

**Internship at
Deloitte U.S. India Pvt. Ltd., Bangalore**

By

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MBA Hospital and Health Management

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OBJECTIVES

- To learn the workflow of Deloitte USI
- To develop a basic understanding of the Life Sciences and Health Care Industry
- To utilize the subject matter expertise available in the organization for the completion of my dissertation project

KNOWLEDGE AND LEARNINGS ACQUIRED

During my internship in Deloitte Consulting India Pvt. Ltd, I learned about the following:

- Overview and knowledge about the U.S. healthcare system
- Brief knowledge of HIPAA
- Learning about the various processes which are followed in the organization
- Underwent EMR specific trainings
- Underwent learning about the workflow followed in the organization

GOALS OF INTERNSHIP:

Internship is an integral part of the MBA-Hospital and Health management curriculum. As part of the curriculum, each student of final year is required to undergo internship with a reputed organization from February 6, 2017 to May 12, 2017.

1. To understand the work pattern of Deloitte U.S. India, Bangalore, and its organizational structure.
2. To assist the administrator/manager in day-to-day operations. Through this process it was expected to gain practical knowledge and skills to handle managerial issues related to major activities of the organization.
3. To observe various protocols observed in the organization and try to acquire skills to accomplish them.
4. To observe mannerism of the existing employees and learn the culture of the organization. Inculcating soft skills is an integral part of understanding the organization. Observing human skills and understanding documentation, finance and accounting procedures will prepare for future managerial role.

5. To identify a specific problem area/areas of interest or a department (for example, human resource management, quality assurance, information system, risk management etc.) for the dissertation.
6. To diagnose critical problems within an operational area.
7. To provide the management with a set of alternative solutions, and
8. If possible, design and implement a plan to carry out the most feasible solutions.

ORGANIZATIONAL PROFILE

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Deloitte recruits the brightest and the best - whatever their specialization. As a firm, it combines the dynamism and fluid-thinking of the young graduate, with the business knowledge and insight of the seasoned executive. Investing in the people means Deloitte clients get world-class expertise to solve their complex business problems.

Industry – Life Sciences and Healthcare

Deloitte Application Management Services (AMS) services go beyond the traditional AMS model by focusing on business optimization and innovation, not just point in time metrics, support, and Service Level Agreements (SLAs). We offer full lifecycle technology services from strategy through build, operate, and innovate with deep industry specific capabilities in managing, maintaining, and continuously innovating our clients' application platforms to achieve business results.

The Life Sciences and Health Care (LSHC) industry group strives to support clients in addressing the challenges that impact today's industry. Deloitte member firms' global network engages with clients to develop innovative solutions to help them achieve their business missions.

Deloitte Analytics has the experience and capabilities to help your organization navigate multiple, complicated regulatory and financial ecosystems, and to optimize marketing and distribution channels. The Life Science and HealthCare group have the knowledge and experience to quickly respond to your unique challenges with integrated, comprehensive solutions that transform opportunity into advantage.

Strategy & Operations services provided under the Life Sciences & Healthcare vertical:

- Strategy – Market entry, growth and diversification, sales and marketing, and distribution strategy

- Business plan and assessments – Long-term business models and implementation roadmaps, market assessment, market sizing, competition benchmarking, financial analysis, location assessment and site selection
- Performance improvement – Cost reduction and revenue enhancement measures, re-alignment of organizational structure, optimization of supply chain and improvement in service quality
- Commercial Due Diligence – Market, technical and financial due diligence services to aid acquisition or investment in companies
- Project management/ implementation support - On-going project management support for effective and timely execution of strategic recommendations
- Public health policy and planning - Assistance in policy research and analysis, policy development and support for strategy planning and roll out
- Institutional strengthening - Review of Government institutions, organization development and restructuring
- Public health structures and systems strengthening - Institutional strategies to strengthen public health structures (human resources, governance, capacity building).