

Internship Report

Name - Sneha Maji

Stream – Hospital & Health Management

Roll No. - 1846

Organization Name – Rungta Hospital

Dept. Name – Quality

Duration – 10th March to 8th June

Submitted to – Mr. Ashish Bandhu

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1. Introduction

During my three-month internship as a Quality Intern at Rungta Hospital, Jaipur, I was actively involved in the quality assurance processes essential to maintaining and enhancing healthcare standards within the hospital. This internship provided me with practical exposure to hospital accreditation inspections, various departmental audits, and training programs aimed at ensuring patient safety and service excellence. By participating in key inspections such as DNB General Surgery and Critical Care and Nursing Excellence, I developed a strong foundation in hospital quality management systems and compliance procedures.

2. Objectives of the Internship

The objectives of my internship were:

- To gain firsthand experience in hospital quality management and accreditation processes.
- To participate and assist in inspections conducted by accreditation bodies such as DNB and Nursing Excellence, understanding their criteria and implementation.
- To perform comprehensive departmental audits to evaluate compliance with safety, hygiene, and operational standards.
- To understand hospital inventory management practices through audits in pharmacy and blood bank.
- To learn and implement hospital safety protocols including hand hygiene and fire safety measures.
- To develop skills in report preparation, documentation, and communication necessary for quality assurance activities.

3. Organizational Profile

Rungta Hospital, Jaipur is a reputed multi-specialty healthcare institution committed to providing high-quality patient care with a strong focus on safety and continuous quality improvement.

The hospital offers a wide range of medical services, including General Surgery, Critical Care, Nursing Services, Pharmacy, Blood Bank, and Infection Control.

It is actively involved in accreditation programs such as DNB (Diplomate of National Board) and Nursing Excellence, reflecting its dedication to maintaining national standards and delivering exceptional healthcare services.

4. Services Provided by the Organization

- **General Surgery and Critical Care:** Advanced surgical procedures and intensive patient monitoring and care.
- **Nursing Excellence:** Programs aimed at enhancing patient care quality through trained and skilled nursing staff.
- **Pharmacy Services:** Comprehensive management of medication inventory, dispensing, and patient counselling.
- **Blood Bank Services:** Safe and efficient management of blood and blood products inventory.
- **Infection Control and Mortuary Services:** Maintaining hospital hygiene standards and proper handling of deceased patients.
- **Safety and Hygiene Programs:** Regular training and audits on hand hygiene, fire safety, and safe injection practices.

5. Key Activities Undertaken

1. Participation in DNB General Surgery and Critical Care Inspection

- Assisted in the preparation of all required documentation, including SOPs (Standard Operating Procedures), protocols, and records of clinical activities to meet the stringent criteria set by the Diplomate of National Board (DNB).
- Supported the inspection team by facilitating smooth communication between auditors and department staff, ensuring availability of all necessary data and clarifications.
- Helped verify staff qualifications, patient care records, and compliance with safety and clinical guidelines within the General Surgery and Critical Care departments.
- Observed and contributed to the assessment of clinical infrastructure, equipment, and infection control practices critical for accreditation approval.

2. Participation in Nursing Excellence Inspection

- Collected and organized nursing data related to patient care outcomes, staffing ratios, and training records to demonstrate compliance with Nursing Excellence standards.

- Assisted in reviewing nursing protocols such as medication administration, patient monitoring, and infection control measures.
- Supported the evaluation of nurse-patient interactions, hygiene practices, and documentation accuracy, contributing to improvements in patient care quality.
- Facilitated coordination between the nursing staff and inspection committee to address queries and provide additional information.

3. Conducting Departmental Audits

- **Kitchen Audit:**
 - Examined kitchen cleanliness, food storage, and preparation practices to ensure compliance with hygiene and safety regulations.
 - Checked adherence to temperature controls and proper segregation of raw and cooked foods to prevent contamination.
 - Verified staff hygiene practices and use of protective equipment in the food handling area.
- **Safe Injection Audit:**
 - Observed injection administration procedures to confirm adherence to aseptic techniques and use of sterile equipment.
 - Ensured proper disposal of sharps and compliance with biohazard waste management policies.

- Identified any risks of needle reuse or unsafe practices and suggested corrective actions.
- **Mortuary Audit:**
 - Verified protocols for the respectful and hygienic handling of deceased patients.
 - Ensured accurate documentation of body reception, storage, and release processes.
 - Checked cold storage maintenance, cleanliness, and infection control measures within the mortuary.
- **Blood Bank Inventory Audit:**
 - Physically verified blood and blood product stocks against inventory records.
 - Checked expiry dates, storage temperatures, and labelling accuracy to ensure safety and traceability.
 - Reviewed blood transfusion records and compliance with regulatory standards.
- **Pharmacy Inventory Physical Audit:**
 - Conducted physical counting of medicines and consumables, comparing findings with inventory management software records.
 - Identified expired, damaged, or misplaced items and coordinated with pharmacy staff for proper disposal or replenishment.

- Verified proper storage conditions, including temperature and humidity controls, for sensitive drugs.
- **ICD (Infection Control Department) Audit:**
 - Assessed adherence to infection control policies across various hospital departments.
 - Checked sterilization and disinfection processes of medical equipment and hospital environment hygiene.
 - Monitored compliance with personal protective equipment (PPE) usage and isolation protocols for infectious patients.

4. Training and Capacity Building

- Attended training sessions on **Hand Hygiene**, where I learned the WHO's 'Five Moments for Hand Hygiene' and the critical role of handwashing in preventing healthcare-associated infections.
- Participated in **Fire Safety Training**, gaining knowledge on fire hazard identification, use of fire extinguishers, evacuation protocols, and emergency response to ensure patient and staff safety in critical situations.

6. Key Learnings from the Internship

- **Understanding Hospital Accreditation:** Gained deep insights into accreditation processes such as DNB and Nursing Excellence, including standards, documentation, and audit requirements.
- **Audit and Inspection Skills:** Developed the ability to conduct thorough audits, identify gaps in compliance, and suggest corrective actions to improve hospital operations.
- **Quality Management Systems:** Learned how different departments coordinate to maintain hospital quality standards and ensure patient safety.
- **Importance of Documentation:** Recognized the critical role of accurate record-keeping and documentation in supporting quality assurance and accreditation efforts.
- **Safety Protocols:** Enhanced knowledge of infection control measures and hospital safety standards, particularly hand hygiene and fire safety, which are vital to maintaining a safe environment for patients and staff.
- **Communication and Teamwork:** Improved my interpersonal and communication skills by

collaborating with different hospital departments and quality teams during inspections and audits.

- **Problem-Solving:** Experienced real-world challenges in quality management and developed practical problem-solving strategies to address them.