside each department, enhancing responsibility and accountability.
Plan for the next week	• Report Writing based on observations.

Signature of the Student

Approved by the IIHMR University's Mentor

Week 8

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 8

From: 30th June 2025 to 5th July 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Map of Prisoner ward for construction of washrooms • Finalizing wrist band pilot project proposal.
Linking theory (Classroom learning) with practice at your organization	• Hospital housekeeping • Queue management system • New QR code for online appointments in OPD
Gaps identified on the working area.	• Plumbing issues in staff washrooms • Sanitation issues • Water logging outside and inside the hospital building • Garbage Accumulated • Washrooms are not cleaned every day. • Rats found inside the washroom and several places inside the hospital.
Suggestions for improvement	• Implement a daily cleanliness audit checklist in all wards and public areas, with accountability assigned to ward in-charges. • Conduct monthly training sessions on infection control, patient communication, and safety protocols for all clinical and support staff. • Use color-coded foot markings, clear signboards, and department maps to reduce confusion and improve patient navigation within the hospital.

Plan for the next week	• Report Writing based on observations. • Visiting Emergency Operation Theatre
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Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 9

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 9

From: 7th July 2025 to 12th July 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Visited Emergency O.T. During my visit to the Operation Theatre complex, I observed that two open appendectomy procedures were being conducted simultaneously. While the surgeries were proceeding under sterile conditions, I noted a significant lack of infection control; the OT doors were left open, allowing direct exposure to the corridor. This poses a high risk of contamination, compromising the sterile environment that is essential during surgical procedures. • Conducted pilot program on wrist band system for better patient tracking and restricted entry inside the new medicine OPD. • Put up stickers of new QR code for online OPD registration at New QR codes placed at 1. Pediatrics OPD 2. Psychiatric + Oncology OPD 3. Emergency help desk 4. Emergency ward waiting area 5. OPD porch senior citizen's counter 6. OPD porch entry gate 3 stickers are placed 7. Parchi counter outside beside RGHS counter 8. Parchi counter at ortho parking
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Linking theory (Classroom learning) with practice at your organization	• Hospital housekeeping • Queue management system • New QR code for online appointments in OPD
Gaps identified on the working area.	• Excessive paperwork for staff. • IHMS modules are not being utilized. • Plumbing issues in staff washrooms. • Water logging outside and inside the hospital building • Garbage Accumulated • Washrooms are not cleaned every day. • Rats found inside the washroom and several places inside the hospital
Suggestions for improvement	• Cleaning workers may report everyday by keeping photographic records. • Ensure strictly closing the doors to operation theatre. • Set up a suggestion box for patients and staff in main areas. • Install wall charts on hand hygiene near every ward.
Plan for the next week	• Report writing. • Preparing final presentation. • Pest control • Patient feedback on help desk at emergency gate.

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 10

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Week no: 10

From: 14th July 2025 to 19th July 2025

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betal marks, fans not working, washroom cleaning, repairing works. • Pest control at key locations • Meeting with Dr. Garima Bafna, Additional Principal. She guided us to focus on help desk to improve patient guidance and coordination.
Linking theory (Classroom learning) with practice at your organization	• Hospital housekeeping • Understanding the significance of hospital leadership guidance and communication in improving workflow.
Gaps identified on the working area.	• Plumbing issues in staff washrooms • Sanitation issues • Water logging outside and inside the hospital building • Garbage Accumulated • Washrooms are not cleaned every day. • Rats found inside the washroom and several places inside the hospital.
Suggestions for improvement	• INTERN LED QUALITY CELLS 5 Students in a group could be assigned to rotate through different departments each week, use structured checklists to assess cleanliness, staff behavior and crowd management. Preparing weekly observation reports. • SANITATION REMINDER ALERTS Creating a cleaning schedule for different zones, Use SMS notification to send alerts to sanitation workers

	and ward in-charge. After cleaning, staff can be instructed to upload a photo as proof of completion
Plan for the next week	• Report Writing.

Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Week 11

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995 **Stream:** Hospital and Health Management

Week no: 11 **From:** 21st July 2025 to 29th July 2025

Activity Done	• Hospital daily rounds – cleaning, garbage, electrical repairs, plumbing issues noticed and reported to supervisor. • Compilation of final report for university and separate report and presentation for hospital. • Submitted daily diary and a copy of weekly reports. • Submitted PWD report for judge rounds to be conducted in the month of August • Submitted presentation and final report in hospital. • Received completion certificate.
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Signature of the Student

Minauti Tiwari

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organization: Jawahar Lal Nehru Medical College, Ajmer, Rajasthan.

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

Name of the Student: Minauti Tiwari

Roll no: 1995

Stream: Hospital and Health Management

Activity Done	• Hospital daily rounds – Taking pictures of garbage, drainage issues, plumbing issues, paan/betel marks, fans not working, washroom cleaning, repairing works. • Studied IHMS modules • Created signage boards for better navigation. • Visited Rajkiya Mahila Chikitsalaya, Pushkar Bypass, Ajmer, Rajasthan • Visited Blood Bank • Visited Operation Theatre - During my visit to the Operation Theatre complex, I observed that two open-appendectomy procedures were being conducted simultaneously. While the surgeries were proceeding under sterile conditions, I noted a significant lack of infection control; the OT doors were left open, allowing direct exposure to the corridor. This poses a high risk of contamination, compromising the sterile environment that is essential during surgical procedures. • Visited CSSD – Studying Central Sterile Service Department to evaluate operational practices and compare them with standards and also conducted an Audit Checklist • Created color specific foot marking plan - Studied hospital design in suggesting colour coded navigation markings. • Conducted MAA Yojana Awareness Survey • Analyzed nurse attendance for the month of May, identified people with least attendance and average
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	attendance per department. • Color coded wrist band pilot project conducted at New Medicine block - Overcrowding at New Medicine Block, identifying ways to implement QMS. Proposing a color coded wrist band system to restrict entry and enhance security. • Pest control at key locations. • Submitted PWD report for judge rounds to be conducted in the month of August
Linking theory (Classroom learning) with practice at your organization	• QMS Triage at Emergency • Patient Flow • MAA Yojana • RGHS • Bed Occupancy • Staff Training • Hospital facility management concepts – inspecting cleanliness, requirement of repairing, etc
Gaps identified on the working area.	• Basic Sanitation is not maintained; hospital is highly unhygienic. • No QMS • Misleading room numbers – Verbally old room numbers are being used to guide patients and new room numbers are written outside rooms. • PPE Protocols not being followed in CSSD • Parking - New barricade is placed at parking near new pediatrics building but is not being utilized due to absence of parking staff. Multi-level parking is available, but vehicles are still parked near the emergency gate, blocking entry while the parking is vacant on 2nd level for 2-wheelers and underground for 4-wheelers. • Severe plumbing issues, sanitation issues in all patient washrooms, seepage in ward and water logging in major corridors. • Excessive paperwork for staff. • IHMS modules are not being utilized. • Washrooms are not cleaned every day. • Rats found inside the washroom and several places inside the hospital
Suggestions for improvement	• Emergency codes in the hospital. • Posters could be displayed above dustbins for segregation of biomedical waste.

	• Feet operated hand sanitizers could be placed at OPD • Guards and staff meeting and training about queue management at OPD • Issues are not addressed promptly, helpline or maintenance number could be given to the nursing incharge in each department. • Cleaning twice per shift. • Complaint/Suggestion box for patients could be placed at help desks – suggestions could be taken into consideration when they reach higher authorities. • Implement a daily cleanliness audit checklist in all wards and public areas, with accountability assigned to ward in-charges. • Conduct monthly training sessions on infection control, patient communication, and safety protocols for all clinical and support staff. • Cleaning workers may report everyday by keeping photographic records. • Ensure strictly closing the doors to operation theatre. • Set up a suggestion box for patients and staff in main areas. • Install wall charts on hand hygiene near every ward. • Colour coded foot markings for better directions.
Key Learnings	• Working in a government