

SUMMER INTERNSHIP PROGRAM

at

CK Birla Hospital, Delhi

From 12th May 2025 to 15th July 2025

A REPORT BY

Aakanksha Pathania

Master of Business Administration

Hospital and Health Management

Roll no:1887

2024-26

under the Mentorship of

Mr. Sanjay Gupta

Professor and Dean





CKBH/TC/2025/02

July 15, 2025

TO WHOMSOEVER IT MAY CONCERN

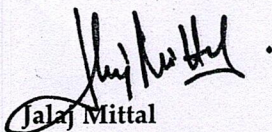
This is to certify that Ms. Aakanksha Pathania has successfully completed her training from May 12, 2025, to July 15, 2025, in Medical Services of CK Birla Healthcare, Corporate Office.

During the period of her training with us, her performance was good and she was found punctual, hardworking, and inquisitive. She was present every day during her training in Corporate Office.

Any information used to complete the project is the intellectual property of CK Birla Healthcare Pvt. Ltd. and hence should not be used for any other purpose.

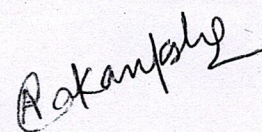
We wish her all the very best for her future endeavors.

For, CK Birla Healthcare Pvt. Ltd.



Jala Mittal

Deputy General Manager - Human Resources



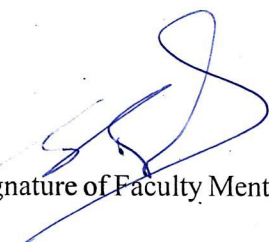
Annexure B

IIHMR University Faculty Mentor Approval

This is to certify that Dr./Mr./Ms. AAKANKSHA PATHANIA of academic year 2024-26 of INSTITUTE OF HEALTH MANAGEMENT RESEARCH (Name of the school) has prepared a poster with respect to his/her summer internship held during May-July 2025.

He /she has carried out work as per the guidelines. His / Her poster is approved for presentation.

Date: 28/07/25



(Signature of Faculty Mentor)

Name: Dr. Sanjay Gupta
Designation: Dean IHMR

Assessing OT Protocols and Documentation Gaps: A Compliance Audit at CK Birla Hospital

University Mentor: Mr. Sanjay Gupta
Organization mentor: Dr. Anupriya Sharma

Submitted by: Aakanksha Pathania
Roll No:1887 (MBA-29)

About the Organization

CK Birla Hospital is a multi-specialty healthcare facility dedicated to delivering high-quality, patient-centered care. With 50 Beds and a team of experienced specialists, the hospital provides comprehensive services across key disciplines, including Obstetrics and Gynecology, Orthopedics, Oncology, and Cardiology. Backed by the legacy of the CK Birla group, Birla Hospital is dedicated to clinical excellence, patient safety, and continuous improvement, aiming to enhance health outcomes for the community.

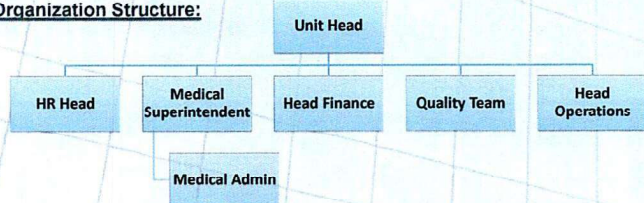
Mission:

To bring global standards of clinical expertise and care to patients and their families.

Vision:

To transform the future of healthcare through outstanding clinical outcomes, research, education, and compassionate care.

Organization Structure:

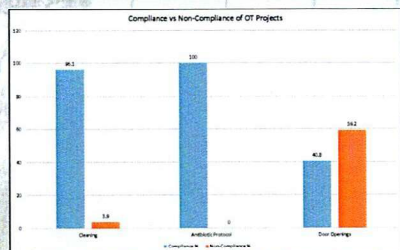


Objectives

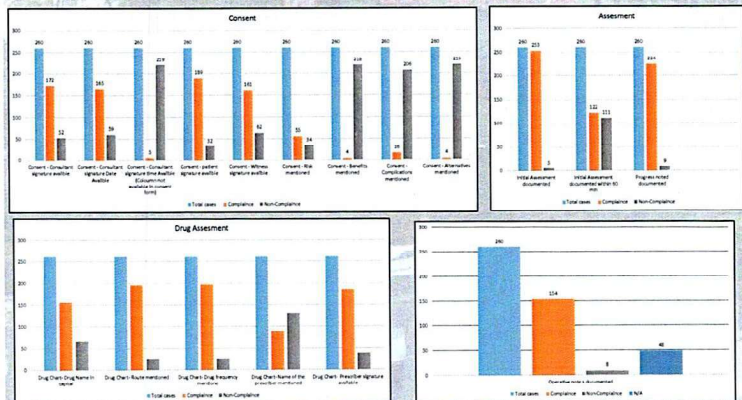
To check if OT protocols are being followed correctly, to focus on OT entry, door traffic, and cleaning practices.

To audit reviewed closed patient files to assess the completeness and accuracy of documentation.

Compliance of OT Projects



Closed File Audit Compliance



Analysis and Result

The OT audit found that around 40% of procedures showed non-compliance with entry protocols, mainly due to unnecessary door traffic. The closed file audit revealed that about 20% of consent forms lacked doctor signatures or time stamps, 15% of drug assessment records did not have drug names written in CAPITALS or staff sign-offs, and 25% of operative notes were incomplete. These gaps indicate the need for strict monitoring, regular staff training, and clear SOPs to maintain documentation quality and patient safety.

S

Strong OT protocols and regular audits are in place.
Trained staff ensure standards are followed.
Clear focus on patient safety and quality care.

W

Documentation gaps like missing signatures and time stamps.
Non-compliance with the entry rules still occurs.
Inconsistent record-keeping affects overall audit scores.

SWOT

T

Non-compliance risks accreditation and patient safety.
Staff resistance to new protocols may slow progress.

O

Improvements will boost compliance and accreditation readiness.
Scope to reinforce staff training and awareness.

Learning During Internship

During my internship, I learned how to communicate effectively with hospital staff in a professional healthcare environment. I observed the importance of teamwork, coordination, and time management.

I developed great confidence and adaptability while working in a live hospital setting. The experience gave me a deeper insight into hospital culture, teamwork, and professional etiquette.

Difference between theoretical and Practical Knowledge

Theoretical knowledge gave me a basic understanding of OT protocols and documentation standards. However, practical auditing showed real-world gaps like staff non-compliance, missing signatures, and unexpected workflow issues. This experience highlighted the difference between policy and actual practice in a hospital setting.

Usefulness

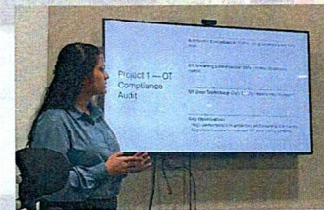
1. Networking.
2. Practical experience & exposure. Skill Development.
3. Understanding the working of a Hospital Organization.

Challenges

1. Limited Staff Awareness
2. Time Constraints
3. Time Taking procedure
4. Requires strict monitoring and teamwork

Suggestions

1. Regular refresher training sessions should be conducted for staff and doctors.
2. Reinforce OT entry protocols with clear signage and accountability to reduce unnecessary door movements



Reporting Format (Weekly)

Name of the Organisation: CK Birla Hospital, Delhi

Area/ Department/ Project of Summer Internship Program: OT

Name of the Student: Aakanksha Pathania

Roll no: 1887

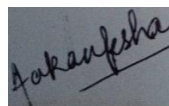
Stream: HM-29

Week no: 1

From:....12-05-2025.....to.....17-05-2025.....

Activity Done	1. I was deployed to the corporate office earlier in the week, where I actively contributed to a project focused on Robotic Clinical Outcomes in General Surgery. 2. Currently, I have been assigned to the OT (Operation Theatre) floor, where I am working on three ongoing projects related to medical services and quality assurance.
Linking theory (Classroom learning) with practice at your organisation	This has helped me better understand how robotic surgeries are tracked from a quality and operations standpoint. I have also begun collecting observational data and aligning my findings with NABH guidelines and hospital SOPs.
Gaps identified on the working area.	Working on the data collection
Suggestions for improvement	Collecting the data to analyse later.
Plan for the next week	Continue collecting the data for the 3 projects I have been assigned.

Signature of the Student: Aakanksha Pathania



Approved by the IIHMR University's Mentor

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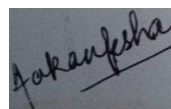
Stream: HM-29

Week no: 2

From: 19-05-2025 to 24-05-2025

Activity Done	Working on the OT Projects I have been assigned. 3. OT Trafficking 4. OT cleaning 5. Prophylactic Antibiotic
Linking theory (Classroom learning) with practice at your organisation	Focusing on the Ot Cleaning maintained as learnt in the classroom. Importance of maintaining OT Trafficking
Gaps identified on the working area.	OT Trafficking not maintained properly
Suggestions for improvement	Collecting the data to analyse later.
Plan for the next week	Continue collecting the data for the project

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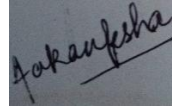
Week no: 3

From:...25-05-2025.....to.....31-05-2025.....

Activity Done	6. I am currently working on three projects as previously discussed. Significant progress has been made on each
Linking theory (Classroom learning) with practice at your organisation	This internship has allowed me to apply several concepts learned in the classroom, particularly related to hospital operations, patient flow management, and quality assurance
Gaps identified on the working area.	One of the key gaps observed in the Operation Theatre (OT) is the lack of monitoring of OT trafficking. This raises concerns about infection control and operational efficiency. I had the opportunity to meet with the Managing Director regarding this issue, and an audit has been proposed once data from 100 patients is collected.
Suggestions for improvement	I strongly recommend implementing a proper OT trafficking log system and assigning clear accountability to designated OT staff. This would ensure better monitoring and contribute to maintaining a sterile and well-coordinated environment.
Plan for the next week	1. Continue working on the three ongoing projects 2. Assist in data collection for the OT audit (until 100 patients are recorded) 3. Compile observations into a structured format for review

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Signature of the Student: Aakanksha Pathania

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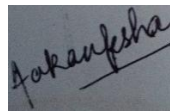
Week no: 4

From:02-06-2025.....to.....08-06-2025.....

Activity Done	4. Collected data from 103 patients regarding OT cleaning, antibiotic prophylaxis compliance, and patient trafficking protocols. 5. Initiated the creation of a master Excel sheet compiling all data points, validated for accuracy and completeness. 6. Presented the master sheet to mentors; it received approval from the Medical Director (MD) and Medical Superintendent (MS).
Linking theory (Classroom learning) with practice at your organisation	7. Applied knowledge from Hospital Operations Management and Quality Assurance courses to assess OT practices. 8. Understood the significance of NABH guidelines and how infection control protocols are monitored.
Gaps were identified in the working area.	1. Observed inconsistency in OT cleaning schedules and improper documentation post-surgery. 2. Gaps in OT Trafficking control. Staff inattentiveness lead to door opening higher than required.
Suggestions for improvement	

	Introduce OT cleaning checklists with timestamp features for accountability. Conducting Audits on regular basis.
Plan for the next week	1. Prepare data visualization (graphs and charts) for final PPT. 2. Initiate review meetings with infection control team.

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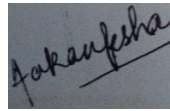
Stream: HM-29

Week no: 5

From:09-06-2025.....to.....15-06-2025.....

Activity Done	- Completed deep analysis of the master sheet data. - Identified key lapse: OT cleaning documentation missing or delayed in 4% of cases. - Uncontrolled OT Trafficking in 60% cases. - Began drafting slides for PPT presentation to be shared with senior leadership. - Continued assisting with live audits to validate in-process changes.
Linking theory (Classroom learning) with practice at your organisation	Understood how audit systems serve as evidence-based governance mechanisms.
Gaps were identified in the working area.	Few staff unaware of SOPs related to patient movement, increasing trafficking risks.
Suggestions for improvement	- Regular SOP orientation sessions for OT support staff. - Reward-based system to improve compliance with checklists and timely updates.
Plan for the next week	- Submit complete analysis to the hospital's Infection Control Committee. - Get feedback on possible pilot implementation of recommended solutions.

Signature of the Student: Aakanksha Pathania

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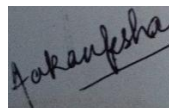
Stream: HM-29

Week no: 6

From:17-06-2025.....to.....21-06-2025.....

Activity Done	1. Audited 115 closed OT files for May. 2. Focused on three core areas: OT trafficking, antibiotic usage, and OT cleaning. Analyzed compliance and prepared a comprehensive PowerPoint presentation based on the findings.
Linking theory (Classroom learning) with practice at your organisation	3. Used concepts of quality indicators, compliance thresholds, and infection control standards during the audit.
Gaps were identified in the working area.	5. Excessive door openings in 59% of surgeries - Missed second dose of antibiotics in 3 surgeries - Cleaning gaps in 4 surgeries - Lack of equipment readiness and bin clearance documentation
Suggestions for improvement	4. Implement a double-checking system for antibiotic dosing - Enforce a strict 20-minute cleaning buffer - Assign accountability for cleaning documentation
Plan for the next week	Work on doctor-wise compliance analysis, finalize visual charts for the OT audit presentation, and begin early data collection for June audit tracking. Prepare for re-audit planning and feedback session.

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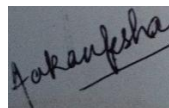
Stream: HM-29

Week no: 7

From:23-06-2025.....to.....28-06-2025....

Activity Done	5. Audited 80 closed files. 6. Verified OT records, consent forms, and discharge summaries. 7. Completed initial 5 birth registrations. 8. Cross-checked data for accuracy and compliance.
Linking theory (Classroom learning) with practice at your organisation	9. Applied theoretical knowledge of hospital record audits in practice. 10. Strengthened skills in identifying documentation gaps and coordinating with departments.
Gaps were identified in the working area.	6. Some files still had missing patient consent. 7. A few files lacked final consultant signatures. 8. Delays in submitting files to the records section.
Suggestions for improvement	11. Use a checklist to ensure files are complete before submission.
Plan for the next week	12. Audit remaining closed files. 13. Complete pending birth registrations.

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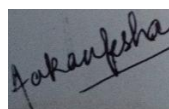
Stream: HM-29

Week no: 8

From:28-06-2025.....to.....03-07-2025....

Activity Done	14. Audited remaining 65 closed files (total audit = 260 files done). 15. Completed 5 more birth registrations (total = 10). 16. Organized final audit data and prepared for reporting.
Linking theory (Classroom learning) with practice at your organisation	17. Reinforced understanding of closed-file audits , quality checks, and registration processes. 18. Learned how operational delays can affect overall productivity.
Gaps were identified in the working area.	9. Few files were delayed due to incomplete paperwork. 10. Some birth records needed repeated follow-up with ward staff.
Suggestions for improvement	19. Daily coordination with ward/OT team to ensure timely file closures.
Plan for the next week	20. Compile and analyse audit findings. 21. Draft the final OT audit report.

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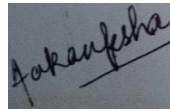
Stream: HM-29

Week no: 9

From:04-06-2025.....to.....11-07-2025....

Activity Done	22. Focused mainly on preparing the PowerPoint presentation summarizing all data collected during previous weeks related to OT cleaning, antibiotic usage, and trafficking compliance. 23. Unfortunately, no new practical tasks or managerial responsibilities were assigned this week, which limited hands-on learning.
Linking theory (Classroom learning) with practice at your organisation	24. Applied classroom knowledge of data visualization, healthcare presentation skills, and reporting to ensure the slides were clear and professional.
Gaps were identified in the working area.	25. Lack of defined managerial exposure during this week — no new tasks related to administration, leadership, or strategic planning were assigned.
Suggestions for improvement	26. Weekly reviews with clear deliverables beyond presentations could help interns contribute more meaningfully. 27. Small managerial tasks like organizing meetings, coordinating audit follow-ups, or drafting SOPs could have added value.
Plan for the next week	28. Finalize the presentation and deliver it to the mentors and department heads.

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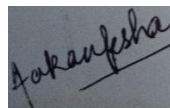
Stream: HM-29

Week no: 10

From:13-07-2025.....to.....19-07-2025....

Activity Done	29. Completed the final compilation of the OT Audit data, including trafficking, antibiotic usage, cleaning, and closed file audits. 30. Presented the final presentation.
Linking theory (Classroom learning) with practice at your organisation	31. Applied principles from Hospital Quality Management, health policy, and operations management.
Gaps were identified in the working area.	32. Scope for more structured managerial exposure remained. 33. Limited direct involvement in the recommendation.
Suggestions for improvement	1. The internship could benefit from a planned action plan phase. 2. More cross-departmental discussions could strengthen insights.
Plan for the next week	3. As this was the final week, the plan is to complete the submission of the full internship. 4. Incorporate mentor feedback in final report.

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