

Internship at
Apollo Homecare, Hyderabad

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Introduction:

An internship period of 3 months i.e., from 22nd May 2021 to 19th June 2021 under Product and Strategy Development team was completed from Apollo Home care, Hyderabad. One month was spend understanding various departments, hierarchy, and organizational structure. Late Remote patient monitoring Hub was handed over to manage the project.

During the whole process focus was paid on streamlining the process, coordinating with different stakeholders, understanding the need of patients and their family members.

Objectives of Internship:

The main objective of this internship was gain exposure and hands on experience to work related to product and strategy development domain of home healthcare.

Organizational Profile:

Home healthcare has started playing a dominant role in providing healthcare services in recent year. The pandemic has shifted people's approach towards Home Health care. The acceptability for homecare health services has increased drastically during COVID time.

On 15 October 2015, Mr. Pratap C Reddy launched Apollo Homecare operations in Hyderabad, Chennai, and Delhi. The purpose of opening another vertical as Homecare service was to provide personalized attention from well- trained and qualified healthcare providers right within the comfortable environs of their homes to the patients.

Apollo group with a vision's that continuity of care is fundamental key for better outcomes in healthcare. Apollo Homecare sustains this continuum beyond the hospitals into the community. This is a win-win situation for all stakeholders – it is convenient and comfortable for patients and their families; it reduces the "Average length of stay "(ALOS) of the patients.

Elderly parents, both the domestic and NRI dependents are the ones who need to be taken care of with utmost sensitivity and regular monitoring to avoid falls at home and also for better management of pre-existing conditions.

Apollo Homecare aims to provide home healthcare of international standards in India. It is a constant endeavour to provide excellence in

healthcare through our proactive partnerships with patients, their families and other healthcare providers.

Services Provided by Organization

Home visit programs:

1. Home Visit Program is aimed at providing comfort to patients that may not require extensive and regular medical intervention but may need medical assistance from time-to-time.
2. Patients and their Family members can avail the services of our home health care providers for specific, individual one-time purposes as well.
3. Home health care doctor, nurse and physiotherapist can be called home for specific one-time healthcare.
4. Critical Medical procedures like wound dressing and urinary catheterization, healthcare specialists and technicians conduct investigations and collect lab samples from patients from within the comfort of their homes.
5. Homecare specialists provide various immunization and comprehensive vaccination services at your home.

Home Partnership Programs:

1. They are devised to facilitate long-term care for patients.
2. This long-term assistance is ideal for patients who are suffering from prolonged illness and for those that require assistance post hospitalization or post-surgery.
3. So that they can recover faster in the comfort of their homes, with expert healthcare specialists right by their side.
4. The specialized Physiotherapy services provided are:

Ortho Rehab: Total Knee Replacement, Total Hip Replacement & Spine Surgery

Heart Rehab: Congestive Heart Failure & Post Cardiac Surgery

Neuro Rehab: Stroke, Parkinson's, Post Brain and Spinal Surgery
Lung Rehab: Asthma and Chronic Obstructive Pulmonary Disease
Mother & Baby Care: Post natal care & support for Mother & Baby
Elderly Care: Long term partnership plans for geriatric care.

This program is aimed at helping patients gain back their independence through a systematic and compassionate care plan specially devised for each individual patient.

Other programs include:

- Critical Care Nursing
- Tracheostomy Nursing
- Palliative Nursing
- Mother & Babycare Nursing
- Travel Abroad Nursing
- Palliative Nursing
- Geriatric Nursing

Key Activities/ Projects Undertaken Other than Dissertation:

SIAH program –

Stay I at home plan for COVID 19 patient is one of the programs ran by homecare to provide virtual consultancy to covid patients. This program rolled out in pan India location.

Stay I @HOME is a comprehensive program of medical care and advisory services that is required to take care of COVID-19 patients for complete 14 days of home quarantine period.

Stay I @Home Services

1. Daily monitoring of vital signs, such as temperature, pulse, respiratory rate, oxygen saturation levels
2. Monitoring of COVID symptoms as prescribed by ICMR.
3. Assessment and management of pre-existing illness/comorbidities etc. such as Diabetes, High BP, Asthma, COPD, and any Heart-related problems
4. Weekly nutritionist assessment and guidance on building immunity and nutrition
5. Daily assessments on physical abilities by our expert physiotherapist
6. Daily virtual rehab sessions (30 minutes) conducted by professional physiotherapist.
7. Special focus on breathing exercises using YOGA and incentive spirometry.

8. Detailed Mental Health Assessment by a professional psychologist to assess the emotional stability.
9. A professional trainer engagement daily to help you overcome the boredom of isolation.

Activities:

1. Single point of contact for addressing all COVID related information for New Delhi and Mumbai location.
2. Training to the new integrators
3. Orientation training to clinical team for SIAH program
4. Coordinating with Nurses and nursing supervisor for remote monitoring

Learnings-

1. Understanding Home Health care business model, operation, and functioning
2. Technology enabled healthcare provided me an opportunity to get acquainted with most advanced IT solutions.
3. Human resource management
4. Data management and analysis
5. Capacity building and training
6. Streamlining operations
7. Preparing SOP for Remote monitoring Hub
8. Coordination with nursing team and supervisors.
9. Preparing KRA for all stakeholders involved in Remote monitoring HUB team.
10. Coordination with Delhi and Mumbai Apollo Hospital Operation Staff for homecare covid patients.