



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.

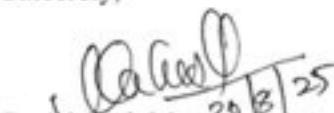
Institution-Wide Clinical Audits and Data Projects:

- 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 30/08/25

Head of Medical Service
Manipal Hospitals

Manipal Hospital Hebbal
Kirloskar Business Park, Bellary Road, Hebbal, Bengaluru 560 024, Karnataka
P +91 80 6660 0666

Manipal Hospitals Private Limited
(Formerly Columbia Asia Hospitals Private Limited)
CIN: U85110KA2003PTC033055
Regd. Off. The Annexe, #98/2, Rustom Bagh, Off. HAL Airport Road, Bengaluru - 560 017
P +91 80 4936 0300 E info@manipalhospitals.com www.manipalhospitals.com