

SUMMER INTERNSHIP PROGRAM

at

Eternal Heart Care Center, JAIPUR

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

A REPORT BY

Chinmayee Varshney

Master of Business Administration

Hospital and Health Management

Roll no.: 1932

2024-26

under the Mentorship of

Dr. Swapnil Gadhave, Assistant professor





**ETERNAL
HOSPITAL**



**Mount
Sinai**
New York



Ref: EHCC&RI/HR/Office/12423

Date: 21-July-2025

TO WHOMSOEVER IT MAY CONCERN

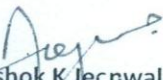
This is to certify that **Ms Chinmayee Varshney** student of **IIHMR University, Jaipur** has completed her internship at "Eternal Hospital, Jaipur" from **12th May'25 to 21st July'25**.

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

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

We wish her all the best for future endeavours.

For **ETERNAL HEART CARE CENTRE AND RESEARCH INSTITUTE, JAIPUR**


Ashok K Jecnwal
Head- HR & Training



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

3A, Jagatpura Road, Near Jawahar Circle, Jaipur - 302017, Rajasthan (India)
Phone : +91-141-5174000, 2774000, Website : www.eternalhospital.com

CIN No. U85110RJ2007PTC023653

IIHMR University Faculty Mentor Approval

This is to certify that **Dr. Chinmayee Varshney** 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:

25/07/2025

A handwritten signature in blue ink, appearing to read 'Swapnil Gadhave'.

Dr. Swapnil Gadhave

Assistant Professor

A study on prevalence and prevention of CAUTI

(Catheter associated-urinary tract infection)

STUDY OBJECTIVE

To assess the prevalence of CAUTI and to evaluate the compliance with precautionary protocols as per the standard guidelines.

SAMPLE SIZE = 200

Patients with indwelling catheter during two-month study period in all ICUs and general wards.

ORGANISATION DESCRIPTION

Eternal Hospital (A unit of Eternal Heart Care Centre and Research Institute) is a state-of-the-art tertiary care hospital in Jaipur city, founded by Dr. Samin k Sarma, a world renowned interventional cardiologist, in 2013.

With a capacity of 250 beds, hospital has state-of-the-art technology focusing on multispeciality care. The hospital is JCI, NABH, NABL accredited and affiliated with Mount Sinai hospital, USA.

STRENGTHS

- Established CAUTI bundles and checklists.
- Infection control team in place.
- Periodic internal audits.
- NABH accreditation standards

WEAKNESS

- Occasional irregularity in checklist compliance.
- Low Awareness Among Some Staff.
- Manual process.

OPPORTUNITIES

- Regular refresher training
- Digitization of CAUTI checklists.
- Internal awareness drives for infection control practices.

THREATS

- Poor documentation may lead to undetected CAUTI cases.
- Proper documentation maybe deprioritized by nursing staff.

THEORETICAL LEARNING V/S PRACTICAL EXPOSURE

While theory highlights perfect compliance, practical working taught how everyday challenges like staff workload, coordination issues, and human limitations shape how care is actually delivered and documented.

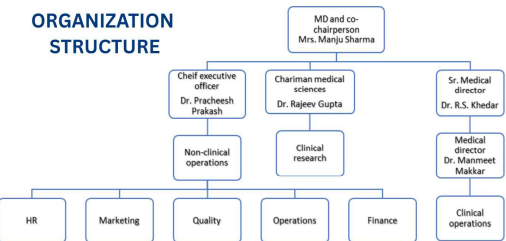
VISION

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

MISSION

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

ORGANIZATION STRUCTURE



PARAMETERS ANALYSED FOR CAUTI PREVENTION

- Hand hygiene
- Reason medically justified
- Closed drainage system
- Aseptic insertion technique
- Rational use of urine sample
- Timely removal of catheter
- Documentation compliance
- Daily catheter need review

KEY LEARNINGS

- Overview of hospital acquired infections and in depth understanding of CAUTI.
- Learned to conduct quality audits across various departments.
- Operational workflow of clinical and non-clinical departments and their interdependencies.
- Improved self confidence and communication skills through daily interactions.

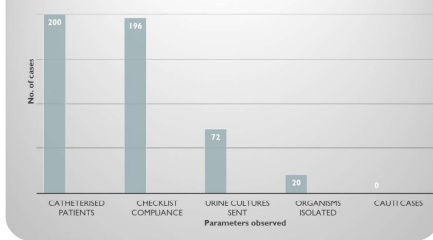
CHALLENGES FACED

- Hesitation of staff in sharing relevant information.
- Balancing multiple tasks and duties
- Transitioning from academic learning to unpredictable healthcare environment.

SUGGESTIONS FOR IMPROVEMENT

- Patient/attendant entry and exit should be from different gates to manage the flow.
- Complete counselling of patients/attendants at the time of discharge.
- Appointing a health counsellor for PHC.

Evaluation of catheter care practices and CAUTI incidence



Reasons for CAUTI not being diagnosed in cases where organisms were isolated

- Lesser colony count
- Sample sent on same day/next day of catheterisation
- Fever <38 C

Weekly Report- 1

Name of the Organization: EHCC, Malviya Nagar, Jaipur

Area/ Department: Quality

Name of the Student: Dr. Chinmayee Varshney

Roll no: 1932

Stream: HM 29

Week no: 1 **From:** 12/05/25 to 17/05/25

Activity Done	• Documentation and orientation session by HR and quality department. • Had a tour of EHCC Hospital along with detailed overview of some departments like CSSD & HDU's. • Observational visits to OPDs (Gyanec, ENT, Cardiac, Neuro, Pharmacy) RGHS counter, ER module. • Discussion with Dr. Ruchi Khanna ma'am (Quality head) regarding SIP project's topic. • Selection, draft preparation, presentation and finalisation of topic with help of Ruchi ma'am.
Linking theory (Classroom learning) with practice at your organisation	• Utilised knowledge of Organisational Behaviour, Human Resource Management theories to analyse departmental functioning. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Inconsistencies in maintaining the feedback process. • Irregularity in nursing assessment of vital signs at the OPDs.
Suggestions for improvement	• Implement a clear, documented feedback process with regularly tracking feedback collection and response. • Implementing a mandatory vital signs protocol and conducting a regular documentation audit.
Plan for the next week	• Start working on the project topic. • Observation and data collection for the same. • Observation visits for to other departments like IPDs, ER, dietic etc.

Chinmayee

Weekly Report – 2

Name of the Organization: Eternal Health Care Centre, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29

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

Activity Done	• Observational visits to various departments including: ○ IPD Pharmacy ○ General store ○ dietetics ○ security department ○ food & beverage's department ○ biomedical engineering department • Finalized the SIP project "Prevention and prevalence of CAUTI" • Data collection and analysis of the same.
Linking theory (Classroom learning) with practice at your organisation	• Gained Knowledge about Utility Services. • Related concepts of Supply Chain Management in hospitals. • Applied concepts of "Essentials of Hospital Service" to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Overcrowding of Canteen premises during rush hours.
Suggestions for improvement	• Increase capacity according to footfall.
Plan for the next week	• Work on the SIP topic assigned & cover the remaining dept. to understand their working.

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Weekly Report – 3

Name of the Organization: EHCC, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29

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

Activity Done	• Visited Dialysis Department & got a brief about process of dialysis, billing and clinical emergencies that can occur during dialysis. • Visited Housekeeping dept. understood the link between housekeeping with other depts. Such as CSSD etc. • Worked on my SIP topic. Collected data and audited the catheter care bundle checklist. • Visited TPA dept. and understood about the process of claim, billing & discharge of various organizations.
Linking theory with practice at your organisation	• Related concepts of Financial Management & HRM in hospitals. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Irregularity in maintaining the catheter care Checklist in ICUs.
Suggestions for improvement	• Tracking & Verification by the supervisor or in-charge in respective ICUs.
Plan for the next week	• Work on the SIP topic assigned & cover the remaining dept. to understand their working.

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WEEKLY REPORT – 4

Name of the Organisation: EHCC, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29 sec A

Week no: 4

From: 02/06/25 to 07/06/25

Activity Done	• Understood floor management and patient flow process at the hospital. • Followed patient processes from admission to discharge. • Observed how patient movement is managed by nursing station. • Coordination of various departments like dietetics, housekeeping, clinical pharmacology, IPD pharmacy, IDTR, TPA etc for patient management. • Worked on project topic “prevalence and precaution of CAUTI” • Collected and analysed data about compliance of catheter care checklist.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of Organisation behaviour in hospital. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Inconsistencies in documentation of CAUTI checklist compliance by nursing staff.
Suggestions for improvement	• Data should be routinely analysed to identify trends and departments with higher rates of CAUTI.
Plan for the next week	• Continue to observe functioning and coordination of various departments in hospital. • Continue data collection and analysis for CAUTI project.

Chinmayee Varshney

WEEKLY REPORT – 5

Name of the Organisation: EHCC, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29

Week no: 5

From: 09/06/25 to 14/06/25

Activity Done	• Worked on the project topic and identified cases of infected urine culture. • Coordinated with infection control department to analyse the cause of these infections. • Learned about various checklists used for internal department auditing. • Audited Physiotherapy dept. checked documents and registers.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of Organisation behaviour in hospital. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Found various communication gap between the nursing staff.
Suggestions for improvement	• Regular meeting with the hospital staff and regular audit to increase the adherence to filling forms.
Plan for the next week	• Continue to observe functioning and coordination of various departments in hospital. • Continue to work on the project.

Chinmayee

Weekly Report – 6

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department/ Project of Summer Internship Program: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: MBA-HM

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

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

Chinmayee

WEEKLY REPORT – 7

Name of the Organisation: EHCC, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29

Week no: 7

From: 23/06/25 to 28/06/25

Activity Done	• Visited MRD Dept. observed the Record section of hospital, got to know about MLC cases and other legal documentations which has to be saved. • Participated in IDTR team, as a member and conducted a IDTR round with PWO dept. • Observed the Complaint and Grievance addressing process and RCA, CAPA methods. • Visited Infection Control Dept. got to know about the mandatory things to be followed within hospital premises. • Conducted an internal audit on a floor, checked all the necessary parameters according to IPSPG, NABH, JCI guidelines. • Worked on my SIP project “Prevalence and precaution of Cauti” • Participated in a fun activity organised by HR Dept. “Masti ki Pathshala “.
Linking theory (Classroom learning) with practice at your organisation	• Related concepts of HRM in MRD dept. • Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• Few of the parameters in audit checklist are not being documented by the staff properly.
Suggestions for improvement	• Better documentation training can be provided to the staff.
Plan for the next week	• Observe finance department in hospital. • Participate in a corporate health camp organised by hospital. • Continue working on the project.

Chinmayee

WEEKLY REPORT – 8

Name of the Organisation: EHCC, Jaipur

Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: HM 29

Week no: 8

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

Activity Done	• Visited Emergency Department and understood about Ambulance Operations and it's daily management. • Conducted an internal audit regarding patient file checklist. • Worked on my SIP project, segregated all the data in Excel to assess and find out the compliance rate. • Tracked the compliance of CAUTI Bundle checklist in ICUs and wards.
Linking theory (Classroom learning) with practice at your organisation	• Applied concepts of “Essentials of Hospital Service” to understand the clinical operations of EHCC.
Gaps identified on the working area.	• There is only a single ambulance owned by hospital rest depends on outsourced companies.
Suggestions for improvement	Hospital may consider acquiring one more ambulance to reduce dependency on the outsourced service and ensure timely response.
Plan for the next week	• Observe finance department in hospital. • Join or participate in a corporate health camp organised by hospital.

Chinmayee

Weekly Report – 9

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: MBA-HM

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

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

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Weekly Report -10

Name of the Organisation: EHCC Hospital, Jaipur

Area/ Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: MBA-HM

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

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

Chinmayee

COMPILED REPORT

Name of the Organization: EHCC Hospital, Jaipur

Department: Quality

Name of the Student: Chinmayee Varshney

Roll no: 1932

Stream: MBA-HM

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

Activity Done	• Documentation and orientation session by HR and quality department. • Discussed and finalized the topic of SIP “Study on Prevalence and prevention of CAUTI” ○ Objective - to assess the prevalence of CAUTI and to evaluate the compliance with precautionary protocols as per the standard guidelines ○ Sample size included all the catheterised patients in MICUs, CTVSICUs, HDU, General wards. ○ Analysed various parameters like adherence to Catheter care bundle, checklist compliance, catheterisation criteria, Urine culture review, daily need assessment and proper documentation. ○ Followed up on the cases in which organisms were isolated from urine cultures and why these cases did not fall under CAUTI criteria. ○ Assessed and interpreted the findings. ○ Collaborated with infection control Nurse to identify gaps and provide strong recommendations to nursing staff. • Visited various departments to learn about their overview, functioning and operations in the hospital. ○ CSSD: Learned about sterilization processes, green linen and how surgical instruments are cleaned and packed for reuse. ○ OPD: Observed outpatient flow from reception – billing-consultation- investigations. ○ RGHS Counter: Gained insight into government health schemes. Learned about the departments at EHCC that are empaneled under RGHS. Registration- processing- billing-treatment- discharge. ○ ER Module: Understood emergency triage, initial treatment and documentation in critical situations.
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	○ IPD Pharmacy: observed the process of how IPD pharmacy receives the prescribed order - packs the drugs- sends to the nursing station- received by the patient. Also learned about their inventory management. ○ General store: Learned about procurement, maintaining the stock and its distribution to other departments. ○ Dietetics: Observed dietician rounds, ticket generation and meal planning according to patient requirements. ○ Food & Beverages: Observed how patient's meals are prepared according to the tickets sent by dietician, how the meals are scheduled and delivered to the patients at the right time while following the protocols. ○ Security: Understood hospital security system. Observed various protocols that security guards should follow. Learned about fire drill practice. ○ Biomedical engineering: Got an insight of engineering aspect of a hospital. learned about maintenance and calibration of medical equipments. ○ Dialysis: Understood the procedures, patient monitoring and emergency protocols. ○ Housekeeping: Observed cleaning schedules, infection control, and area wise hygiene practices and protocols. Observed coordination of housekeeping with other departments also. ○ TPA: learned about insurance claim processing and discharge process. ○ PCS: learned about various healthcare packages. observed patient coordination, counselling and experience enhancement. ○ Medical records department: Learned about file maintenance, MLC cases, and documentation compliance. Learned about various protocols related to the department. ○ Ambulance management: Understood logistics, protocols for dispatch, and coordination for patient movement. ○ Digital Marketing: learned various tools used in hospital branding like google reviews, search engine optimization, implementing visible feedback systems. Brief overview of tele-talk department. ○ Blood bank: Understood the process of blood collection, storage, and distribution, ensuring constant availability. Also learned about the counselling aspect. ○ Projects department ○ Engineering department ○ Finance: understood about revenue management in the
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	hospital including billing, patient accounts, budgeting and cost monitoring. ○ Infection control department: Learned about its role in preventing and managing hospital acquired infections. ○ Medical administration department: Gained insight about how the department ensures smooth coordination between clinical and non-clinical aspects of the hospital. ○ IDTR (interdisciplinary teams round): participated in the rounds where HODs visit admitted patients to review their experience and timely resolve any concern raised by them. ● Floor management: visited the nursing station and observed the day-to-day functioning. Coordination of nursing staff with other departments like IPD pharmacy, Housekeeping, dietetics, FandB, billing etc. Observed the patient movement management from admission to discharge. ● Conducted audits ○ <u>Ward audit</u>: Audited nursing station. Evaluated display of signages, documentation of checklists, medication management, infection control practices, equipment management. Checked for facility and safety measures, IPSG, Conducted staff interviews. ○ <u>File audit</u>: ▪ <u>Restraint monitoring audit</u>: Reviewed patient files to check if restraint consent forms and monitoring sheets were timely filled and documented. ▪ <u>Discharge monitoring checklist audit</u>: verified if key parameters were documented properly ensuring that patients received their belongings and proper education about drugs and diet were provided. ○ <u>Facility round audit on floors</u>: assessed various elements like signage, emergency exits, fire extinguishers, obstructions, easy access of basic equipments and hygienic facilities, lightings, counters, eyewash stations etc.
Linking theory (Classroom learning) with practice at your organisation	● Applied knowledge of Organizational Behavior and Essentials of Hospital Service. ● Gained knowledge about Utility Services and Supply Chain Management. ● Related Financial Management & HRM with hospital functions. ● Related concepts of Organization Behavior, Financial Management,

	Biostatistics. • Understood marketing concepts, patient counseling, branding. • Was able to correlate: ○ NABH Guidelines ○ Hospital planning ○ HR capacity building ○ Patient satisfaction and quality management ○ Hospital information system ○ Disaster management codes ○ Supply chain management (IPD pharmacy) ○ Hospital operation process ○ Resource allocation ○ Medical ethics and legal aspect ○ Strategic management ○ RCA/CAPA ○ Gap analysis
Gaps identified on the working area	• Occasional irregularity in maintaining catheter care checklist in ICUs. • Delay in CAUTI checklist documentation by nursing staff. • Communication gap between nursing staff. • Some staff couldn't recall key bundle elements during interviews. • Compliance with CAUTI protocols differed occasionally between ICUs and wards. • Lack of real time feedback system. • Inconsistencies in maintaining feedback and vital signs documentation. • Overcrowding in canteen during rush hours. • Lack of counsellor in Patient Care Services (PCS). • Coordination issues between clinical and non-clinical terms affected timely service delivery like delayed diet delivery. • Lack of backup during peak emergency time in ambulance management. • Occasional backlogs in file digitization in MRD. • No dedicated patient counsellor in PCS for health packages. • Delay in pre-authorization and discharge approvals. • Junior staff unable to answer a few protocols related questions during ward audits. • In some cases, restraint consent forms and monitoring sheets were partially filled. • Missing documentation of dietary advice and medication explained to

	patient/attendant.
Suggestions for improvement	• Assigning audit teams to review checklist documentation. • Train nurses on the importance of timely documentation in infection control. • Regular inter-shift meetings to align with patient care. • Conducting quarterly refresher training on bundle elements to the staff. • Conducting real-time debriefs after procedures to gather feedback. • Conducting random spot checks and provide feedback immediately. • Introduce pre-order or app-based food collection system in canteen. • Provide cross-training to nurses/social workers for basic counselling. • Introduce barcode scanning to speed up document digitization. • Early intimation to the TPA desk about upcoming discharges to help them process paperwork smoothly and in advance. • Acknowledge the importance of complete documentation of forms and monitoring sheets during shift handovers and include it in audit feedback for improvement. • Reinforce the importance of filling the discharge checklist through regular audit feedback.
Key learnings	• Understood the necessity of infection control practices especially in Hospital acquired infections. • Gained hands-on experience of data collection, organisation and analysis for quality check. • Analysed how patient feedback is gathered and assessed for continuous improvement. • Understood the key importance of various elements like signages, emergency exits, hygiene etc for patient and staff safety. • Learned how to conduct audits and checklist evaluations while following the hospital protocols. • Learned how training, awareness and adherence directly affects the prevention of HAIs. • Understood the importance of timely and accurate documentation. • Gained knowledge of NABH standards and their implementation in hospitals. • Learned about interdepartmental coordination to improve patient care services. • Observed the flow of medical records and documentations in hospital.

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