

SUMMER INTERNSHIP PROGRAM
at
Eternal Heart Care Centre (EHCC), JAIPUR

From 12/05/2025 to 21/07/2025

A REPORT BY
Kanishka Tewari
Master of Business Administration Hospital and Health Management
Roll no.: 1971
2024-26

under the Mentorship of
Dr. Sanjay Gupta, Professor and Dean, IIHMR





**ETERNAL
HOSPITAL**



An Affiliate of
**Mount
Sinai
New York**



Ref: EHCC&RI/HR/Office/12420

Date: 21-July-2025

TO WHOMSOEVER IT MAY CONCERN

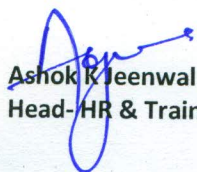
This is to certify that **Ms Kanishka Tewari** student of **IIHMR University, Jaipur** has completed her internship at **"Eternal Hospital, Jaipur"** from **12th May'25 to 21st July'25**.

During this period, She was inducted, oriented and trained in the working and processes of **Quality Department** under the guidance of **Dr Ruchi Khanna**.

During the period we found her sincere, intelligent, obedient and hard working.

We wish her all the best for future endeavours.

For ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE, JAIPUR


Ashok K. Jeenwal
Head- HR & Training



(A Unit of Eternal Heart Care Center & Research Institute Pvt. Ltd.)

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CIN No. U85110RJ2007PTC023653

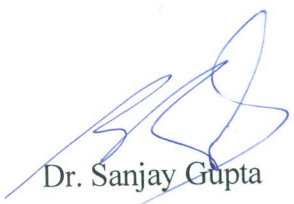
IIHMR University Faculty Mentor Approval

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

She has carried out work as per the guidelines. Her poster is approved for presentation.

Date: _____

24/7/2025



Dr. Sanjay Gupta

Professor & Deen

ASSESSMENT OF CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD) PATIENT ACCORDING TO GOLD STANDARDS

Faculty Mentor: Dr Sanjay Gupta

Presented by: Kanishka Tewari
[1971 MBA HM 29]

Organization Mentor: Dr Ruchi Khanna

Brief History and Description about the Organization

Eternal Hospital

Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) established on 5th October 2013 -this landmark Healthcare Institute was founded by Dr. Samin K. Sharma, world- renowned Interventional Cardiologist based at Mount Sinai Hospital ,New York, USA. he hospital is JCI (Joint Commission International) accredited and affiliated from The Mount Sinai Hospital, New York, USA. Hospital is also NABH & NABL accredited. Eternal Hospital is an 250 bedded hospital and has state-of-the-art technology focusing on the specialities like Cardiology, Cardiac Surgery, Neurology, Neuro Surgery, Orthopaedic & Joint Replacement, Spine Surgery, Nephrology, Paediatrics, Gynaecology, Critical Care, Urology, Pulmonology, Gastroenterology, Diabetes and Endocrinology and many more.

Organization Mission & Vision

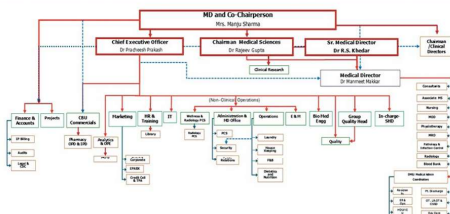
MISSION

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic and rehabilitation services.

VISION

A centre of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

Organogram-EHCC



Difference between practical exposure at SIP organisation and theoretical understanding from IIHMR University

- Theory teaches ideal protocols; practical exposure reveals real-world constraints.
- Theory emphasizes individual knowledge; practical exposure demands teamwork and adaptability.
- Theory outlines structured care; practical exposure highlights gaps in execution and patient compliance.
- Theory builds clinical concepts; practical exposure develops critical thinking and real-time decision-making

Learning During the Internship:

- Gained exposure to the functioning of a healthcare institution.
- Understood the importance of teamwork in clinical settings.
- Improved time management and organizational skills..
- Enhanced communication skills with staff and patients.
- Understood the role of discipline and professionalism in healthcare.
- Developed a structured approach to problem-solving.

Challenges faced during internship

- Lack of clear orientation or structured training module for interns.
- Hesitation among staff in sharing relevant information & to accept suggestions from interns.
- Limited access to hospital data and records due to confidentiality reasons.

PROJECT UNDERTAKEN

Assessment Of COPD Patients According To GOLD STANDARDS

Chronic Obstructive Pulmonary Disease (COPD) is a progressive yet preventable respiratory disorder characterized by persistent airflow limitation, often due to smoking and environmental exposures. The project highlights diagnostic gaps, overtreatment in mild cases, and a lack of symptom assessment tools (CAT™, mMRC). It emphasizes the need for standardized protocols, prescriber education, and integration of non-pharmacological care to enhance patient outcomes.

Methodology : A retrospective observational study conducted on 69 respiratory patients admitted to EHCC

Objective : To evaluate adherence to GOLD guidelines in COPD management and identify gaps in diagnosis and treatment practices.

SWOT ANALYSIS :

Strength

- EHCC is a reputed tertiary care hospital with excellent pulmonology and critical care departments.
- Availability of diagnostic tools like spirometry, X-rays, and lab services.
- Access to experienced specialists and multidisciplinary staff

Opportunity.

- Potential to start awareness campaigns
- Can collaborate with pharmacy, physiotherapy, and nursing team
- Use EHCC patient data to analyze readmissions, drug adherence, or inhaler technique.

Weakness

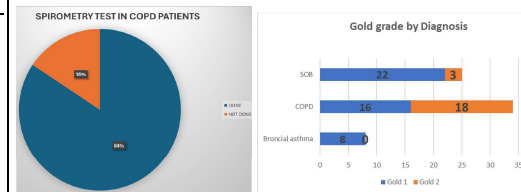
- Lack of CAT™ and mMRC scoring indicates a gap in standardized symptom assessment protocols.
- Dependence on clinical staff for data or patient interaction can slow down progress.
- Poor patient follow-up or high dropout rate may affect results.

Threat

- Institutions with integrated pulmonary rehab and smoking cessation programs may offer more holistic care, attracting more patients.
- Competing hospitals adopting comprehensive COPD care pathways with integrated digital tools may surpass EHCC in delivering standardized, data-driven respiratory care.
- COPD patients may have low awareness or motivation for compliance and education

Finding :

- 48.5% of total cases were diagnosed as COPD while 84% of COPD patients underwent spirometry, reflecting good diagnostic coverage.
- Lack of CAT™ and mMRC scoring contributed to poor recognition of symptom burden in GOLD 1 cases
- GOLD Stage 2 (moderate COPD) was the most common severity grade.
- Mild COPD (GOLD 1) cases were often over-treated with pharmacologic therapy.
- 75% of COPD patients were treated with nebulized bronchodilators and systemic steroids, indicating a strong reliance on acute-phase management.



Suggestions :

- Conduct training sessions for doctors and nursing staff to implement CAT™ and mMRC scoring effectively.
- Ensure spirometry is performed in all suspected COPD and SOB cases to minimize underdiagnosis.
- Support patients through structured non-pharmacological care including smoking cessation counseling, referral to pulmonary rehabilitation, timely vaccination.
- Provide inhaler training to the patient's and ensure scheduled follow-ups to reduce readmissions.



Weekly Report – 1

Name of the Organisation: EHCC (Eternal Heart Care Centre and Research Institute)

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

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: MBA HM

Week no: 1 **From:** 12/05/2025 to 17/05/2025

Activity Done	Documentation and orientation session conducted by the HR and Quality team. Had a tour of EHCC Hospital along with the overview of some departments (CSSD, HDU) Meeting with Dr. Ruchi Khanna Ma'am (Quality head) had a brief session about SIP process followed by project discussion. Also had a meeting Amit Khan Sir (Chief Administrated officer) who gave us the overview of operation of various department of hospitals Visited Outpatients department (OPD) 1&2 and observe Registration process, Billing and pharmacy counter. Had a brainstorming session about the project and the selection of the SIP Topic. Visited Obstetrics and Gynaecology (OB-GYN) to observe workflows Presented the overview of topic selected for the SIP to Quality head Visited ER Module and that a briefing about ER Operations by Senior Manager. Visited RGHS Department and had a overview of RGHS working. Visited ER department and had an overview about ER Module.
Linking theory (Classroom learning) with practice at your organisation	Utilised knowledge of Organisational Behaviour, Human Resource Management theories to analyse departmental functioning. Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	Inconsistent in maintaining the feedback process Irregularities in assessment of vitals by the nursing staff in some OPDS
Suggestions for improvement	Implement a clear, documented feedback process with regularly tracking feedback collection and response. Implementing a mandatory vital signs protocol and conducting a regular documentation audit.

Plan for the next week	Working on the approved topic Along with observing of the remaining departments and assessing their workflow.

Signature of the Student: Kanishka.

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.

Weekly Report - 2

Name of the Organisation: EHCC

Area/ Department/ Project of Summer Internship Program: QUALITY DEPARTMENT

Name of the Student: KANISHKA TEWARI

Roll no: 1971

Stream: MBA HM

Week no: 2 From: 19/05/2025 to 24/05/2025

Activity Done	Visited IPD Pharmacy and general store and had a brief of the working of both the department under Supply chain Management. Visited clinical nutrition and dietetics and learned about different types diets and their administration (from ticket generation to their distribution) Had a brief about security department and learned about their working and management. Also, I had session on fire safety, followed by fire safety drill. Visited food & beverage's department, got to know about their working and how efficiently they manage hospitals kitchen's Visited biomedical engineering department learned about their working and how efficiently they manage working of every machine of the hospital. Visited the project management head Mr Vivek Khatta sir. Had a brief about the working of the department and the management of the department throughout the hospital. Had a overview of engineering department and their working also we had visited blood bank and got to known about their working and management of the blood storages.
Linking theory (Classroom learning) with practice at your organisation	Gained knowledge about utility services Related concepts of supply chain management in hospitals
Gaps identified on the working area.	Overcrowding of canteen premises during rush hours

Suggestions for improvement	Increases capacity according to the footfall
Plan for the next week	Work on SIP topic assigned and cover remaining departments to have a better understanding of working of the hospital.

Signature of the Student : Kanishka

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.

Weekly Report – 3

Name of the Organisation: Eternal Health Care Centre, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: HM 29

Week no: 3 **From:** 26/05/2025 to 31/05/2025

Activity Done	Visited Dialysis Department & got a brief about process of dialysis, billing and clinical emergencies that can occur during dialysis. Visited Housekeeping dept. understood the link between housekeeping with other depts. Such as CSSD etc. Worked on my SIP topic audited various ICUs and checked the COPD Checklist being followed by staff or not , monitored the drug administration in COPD patients Observed the flow of a patients suffering from pulmonary diseases into various ICUs. Visited TPA dept. and understood about the process of claim, billing & discharge of various organisations.
Linking theory with practice at your organisation	Related concepts of Financial Management & HRM in hospitals. Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	Irregularity in maintaining the Sepsis Checklist in ICUs.
Suggestions for improvement	Tracking & Verification by the supervisor or in-charge in respective ICUs.
Plan for the next week	Work on the SIP topic assigned & cover the remaining dept. to understand their working.

Signature of the Student: Kanishka Tewari

Approved by the IIHMR University’s Mentor

Weekly Report – 4

Name of the Organisation: EHCC (Eternal Heart Care Centre and Research Institute)

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

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: MBA HM

Week no: 4 **From:** 02/06/2025 to 07/06/2025

Activity Done	Worked on my SIP topic audited various ICUs and checked the COPD Checklist being followed by staff or not, monitored the drug administration in COPD patients Observed the flow of a patients suffering from pulmonary diseases into various ICUs. Observed patients' management and bed allocation of patients. Also observed the transfer of patients from ICU Wards to General Wards. Observed management of pulmonary patients in various ICUs and general wards also monitored the drug administrations.
Linking theory (Classroom learning) with practice at your organisation	Utilised knowledge of Organisational Behaviour, Human Resource Management theories to analyse departmental functioning. Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	Inconsistent in maintaining the feedback process Irregularities in assessment of pulmonary patients by the nursing staff in some ICUs.
Suggestions for improvement	Implement a clear, documented feedback process with regularly tracking feedback collection and response. Implementing a mandatory protocol and conducting a regular documentation audit.
Plan for the next week	Work on the SIP topic assigned & cover the remaining dept. to understand their working. Collect more sample for project.

Signature of the Student: Kanishka.

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.

Weekly Report - 5

Name of the Organisation: EHCC, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: MBA in Hospital and Health Management

Week no: 5

From: 09/06/25 to 15/06/25

Activity Done	Learned about various checklists used for internal department auditing. Continue collection of data for SIP project visited ICUs.
Linking theory (Classroom learning) with practice at your organisation	Related concepts of Organisation behaviour in hospital. Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	Inconsistencies in documentation of COPD checklist compliance by nursing staff and also found various communication gap between them.
Suggestions for improvement	Data should be routinely analysed to identify trends and departments with higher rates of COPD. Different shift nurses can also go through checklist once for better clarification.

Plan for the next week	Continue to observe functioning and coordination of various departments in hospital. Continue data collection and analysis for COPD.
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Signature of the Student

Kanishka Tewari

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.

Weekly Report - 6

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality department

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: MBA Hospital and Health Management

Week no: 6 **From:** 16/06/2025 to 21/06/2025

Activity Done	Visited the OT, Patient Care Service department and Wellness Lounge. In depth understanding of Quality checklists used for internal department auditing. Overview of the marketing department. Collected data for SIP. Visited to wards for overview.
Linking theory (Classroom learning) with practice at your organisation	Applied concepts of “Marketing Management” to understand the brand management of EHCC. Related concepts of Hospital Services in hospital.
Gaps identified on the working area.	PCS lack the consultant that would help one to understand the health concern and packages.
Suggestions for improvement	A team of consultants that can clear the queries and help in providing the best care.
Plan for the next week	Quality auditing in the wards. Continue to work on the project.

Signature of the Student

Kanishka Tewari

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.

Weekly Report - 7

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality department

Name of the Student: Kanishka Tewari

Roll no: 1971

Stream: MBA Hospital and Health Management

Week no: 7 **From:** 23/06/25 to 28/06/25

Activity Done	Visited MRD Department observed the Record section of hospital, got to know about MLC cases and other legal documentations which has to be saved. Participated in IDTR team, as a member and conducted a IDTR round with PWO department. Observed the Complaint and Grievance addressing process and RCA, CAPA methods. Visited Infection Control Department got to know about the mandatory things to be followed within hospital premises. Conducted an internal audit on a floor checked all the necessary parameters according to IPSP, NABH, JCI guidelines. Worked on my SIP project and collected data. Participated in a fun activity organised by HR Dept. "Masti ki Pathshala".
Linking theory (Classroom learning) with practice at your organisation	Related concepts of HRM in MRD dept. Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	Infection Control Department could have more members in team to manage efficiently and reduce time.
Suggestions for improvement	.
Plan for the next week	Continue to observe finance department in hospital. Join or participate in a corporate health camp organised by hospital. Visit Cath lab and know the process.

Signature of the Student

Kanishka Tewari

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.

WEEKLY REPORT - VIII

Name of the Organisation: EHCC, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: KANISHKA TEWARI

Roll no: 1971

Stream: HM 29

Week no: 8

From: 30/06/25 to 05/07/25

Activity Done	Visited Emergency Department got to know about Ambulance Operations it's daily management. Conducted an internal audit regarding patient file checklist. Reviewed the CPR Running Sheets and compiled data of past month June. Worked on my SIP project segregated all the data in Excel to assess and find out the compliance rate. Got the COPD Checklist approved by the doctor.
Linking theory (Classroom learning) with practice at your organisation	Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	There is only a single ambulance owner by hospital rest depends on outsourced companies.
Suggestions for improvement	-
Plan for the next week	Continue to observe finance department s in hospital. Join or participate in a corporate health camp organised by hospital.

Signature of the Student: Kanishka.

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.

Weekly Report - 9

Name of the Organisation: EHCC Hospital, Jaipur

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

Name of the Student: KANISHKA TEWARI

Roll no: 1971

Stream: MBA-HM

Week no: 9 **From:** 07/07/2025 **to** 12/07/2025

Activity Done	Overview of the finance dept. File audit of OT Notes and Surgical safety checklist Assessments of COPD Patients in various ICUs Data analysis and prepared presentation of SIP Topic.
Linking theory (Classroom learning) with practice at your organisation	Gained knowledge on the concepts of “Essentials of Hospital Services”. Applied concepts of “Financial Management” and “Biostatistics”.
Gaps identified on the working area	Inconsistencies in documentation or incomplete checklists identified during the audit. Challenges in data collection or interpretation, or areas for refining the presentation content.
Suggestions for improvement	Standardize documentation procedures and provide refresher training on the surgical safety checklist. Develop action plans to address identified non-conformities and improve adherence to NABH standards. Refine data collection methods and enhance presentation clarity and impact.
Plan for the next week	Follow-up on implemented suggestions for OT notes and surgical safety checklist. Deliver the SIP presentation and incorporate feedback.

Signature of the Student

Kanishka

Approved by the IIHMR University’s Mentor

Weekly Report - X

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: KANISHKA TEWARI

Roll no: 1971 **Stream:** MBA-HM

Week no: 10 **From:** 14/07/2025 **to** 19/07/2025

Activity Done	Overview of Medical Administration got to know about the working and coordination with doctors , nurses and other dept. Did Procedure audit of patients files. Submission of Final project and presentation to quality head. Done the facility round audit on each floor.
Linking theory (Classroom learning) with practice at your organisation	Gained knowledge on the concepts of “Essentials of Hospital Services”.
Gaps identified on the working area	Inconsistencies in documentation or incomplete checklists identified during the audit. Challenges in data collection or interpretation, or areas for refining the presentation content.
Suggestions for improvement	Standardize documentation procedures and provide refresher training on the surgical safety checklist.
Plan for the next week	Follow-up on implemented suggestions for OT notes and surgical safety checklist. Deliver the SIP presentation and incorporate feedback.

KANISHKA

Signature of the Student

Compiled Reporting

Name of the Organization: EHCC

Department: QUALITY DEPARTMENT

Name of the Student: KANISHKA TEWARI

Roll no:1971

Stream: MBA HM

Activity Done	Documentation & Orientation session was conducted on first day by Quality and HR department. Had a tour of EHCC Hospital along with detailed overview of some departments like CSSD & HDU's. Meeting with Dr. Ruchi Khanna ma'am (Quality Head), she had a brief session regarding SIP process followed by project discussion. Discussed and finalized the topic of SIP "Assessment of COPD (Chronic Obstructive Pulmonary Disease) according to the Gold Standards." Present over view of topic selected for SIP to Quality Head. <u>Sample size:</u> All the patients admitted in MICUs, HDU, General wards with a complain of shortness of breath or any other respiratory conditions. Creation of a checklist according to the Updated Gold Standard for COPD Patients. Identifying the gaps due to which the assessments of COPD Patients was not being done. ● Also had a meeting with Amit Khan Sir (Chief Administrative Officer) who briefed us about hospital operations of various departments. ● Visited various departments to learn about their overview, functioning and operations in the hospital. Visited Cardiology Dept, OPD & Physiotherapy observed the process of registration, admission, billing, TPA, consultation to pharmacy. Visited OPD I & II Obs and Gynae Dept, and had observed the same process of
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	admission, billing, & TPA over there. Visited ER Module and had a briefing about ER operations by Senio Manager Emergency he explained Emergency Zoning, Triad, TAT. Visited RGHS Registration Dept. & had an overview of RGHS Services observed the admission process on RGHS software. Visited IPD Pharmacy and General store and had a brief of the working of both the department under Supply chain Management. Visited clinical nutrition and dietetics and learned about different types diets and their administration (from ticket generation to their distribution) Had a brief about security department and learned about their working and management. Also, had session on fire safety, followed by fire safety drill. Visited food & beverage's department, got to know about their working and how efficiently they manage hospitals kitchen's Visited biomedical engineering department learned about their working and how efficiently they manage working of every machine of the hospital. Visited the project management head Mr Vivek Khatta sir. Had a brief about the working of the department and the management of the department throughout the hospital. Had a overview of engineering department and their working also we had visited blood bank and got to known about their working and management of the blood storages. Visited Dialysis Department & got a brief about process of dialysis, billing and clinical emergencies that can occur during dialysis. Visited Housekeeping dept. understood the link between housekeeping with other depts. Such as CSSD etc.
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	Visited TPA dept. and understood about the process of claim, billing & discharge of various organizations. Observed the flow of a patients suffering from pulmonary diseases into various ICUs. Observed patients' management and bed allocation of patients and the transfer of patients from ICU Wards to General Wards. Observed management of pulmonary patients in various ICUs and general wards also monitored the drug administrations. Learned about various checklists used for internal department auditing. Visited Emergency Department got to know about Ambulance Operations it's daily management. Participated in IDTR team, as a member and conducted a IDTR round with PWO department. Observed the Complaint and Grievance addressing process and RCA, CAPA methods. Visited Infection Control Department got to know about the mandatory things to be followed within hospital premises. Conducted audits <u>Ward audit:</u> Audited nursing station. Evaluated display of signages, documentation of checklists, medication management, infection control practices, equipment management. Checked for facility and safety measures, IPSG, Conducted staff interviews. <u>File audit:</u> <u>Procedure monitoring checklist audit:</u> verified if key parameters were documented properly ensuring that patients received their belongings and proper education about the procedure and its complications. <u>Facility round audit on floors:</u> assessed various elements like signage, emergency exits, fire
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	extinguishers, obstructions, easy access of basic equipment's and hygienic facilities, lightings, counters, eyewash stations etc. Checked all the necessary parameters according to IPSPG, NABH, JCI guidelines. ● Reviewed the CPR Running Sheets and compiled data of past month June. <u>Worked on my SIP project:</u> segregated all the data in Excel to assess and find out the compliance rate. Got the COPD Checklist approved by the doctor. Assessments of COPD Patients in various ICUs. Worked on my SIP topic audited various ICUs and checked the COPD Checklist being followed by staff or not monitored the drug administration in COPD patients Data analysis and prepared presentation of SIP Topic. Overview of Medical Administration got to know about the working and coordination with doctors, nurses and other dept. Submission of Final project and presentation to quality head.
Linking theory (Classroom learning) with practice at your organization	● Utilized knowledge of Organizational Behavior, Human Resource Management theories to analyze departmental functioning. ● Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC. ● Gained Knowledge about Utility Services. ● Related concepts of Supply Chain Management in hospitals. ● Applied concepts of “Marketing Management” to understand the brand management of EHCC. ● Related concepts of Financial Management & HRM in hospitals. ● Applied concepts of “Biostatistics”. ● Was able to correlate: ● NABH Guidelines

	● Hospital planning ● HR capacity building ● Patient satisfaction and quality management ● Hospital information system ● Disaster management codes ● Supply chain management (IPD pharmacy) ● Hospital operation process ● Resource allocation ● Medical ethics and legal aspect ● Strategic management ● RCA/CAPA ● Gap analysis
Gaps identified on the working area.	● Inconsistencies in maintaining the feedback process. ● Irregularity in nursing assessment of vital signs at the OPDs. ● Overcrowding of Canteen premises during rush hours. ● Inconsistent in maintaining the feedback process ● Irregularities in assessment of pulmonary patients by the nursing staff in some ICUs. ● Irregularity in maintaining the medications of COPD Patients. ● Inconsistencies in documentation of COPD checklist compliance by nursing staff and also found various communication gap between them. ● There is only a single ambulance owner by hospital rest depends on outsourced companies. ● Inconsistencies in documentation or incomplete checklists identified during the audit. ● Challenges in data collection or interpretation, or areas for refining the presentation content. ● PCS lack the consultant that would help one to understand the health concern and packages.

	● Infection Control Department could have more members in team to manage efficiently and reduce time. ● Lack of real time feedback system. ● Coordination issues between clinical and nonclinical terms affected timely service delivery like diet delivery. ● Delay in pre-authorization and discharge approvals. ● Some staff couldn't recall key bundle elements during interviews. ● Junior staff unable to answer a few protocols related questions during ward audits. ● In some patients the procedure forms were not filled correctly by the Nursing Staff. ● Spirometry test was not being performed in some COPD patients. ● GOLD grading was not being done by the doctor on the patients suffering from COPD. ● Non pharmacological treatment was not being provided to the patients suffering from COPD.
Suggestions for improvement	● Implement a clear, documented feedback process with regularly tracking feedback collection and response. ● Implementing a mandatory vital signs protocol and conducting a regular documentation audit. ● Increases capacity of canteen according to the footfall. ● Implementing a mandatory protocol and conducting a regular documentation audit. ● Data should be routinely analyzed to identify trends and departments with higher rates of COPD. ● Different shift nurses can also go through checklist once for better clarification. ● Treatment of the COPD Patients should be according to the GOLD Standard. ● Standardize documentation procedures and provide refresher training on the surgical safety checklist.

	● Develop action plans to address identified non-conformities and improve adherence to NABH standards. ● Refine data collection methods and enhance presentation clarity and impact. ● A team of consultants that can clear the queries and help in providing the best care. ● Mandatory Spirometry test should be conducted in COPD patients. ● GOLD grading of the COPD patients should be done in order to provide them a better pharmacological treatment and care. ● Non pharmacological treatment should be given more to the COPD patients. ● Provide cross-training to nurses/social workers for basic counselling. ● Introduce barcode scanning to speed up document digitization. ● Early intimation to the TPA desk about upcoming discharges to help them process paperwork smoothly and in advance. ●
Key Learnings	● Understood the necessity of infection control practices especially in Hospital acquired infections. ● Gained hands-on experience of data collection, organisation and analysis for quality check. ● Analysed how patient feedback is gathered and assessed for continuous improvement. ● Understood the key importance of various elements like signages, emergency exits, hygiene etc for patient and staff safety. ● Learned how to conduct audits and checklist evaluations while following the hospital protocols. ● Learned how training, awareness and adherence directly affects the prevention of HAIs. ● Understood the importance of timely and accurate documentation. ● Gained knowledge of NABH standards and their implementation in hospitals. ● Learned about interdepartmental coordination to improve patient care

	services. ● Observed the flow of medical records and documentations in hospital. ● Gained confidence in communicating with healthcare professionals, from nurses to department heads. ● Understood the impact of outsourced services on hospital's internal operations. ● Learned about the inventory management practices in hospital. ● Co-related theory learnings with hands-on experience. Appreciated the holistic view of hospital operations from patient entry to discharge and from clinical to non-clinical care.
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Kanishka Tewari
Signature of the Student

Approved by the IIHMR University's Mentor

Report should be maximum of 10-12 pages excluding the weekly reports and poster..