

# **SUMMER INTERNSHIP PROGRAM**

**at**

**J K Lon Hospital, Kota**

From 15<sup>th</sup> May 2025 to 29<sup>th</sup> July 2025

**A REPORT BY**

Rishika Sharma

Master of Business Administration

(Hospital and Health Management)

Roll no- 2057

**2024-26**

under the Mentorship of

**Dr Varsha Tanu**  
**Associate professor**



Office of the Superintendent, J.K.Lon Mother & Child Hospital, Kota

CERTIFICATE OF COMPLETION

This is to certify that Dr. RISHIKA SHARMA of 2024-2026 batch of IIHMR University has worked with our organization for her summer internship from 15 May to 29 July 2025. The overall performance shown by her during the period was excellent. This certificate is being issued to meet the requirements of the IIHMR University. I wish her Success for her future.

Date:- 29.07.2025



(Signature of organization Mentor)

Name:- Dr Nirmala Sharma

Designation:- Superintendent

J.K.Lon Hospital Kota



जकील  
J. K. लॉन मातृ एवं बाल चिकित्सालय  
कोटा

Seal/Stamp of the Organization

## IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Rishika Sharma** 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: 30<sup>th</sup> July 2025

A handwritten signature in blue ink, appearing to be 'Dr. Varsha Tanu', with the date '30/7/2025' written next to it.

**Dr. Varsha Tanu**

**Associate Professor**

# Implementation and Evaluation of Evidence-Based Practices in Maternity Services



J K Lon Hospital, Kota

## INTRODUCTION

J.K. Lon Hospital, is one of the largest and most reputed government tertiary care hospitals in Rajasthan, dedicated exclusively to maternal and child health. Functioning under the Government Medical College, Kota, the hospital serves as a vital referral center, catering to patients from Kota and surrounding districts. With specialized departments in pediatrics, neonatology, gynecology, obstetrics, and pediatric surgery, J.K. Lon Hospital plays a crucial role in delivering comprehensive and quality healthcare services to mothers and children.

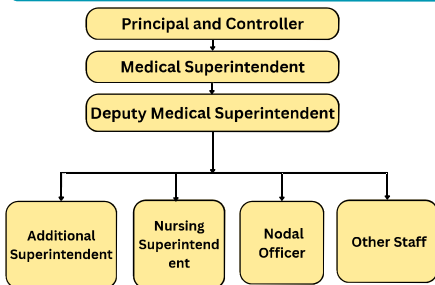
## VISION AND MISSION

- To be a center of excellence in maternal and child healthcare, education, and research, ensuring accessible, affordable, and equitable services for all sections of society.
- To promote safe childbirth, reduce maternal and infant mortality, and support child development.
- To ensure inclusive healthcare by reaching underserved and vulnerable populations.

## THEORETICAL V/S PRACTICAL EXPOSURE

- Concepts of maternal health indicators and quality assurance
- Guidelines under LaQshya for labor room and maternity HDU
- Understanding of public health schemes
- Importance of hospital planning and departmental coordination
- Observed maternal care services in labor room, postnatal ward, and NICU
- Monitored LaQshya implementation
- Saw real-time infection control practices, PPE use, and BMW segregation
- Saw varied levels of actual use of EBP across different shifts and staff teams

## ORGANIZATION STRUCTURE



## PROJECT

### AIM AND OBJECTIVE

- To assess the implementation and effectiveness of evidence-based practices under LaQshya guidelines in the maternity services and to identify existing gaps for quality improvement.
- To evaluate the current adherence to LaQshya-based protocols in the labor room, maternity HDU, and postnatal wards.
- To propose practical, evidence-backed recommendations for improving maternal and neonatal outcomes.

### RESEARCH METHODOLOGY

- Study Design: Observational, cross-sectional hospital-based project.
- Duration- May-July
- Data Collection Methods:
  - Direct observation of practices in labor room, NICU, maternity HDU, and postnatal wards.
  - Informal interactions and discussions with healthcare providers.
  - Review of patient records, checklists, and documentation formats used under LaQshya.

### GAPS IDENTIFIED

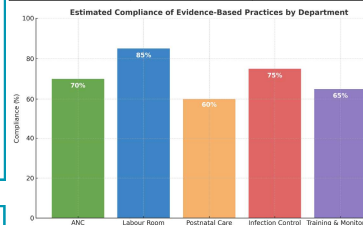
- Inconsistent postnatal care and follow-up practices.
- Lack of regular staff training and refresher sessions.
- Incomplete counseling during antenatal and discharge periods.
- Interdepartmental communication and coordination issues.

### SWOT ANALYSIS

- Government-Backed tertiary Care
- LaQshya-Certified Labor Room & HDU
- Caters to a large patient population from Kota and neighboring districts.
- Presence of Trained Staff
- Effective Implementation of Public Health Schemes
- High Patient Load
- Manual and electronic records are both maintained, leading to duplication and inefficiency.
- Lack of educational posters, helplines, or multilingual guidance for patients.
- Overburdened staff may hinder quality and protocol adherence
- Risk of infection due to overcrowding if not addressed timely
- Reluctance among some staff to adopt new protocols or digital tools may hinder progress.

### PROCESS ANALYSIS

| Stage                 | Current Process                                                                      | Observations                                                                     |
|-----------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Antenatal Care (ANC)  | Registration via AASHA & OPD, basic checkup, PCTS entry, investigations advised.     | Manual + digital records duplication; limited counseling and follow-up tracking. |
| Admission             | Patient admitted to labour room via emergency or referral; initial documentation     | Initial vitals & history are noted; partograph not always initiated early.       |
| Labour Management     | Monitoring via partograph, DCC, skin-to-skin contact, early breastfeeding.           | Protocols largely followed; occasional staff shortage affects quality.           |
| Postnatal Care        | Observation of vitals, discharge instructions, breastfeeding & contraception advice. | Inconsistent documentation and incomplete patient education at discharge.        |
| Infection Control     | Hand hygiene, PPE use, cleaning protocols, BMW segregation, checklist follow-up.     | Compliance generally good, but checklists not uniformly used.                    |
| Training & Monitoring | Monthly meetings, internal audits, informal mentoring.                               | Training not held regularly; monitoring varies by department.                    |



### PROPOSED SOLUTION

- Enhance Staff Training & CME Sessions
- Implement Feedback and Audit Systems
- Workforce Strengthening & Duty Reallocation
- Upgrade Signage and IEC Materials
- Motivate Staff Through Recognition Programs (Reward good practices).

### TOWS ANALYSIS

- Utilize trained staff to conduct regular EBP training under LaQshya.
- Use existing infrastructure and LaQshya certification to strengthen infection control audits.
- Conduct structured CME and workshops to overcome knowledge gaps.
- Use established SOPs and protocols to maintain service quality during high patient load.
- Leverage government support and recognition to secure resources and staff reinforcement.
- Conduct structured CME and workshops to overcome knowledge gaps.
- Resolve resistance to EBP by demonstrating improved patient outcomes through awareness campaigns.

## CHALLENGES

- Difficulty in coordinating efficiently across clinical, administrative, and support departments.
- Limited access to managerial decision-making and strategic planning processes.
- Overburdened staff and high patient load affecting quality of care and supervision.
- Duplication in manual and digital records causing delays and confusion.
- Resistance to adopting new evidence-based practices and protocols among staff.

## LEARNINGS

- Gained real-time exposure to maternal and child healthcare services across departments.
- Applied theoretical concepts like LaQshya guidelines, partograph usage, and public health schemes in practical settings.
- Built resilience and patience while navigating operational challenges such as staff shortages, overcrowding, and resource limitations.
- Understood the importance of teamwork, interdepartmental coordination, and respectful patient care in a busy government hospital.
- Strengthened communication and empathy skills while interacting with patients from diverse socio-economic backgrounds, often with limited health literacy.

## SUGGESTIONS

- Ensure Regular Staff Training on LaQshya protocols, infection control, and updated maternal care practices.
- Install bilingual signage across all departments listing available services.
- Regular monitoring of BMW segregation and re-training of housekeeping and nursing staff, with clearly labeled bins and wall charts.
- Introduce a Feedback System for patients to assess satisfaction and identify service gaps.



## Reporting Format (Weekly)

**Name of the Organization:** J K Lon Hospital, Kota

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

**Name of the Student:** Dr. RISHIKA SHARMA

**Roll no:** 2057

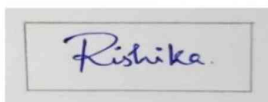
**Stream:** MBA (Hospital and Health

**Management) Week no: 1** From: 15/05/25...(Thursday)...to...17/05/25.

**(Saturday)**

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b> | <ul style="list-style-type: none"><li>• Completed joining formalities and was formally introduced to the hospital environment and staff.</li><li>• Accompanied the hospital chairperson (gynecologist) during departmental rounds to the Pediatrics unit, including visits to the OPD, ICU, general wards, and medical stores.</li><li>• Observed key functional areas of the hospital to understand overall service flow and identify preliminary areas of improvement.</li><li>• Collected primary data related to hospital operations, including:<ul style="list-style-type: none"><li>• OPD patient waiting times</li><li>• Laboratory service turnaround times</li><li>• Waiting periods for radiological services like X-ray and ultrasound (USG)</li></ul></li><li>• Retrieved monthly records on bed occupancy and bed availability across departments for analysis.</li><li>• Collected scheme-wise patient data for MAA Yojana and Rajasthan Government Health Scheme (RGHS) to assess patient utilization trends and financial coverage.</li><li>• Compiled all collected data systematically in an Excel sheet, calculated average waiting times, and organized it for record-keeping and further analysis.</li></ul> |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Linking theory<br/>(Classroom learning)<br/>with practice at your<br/>organization</b> | <ul style="list-style-type: none"> <li>• Understanding and analyzing OPD, Laboratory and imaging service waiting time.</li> <li>• Practical application of hospital operations and workflow optimization theory.</li> <li>• Importance of health information management.</li> </ul> |
| <b>Gaps identified on<br/>the working area.</b>                                           | <ul style="list-style-type: none"> <li>• Long waiting times</li> <li>• Limited real time data tracking</li> <li>• Resource constraints</li> </ul>                                                                                                                                   |
| <b>Suggestions for<br/>improvement</b>                                                    | <ul style="list-style-type: none"> <li>• Implementation of digital que management system</li> <li>• Strengthen awareness and assistance for government schemes</li> <li>• Establish real time data monitoring system</li> <li>• Periodic feedback collection</li> </ul>             |
| <b>Plan for the next week</b>                                                             | <ul style="list-style-type: none"> <li>• Plan to Understand hospital admission and discharge process.</li> <li>• Observe the implementation of Kangaroo mother care by monitoring mothers and their newborns who are receiving this care.</li> </ul>                                |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organization: J K Lon Hospital, Kota**

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

**Name of the Student: Dr. RISHIKA SHARMA**

**Roll no: 2057 Stream: MBA (Hospital and Health**

**Management) Week no: 2 From: 19/05/25...(Monday)...to...24/05/25. (Saturday)**

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"> <li>• Observation of Admission process</li> <li>• Observation of discharge process</li> <li>• Documents required for admission and discharge process (like Aadhar, Jan Aadhar, Ayushman card, Mamta card, Birth certificate etc.)</li> <li>• Process of verification under MAA yojana, RGHS scheme, and PM-JAY.</li> <li>• Understanding how treatment code is used for insurance claims.</li> <li>• Patients waiting time at DDC</li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organization</b> | <ul style="list-style-type: none"> <li>• Admission protocols, patient registration, and workflow management.</li> <li>• Discharge planning, continuity of care, and medical records management.</li> <li>• Health insurance schemes, claim processing</li> <li>• Medical coding, billing systems</li> </ul>                                                                                                                                                                     |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>• Patients abscond</li> <li>• No proper documentation</li> <li>• Mistakes in the document</li> <li>• Discrepancies in Aadhar and Jan Aadhar card.</li> </ul>                                                                                                                                                                                                                                                                             |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"> <li>• Standardized checklist (To reduce claim rejections)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |

|                               |                                                                                                                                         |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
|                               | <ul style="list-style-type: none"> <li>• Pre- admission counselling</li> <li>• On-site Aadhar and Jan Aadhar correction desk</li> </ul> |
| <b>Plan for the next week</b> | <ul style="list-style-type: none"> <li>• Understanding of record maintenance</li> <li>• IHMS software and billing system</li> </ul>     |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation: J K LON HOSPITAL, KOTA**

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

**Name of the Student: Dr. Rishika Sharma**

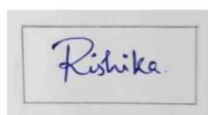
**Roll no: 2057**

**Stream: MBA (Hospital and health Management)**

**Week no: 3 From:26/05/25...(Monday)...to...31/05/25. (Saturday).**

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| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Observe manual and digital record maintenance practices.</li><li>• Observed the use of IHMS software for OPD and IPD registrations, billing, and patient tracking.</li><li>• Studied how patient records are created at registration, updated in wards, and transferred to the Record Room after discharge.</li><li>• Visited the Record Room to understand long-term storage and retrieval of admission tickets and other files.</li><li>• Explored the Family Planning site and vaccination site for sterilisation and vaccination records.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Classroom learning about Health Information Systems was reflected in practical use of IHMS software for patient data entry and billing.</li><li>• The concept of medical record lifecycle (creation, storage, retrieval, disposal) was observed in the hospital's real-world workflow.</li><li>• Manual vs. digital records.</li><li>• Record confidentiality and security were compared with actual storage and handling of sensitive data in the Record Room.</li></ul>                                                                               |

|                                             |                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             | <ul style="list-style-type: none"> <li>Record-keeping protocols in government schemes (like MAA Yojana, NFSA) aligned with course content on public health schemes and documentation.</li> </ul>                                                                                                                                                                                |
| <b>Gaps identified on the working area.</b> | <ul style="list-style-type: none"> <li>Limited space in the Record Room makes it difficult to store and organize admission tickets properly.</li> <li>Old records (&gt;3 years) are unnecessarily retained, creating clutter and inefficiency.</li> </ul>                                                                                                                       |
| <b>Suggestions for improvement</b>          | <ul style="list-style-type: none"> <li>Install proper storage infrastructure like labelled shelves and cabinets to prevent damage and disorder.</li> <li>Implement record disposal policy for files older than 3 years, in accordance with government guidelines.</li> <li>Digitize old physical records to reduce paper load and enhance data retrieval efficiency.</li> </ul> |
| <b>Plan for the next week</b>               | <ul style="list-style-type: none"> <li>How the Outpatient and Inpatient Departments are administered, registration, scheduling, follow-up.</li> <li>Understanding the Security System.</li> </ul>                                                                                                                                                                               |



**Signature of the Student**

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### Reporting Format (Weekly)

**Name of the Organisation: J K LON HOSPITAL, KOTA**

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

**Name of the Student: Dr. Rishika Sharma**

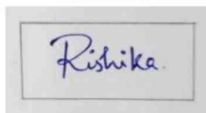
**Roll no: 2057**

**Stream: MBA (Hospital and health Management)**

**Week no: 4 From:02/06/25...(Monday)...to...07/06/25. (Saturday).**

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| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Observed Admission process for OPD/IPD</li><li>• Monitored ANC registration, follow-ups, and test scheduling.</li><li>• Identified that patients with STD or complications are called for timely ANC follow-ups.</li><li>• Visited security office.</li><li>• Verified CCTV camera installation at entry/exit gates, OPD corridors, and waiting areas.</li><li>• Monitored doctor OPD timings and patient waiting durations.</li></ul>                                           |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Observed Patient Flow Management as taught, particularly crowd control and OPD scheduling.</li><li>• Applied Operations Management by observing departmental workflow and registration timelines.</li><li>• Understood the relevance of Health Security &amp; Surveillance in real-life hospital context using guards and CCTV.</li><li>• Paediatric care observations reinforced theoretical concepts of continuity of care, immunization, and digital recordkeeping.</li></ul> |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• No security guard posted in ANC section, causing unmanaged patient flow.</li><li>• Limited seating for pregnant women leads to long standing queues.</li></ul>                                                                                                                                                                                                                                                                                                                   |

|                                    |                                                                                                                                                                                                                                                                                                   |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <ul style="list-style-type: none"> <li>• High dependency on specific days (e.g. Monday) for OPD causes crowd accumulation.</li> </ul>                                                                                                                                                             |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Post at least one dedicated security guard in ANC OPD.</li> <li>• Expand sitting area and prioritize pregnant women and mothers with infants.</li> <li>• Enhance CCTV coverage to paediatric and ANC wards and set up a CCTV monitoring desk.</li> </ul> |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>• Understanding the hospital waste management practices.</li> <li>• Observing the cleanliness management in hospital.</li> </ul>                                                                                                                           |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

### Reporting Format (Weekly)

**Name of the Organisation: J K LON HOSPITAL, KOTA**

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

**Name of the Student: Dr. Rishika Sharma**

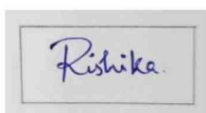
**Roll no: 2057**

**Stream: MBA (Hospital and health Management)**

**Week no: 5 From:09/06/25...(Monday)...to...14/06/25... (Saturday).**

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|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>● Observed the entire <b>biomedical waste management process</b>, including segregation, temporary storage, and final disposal.</li><li>● Visited various departments (wards, OPD, labs) to assess implementation of waste management protocols.</li><li>● <b>Participated in a mock drill on fire safety</b>, organized by the Fire Safety Department, to understand emergency response procedures, fire extinguisher use, and evacuation protocols.</li><li>● Interacted with infection control and housekeeping staff to understand ground-level challenges in waste handling and cleanliness maintenance.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>● Biomedical waste classification as per Bio-Medical Waste Management Rules, 2016 was seen being applied.</li><li>● Observed use of gloves, masks, aprons (PPE) by staff, as taught in infection control modules.</li><li>● Noted the importance of training and awareness among staff to prevent cross-infection and contamination.</li></ul>                                                                                                                                                                                                                                                                          |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>● Some bins lacked proper labelling or were used incorrectly.</li><li>● Occasional mixing of general and biomedical waste.</li><li>● Staff rotation leads to improper handling due to lack of continuous training.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                            |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <ul style="list-style-type: none"> <li>• Shortage of disinfectant supplies on some days.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Display <b>IEC materials</b> (charts, signages, do's &amp; don'ts) in wards, treatment areas, and waste zones to promote proper disposal practices.</li> <li>• Conduct regular training and refresher sessions for all levels of staff (doctors, nurses, ward boys, and housekeeping personnel) on waste segregation and infection prevention.</li> <li>• Maintain adequate stock of color-coded waste bags and covered bins in every department to ensure hygiene and proper segregation.</li> <li>• Appoint a dedicated biomedical waste supervisor to monitor compliance and provide real-time corrections.</li> <li>• Implement the IHMS BMW module with barcode tracking for all biomedical waste bags.</li> </ul> |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>• Front desk and help desk service management.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation:** J K LON HOSPITAL, KOTA

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

**Name of the Student:** Dr. Rishika Sharma

**Roll no:** 2057

**Stream:** MBA (Hospital and health Management)

**Week no:** 6    **From:**16/06/25...(Monday)...to...21/06/25... (Saturday).

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Visited the <b>Front Desk and Help Desk</b> area during OPD hours.</li><li>• Observed the registration process for OPD, IPD, and diagnostic services (e.g., blood test, ultrasound).</li><li>• Monitored patient flow and interaction at the counters.</li><li>• Noted the availability and functioning of help desk personnel.</li></ul>                                                         |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Applied knowledge of <b>hospital reception and patient registration systems</b>.</li><li>• Understood the importance of <b>efficient patient handling, crowd management, and communication</b>.</li><li>• Observed how <b>healthcare access is affected by administrative delays</b> and lack of <b>patient guidance</b>, which was discussed in hospital operations management theory.</li></ul> |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Long queues during OPD hours causing crowding in the hospital.</li><li>• Many patients do not carry their <b>Aadhar or Jan Aadhar card</b>, resulting in repeated visits to the counter.</li><li>• Lack of proper signage and direction boards within the hospital leads to <b>confusion and delay</b> in reaching diagnostic areas.</li></ul>                                                    |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <ul style="list-style-type: none"> <li>The <b>Help Desk guard is often absent</b>, due to which patients, especially new visitors or the elderly, face difficulties.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>Place <b>visible signage and digital displays</b> at key locations for better navigation within the hospital.</li> <li>Display <b>notices and reminders</b> in multiple languages at the hospital entrance regarding the <b>mandatory documents (Aadhar/Jan Aadhar)</b>.</li> <li>Implement a <b>token system or queue management system</b> to reduce overcrowding at the front desk.</li> <li>Ensure <b>guard or help desk personnel</b> are available during all working hours to guide patients.</li> </ul> |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>Inventory management</li> <li>DDC management</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |



**Signature of the Student**

**Approved by the IHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation:** J K LON HOSPITAL, KOTA

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

**Name of the Student:** Dr. Rishika Sharma

**Roll no:** 2057

**Stream:** MBA (Hospital and health Management)

**Week no:** 7 **From:** 23/06/25...(Monday)...to...28/06/25... (Saturday).

|                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Visited the Central Medical Store and Drug Distribution Centre (DDC).</li><li>• Observed the process of medicine procurement, inspection, storage, and distribution to departments.</li><li>• The store was <b>divided into key sections</b>:<ul style="list-style-type: none"><li>○ <b>General Medicines</b></li><li>○ <b>Expensive Medicines</b></li><li>○ <b>Surgical Items</b></li><li>○ <b>Linen, and Sheets</b></li></ul></li><li>• Participated in physical stock checking and interacted with store in-charges to understand indent flow.</li><li>• Noted the method of receiving items through <b>E-Aushadhi</b></li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Applied knowledge of <b>inventory classification</b> in a real hospital setting.</li><li>• Saw how <b>cold chain logistics</b> are managed for life-saving and costly drugs.</li><li>• Practical understanding of <b>pharmaceutical warehousing protocols</b> and handling of surgical/non-drug items.</li></ul>                                                                                                                                                                                                                                                                                                                    |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• <b>IHMS pharmacy module is not yet active</b> in the hospital.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | <ul style="list-style-type: none"> <li>Medicines are managed through the <b>E-Aushadhi portal</b>, which:             <ul style="list-style-type: none"> <li>→ <b>Operates separately from IHMS</b> and is <b>not integrated</b> with patient health records.</li> <li>→ Results in <b>no digital linkage between dispensed medicine and patient treatment records</b>.</li> </ul> </li> </ul> |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>Initiate the <b>IHMS pharmacy module</b> and integrate it with patient record systems.</li> <li>Ensure <b>real-time digital tracking</b> of drug dispensation per patient to support audit and transparency.</li> </ul>                                                                                                                                 |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>Patients experience improvement</li> <li>Doctor's desk improvement.</li> </ul>                                                                                                                                                                                                                                                                          |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation:** J K LON HOSPITAL, KOTA

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

**Name of the Student:** Dr. Rishika Sharma

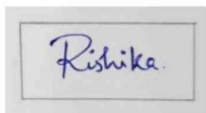
**Roll no:** 2057

**Stream:** MBA (Hospital and health Management)

**Week no:** 8    **From:** 30/06/25...(Monday)...to...05/07/25... (Saturday).

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|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"> <li>• Visited gynaecology and paediatric OPDs throughout the week.</li> <li>• Noted the doctor's workflow and availability of supplies at their desks.</li> <li>• Observed waiting area conditions, patient interaction, and treatment documentation practices.</li> <li>• Visited ANC for understanding the gaps in evidence-based practice.</li> </ul>                                                                |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>• Applied concepts of <b>patient-centric care</b> and <b>LaQshya protocols</b>.</li> <li>• Recalled <b>triage principles</b>, infection control, and the importance of documentation from classroom modules.</li> <li>• Understood the significance of <b>respectful maternity care (RMC)</b> and its impact on overall patient satisfaction.</li> </ul>                                                            |
| <b>Gaps identified on the working area.</b>                                   | <p><b>A. Patient Experience:</b></p> <ul style="list-style-type: none"> <li>• No fast-track registration for pregnant women or children.</li> <li>• Lack of proper signage causing confusion.</li> <li>• No system for collecting patient feedback.</li> </ul> <p><b>B. Doctor's Desk:</b></p> <ul style="list-style-type: none"> <li>• No treatment data entry for OPD patients.</li> <li>• Overcrowding at doctor's desk; no patient privacy.</li> </ul> |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Suggestions for improvement</b> | <p><b>A. For Improving Patient Experience:</b></p> <ul style="list-style-type: none"> <li>• <b>Start a priority queue/token system</b> for ANC mothers and children.</li> <li>• Install <b>directional signboards</b> and <b>display flowcharts</b> in OPD area.</li> <li>• Improve <b>waiting area</b> with additional seating.</li> <li>• Introduce <b>basic feedback system</b> (QR code or suggestion box).</li> </ul> <p><b>B. For Doctor's Desk Improvement:</b></p> <ul style="list-style-type: none"> <li>• Begin <b>basic treatment entry logbook</b> or digital record via IHMS.</li> <li>• Display <b>"One Patient at a Time"</b> board for privacy and crowd control.</li> <li>• Assign <b>support staff to direct patients'</b> post-consultation to reduce doctor workload.</li> </ul> |
| <b>Plan for the next week</b>      | Project report data on evidence-based practice in hospital (ANC, Labor room, Postnatal wards).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation: J K LON HOSPITAL, KOTA**

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

**Name of the Student: Dr. Rishika Sharma**

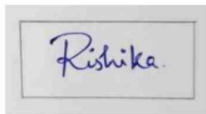
**Roll no: 2057**

**Stream: MBA (Hospital and health Management)**

**Week no: 9 From: 07/07/25...(Monday)...to...12/07/25... (Saturday).**

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|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"> <li>• Visited Labor Room and Postnatal Ward (both Normal and LSCS) to observe and collect data for the ongoing Detailed Project Report (DPR) on <i>Evidence-Based Practice Implementation</i>.</li> <li>• Collected field data related to postnatal care practices, patient flow, record maintenance, and facility readiness.</li> <li>• Created a Hospital Services Chart for key departments: Gynaecology, Paediatrics, Radiology, and Laboratory.</li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>• Applied knowledge of evidence-based standards and LaQshya guidelines while observing labour and postnatal care practices.</li> <li>• Used project planning and patient education strategies while preparing multilingual service display materials.</li> </ul>                                                                                                                                                                                            |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>• Lack of clear, accessible information for patients about departmental services in many areas.</li> <li>• Limited visual aids or signage to help patients navigate services.</li> </ul>                                                                                                                                                                                                                                                                    |
| <b>Suggestions for improvement</b>                                            | <ul style="list-style-type: none"> <li>• Install bilingual service charts in all major departments and waiting areas to improve transparency and patient awareness.</li> </ul>                                                                                                                                                                                                                                                                                                                     |

|                               |                                                                                                                                                           |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|                               | <ul style="list-style-type: none"> <li>• Introduce basic orientation or counselling at discharge for postnatal mothers, especially after LSCS.</li> </ul> |
| <b>Plan for the next week</b> | <ul style="list-style-type: none"> <li>• Work on the project and understand the training, monitoring, patient safety and infection prevention.</li> </ul> |



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## Reporting Format (Weekly)

**Name of the Organisation:** J K LON HOSPITAL, KOTA

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

**Name of the Student:** Dr. Rishika Sharma

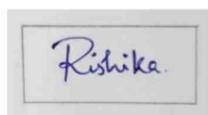
**Roll no:** 2057

**Stream:** MBA (Hospital and health Management)

**Week no:** 10 **From:** 14/07/25...(Monday)...to...19/07/25... (Saturday).

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| <b>Activity Done</b>                                                          | <ul style="list-style-type: none"><li>• Visited the Labour Room, Postnatal Ward, and ANC clinic of a government hospital to assess quality practices as per LaQshya guidelines.</li><li>• Interacted with 30 antenatal mothers to understand their awareness levels.</li><li>• Assessed:<br/>Infection prevention measures<br/>Labour and delivery protocols (AMTSL, delayed cord clamping, emergency preparedness)<br/>Postnatal care including breastfeeding, nutrition, and hygiene education<br/>Observed infrastructure, availability of sterile delivery kits, PPE usage, and BMW segregation methods.</li></ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"><li>• Discussed LaQshya guidelines in detail</li><li>• Covered infection control practices and the importance of mentoring and supportive supervision.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"><li>• Partograph not being used to monitor labor progress.</li><li>• Delayed cord clamping not routinely practiced.</li><li>• Informed consent forms not separated or standardized.</li><li>• No dedicated counselling corner in ANC clinic for IEC on government schemes and maternal health.</li></ul>                                                                                                                                                                                                                                                                             |

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|                                    | <ul style="list-style-type: none"> <li>No visual aids or reminders in maternity areas regarding ambulance numbers, newborn care, or breastfeeding.</li> </ul>                                                                                                                                                                                                                                                                                                                                                     |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>Organize training sessions for nursing staff on proper use of partograph.</li> <li>Ensure routine practice of delayed cord clamping where clinically appropriate.</li> <li>Set up a counselling corner in ANC OPD with IEC charts and brochures on JSY, JSSY, Laado protsahan Yojana, nutrition, immunization, etc.</li> <li>Display visual reminders in local language on ambulance helplines, hand hygiene, breastfeeding benefits, and newborn danger signs.</li> </ul> |
| <b>Plan for the next week</b>      | <ul style="list-style-type: none"> <li>Will be working on project report and visit JSY department.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**

## Reporting Format (Weekly)

**Name of the Organisation: J K LON HOSPITAL, KOTA**

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

**Name of the Student: Dr. Rishika Sharma**

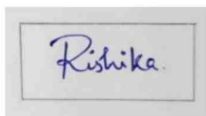
**Roll no: 2057**

**Stream: MBA (Hospital and health Management)**

**Week no: 11 From: 21/07/25...(Monday)...to...26/07/25... (Saturday).**

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|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activity Done                                                                 | <ul style="list-style-type: none"> <li>Observed the ASHA worker's role in community-level registration of pregnant women.</li> <li>Studied data entry in the PCTS portal</li> <li>Reviewed the OJAS portal used for JSY benefit application and verification through PCTS ID.</li> <li>Observed patient registration system and use of consent forms for pregnant women to prevent sex determination, as per the PCPNDT Act.</li> </ul> <p>Schemes Observed:</p> <ul style="list-style-type: none"> <li>Mukhyamantri Rajshree Yojana / Lado Protsahan Yojana <ul style="list-style-type: none"> <li>Financial assistance up to ₹1.5 lakh (as of March 2025) for welfare of girl child till age 21.</li> </ul> </li> <li>BPL Desi Ghee Yojana <ul style="list-style-type: none"> <li>Five kg Desi Ghee coupons issued to BPL mothers via PCTS within 7–15 days of delivery.</li> </ul> </li> </ul> |
| <b>Linking theory (Classroom learning) with practice at your organisation</b> | <ul style="list-style-type: none"> <li>Studied benefits of institutional deliveries under JSY.</li> <li>Understood use of public health software PCTS and OJAS.</li> <li>Learned DBT process and legal requirements for government maternity schemes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Gaps identified on the working area.</b>                                   | <ul style="list-style-type: none"> <li>Improper or incomplete documentation.</li> <li>ANC check-ups not registered on time.</li> <li>Wrong details entered in official records.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|                                    | <ul style="list-style-type: none"> <li>• Patient non-cooperation during documentation or follow-up.</li> <li>• Inadequate infrastructure and small waiting areas.</li> <li>• Overcrowding, particularly in the ultrasound section.</li> <li>• No standardized hygiene and cleaning SOPs.</li> </ul>                                                                   |
| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Regular verification of documents.</li> <li>• IEC materials to improve community awareness.</li> <li>• Monitoring and audit mechanisms for documentation quality.</li> <li>• Develop and implement a formal hygiene and cleaning protocol.</li> <li>• Upgrade physical infrastructure (waiting areas, equipment).</li> </ul> |



**Signature of the Student**

**Approved by the IIHMR University's Mentor**



## Compiled Report

**Name of the Organization: J K Lon Hospital, Kota**

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

**Name of the Student: Dr. Rishika Sharma**

**Roll no: 2057**

**Stream: MBA (Hospital and Health Management)**

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Activity Done</b> | <ul style="list-style-type: none"><li>• Observed and tracked hospital operations across multiple departments including OPD, IPD, labor room, postnatal care, diagnostics, and pharmacy.</li><li>• Collected and analyzed data on patient waiting times in OPD, lab, X-ray, USG, and ANC units to assess workflow efficiency.</li><li>• Reviewed admission and discharge procedures, including document verification for public health schemes such as MAA Yojana, PM-JAY, and RGHS.</li><li>• Used IHMS software to understand patient registration, billing, record maintenance, and patient tracking across OPD/IPD.</li><li>• Visited the Record Room and studied how admission tickets and discharge files are stored, retrieved, and managed.</li><li>• Visited the Store and Drug Distribution Centre to understand drug procurement, storage, E-Aushadhi use, and inventory classification.</li><li>• Assessed at the front desk and help desk services, observing registration issues, document gaps, and patient navigation problems.</li><li>• Observed biomedical waste segregation and infection prevention protocols in wards and OPDs.</li><li>• Participated in a fire safety drill and interacted with housekeeping and infection control teams.</li><li>• Studied ASHA worker roles and portal entries for JSY benefits via PCTS and OJAS. Explored documentation and benefit flow under Laado Protsahan Yojana and BPL Desi Ghee Yojana.</li><li>• Created bilingual hospital service charts for Gynecology,</li></ul> |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                               | <p>Pediatrics, Laboratory, Anesthesia and Radiology departments.</p> <ul style="list-style-type: none"> <li>• Interacted with patients to understand feedback and service awareness, especially among ANC and postnatal women.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Linking theory (Classroom learning) with practice at your organization</b> | <ul style="list-style-type: none"> <li>• Integrated knowledge of <b>hospital operations management</b> with real-time data collection on OPD, diagnostic, and IPD services, applying principles of workflow optimization and bottleneck analysis.</li> <li>• Applied theoretical learning on <b>health information systems</b> while using IHMS for patient tracking, digital billing, and data entry in OPD/IPD settings.</li> <li>• Observed practical challenges in <b>manual vs. digital record management</b>, aligning with academic lessons on the health data lifecycle and confidentiality.</li> <li>• Applied <b>LaQshya</b> guidelines and <b>evidence-based maternity protocols</b> learned in class while reviewing ANC, labor room, and postnatal practices.</li> <li>• Applied the concept of <b>respectful maternity care and maternal safety</b> in understanding actual service delivery and patient handling.</li> <li>• Used knowledge from <b>healthcare quality modules</b> to assess gaps in infection control, partograph use, DCC, and counselling availability.</li> <li>• Studied <b>drug logistics and supply chain</b> concepts through real-time observation of medicine handling, E-Aushadhi entries, and cold chain management.</li> <li>• Practiced <b>communication skills and patient interaction</b> techniques learned in class while supporting the hospital help desk and during interviews with ANC mothers.</li> <li>• Connected <b>public health management</b> theory with practical exposure to JSY, RGHS, and Laado scheme documentation and disbursement processes.</li> <li>• Applied <b>infection control</b> principles to observe the use of PPE, BMW bin segregation, disinfection routines, and staff hygiene practices.</li> <li>• Used principles of <b>patient-centric care, quality improvement, and documentation</b> accuracy in designing service charts and patient-facing materials.</li> <li>• Integrated theory of <b>patient satisfaction</b> measurement by identifying service gaps through direct observation and informal feedback collection.</li> </ul> |

**Gaps identified in the working area.**

- Lack of awareness among patients about government health schemes like JSY, PM-JAY, and Laado Protsahan Yojana, especially among rural and tribal ANC mothers.
- Partograph use was inconsistent in the labor room. In some shifts, it was either partially filled or completely missing.
- Delayed Cord Clamping (DCC) and skin-to-skin contact practices were not uniformly followed for all deliveries.
- Patient feedback mechanism was informal and lacked structured documentation or follow-up actions.
- Waiting time in OPD and diagnostics (X-ray, USG, Lab) was high during peak hours due to limited counters and high patient load.
- Front desk staff often had to deal with repeat visits by patients who didn't bring correct identification documents like Aadhar cards, leading to unnecessary delays.
- Biomedical Waste (BMW) segregation was being followed, but color-coded bins were sometimes missing labels or were misplaced.
- Lack of trained manpower in infection control and no dedicated infection control nurse in some wards.
- Counselling services for ANC and postnatal women were inadequate; very few mothers were informed about nutrition, breastfeeding, or danger signs.
- Stock-outs and supply gaps were noticed for essential drugs due to delays in E-Aushadhi updates and indenting procedures.
- Digital record entry was delayed during heavy OPD hours, with manual registers still being used simultaneously.
- Patient signage and departmental instructions were not always displayed clearly in the local language, which affected navigation and service awareness.
- Lack of emergency code protocols, no public announcement or speaker system.
- The food and beverage department- patients have reported dissatisfaction with services provided in the canteen, indicating a need for improvement in this area.
- Finally, I would say management is not very best, they can be political and influenced sometimes.

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| <b>Suggestions for improvement</b> | <ul style="list-style-type: none"> <li>• Organize regular orientation sessions for ANC patients and postnatal mothers to inform them about JSY, LaQshya, Laado, and other government schemes.</li> <li>• Ensure 100% partograph usage by training nursing staff and assigning a daily checklist-based monitoring system in labor rooms.</li> <li>• Reinforce practices of DCC and early breastfeeding, integrating it into SOPs and displaying visual reminders in delivery areas.</li> <li>• Develop a structured patient feedback system, including forms, drop boxes, and a system for analyzing and acting on the collected data.</li> <li>• Introduce a token-based system during peak hours to reduce crowding and streamline patient flow.</li> <li>• Pre-registration awareness drives can be initiated in collaboration with ASHA workers to ensure patients bring the required ID documents.</li> <li>• Regular monitoring of BMW segregation and re-training of housekeeping and nursing staff, with clearly labeled bins and wall charts.</li> <li>• Appoint an Infection Control Nurse and conduct monthly infection prevention audits, particularly in high-risk areas like the labor room and NICU.</li> <li>• Introduce routine counselling sessions for ANC and PNC mothers through trained staff or health educators.</li> <li>• Streamline supply chain and E-Aushadhi entries with dedicated staff ensuring timely indenting and stock level updates.</li> <li>• Design and install bilingual signage across all departments listing available services, scheme benefits, and directions.</li> </ul> |
| <b>Key Learnings</b>               | <ul style="list-style-type: none"> <li>• <b>Strengthened communication and empathy skills</b> while interacting with patients from diverse socio-economic backgrounds, often with limited health literacy.</li> <li>• <b>Gained in-depth understanding of government healthcare schemes</b> such as MAA, RGHS, JSY, JSSK, and LaQshya, including their on-ground implementation challenges and benefits to the community.</li> <li>• <b>Applied classroom knowledge of evidence-based practices</b> to real-time hospital settings, especially in maternity care, postnatal wards, and infection prevention.</li> <li>• <b>Developed analytical thinking</b> by identifying service</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>gaps and formulating actionable suggestions for improvement in patient care, documentation, and facility management.</p> <ul style="list-style-type: none"> <li>• <b>Built resilience and patience</b> while navigating operational challenges such as staff shortages, overcrowding, and resource limitations.</li> <li>• <b>Improved coordination and observation skills</b> by working closely with nursing staff, support teams, and public health officials across departments like OPD, IPD, diagnostics, and pharmacy.</li> <li>• <b>Understand the critical role of documentation and data monitoring</b> in patient safety, infection control, and maternal care audits.</li> <li>• <b>Learned to assess healthcare service quality</b> using indicators like patient feedback, delay in discharge, and availability of drugs and diagnostics.</li> <li>• Experienced firsthand the <b>operational pressures and administrative delays</b> common in public hospitals, including high patient load, staff burnout, and limited infrastructure.</li> <li>• Found that <b>interpersonal communication with patients in public hospitals</b> required greater cultural sensitivity, simplification of medical information, and a compassionate approach.</li> <li>• Gained perspective on the <b>systemic efforts being made under national programs</b> like LaQshya and Kayakalp, despite persistent implementation gaps.</li> </ul> |
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Signature of the Student

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