

SUMMER INTERNSHIP PROGRAM

At

Rainbow Children Hospital, Road 2, Banjara Hills

From May 12, 2025, to July 23, 2025

A REPORT BY

Dr. Komali Hema Kumar

ROLL NO: 1982

Master of Business

Administration

(Hospital and Health Management)

MBA-HMM-29

1ST YEAR

2024-2026

Under the mentorship of

Dr. Varsha Tanu

(Associate Professor)



IIHMR University, Jaipur



23rd July 2025

INTERNSHIP COMPLETION CERTIFICATE

This is to certify that **Dr. Komali Hema Kumar** has successfully completed an internship in the **Operations Department** at **Rainbow Children's Hospital, Road No. 2, Banjara Hills,** from **12th May 2025 to 23rd July 2025.**

During this period, Dr. Komali Hema Kumar demonstrated excellent overall performance. He actively contributed to various projects, including:

- Patient Volume Growth Strategy – Dental & Ophthalmic
- OT Rescheduling & Delay Analysis
- Development of a Prototype App for OT
- Lab & Diagnostics Optimization
- Nurse Calling System – Review Report

We appreciate his dedication and efforts during the internship and wish him all the very best in his future endeavors.

For Rainbow Children's Hospital


Signature of Mentor

Name: Ranjini Nair

Designation: Senior Facility Director




Signature of HR

Name: T Vishnupriya

Designation: Manager

Rainbow Children's Medicare Limited

Registered Office: 8-2-120/103/1, Survey No. 403, Road No. 2, Banjara Hills, Hyderabad, Telangana - 500034, Telephone No: - 040 44665555
Corporate Office: 8-2-19/1/a, Daulet Arcade, Karvy lane, Road No. 11, Banjara Hills, Hyderabad. Telangana - 500034

CIN:L85110TG1998PLC029914

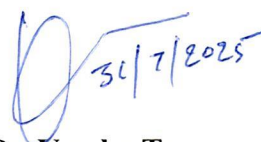
info@rainbowhospitals.in

www.rainbowhospitals.in

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Komali Hema Kumar** of academic year 2024-26 **Institute of Health Management Research** has prepared a poster with respect to his summer internship held during May-July 2025.

He has carried out work as per the guidelines. His poster is approved for presentation.

A handwritten signature in blue ink, followed by the date '31/7/2025' written in blue ink.

Date: 31/07/2025

Dr. Varsha Tanu

Associate Professor

OT DELAY AND RESCHEDULING ANALYSIS AT RAINBOW CHILDREN HOSPITAL

University Mentor: Dr.Varsha Tanu
Organization Mentor: Ms .Ranjini Nair

Presented BY : Dr.K Hema Kumar(1982)
MBA-HHM 29,IHMRUniversity,jaipur



ABOUT THE ORGANIZATION

Rainbow Children's Hospital, founded in 1999 in Hyderabad, is a leading pediatric and maternal healthcare network with over 19 hospitals across India. Known for specialty-based tertiary care, it holds NABH, NABL, and JCI accreditations, ensuring global standards in clinical quality, patient safety, and diagnostic excellence for children and women.

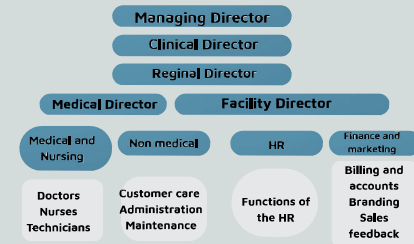
Vision :

Our aim at Rainbow Children's Hospitals is to provide high standards of care for the mother, fetus, newborn and children so that none of them is deprived of a tertiary care facility

Mission :

The measure of our success is in the number of smiling faces

Organization Structure:



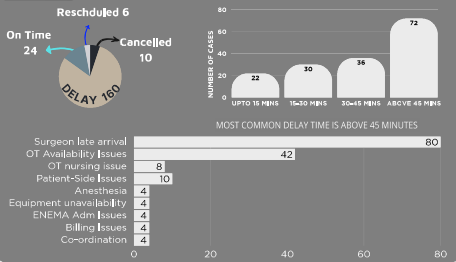
Objective

- To analyze the frequency and reasons behind OT rescheduling, delays and cancellations.
- To identify key contributing factors and suggest practical interventions to minimize disruptions.

Methodology

- Study design: Time Motion study
- Study Location: OT complex, Rainbow children hospital, Banjara Hills, Hyderabad.
- Sample size: 200
- Sampling Technique : Convenient sampling
- Data Sources
- OT schedules, Daily surgery logs, HIMS, Staff Openions and observations
- Inclusive Criteria : elective surgeries
- Exclusive Criteria: Emergency patients, Procedures Done post 6 pm
- Study Period : Data collected in the month of may and june
- Data Analysis : Microsoft Excel

Results:



Findings:

- A striking 80% of cases experienced delays, indicating systemic inefficiencies in surgical scheduling and pre-operative preparedness.
- Surgeon delays accounted for 50% of all delayed cases, making it the most critical contributor to turnaround time breaches.
- OT slot unavailability led to delays in 21 cases, suggesting the need for improved scheduling protocols and dynamic OT utilization tracking.
- Over 45% of delayed cases had wait times exceeding 45 minutes, pointing to persistent downstream process bottlenecks.

CHALLENGES FACED:

- Difficult to track the patient moment and capture the data during heavy workload
- Difficult to capture the arrival timing of surgeon during busy days

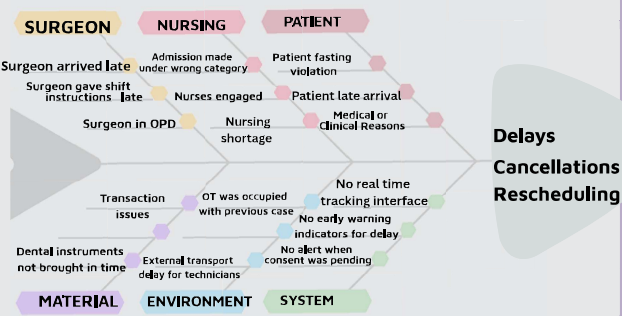
USEFULNESS OF THE INTERNSHIP:

- Helped to understand the different aspects of administration in a hospital
- I have learned to apply theoretical knowledge in practical situations
- It gave me confidence in decision-making and analysis

Learnings:

- Learned about the importance of time management in the hospital settings.
- Learn about the importance communication while dealing with patients and doctors and other technical staff.
- Learned about the importance of each and every staff to deliver health services.
- Learned about how complicated it was to deal with children.
- Learned about importance of financial counselling
- Learned about importance of patient feedback and their reviews
- Got to know about various department's structure and functioning.
- Got comprehensive exposure to workflows of Operation theatre, diagnostic services.

Fish bone /Ishikawa Diagram:



Strengths

- Skilled and Experienced Surgical Team
- Advanced Equipment & Technology
- Specialized Pediatric Focus
- Dedicated OT Coordination Staff

Opportunities

- Training & Awareness: Conducting short sessions for staff on pre-op readiness, communication
- Buffer Slot Integration: Adding strategic time buffers to reduce cascade delays
- Automation: Adoption of OT management software

Recommendations:

- Automate Reminders: SMS/app alerts for surgeons and patients to improve punctuality, Preparedness
- Incentivize Timeliness: Recognize punctual doctors (e.g., "On-Time Champion") and track it as a KPI.
- Early Financial Clearance: Ensure billing and consent are completed during pre-anesthesia checks.
- Staff Coordination: Conduct morning OT briefings and define clear roles with escalation paths.
- Smart Scheduling: Use buffer slots for complex cases and allocate OT time based on surgeon history.
- Real-Time Monitoring: Implement OT dashboards and automated delay alerts to relevant stakeholders.
- Data-Driven Review: Log and review delay reasons monthly to drive continuous process improvement.

Conclusion

- With this project, I was able to identify the various factors contributing to delay and rescheduling of the surgeries that are planned
- OT delays and rescheduling significantly impact patient experience, staff efficiency, and hospital resources
- Practical interventions—like reminder systems, better communication, buffer planning, and real-time dashboards—can drastically reduce delays.
- Reducing the delays and rescheduling improves operational efficiency and resource optimization

Week-1

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 01 **From:** 12/05/2025 to 17/05/2025

Activity Done	During the first week of my Summer Internship Program, I worked on formulating a marketing strategy aimed at boosting patient footfall for the Dental and Ophthalmic OP (Outpatient) departments. Studied existing patient inflow trends Developed a basic digital and offline marketing plan targeting local schools, residential societies, and paediatric patient base.
Linking theory (Classroom learning) with practice at your organization	I applied principles from Marketing Management, including: The 4Ps (Product, Price, Place, Promotion) in service marketing. SWOT analysis to understand strengths and challenges in Dental and Ophthalmic OP services. Customer segmentation and targeting strategies relevant to pediatric eye and dental care. Basics of healthcare branding and communication channels.
Gaps identified on the working area.	Lack of focused marketing for specialized departments like Dental and Ophthalmic OP. Limited community outreach or tie-ups with local institutions Under utilization of digital platforms and social media to attract footfall.
Suggestions for improvement	Set up a basic analytic dashboard to measure footfall increases post campaigns. Partner with nearby schools for vision and dental screening programs Improve online presence via SEO, and hospital website updates.

	implement targeted promotional campaigns collaborate with optical manufacturing and Re tailors Free Dental and Ophthalmic Screening for Children
Plan for the next week	Do the processes that I have learnt in this week. Begin executing the proposed marketing tactics in a phased manner. Assist in designing promotional content and event coordination. Track initial response from implemented strategies. Gather patient feedback regarding awareness and service satisfaction.

Signature of the Student: K.Hema Kumar.

Approved by the IIHMR University's Mentor

Week-2

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 02 **From:** 19/05/2025 to 24/05/2025

Activity Done	In the second week of my internship, I focused on understanding the current process for diagnostic lab testing and the time taken to generate and deliver reports to patients. Key tasks performed include: Shadowed lab operations to study workflow from sample collection to report delivery. Identified different categories of tests (routine vs. urgent) and their expected TATs. Collected preliminary data on actual vs. expected TAT. Observed communication flow between lab technicians, doctors, and patient coordinators. Interacted with front desk and sample collection teams to understand common delays.
Linking theory (Classroom learning) with practice at your organization	Communication Planning and Management: application of communication planning and management in the organization. Principles of Management: TAT improvement involves planning, process optimization, and control—core principles in management that aim to improve efficiency and service delivery.
Gaps identified on the working area.	identified few delays and gaps in the process of lab diagnosis and report delivery.
Suggestions for improvement	optimize the hospital information system and modify the existing time line data collection system of the diagnostic work flow for proper analysis
Plan for the next week	further work on data collection, optimization of diagnostic services in the varies departments of the hospital

Signature of the Student: K. Hema Kumar.

Approved by the IIHMR University's Mentor

Week-3

Name of the Organization: Rainbow Children's Medicare Limited,Banjara Hills ,Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 03 **From:** 19/05/2025 to 24/05/2025

Activity Done	In the third week of my internship, I focused on understanding the current process of Operation Theatre (OT) scheduling and the challenges associated with rescheduling. Key activities included: Observed OT workflows and time slots allocated to various surgical departments. Collected data on scheduled vs. actual OT usage and documented reasons for delays or cancellations. Interacted with OT coordinators, surgeons, and anesthetists to understand rescheduling practices. Identified bottlenecks in communication and scheduling flexibility. Reviewed HIS data to analyze idle time, overrun time, and underutilization patterns.
Linking theory (Classroom learning) with practice at your organization	Operations Management: Applied concepts of process mapping and workflow analysis to identify inefficiencies in OT utilization Communication Management: Real-time scheduling requires structured communication among departments—highlighting the role of coordination strategies taught in classroom modules.
Gaps identified on the working area.	Absence of a structured real-time OT rescheduling system. Communication delays between surgery, anesthesia, and OT teams
Suggestions for improvement	Implement a centralized OT scheduling dashboard with real-time updates and rescheduling options. Use historical data to build predictive models for scheduling surgeries more efficiently.
Plan for the next week	further work on data collection, optimization of OT scheduling

Signature of the Student: K.Hema Kumar.

Approved by the IIHMR University's Mentor

On the last day of every week Saturday -) report in the above format should be submitted to the faculty mentor. Submission of total 10 reports in 10 weeks is compulsory. Each report should not be more than 2 pages.

Week-4

Name of the Organization: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 04 **From:** 19/05/2025 to 24/05/2025

Activity Done	In the fourth week of my internship, I focused on understanding the current process of Operation Theatre (OT) scheduling and the challenges associated with rescheduling. Key activities included: Observed OT workflows and time slots allocated to various surgical departments. Collected data on scheduled vs. actual OT usage and documented reasons for delays or cancellations. Interacted with OT coordinators, surgeons, and anesthetists to understand rescheduling practices. Identified bottlenecks in communication and scheduling flexibility. Reviewed HIS data to analyze idle time, overrun time, and underutilization patterns.
Linking theory (Classroom learning) with practice at your organization	Operations Management: Applied concepts of process mapping and workflow analysis to identify inefficiencies in OT utilization Communication Management: Real-time scheduling requires structured communication among departments—highlighting the role of coordination strategies taught in classroom modules.
Gaps identified on the working area.	Absence of a structured real-time OT rescheduling system. Communication delays between surgery, anesthesia, and OT teams
Suggestions for improvement	Implement a centralized OT scheduling dashboard with real-time updates and rescheduling options. Use historical data to build predictive models for scheduling surgeries more efficiently.
Plan for the next week	further work on data collection, optimization of OT scheduling

Signature of the Student: K. Hema Kumar.

Approved by the IIHMR University's Mentor

Week-5

Name of the Organization: Rainbow Children's Medicare Limited,Banjara Hills ,Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 05 **From:** 9/06/2025 to 14/06/2025

Activity Done	In the fifth week of my internship, I focused on understanding the current process of Operation Theatre (OT) scheduling and the challenges associated with rescheduling. Key activities included: Observed OT workflows and time slots allocated to various surgical departments. Collected data on scheduled vs. actual OT usage and documented reasons for delays or cancellations. Interacted with OT coordinators, surgeons, and anesthetists to understand rescheduling practices. Identified bottlenecks in communication and scheduling flexibility. Reviewed HIS data to analyze idle time, overrun time, and underutilization patterns.
Linking theory (Classroom learning) with practice at your organization	Operations Management: Applied concepts of process mapping and workflow analysis to identify inefficiencies in OT utilization Communication Management: Real-time scheduling requires structured communication among departments—highlighting the role of coordination strategies taught in classroom modules.
Gaps identified on the working area.	Absence of a structured real-time OT rescheduling system.Communication delays between surgery, anesthesia, and OT teams
Suggestions for improvement	Implement a centralized OT scheduling dashboard with real-time updates and rescheduling options. Use historical data to build predictive models for scheduling surgeries more efficiently.
Plan for the next week	further work on data collection, optimization of OT scheduling

Signature of the Student: K. Hema Kumar.

Approved by the IIHMR University's Mentor

Week-6

Name of the Organization: Rainbow Children's Medicare Limited ,Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

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

Activity Done	In the week of my internship, I focused on understanding the current process of Operation Theatre (OT) scheduling and the challenges associated with rescheduling. Key activities included: Observed OT workflows and time slots allocated to various surgical departments. Collected data on scheduled vs. actual OT usage and documented reasons for delays or cancellations. Interacted with OT coordinators, surgeons, and anesthetists to understand rescheduling practices. Identified bottlenecks in communication and scheduling flexibility. Reviewed HIS data to analyze idle time, overrun time, and underutilization patterns.
Linking theory (Classroom learning) with practice at your organization	Operations Management: Applied concepts of process mapping and workflow analysis to identify inefficiencies in OT utilization Communication Management: Real-time scheduling requires structured communication among departments—highlighting the role of coordination strategies taught in classroom modules.
Gaps identified on the working area.	Absence of a structured real-time OT rescheduling system. Communication delays between surgery, anesthesia, and OT teams
Suggestions for improvement	Implement a centralized OT scheduling dashboard with real-time updates and rescheduling options. Use historical data to build predictive models for scheduling surgeries more efficiently.
Plan for the next week	further work on data collection, optimization of OT scheduling

Signature of the Student: K. Hema Kumar.

Approved by the IIHMR University's Mentor

Week-7

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 07 From: 30/06/2025 to 5/07/2025

Activity Done	In the seventh week of my internship, I focused on understanding the current process for diagnostic lab testing and the time taken to generate and deliver reports to patients. Key tasks performed include: Shadowed lab operations to study workflow from sample collection to report delivery. Identified different categories of tests (routine vs. urgent) and their expected TATs. Collected preliminary data on actual vs. expected TAT. Observed communication flow between lab technicians, doctors, and patient coordinators. Interacted with front desk and sample collection teams to understand common delays.
Linking theory (Classroom learning) with practice at your organization	Communication Planning and Management : application of communication planning and management in the organization. Principles of Management : TAT improvement involves planning, process optimization, and control—core principles in management that aim to improve efficiency and service delivery.
Gaps identified on the working area.	identified few delays and gaps in the process of lab diagnosis and report delivery.
Suggestions for improvement	optimize the hospital information system and modify the existing time line data collection system of the diagnostic work flow for proper analysis
Plan for the next week	further work on data collection, optimization of diagnostic services in the varies departments of the hospital

Signature of the Student: K. Hema Kumar.

Approved by the IIHMR University's Mentor

Week-8

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 08 From: 7/06/2025 to 12/07/2025

Activity Done	In the eight week of my internship, I focused on understanding the current process for diagnostic lab testing and the time taken to generate and deliver reports to patients. Key tasks performed include: Shadowed lab operations to study workflow from sample collection to report delivery. Identified different categories of tests (routine vs. urgent) and their expected TATs. Collected preliminary data on actual vs. expected TAT. Observed communication flow between lab technicians, doctors, and patient coordinators. Interacted with front desk and sample collection teams to understand common delays.
Linking theory (Classroom learning) with practice at your organization	Communication Planning and Management : application of communication planning and management in the organization. Principles of Management : TAT improvement involves planning, process optimization, and control—core principles in management that aim to improve efficiency and service delivery.
Gaps identified on the working area.	identified few delays and gaps in the process of lab diagnosis and report delivery.
Suggestions for improvement	optimize the hospital information system and modify the existing time line data collection system of the diagnostic work flow for proper analysis
Plan for the next week	Presentation of the work done.

Signature of the Student: K.Hema Kumar.

Approved by the IIHMR University's Mentor

Week-9

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 09 From: 13/06/2025 to 19/07/2025

Activity Done	In the ninth week of my internship, I focused on understanding the current process for TPA (third-party assurance) and the time required to generate and deliver reports to patients. Key tasks performed include: Shadowed TPA operations to study workflow from initiation to closure. Identified different categories of TPAs and their expected coverages. Collected preliminary data on actual assurance vs. expected assurance. Observed communication flow between front desk & patient coordinators. Interacted with front desk and nursing teams to understand common delays.
Linking theory (Classroom learning) with practice at your organization	Communication Planning and Management: Application of communication planning and management in the organization. Principles of Management: TPA process improvement involves planning, process optimization, and control—core management principles that aim to enhance efficiency and service delivery.
Gaps identified in the working area.	identified a few delays and gaps in the process of TPA documentation
Suggestions for improvement	Optimize the hospital information system and modify the existing timeline data collection system of TPA workflow for proper analysis
Plan for the next week	Will start.

Signature of the Student: K.Hema Kumar.

Approved by the IIHMR University's Mentor

Week-10

Name of the Organisation: Rainbow Children's Medicare Limited, Banjara Hills, Hyderabad.

Area/ Department/ Project of Summer Internship Program: Operations Department

Name of the Student: Komali Hema Kumar.

Roll no: 1982

Stream: HM-29

Week no: 10 From: 7/06/2025 to 12/07/2025

Activity Done	Completed my presentation on my project titled OT delay and rescheduling analysis at Rainbow Children's Hospital Presented it to my guide, Ms Rajani Nair, and got her approval, and presented suggestions to bridge the gaps from my project findings Was awarded an internship completion certificate
Linking theory (Classroom learning) with practice at your organization	Research methodology: I used my understanding of the subject to complete my project, like choosing a study design and how to select a sample size, etc
Gaps identified on the working area.	80 % delays due to systematic inefficiencies 50% delays due to surgeon delays Ot unavailability led to 21 delays Ot unavailability led to 21 delays Over 45 % of delays have a waiting time of 45 minutes
Suggestions for improvement	Automate reminders Incentivize timelines Early financial clearance Smart scheduling and better staff coordination Real-time monitoring
Plan for the next week	Conclusion of internship

Signature of the Student: K.Hema Kumar.

Approved by the IIHMR University's Mentor

Compiled Report

Name of the Organisation: RAINBOW CHILDRENS HOSPITAL, ROAD NO 2, BANJARA HILLS, HYDERABAD.

Area/ Department/ Project of Summer Internship Program: OPERATIONS DEPARTMENT.

Name of the Student: KOMALI HEMA KUMAR.

Roll no: 1982 **Stream:** MBA-HOSPITAL AND HEALTH MANAGEMENT

Activity Done	• Collaborated with marketing team to develop marketing strategy for increasing the footfall of dental and ophthalmic patient foot fall • Understand the operations of design team and creative team • Understand the key functions of the marketing team • I focused on understanding the current process of Operation Theatre (OT) scheduling and the challenges associated with rescheduling. • Observed OT workflows and time slots allocated to various surgical departments. • Collected data on scheduled vs. actual OT usage and documented reasons for delays or cancellations. • Interacted with OT coordinators, surgeons, and anaesthetists to understand rescheduling practices. • Identified bottlenecks in communication and scheduling flexibility. • Reviewed HIS data to analyse idle time, overrun time, and underutilization patterns. • Visited the operation theatre and Emergency department and got to understand the workflow there. Noticed how well the operations are taking place with the help of executives, front desk staff and with cooperation of patients. • Visited the IT department and noticed about technological infrastructure behind the hospital. • I focused on understanding the current process for diagnostic lab testing and the time taken to generate and deliver reports to patients.
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	• Shadowed lab operations to study workflow from sample collection to report delivery. • Identified different categories of tests (routine vs. urgent). • Observed communication flow between lab technicians, doctors, and patient coordinators. • Interacted with front desk and sample collection teams to understand common delays. • Visited Radiology department to observe the workflow. • Developed a prototype application to show the management team how efficiently they could function using a well automated application in their workflows. • Visited billing department and observed how the workflow is going there • Visited third party administrator department to observe workflow and steps involved in the insurance process • Visited NICU and PICU and observed how well the infrastructure and workflow • Visited patient wards to understand the workflows
Linking theory (Classroom learning) with practice at the organization	• I applied principles from marketing management, including • The 4ps (Product, Price, Place, Promotion) • Swot analysis to understand strengths and challenges in dental and ophthalmic op services • Customer segmentation and targeting strategies relevant to paediatric eye and dental care • Organizational communication i.e. how various departments function interlinking with each other, regarding patient safety, their well-being and the treatments necessary. • Strategic planning is very important in functioning and improvement of any department in hospitals, and it became an integral part in development of international business department as well. • Organizational behaviour • With interdepartmental communication, hospitals can prosper very well. • Communication Planning and Management: application of communication planning and management in the organization. • Principles of Management : planning, process optimization, and control—core principles in management that aim to improve efficiency and service delivery. • Operations Management: Applied concepts of process mapping and workflow analysis to identify inefficiencies in OT utilization • Communication Management: Real-time scheduling requires structured communication among departments—highlighting the role of coordination strategies taught in classroom modules.

Gaps identified on the working area	● Lack of focused marketing of specialized departments like dental and ophthalmic OP ● Limited community outreach and tie-ups ● Inadequate use of digital mediums for reaching people. ● identified few delays and gaps in the process of lab diagnosis and report delivery. ● Identified issues with time stamping of lab process ● Identified delay causing factors like sample load , understaffing , outsourcing sample etc ● Absence of a structured real-time OT rescheduling system. Communication delays between surgery, anaesthesia, and OT teams ● There is no standard written documented instructions to patient and parents regarding fasting schedule ● International Patients who come for medical health checkup, have their registration fee free of cost compared to others. This is leading to disparity. ● Due to glitches in the software database of the hospital, while registering a patient, double registrations of the same patient are happening. ● Work related to international patient's registrations and visa extensions is getting disturbed by the other people who are asking for the directions of the department they want to go. ● Sometimes, the patients who are scheduled for surgery do not go through the treatment and this creates a disturbance in the scheduling of the day.
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Suggestions for improvement	Set up a basic analytics dashboard to measure footfall increases post-campaigns. ● Partner with nearby schools for vision and dental screening programs ● Improve online presence via SEO and hospital website updates. ● implement targeted promotional campaigns ● work together with Retailers and optical manufacturing and establish partnerships ● organize Free Dental and Ophthalmic Screening for Children ● Create a centralized OT scheduling dashboard which provides rescheduling options and real-time updates. ● Use historical data to build predictive models for scheduling surgeries more efficiently. ● optimize the hospital information system and modify the existing timeline data collection system of the diagnostic workflow for proper analysis ● Enhancing the current H.I.S system for proper demarcation of sample collection and transit. ● Time stamping of each step involved in the collection and processing and publishing the result ● Real time alerts and acknowledgments for the scenarios where the time consumption is more than the average time required for the step. ● Tracking the real-time location and assigning staff effectively in order to effectively handle the outsourcing sample load.
Key learnings	● Got to know about various department's structure and functioning. ● Got comprehensive exposure to workflows of Operation theatre, diagnostic services. ● Developed an understanding of the third-party administrator's operations and procedures. ● Understand about tie up between hospital and insurance companies. ● learned about the processes used in the diagnostic department. ● Learnt about the importance of time management in the hospital settings. ● Learn about the importance communication while dealing with patients and doctors and other technical staff. ● Learnt about the importance of each and every staff to deliver health services. ● Learnt about how complicated it was to deal with children. ● Learnt about importance of financial counselling ● Learnt about importance of patient feedback and their experiences.

	● Observed the hospital's technological backbone in the IT department. ● Observed the importance of follow up for patient satisfaction and long-term care.
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Signature of the Student

Komali Hema Kumar.

Approved by the IIHMR University's Mentor