SUMMER INTERNSHIP REPORT

AT

Sitaram Bhartia Institute of Science s Research, New Delhi

(May 1st to June 30th, 2025)

A Report

By

NEHA GANGULY

(PG/24/064)

PGDM (Hospital and Healthcare management)

2024-2026

International Institute of Health Management Research, New Delhi

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SB/HR/INTERN/2025/5711

July 01, 2025

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Neha Ganguly has done her voluntary internship with this Institute in the department of Human Resources from May 01, 2025 to June 30, 2025.

During the tenure of her internship with the Institute, she is found to have a good moral character/conduct and work ethics.

We wish her all success in her future endeavors.

For **Sitaram Bhartia Institute of Science & Research**

Beer Singh
Manager-Human Resources

SITARAM BHARTIA INSTITUTE OF SCIENCE & RESEARCH
HR Deptt.
NEW DELHI

FEEDBACK FORM

(Organization Supervisor)

Name of the Student: Neha Ganguly

Summer Internship Institution: Sitaram Bhartia Institute of Science and Research, New Delhi

Area of Summer Internship: HR Operations Department

Attendance: Good

Objectives met: Yes

Deliverables: Internal Audit of OPD doctors on policies Compliance

Strengths: Confident, Awareness of Hospital operations - OK
Dependable and a proactive Team Member. Contributions added Value to projects Planned.

Suggestions for Improvement:
Gaining more exposure in other departments will enhance understanding of Hospital operations, which will be beneficial for future roles in Healthcare Human Resources.

Signature of the Officer-in-Charge (Internship)

BHARTIA INSTITUTE OF SCIENCE & RESEARCH
HR Deptt.
NEW DELHI

Date: 30/06/2025

Place: SBISR, New Delhi

Completion of Summer Internship

From

Sitaram Bhartia Institute of Science and Research

The certificate is awarded to

Name: Neha Ganguly

In recognition of having successfully completed his

Internship in the department of

HR Operations

and has successfully completed his Project on

Title of the Project

Internal Audit of OPD Doctors – Compliance and Conduct Evaluation

Date: 1st May – 30th June 2025

Organization: Sitaram Bhartia Institute of Science and Research, New Delhi

She comes across as a committed, sincere & diligent person who has

strong drive & zeal for learning

We wish her all the best for future endeavors

Organization Supervisor

DR. SHUBHRA VERMA
General Manager
Sitaram Bhartia Institute of Science and Research
B-16, Qutab Institutional Area, New Delhi–110016

Head-HR/Department Head

SITARAM BHARTIA INSTITUTE OF SCIENCE & RESEARCH
HR Deptt.
NEW DELHI

Certificate of Approval

The Summer Internship Project of titled **"Internal Audit of OPD Doctors – Compliance and Conduct Evaluation in the HR Operations Department at Sitaram Bhartia Institute of Science and Research, New Delhi"** 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.

Name of the Mentor: Dr. Vinay Tripathi

Designation: Associate Professor

IIHMR Delhi

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I express my sincere regards to **Dr. Shubhra Verma, General Manager of Sitaram Bhartia Institute of Science and Research, New Delhi** for encouraging me to the highest peak and to provide me with the opportunity to prepare the project.

I would like to express my sincere gratitude and deep sense of indebtedness to my organizational mentor **Mrs. Anitha Manoharan**, HR Head at **Sitaram Bhartia Institute of Science and Research** for her valuable guidance and kind supervision given to me throughout the course of my internship as well as providing the necessary information regarding the project which shaped the present work as it shows.

I am immensely obliged to my institute **IIHMR- DELHI,** for providing me with the opportunity to pursue my internship from such a prestigious organization, I sincerely would like to thank **Dr. Sutapa. B. Neogi, Director of IIHMR-DELHI,** for her constant motivation and guidance for all our endeavours. I would like to extend my gratitude to **Dr. Divya Aggarwal, Associate Dean**. I acknowledge with thanks the kind of patronage, timely guidance and valuable suggestions which I have received from my faculty mentor**, Dr.Vinay Tripathi , Associate Professor** that has help be better my work.

I would also thank all those who have directly or indirectly helped me to accomplish my goals. I would like to thank all my senior members of the organization for putting their trust in me and assigning trustworthy tasks.

Neha Ganguly

(PG/024/064)

IIHMR, Delhi

ACRONYMS/ABBREVIATIONS

S.No	Abbreviation	Full Form
1	SBISR	Sitaram Bhartia Institute of Science and Research
2	NABH	National Accreditation Board for Hospitals & Healthcare Providers
3	NABL	National Accreditation Board for Testing and Calibration Laboratories
4	MCH	Maternal and Child Health
5	OPD	Outpatient Department
6	IPD	Inpatient Department
7	NICU	Neonatal intensive care unit
8	PICU	Paediatric Intensive Care Unit
9	HRM	Human Resource Management
10	HRIS	Human Resource Information System
11	LMS	Learning Management System
12	CDC	Centre for Disease Control and Prevention
13	WHO	World Health Organization
14	SOP	Standard Operating Procedure
15	ACC	Access to Care and Continuity of Care

INTRODUCTION ABOUT THE ORGANISATION

Established in the mid-1990s in Qutab Institutional Area, South Delhi, SBISR is a 70-bed, multi-specialty hospital and research institute renowned for integrating healthcare delivery with rigorous clinical research. Its architecture, lauded as the 1994 "Architect of the Year", reflects a healing-centric design that supports patient recovery by creating a calming environment.
It provides care in a wide range of medical specialties and offers superior diagnostic and inpatient facilities. Ethical, reliable, supportive and effective care is some of the words that are used to describe treatment at Sitaram Bhartia Institute of Science and Research.
Praised for its commitment to excellence in medical care, education, and research, the institute strives to bridge the gap between science and community service, fostering a holistic approach to healthcare.





Vision
The vision of the Sitaram Bhartia Institute of Science and Research centers on creating a healthier society through evidence-based practices and innovative approaches to health and wellness. The institute aims to empower individuals and communities by enabling them to make informed health decisions, ultimately improving their quality of life.
Mission
The mission of the institute is rooted in the principles of providing ethical, quality-driven healthcare services while promoting scientific research and education. This dual focus on service and scholarship ensures that the institute not only addresses immediate healthcare needs but also contributes to the future of medical science.
Core ideology
Prioritising the patient's interest, treating others with mutual respect, engaging in continuous learning and improvement, and building effective institutions are essential principles to uphold are the core values at Sitaram Bhartia.

Leadership
The leadership at Sitaram Bhartia Institute of Science and Research is composed of a team of dedicated professionals who bring a wealth of experience and expertise to the organization. Their commitment to ethical practices and patient-centered care drives the institute's vision forward. Under their stewardship, the institute continues to set benchmarks in clinical excellence and operational efficiency.
Key Members of the leadership team at Sitaram Bhartia include:
Director- Abhishek Bhartia is the chief executive and is involved in setting direction, developing and executing strategy, engaging physicians, and building improvement capacity across the organization. He has been Director since 2003.
Deputy Director- Saru Bhartia functions as a Chief Operating Officer with broad responsibilities for developing and executing the strategic plan of the organisation. She also directs and supervises all aspects of hospital operations. In 2010, Saru set up the quality department in the Institute which has since executed more than 70 projects spanning clinical and non-clinical departments.
Medical Director- Professor **Dr. Sneh Bhargava** is the head of the radiology department and Medical Director. She is leading our effort for obtaining accreditation from the National Accreditation Board of

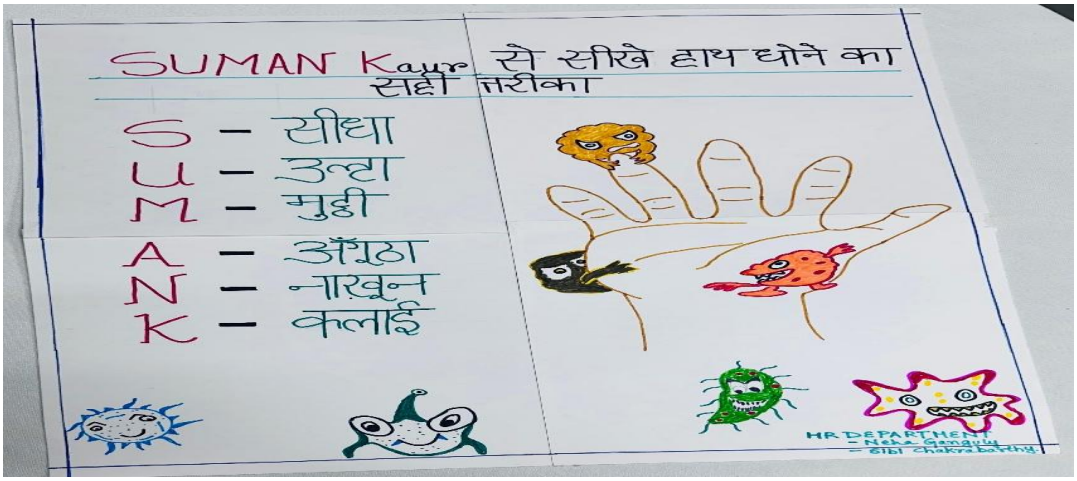
Hospitals and Healthcare Providers and provides day-to-day medical leadership.
Deputy Medical Director- Dr. Jitender Nagpal oversees the overall administration of the hospital. In this role, he provides vision and direction for the growth and development of the Institute, enabling it to reach newer heights in healthcare delivery.
General Manager, Operations- Dr. Shubhra Verma, Ph.D. manages the operations and helping Sitaram Bhartia in achieving its one of the core ideology of Institution Building. Dr. Shubhra has over 19 years of experience in the healthcare industry where she has been engaged in Research and Design of electronic and medical equipment and improving healthcare service quality and operational standards.
Human Resource- Headed by **Ms. Anitha Manoharan** plays a pivotal role in the effective functioning of the institute by overseeing all aspects of workforce management. This includes the management and coordination of 385 in-house staff, 125 outsourced personnel, and 90 visiting consultants. The HR Head along with her team ensures seamless integration across these diverse categories of professionals, focusing on recruitment, compliance, performance management, and staff welfare.

Work Culture at Sitaram Bhartia
The work culture at Sitaram Bhartia Institute is characterized by a strong emphasis on continuous learning and ethical, evidence-based medical practice. New hires are guided through a well-structured onboarding process where expectations are clearly outlined, mentors are assigned, and consistent support is provided to help them adjust successfully to their roles. A patient-first approach is upheld, and a culture of mutual respect is actively fostered. Employees are continuously encouraged to grow through multiple learning opportunities and are supported in realizing their full potential. The environment is shaped to prioritize patient care and employee development, ensuring that the workplace remains one where individuals feel motivated to come to work each day.

Research
Sitaram Bhartia Institute of Science and Research has its roots firmly planted in epidemiological research and continues to emphasize scholarly inquiry alongside clinical care. The organization's current research stature is highlighted by an impressive global ranking—1st in India and 4th in Asia—specifically for its work in pediatrics and child health, as acknowledged by Stanford University's World Scientist and University Rankings. This indicates a sustained and high-quality output in child health research, likely spanning epidemiology, clinical trials, and welfare studies. Although the website doesn't list individual projects or publications, Sitaram Bhartia's strong laboratory capabilities—NABL-accredited since 2006 with over a hundred routine and advanced diagnostic tests available 24×7—support both patient care and research infrastructure.
Among their ongoing research, a significant emphasis is placed on improving maternal and newborn outcomes through evidence-based interventions and health system strengthening. Projects often address antenatal care practices, respectful maternity care, paediatric infectious diseases, and the rational use of antibiotics. These studies aim to influence public health policies and are frequently conducted in collaboration with national and international partners such as Indian Council of Medical Research, Medical Research Council, MSD for Mothers, British Heart Foundation and many more. Some of their ongoing research include: e-SAATHI: A chatbot for improving maternity through messaging, The Delhi Diabetes Intervention Trial, Effect of heat in Pregnancy, Paediatric Origins of COPD in India etc.

ACTIVITIES PERFORMED DURING INTERNSHIP TENURE

1. Screening Candidates for Different Job Roles
Active involvement in candidate screening offered practical exposure to analysing resumes and identifying skill-role matches. These activities strengthened understanding of healthcare workforce requirements and highlighted the critical role HR plays in maintaining quality recruitment practices in a hospital setting.
2. Contingency Planning
Contributions to contingency planning activities helped in understanding workforce continuity strategies during staff shortages, emergencies, or leaves.
3. Data Management of Employees
Experience was gained in maintaining and updating employee records, managing sensitive data like qualifications, training certificates. Data confidentiality, structured filing were emphasized throughout this process.
4. Learning to Use HRIS Software
Hands-on usage of HRIS platforms facilitated a deeper understanding of digital HR processes including employee record management and payroll streamlining.
5. Observation in Patient Services Department
Observation in patient-facing functions such as registration, billing, and managing outpatient department (OPD) flow highlighted the importance of patient experience.
6. Learning About Hospital Codes and Mock Drills
Participation in safety training and mock drills provided awareness of emergency response protocols like Code Red (fire), and Code Yellow (external disaster), Code grey (internal disaster), Code pink (missing person) and Code black (bomb threat). The HR department's role in conducting these drills and training staff ensured readiness for crisis situations.
7. Creating a Blueprint for Establishing an LMS (Learning Management System)
Contributing to the design of an LMS framework allowed understanding of how continuous learning can be systematized across hospital departments. Needs assessment, goal setting, need identification, and implementation phases were explored, focusing on staff training and upskilling in clinical and administrative areas.
8. Preparing Appraisal Forms for Executive and Non-Executive Roles in Compliance with NABH Chapter 7 (6^{th} edition)
Preparation of role-based appraisal forms aligned with NABH 6th Edition's Chapter 7 (Human Resource Management) objectives introduced quality benchmarking in performance evaluation. Competency-based assessments were developed, covering areas like job knowledge, compliance, change management, financial acumen, and support effectiveness for different staff tiers.
9. Engagement in institutional activities - participated in institutional activities such as Hand Hygiene Day and contributed by presenting a thematic poster.



PROJECT REPORT

Internal Audit of OPD Doctors – Compliance and Conduct Evaluation

Audit Period: 08-05-2025 to 20-06-2025
Location: Sitaram Bhartia Institute of Science and Research
Audit Conducted By: Neha Ganguly, Intern, Operations.
Date of Report:

Research Question:

To conduct compliance and conduct evaluation at Sitaram Bhartia Institute of Science and Research– Internal Audit of OPD Doctors

Introduction

The Outpatient Department (OPD) is often the very first place patients meet their healthcare providers, making its quality and professionalism crucial to how people perceive and experience the hospital. To strengthen our commitment to excellent patient care, we carried out an internal audit of the OPD doctors at Sitaram Bhartia Institute of Science and Research.

This project set out to look closely at four important areas:

- **Commencement of OPD on time**– The doctors are expected to start seeing patients right at their scheduled hour. This is maintained to see that the OPD waiting time is reduced and each patient receives adequate time for their consultation.
- **Wearing of White Coats** – The white coat doesn't just serve as a uniform; but it is also a symbol of trust, hygiene, and professionalism. All doctors are required to wear it while they are consulting patiets throughout their OPD hours.
- **Availability for the entire shift** – Patients trust that their doctors will be there for the entire duration of their scheduled hours. Maintaining a steady presence ensures continuity and builds patient confidence.
- **Professional Behaviour** – Doctors are expected to interact with patients, their families, and colleagues with respect, compassion, and professionalism at all times.

This audit, aims to celebrate the strengths in the OPD operations, spot functional lapses, and make sure that every patient stepping foot in the OPD feels cared for.

The audit intends to shine a light on where the institutions OPD doctors excel and where there might be opportunities for improvement. It hopes to spot the points where expectations are not being met, so that practical improvements can be suggested and implemented.

The following is a summary of the audit approach, the insights generated, and recommendations aimed at ensuring that care at our OPD continues to grow stronger for every patient visiting the institution.

Study Rationale

The Outpatient Department—or OPD—is often the first place patients come into contact with a hospital. It's where they meet their doctors, share their concerns, and begin their care journey. These first few moments are integral. They can shape how patients feel about the care they receive, and about the hospital as a whole.

Sitaram Bhartia Institute of Science and Research, understands how important this space is—not just for daily functioning, but for building trust and setting the tone for a patient's entire experience. Hence, there was a need to take a closer look at how the institute's OPD doctors are operating when it comes to meeting some key expectations: being on time, staying present during their duty hours, dressing professionally, and treating everyone—patients, staff, and colleagues—with respect.

This internal audit wasn't aimed for just checking boxes. It was about evaluating whether the standards the institute believes in: respect, safety, and patient-centered care, are being met or not. By looking honestly at where the institute stand, it can recognize what's working, find areas where it can improve, and keep moving toward the kind of culture the institute wants—one where patients always feel seen, heard, and cared for.

Study Objectives

Primary goal was to check how consistently doctors reported for duty on time and whether they adhered to the expected standards of professional appearance, like wearing the white coat during consultations. We also wanted to ensure that doctors stayed for their entire scheduled hours so patients could always count on their presence, and to observe any moments where professional behaviour might have slipped—whether in interactions with patients, staff, or fellow doctors.

The secondary objective aimed to highlight which departments or individuals were especially strong or needed more support, and to dig into the reasons behind any lapses—like other clinical responsibilities or sudden emergencies. By collecting this information, we could offer useful recommendations for training and performance improvement and keep pushing for better quality care in line with NABH standards.

Study Design

The study followed a descriptive cross-sectional study design where observations were collected at a single point in time over a fixed period for predefined parameters without manipulating any variables. The study aims to evaluate the status of compliance without any interventions employed.

Scope of the Study

This internal audit was conducted with a focused scope to ensure a structured evaluation of OPD doctors' professional conduct and operational discipline. The parameters of the study are defined as follows:

- **Location**:
  The audit was carried out within the Outpatient Department (OPD) of Sitaram Bhartia Institute of Science and Research, including selected specialties such as General Medicine, Cardiology, Dental, ENT, Endocrinology & Diabetes, Surgery, Obstetrics & Gynaecology, Ophthalmology, Paediatrics, Psychiatry, Pulmonary, Urology and Women Health. The scope was limited to OPD areas and did not extend to inpatient wards, emergency rooms, or administrative zones.
- **Personnel Covered**:
  The study focused exclusively on medical resident doctors assigned to OPD duties during the audit period. Support staff, nurses, and administrative personnel were not included in the assessment.
- **Audit Period**:
  The audit was conducted over a time period from 08-05-2025 to 20-06-2025, covering both peak and off-peak working days to ensure balanced observation.
- **Audit Tools Used**:
  The evaluation was based on a combination of data collection methods, including:
    - Direct observation using a standardized checklist
    - Patient feedback forms
    - Informal staff input and supervisor notes

Methodology

To make sure the audit gave a fair and realistic picture of doctor conduct in the OPD, we used a hands-on approach by combining direct observations with feedback from patients and informal input from staff.

Observation Schedule

Observations were conducted over a period from 08-05-2025 to 20-06-2025, covering both peak and non-peak OPD days. Audit visits were unannounced to maintain the authenticity of observed behaviours. Data collection occurred during the first two hours of each OPD shift.

Audit Instruments

The following tools were used for data collection:

- **Observation Checklist**: A standardized form used to record compliance with punctuality, dress code, presence, and professional conduct.
- **Patient Feedback Forms**: Anonymous short surveys distributed to patients post-consultation to capture perceptions of doctor professionalism.
- **Staff Input**: Informal insights from patient service personnel and other OPD coordinators to provide context for observed behaviours.

Assessment Criteria

Each doctor was evaluated on the following four indicators:

1. **Timely Commencement of OPD** – Arrival within 15 minutes of scheduled start time.
2. **Wearing of White Coat** – Compliance throughout OPD shift.
3. **Availability** – Continuous presence during assigned hours without unexplained absence.
4. **Professional Behaviour** – Courteous interaction with patients and staff; absence of any complaints or negative incidents.

Each parameter was rated as "Present," or "Absent" denoted as "1" and "0" respectively, based on observed behaviour, with summary scores used for analysis.

Findings (08-05-2025 to 20-06-2025)

Calculation of compliance score

Compliance score = (Count of 1s/ Count of valid entries) x100

Department	Physician Codes	Timely Commencement (%)	Dress code (%)	Availability (%)	No Inappropriate Behaviour (%)

Audiometry & Speech Therapy	AS-01	97	_	97	100
Cardiology	CD-01	96	100	100	100
Dental	DNT-01	73	33.3	91	100
ENT	ENT-01	25	0	16.6	100
	ENT-02	11	0	63	100
Endocrinology & Diabetes	END-01	100	100	100	100
	END-02	100	100	100	100
Gastroenterology	GST-01	-	100	-	100
General Medicine	GM-01	100	54	92	100
	GM-02	97	97.05	93	100
	GM-03	30	21	63	95.83
	GM-04	100	100	100	100
	GM-05	47	0	96	100
	GM-06	100	100	100	100
General Surgery	GS-01	61	100	56	100
	GS-02	75	-	86	100

	GS-03	93	35	100	100
	GS-04				
Obstetrics & Gynaecology	OBG-01	60	75	83	100
	OBG-02	30	60	71	100
	OBG-03	78	71	78	100
	OBG-04	86	100	95	100
	OBG-05	81	86	82	100
	OBG-6	100	15	100	100
	OBG-07	100	0	100	100
	OBG-08	59	90	85	100
	OBG-09	55	40	78	100
	OBG-10	29	100	73	100
	OBG-11	52	76	59	100
	OBG-12	52	100	72	100
	OBG-13	67	83.3	77	100
Ophthalmology	OPH-01	93	0	92	100

Orthopaedics	ORT-01	82	100	89	100
	ORT-02	100	-	83	100
	ORT-03	100	0	20	100
	ORT-04	80		86	100
	ORT-05	93	92	100	100
Paediatrics	PAE-01	80	-	75	100
	PAE-02	50	-	73	100
	PAE-03	70	-	71	100
	PAE-04	79	-	64	100
	PAE-05	46	-	57	100
	PAE-06	47	-	59	100
	PAE-07	50	-	64	100
	PAE-08	65	-	89	100
	PAE-09	88	-	83	100
Psychiatry	PSY-01	100	-	100	100
	PSY-02	94	-	94	100

Pulmonary, Critical Care & Sleep Medicine	PCC-01	68	73	86	100
Urology	URO-01	91	0	100	100
Women Health Educator	WHE-01	97	100	100	100
	WHE-02	89	48	91	100

Data Analysis Summary

- **Metrics Used in Evaluation**

The report uses binary compliance (1 or 0) for each observation parameter, calculated into percentages. The four assessed metrics per doctor are:

Metric	Description
Timely Commencement	Doctor begins within 15 minutes of scheduled time
Attire (White Coat)	Wears white coat throughout OPD duty
Availability	Present throughout OPD hours
Professional Behaviour	No negative patient/staff interaction observed

General Findings

- **High Compliance in Behaviour**: Nearly all doctors scored 100% in Professional Behaviour, indicating strong interpersonal conduct.
- **Punctuality & Availability**: Moderate variation exists—some departments (e.g., Endocrinology, Psychiatry) display full compliance, while others (e.g., ENT, Paediatrics) show inconsistent punctuality and availability.
- **Attire Compliance is the Weakest Area**:
    - Several doctors across departments scored 0% or below 50% in white coat compliance.
    - Lowest attire compliance noted in ENT, General Medicine, and Urology.

Quantitative Insights

Department-wise Average Compliance (select examples):

Department	Timely (%)	Dress Code (%) (Wearing of White coat)	Availability (%)
Endocrinology	100	100	100
Psychiatry	97	-	97
ENT	18	0	39.8
Paediatrics	60	-	71.6
General Medicine	79	62	90
Obstetrics & Gynaecology	68	68	80.3

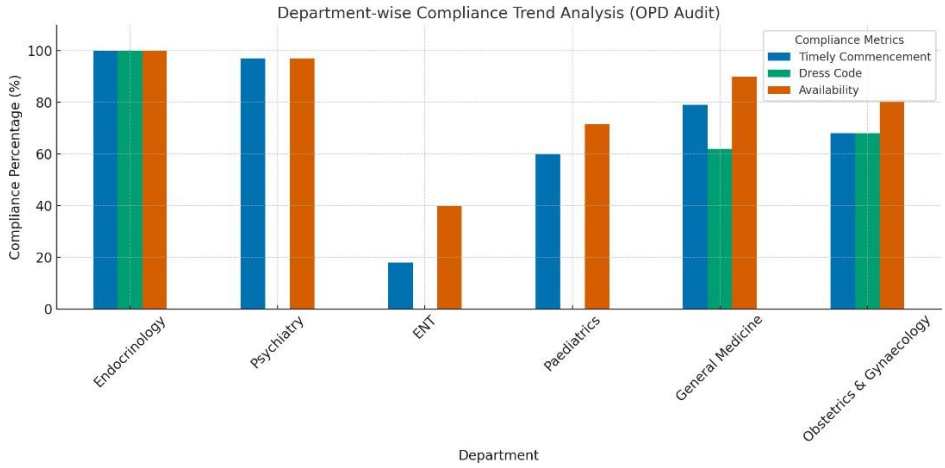
Note: "-" indicates missing/unrecorded data or Not Applicable.

Establishing Metrics and Benchmarks

To create institutional benchmarks, the following evidence-based metrics can be adopted, referring to NABH standards, patient-centered care principles, and research on healthcare quality (e.g., BMJ Quality & Safety journal):

Metric	Benchmark	Reference
Punctuality	≥90% compliance	NABH Chap 7: HRM – Staff punctuality & discipline
Attire Compliance	100% white coat policy	CDC Infection Control Guidelines, NABH Chap 5
Availability	≥95% shift coverage	JCI Access to Care & Continuity of Services
Professional Conduct	100% (zero tolerance for misconduct)	WHO Patient Rights Charter, NABH Chap 3

Observations of Trends & Analysis



Inferences drawn:

Across departments, endocrinology and psychiatry stand out for their excellent track record: doctors here consistently start OPD sessions on time and remain available throughout their scheduled hours. In contrast, Obstetrics & Gynaecology and Paediatrics show some gaps in punctuality and availability. Often, this is because doctors from these departments are called away to handle emergency situations or inpatient care during their OPD duties.

There's a clear difference in roles too. Senior doctors, whose main responsibility is patient consultations in the OPD, generally have lighter workloads. Junior doctors, on the other hand, juggle more tasks—taking care of inpatients, managing administrative duties, and stepping in for various clinical responsibilities outside the OPD.

An interesting pattern emerged regarding the dress code. While junior doctors are usually diligent about wearing their white coats, many senior doctors are less strict about this rule during OPD hours. Conversely, when it comes to punctuality, senior doctors and department heads tend to set a strong example, consistently arriving on time and setting the tone for professionalism within their teams.

It's also worth noting that for Paediatrics and Psychiatry, data on white coat usage wasn't collected. Doctors in these specialties are exempt from the dress code because wearing a white coat can sometimes cause anxiety in children and psychiatric patients—a thoughtful adjustment to meet patient needs.

Recommendations Based on Data

1. **Training for Non-Compliant Departments**:
    - ENT and Paediatrics departments should undergo focused sessions on punctuality and white coat discipline.
2. **Standard Operating Procedure (SOP) for Attire**:
    - Reinforce the professional dress code via SOPs.
3. **Recognition for High Performers**:
    - Acknowledge fully compliant doctors as role models.

Conclusion

The internal audit of OPD doctors at Sitaram Bhartia Institute of Science and Research has provided a comprehensive and evidence-based overview of the current compliance levels across departments in four critical areas: timeliness, attire, availability, and professional behaviour.

Key Takeaways

1. **Strong Professional Conduct Across the Board**
   An encouraging outcome of the audit is the near-universal adherence to professional behaviour standards. Across all departments, doctors consistently demonstrated respectful, empathetic, and courteous interactions with patients and staff. This reinforces the hospital's commitment to compassionate care and suggests that the culture of interpersonal professionalism is well-embedded within the institution.
2. **Variable Compliance in Operational Discipline**
   Visible variations were observed in the timely commencement of OPD duties and doctor availability. While some departments, such as Endocrinology, Psychiatry, and General Surgery, consistently met or exceeded expected compliance thresholds, others—particularly ENT, Paediatrics, and segments of General Medicine—displayed suboptimal punctuality. These lapses can negatively impact patient satisfaction, increase waiting times, and disrupt clinical flow, especially during high-footfall periods.
3. **Wearing of White Coat**
   Notable laps is the non-compliance with white coat protocols. It is both a symbol of medical professionalism and an infection control requirement. Many doctors failed to adhere consistently to this standard. This may undermine the visual impression of professionalism and may weaken patient trust or perceptions of hygiene.

Forward-Looking Perspective

In conclusion, this audit is a snapshot of current practices at Sitaram Bhartia Institute of Science and Research. internal audits such as this serve as foundational tools for quality improvement. They help identify not only gaps but also champions of best practices.

As Sitaram Bhartia Institute continues its journey toward clinical excellence and institutional accreditations (NABH, NABL, etc.) This audit reflects the institute’s ongoing commitment to improving the quality of care and upholding professional standards in its Outpatient Department. By using this data, the institute can take simple steps—like regular reminders, improved monitoring, and supportive training—to help doctors follow these standards more consistently. By acting on these findings, the institute can further strengthen its OPD

operations in line with its mission to deliver ethical, patient-centered, and evidence-based care, and its vision of becoming a model for healthcare through continuous learning and improvement.

References For Benchmarks and Metrics

- National Accreditation Board for Hospitals & Healthcare Providers (NABH), 6th Edition – Chapter 7: Human Resource Management. https://nabh.co/
- Centers for Disease Control and Prevention (CDC) – Guidelines for Environmental Infection Control in Health-Care Facilities. https://www.cdc.gov/infection-control/media/pdfs/guideline-environmental-h.pdf?CDC_AAref_Val=https://www.cdc.gov/infectioncontrol/pdf/guidelines/environmental-guidelines-P.pdf
- General Medical Council (UK) – Guidance on doctors' appearance and behaviour. https://www.gmc-uk.org/
- World Health Organization (WHO) – Patients' Rights Charter. https://www.who.int/publications/i/item/9789240093249
- Joint Commission International (JCI) – Access to Care and Continuity of Care (ACC) Standards. https://www.jointcommissioninternational.org/

Neha Ganguly ST report

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