

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

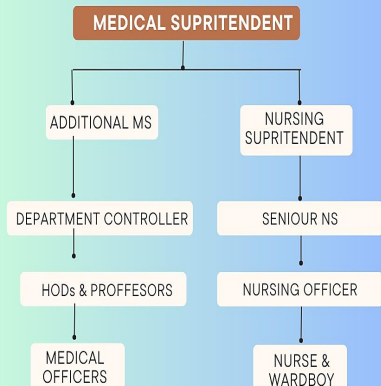
Jawaharlal Nehru Medical College (JLNMC) Ajmer's vision is to develop compassionate, confident, and capable doctors as well as compassionate human beings.

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 Bowie-dick 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

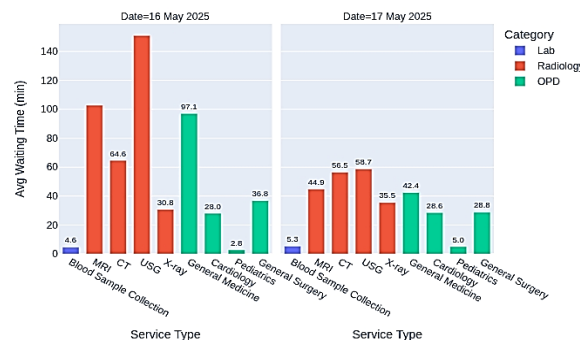
Department-wise Waiting Time

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 15th 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 endeavors.

Dr. Arvind Khare
Medical Superintendent



Dr. Anil Samariya
Principal

