

**Internship Report
At
Apollo Hospitals
Chennai, India**

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INTERNSHIP REPORT

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INTRODUCTION

This report provides a brief about the discharge process at MCH wards in Apollo Hospital, Lucknow. The project was titled “Reducing Discharge Process Time” This particular study was required since there was a large number of patients and their attendants who had given the feedback to expedite the discharge process at the MCH wards. As a part of this study, data was collected for a month and further analysis was carried out.

Discharge process of a hospital is ordinarily a cumbersome procedure and it is also one of benchmark of quality assurance in every hospital. Therefore an expedient discharge process is desirable in every hospital. The process involves a go-ahead from a multiple departments such as the Medical Records Department (MRD), IP Pharmacy, IP Billing, TPA department etc. Additionally the hospital staff is also under constant pressure from the attendants/relatives of the patient to expedite the discharge. Despite all these pulls and pressures the hospital administration cannot fulfil the discharge obligations without due diligence and following the protocol of discharge in letter and spirit. Aggregating the clearance time taken by each of the various departments associated with the discharge of the patient along with the times related to various factors associated with patient concerns will give the total time consumed in the discharge process.

OBJECTIVES

- To reduce Average length of stay (ALOS) and to reduce bed occupancy rate (BOR). Bed occupancy rate indicates the actual utilization of the in-patient infrastructure for a defined period of time.
- To increase number of admissions by quicker discharging of existing patients.
- To decrease pressure on hospital beds.
- To minimize bottlenecks in discharge process.
- To identify factors of delayed discharge.
- To increase patient satisfaction by decreasing waiting time for discharge.
- To maintain continuous quality improvement as discharge process is one of the most important quality indicators.

PURPOSE OF THE STUDY

- To ensure timely discharge of patients.
- To give prior information to the families of the patients.

ORGANIZATIONAL PROFILE



**TYPE OF
BUSINESS
ENTITY**

PRIVATE

INDUSTRY

HEALTHCARE

FOUNDED

1983

HEAD QUARTERS

CHENNAI, INDIA

KEY PEOPLE

PRATHAP C. REDDY, FOUNDER AND
CHAIRMAN
PREETHA REDDY,
MANAGING DIRECTOR
K. HARI PRASAD, CEO - CENTRAL REGION

REVENUE

38.84 billion (US\$631 million) (2014)

EMPLOYEES

10,000+

WEBSITES

www.apollohospitals.com
www.apollospecialityhospitals.com

At the behest of his father, in 1971, Dr. Reddy left behind a flourishing practice in Boston and returned to India. On his return he found the medical landscape in the country plagued by gaps in infrastructure, delivery and affordability. Things took a turn for the worse when he lost a young patient who just did not have the means to go abroad for treatment. The incident marked a cross road in Dr. Reddy's life and steeled his determination to get quality healthcare to India. He set the blueprint to build India's first multi-specialty private sector hospital.

Undaunted and unfazed by the obstacles faced, Apollo Hospitals opened its doors in 1983 and ever since nurtured a goal which read as "Our mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity".

In the 30 years since, it has scripted one of the most magnificent stories of success that India has seen. Not only is the Apollo Group one of the largest integrated healthcare groups in the region, it also did successfully catalyze the private healthcare revolution in the country. Apollo today has made every aspect of their lofty mission a reality. Along the way the journey has touched and enriched 39 million lives that came from 120 countries.

Apollo Hospitals was the forerunner of integrated healthcare in Asia, as well as globally. Today, the group's futuristic vision has ensured that it has been in a position of strength at every touch point of the healthcare delivery chain. Its presence encompasses over 10,000 beds across 51 hospitals, more than 1500 pharmacies, over 100 primary care & diagnostic clinics, 115 telemedicine units across 9 countries, health insurance services, global projects consultancy, 15 academic institutions and a Research Foundation with a focus on global clinical trials, epidemiological studies, stem-cell and genetic research.

Over the past three decades Apollo Hospitals' transformative journey has forged a legacy of excellence in Indian healthcare. The Group has continuously set the agenda and led by example in the blossoming private healthcare space.

One of Apollo's significant contributions has been the adoption of clinical excellence as an industry standard. Apollo pioneered the concept - the group was the first to invest in the pre-requisites that led to international quality accreditation like the JCI and also developed centres of excellence in Cardiac Sciences, Orthopaedics, Neurosciences, Emergency Care, Cancer and Organ Transplantation. Along with excellence the Apollo philosophy rests on the pillars of technological superiority, a warm patient-centric approach, a clear and distinct cost advantage and an edge in forward-looking research. Apollo's spectacular success rests on sustained commitment and investments in each of these pillars.

The Group continues to break new ground in adopting new technology. From leveraging new age mobility, to getting futuristic equipment Apollo has always been ahead of the curve. Currently, the group believes in the tremendous potential of robotics and is investing heavily in making it a real and robust option for all. Apollo pioneered Tender Loving Care (TLC) and it continues to be the magic that inspires hope, warmth and a sense of ease in the patients.

Apollo started out with the promise of bringing quality healthcare to India at a price point that Indians could afford. The cost of treatment in Apollo was a tenth of the price in the western world. Today as the group charts out its roadmap to take healthcare to a billion, the focus on driving a strong value proposition remains constant.

Apollo's remarkable story has captured India's attention. For its service to the nation, the Group was felicitated with the honour of a commemorative postage stamp bearing its name. For his untiring pursuit of excellence in healthcare, Dr. Prathap C Reddy, was bestowed with the second highest civilian award, the 'Padma Vibhushan', by the Government of India.

Recently Apollo Hospitals celebrated its 30th year. The Group, led by Dr. Prathap Reddy, reaffirmed its goals and redefined their focus. With ambitious projects like Apollo Reach Hospitals, a strong focus on preventive healthcare and an unabated commitment to nurture excellence and expertise in healthcare, Apollo Hospitals envisions for a new horizon - a future where the nation is healthy, where its people are fighting fit, and India emerges as the preferred global healthcare destination.

KEY SERVICES PROVIDED

CORE SPECIALITIES:

1. Bones and Joints
2. Brain and Spine
3. Emergency 24×7
4. Pulmonology and Critical Care

APOLLO DIGNOSTICS:

1. Radiology Services
2. Laboratory Services
3. Blood Bank

APOLLO CLINIC:

1. Endocrine and Bone Health
2. ENT
3. Heart Care
4. General Medicine
5. Gastroentology
6. Minimal Access Surgery
7. Cancer
8. Cosmetology
9. Nephrology and Urology.

FACILITIES

- Parking
- Internet
- Laundry Services
- Telecommunication Services
- Interpretation Services
- Bank & ATM
- Money Transfer & Currency Exchange
- Intercontinental Food
- Cafeteria

KEY ACTIVITIES UNDERTAKEN

1. Floor In-charge

Supervise General Administration and Operations for Security, Front office, Billing, Preventive Health Check and Pharmacy department of the Hospital

- Supports Apollo Hospital's mission, vision, and values.
- Manage The Day To Day Patient Care Services (In- Patient, Out- Patient)
- Personally Handle Queries To Ensure Accurate Courteous Communication, Providing All Required Information.
- Provide An Effective Communication Link Between Patient And Medical Staff
- Maintains Quality Service By Establishing And Enforcing Organization Standards.
- Ensure Service Is Proactive Responsive Whether In Person, On The Telephone Or Via Mail.
- Manage issues related to Security of the Hospital
- Ensure seamless operations of Queuing system in the OPD Pharmacy on the floor.

2. Manager-on-duty

- Handling patient and employee issues
- Overseeing operations, including maintenance, cleanliness and efficiency
- Ensuring that security and safety regulations are met
- Ensure adequate number of doctors and staff on duty
- During rounds check staff for grooming and discipline
- Any unsolved staff problem to be informed to Head Operation
- Ensure security guards are in respective positions
- Resolving all outstanding issues and problems of all departments within the hospital when informed.
- Managing patient relations and clinical engagements.

3. SPOC COVID-19 Management

- Ensured the smooth running of the daily activities of COVID-19 care in the hospital
- Ensured the presence of adequate manpower in the COVID-19 facility.
- Ensure the crowd management near COVID-19 facility
- Oversees the administration of Remdesivir to patients and manage its inventory.

- Worked on the feedback and grievances of the patients
- Maintained and supervised all regulatory compliances for COVID-19.

4. Manager-in-charge, Radiology

Supervise the radiology department's employees, equipment, and procedures.

- Supports Apollo Hospital's mission, vision, and values.
- Plans, directs, and establishes department goals.
- Initiates performance improvement.
- Demonstrates respect and understanding of differences among staff and knowledge of human behavior.
- Maintains interactive communication with patients and families and effectively addresses conflict and opportunities for improvement.
- Facilitates the flow of communication within the area and across the hospital including external community.
- Manages operations in a manner, which results in effective provision of care and/or services.
- Manages human resources to achieve the mission and goals of the department and support the Apollo Hospitals mission.
- Provides education opportunities for staff and patients.
- Demonstrates an ongoing commitment to professional development.
- Demonstrates competence in applicable professional skills and participates in continuing professional education.
- Develops and updates policy and procedures.
- Coordinates activities with contract radiologists and, under their general supervision, ensures national and state regulations and standards for radiation protection and safety are met.
- Maintains departmental files and records according to state, national, NABH, PCPNDT, GOAL and Apollo Hospital guidelines.

5. PCPNDT Nodal Officer

- Update and maintain all relevant records in compliance to the Pre-Conception and Pre-Natal Diagnostic Techniques Act, 1994
- Supervise and maintain all Maternal and Child Health related Ultrasound best practices and records.
- Prepare and submit monthly records of all Imaging services in compliance of the national and state level rules and regulations.
- Provide relevant training opportunities to all healthcare workers and clinicians on the relevance and significance of the compliance to PCPNDT Act by the Hospital.
- SPOC for all Ultrasound related legal compliances at the GOAL Portal.

MY LEARNING EXPERIENCE

- Regarding getting permission for internship

I approached Apollo Hospital, Lucknow in my personal capacity and underwent a three-stage interview process. I was selected as a Management Trainee in the Operations Department of the hospital.

- About working in the organization

I had a memorable experience from joining the internship programme at Apollo hospitals. In addition to daily work I had great opportunity to meet different people working over there.

Besides, I made a lot of friends during the course of internship. They were all professional, sincere and taught me patiently. I would never forget our pleasant time.

In these 6 months, I have established a good relationship with the employees in the organization which has also given depth to my understanding of the hospital operations. Besides, I found that having flexible mind and attitude which is very important in the business world. It was much different from the study.

- About co-operations extended by management & employees:

The management and the employees at Apollo hospitals were very co-operative and helpful. They provided each and every details required by me for the project. The trainers in each of the department helped me with getting the required information and also explained me the working of each of the department in details and they also helped me to know how the theoretical concepts that I have learnt in my academics was useful in implementing with the practical situations in the organization.

- About what I learnt in their internship training:

It helped me to know the overall functioning of departments in the organization. How the employees are motivated & trained in the organization towards achieving their goals set by the organization.

It also helped me to know the co-ordination between the different levels in the organizations, and also helped me to know the leadership skills and also to be as an initiator during the different situation. It gave me a practical exposure to the various functional areas of which I only had a theoretical knowledge so far.