



Date: 30th August 2025

## TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Niveditha Shivashankar** has successfully completed her internship at **Manipal Hospitals, Hebbal Bangalore** in the **Medical Service Department** for a period of **three months**, from **08/05/2025** to **08/08/2025**.

During her internship, Ms. Niveditha demonstrated a high level of diligence, analytical ability, and collaboration in a range of audit and quality improvement initiatives. Her contributions includes:

**Emergency Department Documentation and Audits:**

- Contributed to the Emergency Room (ER), Length of Stay (LOS) Audit Report by analysing patient timelines and identifying workflow efficiencies.
- Participated in ER Observation & Assessment Audits (Cycle 1 & 2), and developed a comprehensive dashboard to visualize audit findings and performance metrics.
- Assisted in ensuring clinical compliance through the completion and review of triage documentation.
- Supported training initiatives for ER staff, contributing to the standardization of documentation and audit practices.

**Patient-Reported Outcome Measures (PROM) Engagement:**

- Conducted PROM audits across departments to assess the hospital's impact on patient outcomes and experiences.
- Facilitated the setup and follow-up of PROMs implementation across various specialties.


**Institution-Wide Clinical Audits and Data Projects:**

- Coordinated with clinical departments to identify and define relevant audit topics.
- Executed a Clinical Data Turnaround Time (TAT) Audit, evaluating critical reporting timelines.
- Contributed to a Discharge Summary Audit by assessing documentation quality and timeliness.
- Performed data cleaning and developed a longitudinal dashboard for the ENT department to track patient outcomes over time.

Throughout her internship, Ms. Niveditha showcased initiative, attention to detail, and a commitment to quality improvement. Her contributions have been of great value to the department, and she has shown great potential for a future career in healthcare quality and data analysis.

We wish her all the best in her future endeavours.

Sincerely,

  
Dr. Mahesh M  
Head of Medical Service  
Manipal Hospitals

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