

About the organisation

The Super Specialty Hospital at RNT Medical College consists of 360 beds. Initially, it was a part of the Maharana Bhupal Government Hospital (MBGH). Later, in 2021, it was officially declared and converted into a separate hospital. The hospital has various advanced departments such as Neurology, Cardiology, Urology, and Nephrology, and is equipped with modern ICUs and well-developed Operation Theatres, providing high-quality tertiary care services.

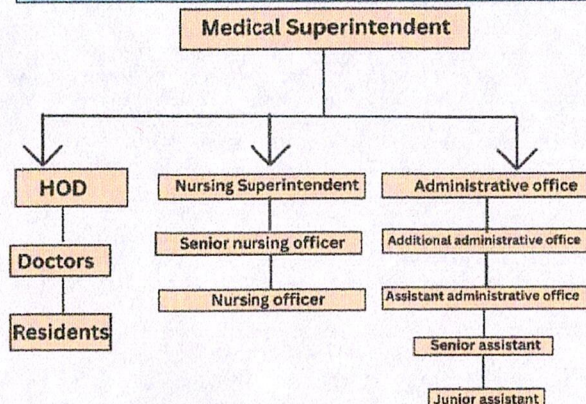
Vision

To excel in all spheres of health services with an aim to serve humanity

Mission

Scientific medical approach for serving Humanity by providing quality care to everyone

Organisation strcture



SWOT Analysis

Strengths

- Reputed government hospital.
- Well-equipped ICU and OT.
- Skilled staff and doctors.
- Good infrastructure.

Weaknesses

- Staff shortage.
- High patient load.
- Long queues and waiting time.
- Server issues affecting documentation and processes.

Opportunities

- Staff expansion.
- Digital system adoption.
- Shift-wise planning.

Threats

- Risk of medical errors during peak workload.
- Negative patient feedback impacting hospital image.
- Slow adoption of technology or digital systems.

Objective of Project

- To study the staffing pattern of nurses during the morning shift in the Urology Ward.
- To observe the daily activities of the morning shift nurses.
- To analyze weekly workload patterns and identify on which day(s) of the week the workload is higher compared to others.
- To assess the work satisfaction of nurses.
- To gather feedback from morning shift nurses regarding challenges, physical or mental stress.

Methodology

- Type of study - Descriptive and Observational study
- Before & After Study.
- Sampling Technique - Purposive Sampling Technique
- Sample - 2-3 nurses' average daily observed.
- Duration of study - 1st June 2025-15th July 2025
- Data Collection Tool- Excel, Google Form, Duty Register.



Findings

Figure 1. Before, workload on nurses in %

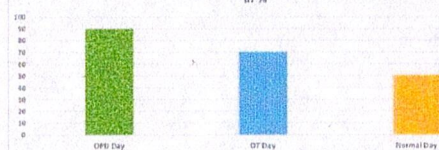


Figure 2. Before & After number of nurses (n = 15)

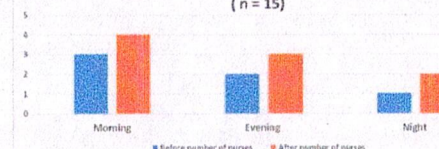
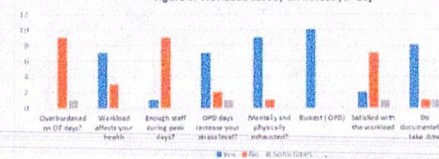


Figure 3. Workload survey on nurses (n=10)



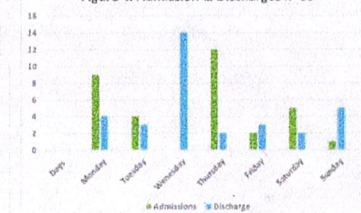
Limitations

- The study was restricted to only the Urology Ward of RNT, SSH, Udaipur.
- The duration of observation was limited, which may not reflect long-term patterns.

Recommendation

- Conduct weekly meetings to review workload and adjust staffing.
- Plan duty rosters based on patient load.
- Increase nurse staffing during peak workload days.
- Delegate routine non-clinical tasks to support staff.

Figure 4. Admission & Discharges n=66



Result

- Nurses had a higher workload on OPD days compared to OT and normal days.
- Only 2-3 nurses were there in the morning shift, which was not enough.
- After the study, 4 nurses & 1 reliever nurse were kept on the morning shift. This helped reduce workload and gave better care to patients.
- The survey showed that documentation work, OPD days, and insufficient staffing were major issue.



Major learnings

- Understood the structure and workflow of hospital systems.
- Improved teamwork, communication, and problem-solving skills.
- Got the deep knowledge about different government schemes like MAA Yojna, RGHS & PMJAY.
- Developed a practical understanding of hospital operations.

Usefulness of internship

- Learned how to implement a project in a government hospital setting, including planning, coordination, and execution.
- Improved understanding of healthcare workflows, patient care, and administrative duties.
- Built confidence to work in a healthcare setting effectively.
- Improved skills in workload analysis, staff planning, and time management.

Challenges faced

- Difficulty in coordinating with multiple departments for data collection.
- Language barrier while interacting with patients.
- Staff were hesitant to take on new roles after the single window system was introduced.

Suggestions of improvement

- Increase staff across all departments.
- Maintain proper hygiene and clean washrooms.
- Implement a Queue Management System (QMS).
- Appoint separate staff for documentation in each ward.
- Take steps to reduce patient waiting time.
- Ensure the admin office has proper and updated information about doctors, staff duties, and floor plans.

Practical Understanding

- It helped to understand the functioning of departments.
- It helped to understand MAA, RGHS & PMJAY Yojna.
- HRM helped to implement the project.

Theoretical Understanding

- In Essentials of hospital services, we learnt about the functioning of the departments.
- National Health Policies helped me know about the schemes.
- In HRM, I learned about resources.

