

INTERNSHIP REPORT

Submitted to

The IIHMR University, Jaipur

For the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

In

Hospital and Health Management

By

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Introduction

The internship is an integral platform for anyone to gain experience in an actual workplace. Internship is a good opportunity to learn and gain, to gain experience and also to make preparation. Men learns through experiences, and a real life is full of different kinds of experience. Experience in my eyes is a very valuable thing in life because we need to be brave in taking risks. By doing my internship in an actual workplace, it helps me to know and discover myself from different angle. It also helps me to control and develop my attitude and behavior in dealing with different kinds of people and situation.

I have decided to take the internship course to grab the golden opportunities to apply theories and knowledge that I have in real working life setting. Apart from that, I really want to gain professional knowledge and skills by taking the internship course. It's immense pleasure of mine to join Narayana Health as Executive – Electronic Medical Records at SRCC Children's Hospital (Managed By Narayana Health Ltd.). I have joined organization on 22nd March 2021. The purpose of job is to support in the functioning of the EMR department by providing clinical co-ordination and implementation of EMR (Electronic Medical Record). And to ensure that all clinical / non-clinical protocols are followed as per hospital / accreditation bodies. During my 3 months of internship, I want to actively contribute to the organization 's objectives by applying the knowledge I obtained during my education environment for example understanding closely business model used in Narayana health that is Expanding Access to low cost, high quality tertiary care. Throughout the internship, I have also learnt many things about Narayana Health Organization culture whose benefits are far beyond what I could learn in a normal project.

Objective of Internship

- To understand organization profile, culture, and value system
- To understand the business model of organization
- To familiarize all the department process flow, staff and equipment used by them.
- To observe various protocols followed in the organization.
- Overseeing the performance of administrative staff as well as assisting them to perform their responsibilities.

Organization Profile

I did my internship at SRCC Children Hospital, managed by Narayana Health and I have gained a lot of knowledge and experiences. Narayana Health is one of India's largest and the world's most economical healthcare service providers. It started off as a hospital with 300 beds in 2001. Presently, Narayana Health has grown to a 6,594 beds healthcare conglomerate with 31 hospitals present in 19 locations within the country. The group has already established its presence in Bangalore, Ahmedabad, Berhampore, Davangere, Dharwad, Durgapur, Guwahati, Hyderabad, Jaipur, Jamshedpur, Kolar, Kolkata, Mahuva, Mysore, Raipur and Shimoga. The chain is expanding, with projects in Lucknow, Mumbai, Siliguri, Bhubaneswar and internationally at Kuala Lumpur and Malaysia. The chain has 1,500 full-time doctors and 15,000 employees spread across all these locations.

- World's most economical healthcare service provider
- Presence in over 19 Indian cities
- Around 150 surgeries performed per day and 80,000 OPD patients attended per month
- 1,500 full-time doctors and 15,000 employees across facilities

Vision -

To provide high quality healthcare, with care and compassion, at an affordable cost, on a large scale.

Mission-

Narayana Health mission is to deliver high quality, affordable healthcare services to the broader population in India.

Core Values

Narayana Health core values are represented by the acronym "iCare", which encompasses.

- ✓ **I for Innovation and Efficiency**- To continuously reduce the cost of delivery of high-quality healthcare and improve our reach.
- ✓ **C for Compassionate care**- In providing accessible service that makes a difference to our patients.
- ✓ **A for Accountability**-To honor our commitments to our patients, employees and investors with integrity and transparency.
- ✓ **R for Respect for all** - Recognize the contribution of every employee and respect the rights as well as the dignity of every patient and employee.
- ✓ **E for Excellence as a culture**-Where we individually excel to collectively ensure the highest quality of consistent and reliable service to our patients and sustainable value to all our stakeholders. At the same time, we seek to generate a strong financial performance and deliver long-term value to our shareholders through the execution of our business strategy.



Services Provided by Organization

SRCC Children's Hospital combines unmatched pediatric medical experience with world-class facilities to ensure affordable, quality medical care for infants, children and adolescents. **Pediatric super-specialties** offered at the Hospital include:

1. Critical Care & Emergency Services 2. Cardiology 3. Cardiac surgery 4. Orthopedics and Spine Surgery 5. Pediatrics Surgery 6. Bone Marrow Transplant, 7. Ophthalmology, 8. Dermatology, 9. Neurosurgery, 10. Neurology, 11. ENT, 12. Neonatology, 13. Neonatal Surgery, 14. Gastroenterology & Hepatology,	15. Clinical Hematology & Haemato Oncology, 16. Cranio-Maxillo Facial Surgery, 17. Thoracic & Vascular Surgery, 18. Pediatrics Medicine, 19. Endocrinology, 20. Nephrology, 21. Medical Genetics, 22. Psychiatry, 23. Psychology, 24. Developmental Paediatrics, 25. Rheumatology, 26. Plastic Surgery, 27. Onco Surgery 28. Pulmonology
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Floor wise directory plan-

Basement	Ground Floor	First Floor
• Medical Records Room • Supply chain Department • Housekeeping office • Clean linen Store • Biomedical engineering office • Maintenance office • Server room • IP Pharmacy Store • General/Consumables Store • Security Office • Mortuary	• Admissions and Billing • Administration • Gift Shop • OP Pharmacy • Emergency • MRI Scan • CT Scan • X-Ray Rooms • ECG • Echocardiography • EEG • EMG • TMT Rooms • OPD • Dressing /Treatment Room • Sample Collection • Ultrasound room • Children's Play Area • Food Court	• Neonatal Isolation Zone • Neonatal Intensive Care Units (NICU) • Semi –private Rooms • Multi-bed Wards • Blood Bank • Report Dispatch • Pathology • Cafeteria • Conference Room • Administration • Kid's Play zone

Second Floor	Third Floor
• Isolation Rooms • Multi-bed Wards • BMT Isolation Zone • Pre & Post Cath Ward • Blood Transfusion • Chemotherapy Ward • Pediatric Intensive Care Units (PICU) • CSSD • Cath Lab • Patient Relatives Accommodation • Audiology	• Deluxe Room • Private Rooms • Semi-private Rooms • High Dependency Unit • Surgical Intensive Care Unit • OT Complex • Transplant Isolation Zone • Pre & Post-Operative Ward

List of Hospital Committee

Hospital Infection Control (HIC) Committee

Mortality Committee

CPR Committee

Clinical Audit Committee

Pharmacy and Therapeutics (P&T) Committee

OT End Users Committee.

Blood Transfusion Committee

Hospital Safety Committee

Information Management Committee

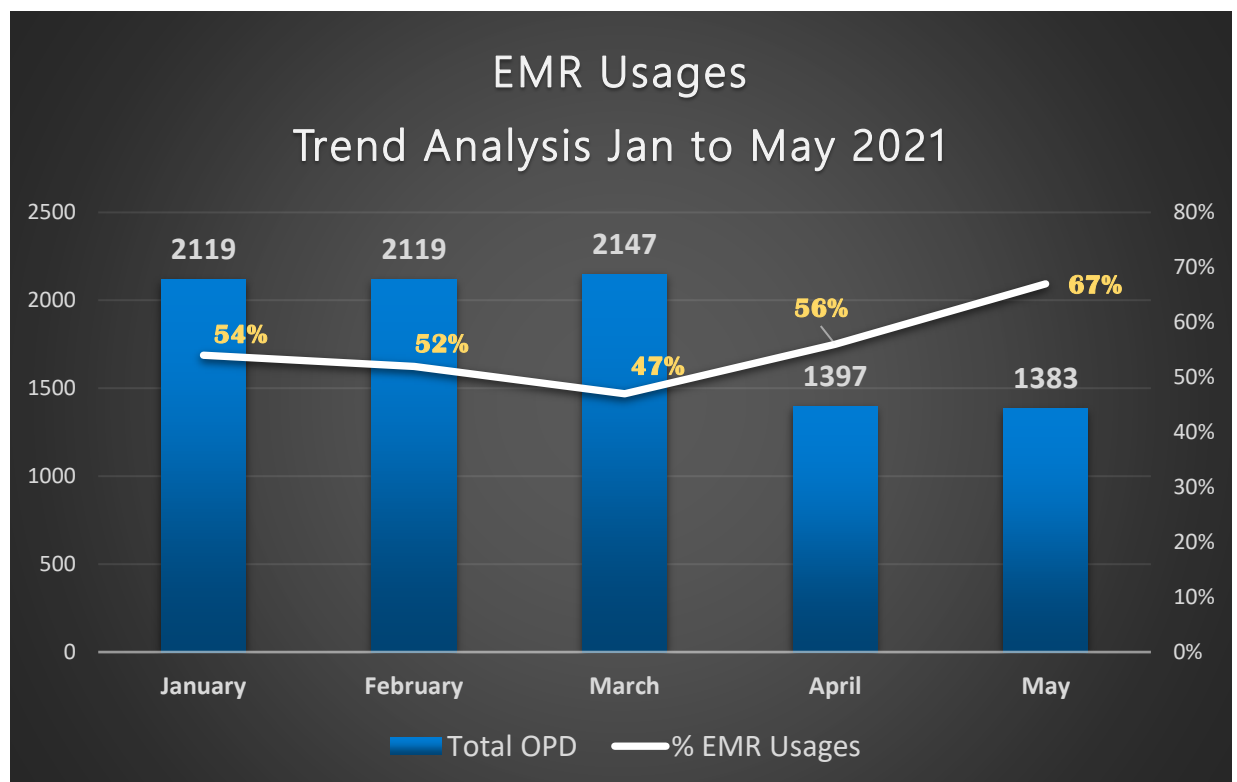
POSH Committee

Quality Steering Committee

Key Activities/ Projects Undertaken Other than Dissertation.

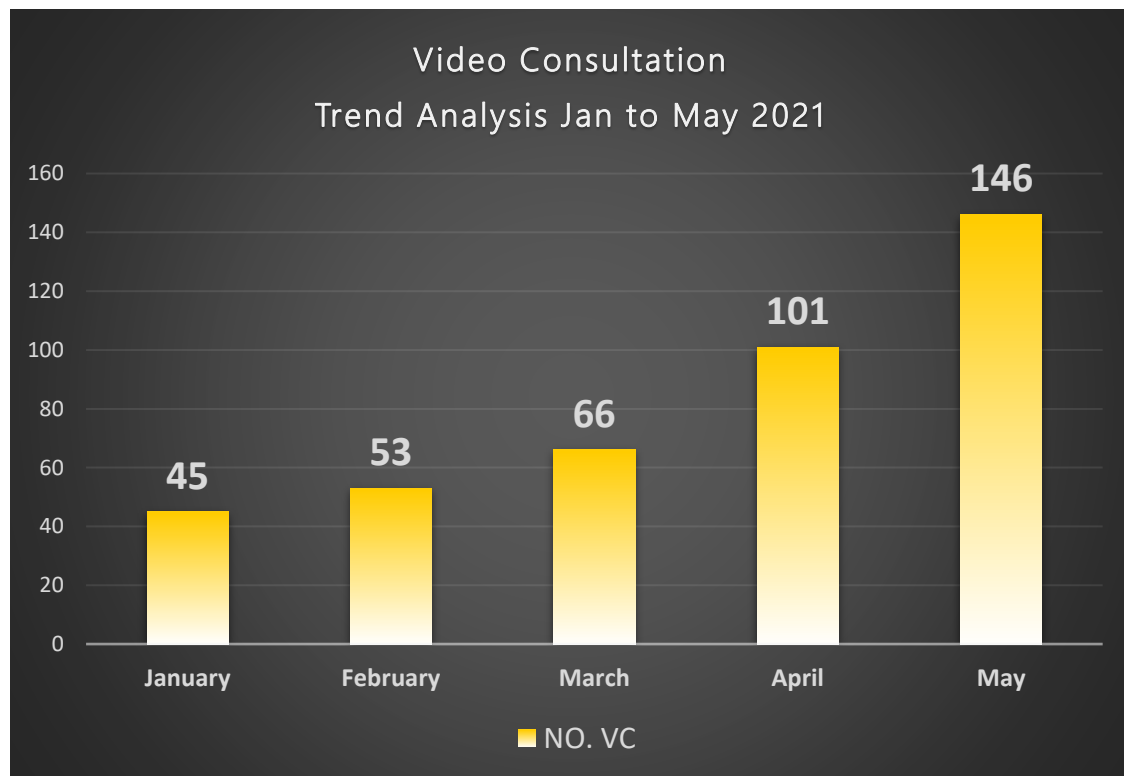
EMR management-

- Training of users -consultants, junior doctors, nursing staff, pharmacists and technicians.
- To new joiners/users – Introduce EMR, create their relevant configurations with IT support and provide product demo.
- Trained users about potential uses of the existing product.
- New functionalities - Provide orientation to the users for new functionalities that gets implemented in each version / product upgrade (eg: Discharge Summary edit/signoff, IVR call to family members, Investigation result trend, Drug Interaction Alert, Pharmacy Update, Investigation list Update, CIMS clinical decision support system and its features etc).
- Data tracking and management for every roll out; measuring and reporting key milestones on EMR adoption and focused on improving the adoption rate.



Collaborative Responsibility-

- Reported the bug to central EMR team, performed user acceptance testing (UAT) once resolved and get the end user sign off.
- Understood the complexities of IP environment and the unique/ specific requirements of the unit and plan a smooth roll out to improve the acceptance of all stakeholders.
- Understood new end user requirements, prioritize and communicate to the central EMR team through proper documentation.



Other Responsibility-

- Finding gap between the process of video consultation, streamline the process of Video Consultation.
- Fetching consultants' details, consultation fees and no. of appointment slots on PHR website of Narayana Health.
- Convincing doctors to conduct Video Consultation through Inhouse Tools- Aadi App
- Guiding and training patients to take video consultation appointments, uploading documents, and to connect with doctors and providing prescription.
- Considering issue from doctor while conducting Video consultation and report to the central IT team
- Guiding and training Discharge Team to convey doctors to publish the Discharges.
- Analyzing total Video Consultation occurring in West Region's Hospitals (Jaipur, Raipur, Ahmedabad, Mumbai)
- Data entry of Quality Department's Open file audit sheets
- Analysis of Open File Audit data and showcase the trends of last 5 months and understanding the outliers among the data, provide consolidated summary based on data.

Key Learnings from Internship

- ✚ Teamwork- Interacting with other teams of billing department, operation department, marketing department and assisting them, understanding the workflow, shadowing them to understand operation of each department, being proactive and taking responsibility.
- ✚ Problem Solving skills- Daily interacting with consultants and understanding their needs and service request, providing solution up to the toe, tracking issue and always ready to provide assistance.
- ✚ Co-ordination-Arranging video consultation, maintaining proper co-ordination between Doctor and patient, constantly updating doctors about new features or updates, keeping track of all issues and updating them timely.
- ✚ Data Analysis- Analyzing data monthly, providing trend and strategics future plans for implementation, Data visualization, Presentation skills.
- ✚ Communication- Communicating well is a gem of a skill, practicing effective Email communication, active listening, paying close attention to doctors' issue, giving and receiving feedback, being empathetic and compassionate in conversation.