SUMMER INTERNSHIP REPORT

At

NXT Designs

(April 22nd June to June 22nd June)

A report by

Dhruv Bhatt

PGDM (Hospital and Health Management)

2023-2025

International Institute of Health Management Research, New Delhi

ACKNOWLEDGEMENT

I am writing to express my sincere gratitude to everyone who played a significant role in my enriching internship experience at QR Buddy.

My deepest appreciation goes to **Mr. Puneet Sharma, CEO** of QR Buddy. His willingness to offer me an internship and his subsequent mentorship proved invaluable. Mr. Sharma's insights, constant encouragement, and inspiring leadership significantly enriched my learning experience. I am particularly grateful for the knowledge and skills I gained under his guidance.

I would also like to extend my thanks to **Dr. Pijush Kanti Khan**, my esteemed mentor at the International Institute of Health Management Research. His continuous support, insightful guidance, and constructive feedback were instrumental in shaping both my academic and professional development. Dr. Khan's expertise and dedication have laid a strong foundation for my future career aspirations.

Furthermore, I am grateful to the faculty and staff at the International Institute of Health Management Research, New Delhi. Their unwavering support and commitment to fostering a conducive learning environment significantly contributed to my professional growth.

Thank you all once again. Your contributions are deeply valued.

Sincerely

Dhruv Bhatt

LETTER OF RECOMMENDATION

NXT DESIGNS

July25,2024

Certificate of Performance

This is to certify that **Mr Dhruv Bhatt** has demonstrated good performance in their role at Nxt Design Solutions Pvt Ltd . His dedication, professionalism, and exceptional work ethic have significantly contributed to the success and growth of our organization.

Mr Dhruv has consistently exhibited exceptional skills and achieved remarkable results in the following areas:

Operations Management :Dhruv has demonstrated exemplary performance, such as exceptional leadership, teamwork, or people management skills.

Their commitment to excellence and ability to consistently surpass expectations have made a significant impact on the overall success of our team and company. They have not only exhibited exceptional technical skills but have also demonstrated exceptional interpersonal and communication skills, fostering positive relationships with colleagues, clients, and stakeholders.

He has consistently goes above and beyond the call of duty, displaying a strong sense of responsibility and initiative. They are a valuable asset to our organization, and their contributions have been invaluable.

In recognition of their performance, we hereby present this Certificate of Performance to Mr Dhruv Bhatt as a token of our appreciation for their exemplary dedication, hard work, and outstanding achievements.

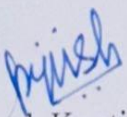Best Regards

Manisha J
Head HR

Certificate of Approval

The Summer Internship Project of titled **Digital Transformation in Hospitals and Ensuring Operational Efficiency through Data-Driven Implementation of QR Buddy: (A Practical Implementation at Yasho Bhoomi)** at **NXT Designs Pvt. Sol. Ltd.** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted.It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.

Dr. Pijush Kanti Khan
Assistant Professor
IIHMR, Delhi

Name of the Student: Dhruv Bhatt

Summer Internship Institution: NXT Design Sol. Pvt. ltd

Area of Summer Internship: Business Operations Management

Attendance: 100%

Objectives met:

- Trained various hospital departments on how to use the QR Buddy system effectively by conducting comprehensive training sessions.
- Ensured a smooth transition to the QR Buddy system by providing technical support after it was implemented.
- Minimized downtime by making sure the system functioned properly after going live.
- Developed training materials on QR Buddy specifically designed for different hospital departments.
- Supported the launch of the QR Buddy system and made sure it ran smoothly.
- Demonstrated exceptional listening skills by attentively addressing the needs and concerns of hospital staff.

Deliverables:

- Developed and delivered training materials used on QR Buddy
- Live deployment and ensure smooth and seamless functioning of QR buddy

Strengths:

- Strong communication skills
- Confident trainer and trouble-shooter
- Time management and organizational skills
- Reliable

Suggestions for Improvement:

- Develop your ability to delegate tasks

Signature of the Officer-in-Charge (Internship) - Mr. Puneet Sharma

Date – 23/06/2024   **Place** – Delhi NCR

FEEDBACK FORM
(IIHMR MENTOR)

Name of the Student: DHRUV BHATT

Summer Internship Institution: NXT Design Sol. Pvt. Ltd.

Area of Summer Internship: Business operation Management

Attendance: 100%

Objectives met: 1. Learnt about strategies & functioning of corporate businesses
2. Designed & delivered various training programmes for different hospital departments on how to use QR buddy system
3. Prepared report on project proposals with regular coordination with mentor and worked on the feedbacks provided on different projects

Deliverables:
1. Successfully created the research report along with ppt & poster
2. Also delivered presentation to the institution & organization

Strengths: Communication, Confidence, Time management

Suggestions for Improvement: —

[signature: hrish]

Signature of the Officer-in-Charge
(Internship)

Date: 5 July 2024
Place: Dwarika Delhi
IIHMR-D

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Acronyms /Abbreviations

TAT	Turnaround Time
HK	Housekeeping
IT	Information technology
RFID	Radio frequency identification
GDA	General Duty Assistant
OT	Operation theatre

Observational learnings

Section 1: - Introduction

NXT Design Sol Pvt Ltd is a prominent IT solutions provider specializing in innovative software development. They cater to the evolving needs of contemporary organizations by crafting cutting-edge software applications. Their esteemed clientele includes renowned institutions like Marengo Asia Hospital (Faridabad & Gurgaon), CIMS (Ahmedabad), and Metro Hospital (Faridabad). NXT Design Sol Pvt Ltd is dedicated to delivering operational excellence through technology-driven solutions. Their expertise streamlines property management, optimizes asset tracking, and refines workforce deployment and inventory/checklist management processes. Products like QR Buddy exemplify their commitment to harnessing technology for tangible improvements in organizational performance and service delivery.

1.1 Vision

We envision ourselves as the leading catalyst for digital transformation within business operations management. Our innovative platform empowers organizations across all sectors to achieve peak efficiency and exceptional adaptability. By leveraging lean principles and a user-centric design philosophy, we unlock their full operational potential, redefining the landscape of operational excellence for the future.

1.2 Mission

Our innovative, unified platform empowers businesses to achieve operational excellence and sustainable growth. Leveraging lean management principles and cutting-edge technology, we streamline the complexities of property, asset, and workforce management. This comprehensive solution equips organizations to thrive in the digital era.

1.3 Objectives

QRbuddy empowers healthcare organizations to achieve operational excellence and deliver superior patient outcomes. Its innovative platform leverages lean management principles to streamline workflows, optimize staff allocation, and enhance transparency across departments. This data-driven approach minimizes resource waste and ensures efficient, timely patient care.

1.4 Values

QRBuddy prioritizes user-friendly design, ensuring their tools are accessible and intuitive for all healthcare professionals. They uphold the highest quality standards in every feature and service, fostering a culture of integrity and accountability. By promoting collaboration within hospital staff, QRBuddy empowers

teamwork, ultimately enhancing workflow and patient outcomes. Additionally, their commitment to sustainability translates to long-term operational efficiency and optimal resource utilization.   .

Fig 1: Values added by QR Buddy in hospital operations

Section 2: - Mode of data collection

In order to gain a comprehensive understanding of departmental service requirements, data was collected from supervisors in key areas, including maintenance, housekeeping, IT, dietetics, and the patient portal. Additionally, a staff-wide data collection effort was conducted to determine appropriate account roles, categorizing personnel as administrators, supervisors, or staff members based on their specific responsibilities within the hospital.

Section 3: - General findings during internship

Project: Digital Transformation in Hospitals: QR Buddy as a Tool for Communication and Operational Excellence

The digitalization of hospital operations using QR Buddy was implemented across the following hospitals:

- **Marengo Asia Hospital, Gurgaon**
- **CIMS,Ahmedabad**

Project: Digital Transformation in YashoBhoomi (Exhibition & Trade Centre)

To optimize the software's functionality, data points such as the number of floors, staff size, and available amenities were documented during the implementation phase.

- **YashoBhoomi, Dwarka**

Project: Digital Transformation in Hospitals: QR Buddy as a Tool for Communication and Operational Excellence

About the project:

This project spearheads the digitalization of hospital operations using QR Buddy technology. Its core mission is to optimize internal workflows and boost efficiency within the hospital environment. Strategically placed QR Buddy scanners act as the digital nerve centre, tracking each staff member's assigned tasks.

The system fosters prompt action and accountability. Upon assignment creation, a ticket is generated electronically, notifying the responsible staff member directly. Each task has a defined turnaround time (TAT) for completion. If a task falls behind schedule, the system automatically escalates the issue to a supervisor, ensuring timely resolution.

This innovative approach, leveraging QR Buddy's capabilities in a hospital setting, aims to reduce delays, streamline workflow efficiency, and ultimately enhance patient care by ensuring prompt attention to all tasks.

My role as an Intern:

• **Needs Assessment:** Conduct a comprehensive data collection exercise to understand the specific service requirements of each hospital department.

• **User On boarding:** Collaborate with supervisors to gather detailed staff information for efficient account creation on QR Buddy.

• **Training & Enablement:** Equip staff and supervisors across all departments with in-depth training sessions, ensuring they can leverage QR Buddy's functionalities effectively.

• **Phased Rollout:** Orchestrate a seamless live implementation of QR Buddy, deploying it strategically floor by floor and wing by wing. Continuous system monitoring will be conducted to guarantee smooth operationand optimal performance.

• **Proactive Support:** Establish a proactive approach to problem-solving by collaborating with the tech team to swiftly identify and implement solutions for any arising issues.

Project: Ensuring Operational Efficiency through Data-Driven Implementation of QR Buddy: (A Practical Implementation at YashoBhoomi)

About the project:

This project guarantee a seamless workflow across the entire facility, a comprehensive data collection process precedes the deployment of the QR Buddy software. This initial phase involves gathering critical facility information such as the number of floors, rooms, staff members, and available amenities. This data serves as the foundation for the software's functionality, ensuring optimal performance and user experience. QR Buddy transcends mere task streamlining; it fosters a proactive operational environment. Daily checklists for diverse departments are digitized within the platform, promoting accountability and information dissemination throughout the workforce. Additionally, the software facilitates the transmission of timely reminders for staff regarding upcoming events, as well as security alerts for guards. By centralizing these functionalities, QR Buddy creates a seamlessly connected and efficient operational ecosystem.

My role as an Intern:

Data Acquisition and System Configuration: Gathering critical facility data, such as floor plans, staff headcount, and amenity inventories. This involves involve collaborating with various departments and potentially conducting on-site surveys. Tasked with inputting this data into the QR Buddy software to establish a foundation for optimal performance and user experience.

Content Development and Management: development of digital checklists for diverse departments within the QR Buddy platform.

User Training and Support: An opportunity to assist with user on boarding and training for staff on how to effectively utilize the QR Buddy software.

Project Documentation: documenting the data collection process or creating user guides for the QR Buddy software.

Software Testing and Quality Assurance: testing the QR Buddy software to identify and report any inconsistencies or areas for improvement.

Section - 4: Conclusive learning, limitations and suggestions for improvement

4.1 Conclusive learnings:

• **Leadership and Team Management:** Through experience managing and leading teams, I've developed strong skills in delegation, fostering accountability, and navigating team dynamics.

• **Effective Communication:** Presenting complex information to senior management has demonstrably enhanced my ability to communicate clearly, concisely, and with confidence.

• **Strategic Technology Integration:** I possess a strong understanding of the value proposition of technology in healthcare operations. I have a proven track record of successfully advocating for its integration to improve efficiency, accuracy, and ultimately, patient outcomes.

• **Change Management Expertise:** I have experience spearheading the adoption of new technologies. This includes effectively communicating their benefits to staff, providing comprehensive training, and proactively addressing any resistance to change.

4.2 Limitations:

- A key factor to consider is the potential for change resistance among Group D staff who may be accustomed to traditional workflows. A comprehensive change management strategy will be crucial for successful technology adoption.
- The current data collection practices within the hospital might not provide a granular view of monthly request or complaint volumes. Developing a robust data acquisition strategy will be essential to accurately estimate the initial ticket volume within the QR Buddy system.

4.3 Suggestions for improvements

- Clear deadlines for hospital data submissions will ensure timely processing and system readiness.
- Regular follow-ups and reminders will be implemented to guarantee consistent and reliable data for optimal software performance.
- Partnering with administration, we'll develop a staff training program to minimize resistance and promote smooth adoption.

Project Report- Digital Transformation in Hospitals and Ensuring Operational Efficiency through Data-Driven Implementation of QR Buddy: (A Practical Implementation at YashoBhoomi)

Section 1: Introduction to Digital Transformation in Hospital Management

The digital transformation of hospital management has revolutionized how hospitals function, optimize resources, and ultimately, provide patient care. This section offers an in-depth exploration of the concept of digital transformation within hospital settings. We will delve into its significance, key drivers, and the transformative role technology plays in enhancing operational efficiency and achieving improved patient outcomes.

1.1 Importance of Digital Transformation

The digital transformation of healthcare fosters operational excellence by streamlining workflows, automating repetitive tasks, and minimizing manual errors. This demonstrably translates to significant cost savings and improved efficiency. Beyond streamlining internal processes, digital tools empower healthcare professionals with enhanced communication and collaboration capabilities. This seamless flow of information fosters improved care coordination, ultimately leading to a more positive patient experience. Furthermore, digital transformation equips hospitals with advanced data management and analytics capabilities. By leveraging this data, healthcare professionals can make data-driven decisions that optimize treatment plans and demonstrably improve patient outcomes

1.2 Key Drivers of Digital Transformation

The impetus for digital transformation in hospital management is multifaceted. A primary driver is the confluence of a growing patient population with increasingly complex healthcare needs. This necessitates the delivery of efficient, high-quality care. Digital tools empower hospitals to address this challenge by streamlining workflows and optimizing resource allocation. Furthermore, the healthcare landscape is characterized by a dynamic regulatory environment. To ensure compliance with evolving standards and enhance patient safety, hospitals are increasingly embracing digital solutions that automate processes and facilitate adherence to best practices.

1.3 Role of Technology in Hospital Management

The cornerstone of digital transformation in hospital management lies in the strategic integration of a comprehensive technological ecosystem. Electronic Health Records (EHRs) form the foundation, enabling the digitization of patient data and facilitating seamless information exchange among healthcare providers. This fosters superior care coordination and continuity of care. Hospital Management Systems (HMS) streamline operations by automating administrative tasks such as appointment scheduling, billing, and inventory management, thereby minimizing manual processes and associated errors. Additionally, advancements like Bluetooth Low Energy (BLE) technology hold immense potential to revolutionize hospital workflows. Real-time patient tracking within surgical phases using BLE can significantly improve efficiency and enhance patient experiences. Radiofrequency Identification (RFID) tags further contribute to operational excellence by enabling automated asset tracking and inventory management.

Section 2: Mode of data collection

2.1 Detailed Overview of QR Buddy:

QR Buddy empowers organizations across various industries with a user-centric and feature-rich solution**.** Its intuitive design and robust functionalities streamline operations, enabling users to manage tasks with precision and ease. This fosters organizational growth through enhanced productivity and optimized workflows. QR Buddy tackles diverse needs, from real-time asset tracking and workforce scheduling to meticulous inventory management and comprehensive checklist execution. By embracing lean management principles, QR Buddy equips organizations to minimize waste, maximize efficiency, and achieve operational excellence.

2.2 Features and Functionalities

- **Automated Task Management:** The software streamlines workflow by intelligently assigning tasks to   the most suitable personnel. Real-time progress monitoring fosters accountability and boosts overall productivity.

- **Enhanced Asset Tracking:** QR Buddy offers robust tools for managing physical assets. Automated tracking capabilities ensure optimal utilization and facilitate preventative maintenance, maximizing asset lifespan.

- **Streamlined Service Delivery:** The queue management feature optimizes patient flow by efficiently managing queues and minimizing wait times. This translates to a significantly improved patient experience.

- **Workforce Optimization:** QR Buddy empowers data-driven workforce management. Generate insights and optimize staff schedules, track performance metrics, and adjust staffing levels to

efficiently meet operational demands

Section 3: Methodology

3.1 Process of placing QR codes

This comprehensive evaluation involves mapping the entire hospital facility, including wings, floors, rooms, and bed locations. This detailed data capture ensures all relevant areas are accounted for within the system. Following the on-site assessment, the captured data is systematically uploaded into the QR Buddy software. Draft QR codes are then generated and presented to the hospital administration for review and approval. Once approved, QR codes are customized with the hospital's branding and printed on high-quality materials. These strategically placed QR codes throughout the facility empower staff and patients to efficiently submit service requests and report any concerns. This streamlined process demonstrably enhances overall hospital operational efficiency.

3.2 Departments involved and the types of services or complaints managed through QR Buddy

QR Buddy fosters seamless departmental collaboration within hospitals, streamlining service requests and complaint management. This comprehensive solution empowers key departments such as Housekeeping/GDA, Maintenance, IT, Patient Portal, and Dieticians to:

- **Housekeeping/GDA:** Efficiently address patient requests for items like gowns, walkers, and room cleaning through QR Buddy, ensuring a comfortable and hygienic environment.
- **Maintenance:** Respond promptly to equipment malfunctions and infrastructure issues like AC problems, leaking taps, or call bell malfunctions reported via QR Buddy, minimizing disruptions.
- **IT:** Resolve technical issues like printer jams, power outages, and laptop installations reported through QR Buddy, minimizing downtime and ensuring smooth operations.
- **Patient Portal:** Enhance patient communication by facilitating access to information on upcoming appointments, discharge updates, and case summaries directly through QR Buddy.
- **Dieticians:** Address dietary concerns regarding food quality, incorrect meals served, or unmet dietary requests promptly through QR Buddy reports, promoting patient satisfaction.

3.3 Strategies for improving hospital operations

Traditional Workflow	QR Buddy Streamlines Communication
Patient Communication: Patients press a call button to voice concerns.	Simple Request Initiation: Each bedside has a unique QR code patients or attendants scan to submit service requests, complaints, or feedback.
Information Flow: Nurses act as liaisons, relaying information to a central console or directly to departments.	Efficient Task Assignment: Tasks are automatically assigned to relevant supervisors with pre-defined turnaround times and escalation protocols.
Task Delegation: Supervisors instruct on-ground teams to complete tasks and report back to nurses.	Improved Transparency: Patients receive updates on the status of their requests, promoting transparency and faster resolution.
Communication Gaps: This process can lead to communication gaps and delays.	Standardized Data Collection: QR Buddy facilitates standardized data collection for improved efficiency and decision-making.

3.4 Role of QR Buddy in reducing Turnaround Time (TAT)

QR Buddy tackles a critical challenge in hospital operations: turnaround time (TAT**).** The system assigns tickets to designated staff members with pre-established timeframes for completion. Should a task exceed its designated TAT, QR Buddy automatically triggers an escalation via WhatsApp, promptly notifying the supervisor. This multi-tiered escalation process ensures that unresolved issues reach higher levels of management with each subsequent escalation. By implementing this systematic approach, QR Buddy incentivizes timely task completion, preventing unnecessary escalation and streamlining workflows. Hospitals leveraging QR Buddy have demonstrably achieved a significant 42% reduction in TAT, translating to enhanced operational efficiency and improved service delivery.

Section 4: Data Findings and interpretation

4.1 Converting verbal communication into effective communication

Traditional Task Management: Hospitals traditionally relied on verbal communication for task assignments, leading to inefficiencies and accountability gaps. Supervisors verbally assigned tasks to Group D Assistants (GDAs) with no data record, resulting in:

- **Unrecorded Work Distribution:** Lack of data on the number of tasks assigned to each GDA.
- **Underutilized Staff:** Low staff utilization rates (e.g., only 31% during an 8-hour shift).
- **Unidentified Location Gaps:** GDAs frequently being absent from their designated areas.
- **Unclear Accountability:** No record of which tasks were assigned to which GDAs.

QR Buddy: A Data-Driven Solution: QR Buddy addresses these shortcomings by introducing a structured, data-driven approach to task management:

- **Location-Based Assignments:** Lower staff can select their designated location or floor, ensuring they receive tasks specific to their assigned area.
- **Time-Stamped Tracking:** The software logs the exact time a task is assigned, accepted, and completed, enabling detailed analysis.
- **Data-Driven Insights:** This comprehensive tracking provides valuable data on task allocation, completion times, and actual staff utilization.

4.2 Impact of QR Buddy on staff optimization

QR Buddy implements a data-driven approach to optimize General Duty Assistant (GDA) deployment within hospitals. Previously, static GDA assignments across all floors resulted in inefficient resource allocation. QR Buddy establishes a centralized GDA pool, typically consisting of 30-40 personnel. Nurses submit real-time service requests by scanning strategically placed QR codes. A designated GDA champion efficiently manages the pool, allocating personnel to nursing stations based on immediate needs. This dynamic system streamlines workflow by ensuring optimal GDA utilization and minimizing response times.

Furthermore, QR Buddy facilitates data-driven staffing decisions. By analysing workload patterns, the champion can identify situations with excess staff. These GDAs can be redeployed to other areas or potentially undergo upskilling initiatives to expand their capabilities. Conversely, the pool can be strategically scaled to address periods of increased demand. This dynamic approach optimizes GDA utilization, minimizes staffing costs, and ensures sufficient GDA availability. Ultimately, QR Buddy fosters improved service quality and patient satisfaction.

4.3 Resistance to technology adoption among Group D staff

integrating a new digital solution, QR Buddy, presented a unique on boarding challenge for Group D personnel with limited prior computer experience. While technical skill development was crucial, fostering user adoption emerged as a more significant initial hurdle. Some staff members initially perceived QR Buddy as an unnecessary complication hindering their workflows rather than a tool for streamlining them. To effectively overcome this initial resistance and encourage user buy-in, a multi-faceted approach was implemented. Training modules were specifically tailored for personnel with limited computer literacy, prioritizing user-friendliness and emphasizing the long-term benefits of QR Buddy for staff workflows. Additionally, a comprehensive change management strategy addressed staff concerns and anxieties. This strategy focused on clear communication, highlighting how QR Buddy would ultimately enhance departmental efficiency. Finally, comprehensive training sessions provided a strong foundation for staff to develop the necessary technical skills to confidently utilize the new technology.

4.4 Lack of data tracking for requests and complaints

prior to QR Buddy, handling requests and complaints in hospitals was a manual, paperless system lacking any centralized data tracking. Patients or attendants would verbally communicate their needs to a nurse, who then acted as a middleman, contacting the appropriate department supervisor (housekeeping, maintenance, dieticians, and patient portal) to assign the service. This reliance solely on verbal communication resulted in a complete lack of records. There was no data on the daily volume of requests or complaints, no record of specific tasks assigned, and no way to track completion times. This absence of crucial data made it impossible to analyse the efficiency or volume of service requests, hindering effective service delivery and hindering efforts to improve overall hospital operations.

4.5 Importance of tracking requests and complaints

Hospitals rely on efficient request and complaint tracking for optimal service delivery. Recording daily volumes provides valuable insights into departmental workloads and patient needs. This data empowers better resource allocation, ensuring staff and services are distributed where they're most needed for prompt response times. Furthermore, tracking assigned tasks and completion times allows for performance monitoring and pinpoints areas for improvement. This fosters accountability, as staff are aware their work is tracked, potentially leading to increased efficiency and diligence. Most importantly, comprehensive records enhance transparency and provide a data-driven foundation for decision-making. Ultimately, this translates to higher quality patient care and satisfaction. Systems like QR Buddy, which facilitate this tracking, streamline previously cumbersome processes, transforming them into organized, efficient, and accountable operations.

4.6 Data improve hospital operations and resource allocation

• **Data-Driven Strategies:** QR Buddy equips hospital administrators with powerful data analytics. This allows them to uncover trends, anticipate patient volumes, and proactively allocate resources for optimal efficiency.

- **Smarter Resource Allocation:** With accurate data on staff performance, task completion times, and overall resource usage, QR Buddy empowers smarter resource allocation. This ensures staff are strategically deployed in areas of greatest need, minimizing downtime and maximizing overall productivity.

- **Accountability for Improved Performance:** QR Buddy promotes a culture of accountability by tracking task assignments and completion times. This valuable data allows for targeted performance monitoring, highlighting areas where staff may benefit from additional training or support. This continuous improvement cycle leads to consistently high-quality service delivery.

- **Elevated Patient Care:** Through data-driven insights, hospitals can effectively track patient outcomes. This empowers them to identify best practices and standardize care protocols, ultimately resulting in a more consistent and exceptional patient experience.

- **Financial Optimization:** QR Buddy provides valuable data on resource usage, staffing, and service demand. This empowers informed budgeting and financial planning, ensuring optimal resource allocation and long-term financial health for the hospital.

4.7 Suggestions for improvements

- **Dedicated Project Lead:** Appoint a single point of contact within hospital administration to champion QR Buddy implementation. This individual will facilitate communication, address technical issues, and ensure smooth coordination with the QR Buddy team.

- **Pre-Training Data Upload:** Ensure all necessary data is uploaded to the QR Buddy software before training commences. This guarantees a fully operational system for hands-on training sessions.

- **Defined Implementation Timeline:** Establish a clear timeline for training completion and set a definitive go-live date for QR Buddy. This structured approach ensures a timely and efficient implementation process.

- **Proactive Department Communication:** Hospital administration should proactively inform all relevant departments about the upcoming QR Buddy implementation. This advance notice fosters smoother system adoption and minimizes resistance during training

Section 5: Conclusion and Future Prospects

5.1 Conclusion

My time at QR Buddy was an eye-opening experience. It showcased the transformative power of technology in hospital operations. Witnessing first-hand how the software streamlined tasks, optimized resource allocation, and fostered improved communication across departments was truly remarkable.

A crucial takeaway was the importance of well-structured training and effective implementation strategies. These elements were vital in ensuring smooth user adoption, especially for staff apprehensive about technological change. Overcoming initial resistance and the need for comprehensive data preparation reinforced the importance of clear communication and ongoing support throughout the implementation process

5.2 Key learnings and achievements

- **Deepened Expertise:** Gained in-depth knowledge of hospital operations and the transformative impact of technology on efficiency and service delivery.
- **Team Leadership:** Developed strong skills in managing and coordinating diverse teams, fostering a collaborative environment to achieve common goals.
- **Communication Champion:** Honed the ability to present complex ideas and processes clearly and confidently to senior leadership, securing vital understanding and support for technological initiatives.
- **Bridging the Tech Gap:** Successfully overcame challenges associated with training non-technical staff, developing effective strategies to teach and emphasize the value of technology in improving hospital operations.
- **Implementation Success:** Successfully spearheaded the QR Buddy implementation process, including data collection, training, and deployment, ensuring a smooth transition for the hospital.
- **Problem-Solving Prowess:** Demonstrated flexibility and problem-solving skills by addressing and resolving technical issues and staff resistance in a dynamic work environment.

5.3 Future prospects for QR Buddy for further Digital Transformations in healthcare

Enhanced Patient Convenience with Geo-fencing Technology: This innovative approach leverages geo-fencing technology to target individuals within a 300-meter radius of the hospital. Users in this zone will receive personalized WhatsApp notifications highlighting available health services. These notifications will include clear options to connect with the appropriate department, streamlining access to care and promoting patient convenience

Dhruv Bhatt ST report