

Organization Mentor- Dr. Nupur Garg

SWOT Analysis:

WEAKNESSES

- High volume of service needs, straining manpower.
- Limited adoption of advanced digital or automation tools in some processes.
- Over-reliance on traditional administrative methods and paper-based documentation in pockets.
- Resource constraints, especially of General Duty Assistants (GDAs) and support staff.
- Occasional breakdown in interdepartmental communication, impacting care coordination.

THREATS

- Intense competition for skilled healthcare and administrative talent in the region.
- Rising workforce expectations (flexibility, work-life balance, upskilling).
- Economic pressures affecting hospital resources and service expansion.
- Acute talent shortages in supporting roles (nursing, housekeeping, GDAs).
- Risk of patient dissatisfaction due to occasional miscommunication and delays.

Challenges Faced during Internship:

Pareto Chart: Medical Record Documentation Non-Compliance Issues

Audit Parameters	Non-Compliance Count
Missing Date/Time	45
Ongoing Care Not Documented	44
Expected Outcomes Not Documented	43
Previous Investigations Not Documented	42
Complete Medical History Not Documented	39
Past Medical History Not Documented	27
History Taken Not Documented	23
Date and Time of Initial Assessment Not Documented	23
Discharge Planning Not Documented	13
Allergies Not Documented	13
Diagnosis Not Documented	6
Reason for Admission Not Documented	2
Patient's Label Not Documented	1
Chief Complaint and History Not Documented	1

- Faced confusion due to inconsistent TPA and scheme-based discharge workflows.
- Experienced delays in service delivery due to understaffed nursing/GDA teams.
- Struggled initially with limited training on HIS and EMR systems.
- Encountered communication gaps across departments during patient coordination.



- Learning based on past experiences of others
- Devising methods to solve problems that may arise
- Understanding concepts
- Hypothetical
- Outcomes are theories



Suggestions for the Organization:

- Introduce interactive HIS/EMR orientation to enhance early confidence and efficiency.
- Digital discharge trackers can further improve already streamlined patient workflows.
- Strengthen clinical teams with optimized shift planning to maintain excellent care delivery.
- Daily interdepartmental huddles can boost the already collaborative environment.
- Assigning supportive mentors can enrich the intern learning experience and engagement.

Internship Learnings:

- Gained in-depth exposure to hospital administration and patient care workflows
- Conducted MRD audits and analyzed data for compliance and accuracy
- Navigated HIS/EMR systems and maintained documentation standards
- Engaged with patients to resolve feedback and improve service delivery
- Identified and addressed gaps in coordination, staffing, and compliance
- Managed hospital floor operations and presented audit findings to leadership