

August 29, 2025

Dear Members of the SCC/MLA Awards & Scholarships Committee,

We are happy to write a letter of support for Niveditha Shivashankar for the Mayo Drake Student Scholarship Award. Niveditha was a student in INFO 5600: Information Access and Knowledge Inquiry in Summer 2025, and we had the opportunity to observe her work firsthand. Her background in clinical documentation and research is an asset that she would bring to a career in health sciences librarianship.

We have been very impressed with the quality of Niveditha's work. She demonstrates outstanding analytical skills and logical thinking in her assignments, and she has good communication skills. Learning more about the health sciences librarianship profession would be of great benefit to Niveditha. The networking opportunities available from the South Central Chapter of the Medical Library Association would allow her to gain first-hand knowledge of the day-to-day activities of a health sciences librarian.

We highly recommend Niveditha Shivashankar for the award, as we feel she would be an outstanding candidate. We are confident that this experience will significantly enhance her academic and professional development. If you have any questions, please do not hesitate to contact us.

Sincerely,



Ana D. Cleveland, PhD, AHIP, FMLA  
Sarah Law Kennerly Endowed Professor  
Regents Professor and Director, Health  
Informatics Program



Jodi L. Philbrick, PhD, AHIP  
Principal Lecturer



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.

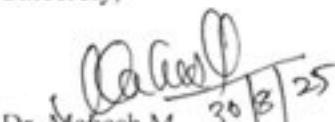
### **Institution-Wide Clinical Audits and Data Projects:**

- 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

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P +91 80 4936 0300 E info@manipalhospitals.com www.manipalhospitals.com



30-Aug-2024

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Niveditha S** was working with us as **Analyst** from the period **10/11/2021 to 6/28/2024**.

During her tenure, she has performed her duties satisfactorily and diligently.

We wish her all the success in the future.

For **Sigma-Aldrich Chemicals Private Limited**

**Vivekanand Jha**  
**Manager - Payroll & Compliances**



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