

Internship

At

One Life Home Healthcare

By

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INTRODUCTION

Healthcare is one of fastest growing and an important sector for any country. In developed countries GDP spending on healthcare is 8-9%. When it comes to developing countries like India, the present healthcare spending is 1.3% on GDP. With COVID highlighting the shortfall, this is set to go to 2.1% of GDP. There are three critical pivots that determine India's health landscape like the needs for strengthening healthcare infrastructure, coping with the challenges of rising chronic & infectious diseases and penetration of health insurance which remains key for volume growth. India healthcare sector is rising tremendously with 14% annual growth rate and an USD115Bn market opportunity.

- One Life Health Care established in the year 2014 is a leading private home healthcare organization under the Tattva Group of Companies which aims to deliver comprehensive care to people of all ages at the comfort of their homes ranging from post hospitalization, senior care, chronic disease management, skilled nursing, and doctor home visits to all the services related to diagnostic, pharmacy, chemotherapy and end of life care. Specialized nursing care is the most important component of the organization having four specialized cadre of services ranging from basic patient care assistant to the senior registered nurses providing basic activities of daily living care to specialized nursing care. Integral to the objective of providing comprehensive clinically focused premium home healthcare company with best in class customer experience, it has been creating a world class healthcare system aligning with the vision of the organization. In pursuit of the vision, One Life Home Healthcare has very successfully achieved critical mass and credibility and is now widely recognized as a preferred integrated home healthcare provider for patients, care-givers and healthcare professionals.

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One Life Home Healthcare is an integrated home healthcare delivery service provider in India. The healthcare verticals of the company primarily comprises of post hospitalization, senior care, chronic disease management, skilled nursing, and doctor home visits to all the services related to diagnostic, pharmacy, chemotherapy and end of life care. The company operates its healthcare delivery services in Chennai, Bangalore, Coimbatore and Pune. One Life Home Healthcare was established by the Chairman Dr.N Ramachandran and the CEO and Director T R Narayanaswamy , who instituted the organization with the vision “to be a preferred integrated home healthcare provider for patients, care givers and healthcare professionals focusing on patient centricity, evidence based practice, clinically driven, uncompromised quality, team work, openness and compassionate patient care”.

Objectives of Internship: The main objective of my internship is to

1. Understand the business model of the organization.
2. Learn the departmental functions and perform the roles in the respective departments.

ORGANISATION PROFILE



TATTVA HOME HEALTHCARE PRIVATE LIMITED



TATTVA GROUP

One Life Home Healthcare:

One Life Home Healthcare, Chennai is a leading private home healthcare service provider with the first flagship home healthcare started in 2014. It is a 5-year-old organization specialized in critical care at Home .One Life Home Healthcare has also been expanding its services across pan India and have covered cities like Chennai, Pune, Bangalore and Coimbatore. The organization is specialized in providing highly skilled nursing and medical services and is best in handling post discharge care for heart, lung & intestine transplant cases .The organization has 24x7 backend support with trained Doctors and Nurse Managers. The doctors & nurses are on Payrolls of the Company and Background verified. Top Private hospitals have been referring their critical cases on preferential basis to One Life. The organization Follows JCI and NABH standards in Healthcare delivery.

TATTVA GROUP:

Tattva Group is a professionally managed business group pursuing business in Oil & Gas Engineering & Project management consulting and Home Healthcare. The Group was formed in March 2010 and is headquartered in Chennai, India. Tattva Group was born out of the vision of Mr N Ramachandran, Promoter Chairman, and an accomplished industrialist with more than three decades of diverse industry experience in Cement, Sugar, Shipping, Education, and Power. One Life Home Healthcare is a Tattva Group Company .The CEO and Director is Mr. T R Narayanaswamy, who instituted the organization with the vision to be a preferred integrated home healthcare provider for the patients.

VISION AND MISSION

Vision – “Preferred integrated home healthcare provider for patients, care-givers and healthcare professionals”.

Mission – “We will provide world-class, home healthcare services for the people we serve through clinical excellence and innovation”.

VALUES

- Patient Centricity
- Evidence based practice
- Uncompromised quality
- Trusted partner to hospitals & doctors
- Clinically driven
- No compromise on employee safety
- Integrity in care
- Focus on longevity
- Focus on Unit Economics
- Team work, Openness and Trust
- Honest & fair to patient, our staff & organization
- Compassion for patient & colleagues

OBJECTIVE

- Fully integrated, clinically focused premium home healthcare company
- Achieve Growth and Profitability – hand in hand
- Provide Best in class Customer Experience
- Deliver superior Clinical Quality and Handle Clinical Complexity
- Charge premium pricing
- Hire best in class professionals and have the most motivated workforce
- Have an aligned team working side-by-side unanimously towards this vision
- Organizational Culture - Openness, Transparency, Collective Responsibility, Execution Excellence & Great place to work
- Build a sustainable business
- Implement robust IT platform
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PHILOSOPHY

“Live Well Always”.

SERVICES PROVIDED:

- Specialized nursing at home
- Doctor Visits
- Physiotherapy Visits
- Diagnostics at home
- Nursing Care at home
- ICU at home
- End of Life Care
- Pharma at Home
- Corporate Healthcare
- Chemo at Home

DEPARTMENTS:

- Sales and Marketing
- Operations
- Clinical- MO,PCC
- Human Resources
- MRD
- Training
- Quality
- Finance and Accounts
- IT
- Administration and Procurement

Key Activities / Projects Undertaken Other than Dissertation: During my internship programme at One Life Home Healthcare Chennai, as a Management Trainee. Throughout my period I received an invaluable chance to witness the functioning and flow of the various processes which aided me to enlarge the related organisational expertise of the entire organization. Further, while working in this organization I got the opportunity to implement what I have acquired through my academic curriculum. This internship event has also amplified my cognitive skills in assisting me to learn the postulate of learning by observation, administration skills and the value of accomplishing the task in teams.

The activities delivered by me through my internship are diverse and nourished me to attain an insight into the commitment and dedication of One Life Home Healthcare towards serving humankind.

During my internship at One Life Home Healthcare, Chennai the following are the key activities:

- 1) Analyzing and understanding the market landscape during field work hours, office hours and by doing secondary research.
- 2) Rotary trainings in various departments via hands on experience and virtual trainings to be equipped with the knowledge and skills required to perform the roles assigned.
- 3) Weekly field visits to various assigned hospitals with the sales manager to learn about stakeholders, learn about branding and learning about the desired patients for the organization.
- 4) Training in operations department to learn about the processes involved in patient care and the managerial aspects of the operations side and the challenges involved from the patient and caregiver side and the possible solutions.
- 5) Training in Medical Records Department to learn about the documentation maintenance, protocols to be followed and confidentiality of the records.
- 6) Training by the nurse educator to learn about the various standard operating procedures and treatment modalities being followed while treating patients.
- 7) Understanding the roles and activities undertaken by Medical Officers and Patient Care Assistants during patient visits. To assure that health care rendered to Enrollees is of the appropriate level of continuity and high quality.
- 8) Induction on quality parameters being followed by the organization.
- 9) Induction on role of human resource managers in the organization.
- 10) Induction on the duties of administration, Finance and IT department.

Key Learnings from the Internship: During my internship at One Life Home Healthcare, Chennai, I have learnt a lot as-

1. Learnt about how to do branding for the organization and generate potential customers (patients) for the organization.
2. Learnt about the operations departmental functions and roles performed by field staff nurses and nurse managers and how to deal with operational challenges.
3. Understood about the business model of the organization.
4. Learnt about the interdepartmental coordination and conflict management.
5. Learnt about the work ethics of the organization which was very important for me as I was not exposed to the actual real work environment.
6. Introduced me to real-life work problems and hence instilled in me problem-solving skills.
7. Helped me to learn on how to work in a team like a professional and coordinate with my colleagues to work together to finish the task.
8. Learnt new skills which would add up to the knowledge base and helped me gain enough confidence to perform the work efficiently and effectively.