

Internship at Pricewaterhouse Cooper Private Limited

By

Anita

MBA Hospital and Health Management

Academic year, 2015-2017



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Introduction:

I completed my dissertation from PricewaterhouseCoopers from 20th February'2017 to 12th May'2017. It is one of the big four companies. I got opportunity to work there on many projects done for clients from various sectors like dialysis industry, hospital chains, vaccine market, Lucknow hospital market etc. I also got opportunity to work on internal PWC projects where we generate internal reports for publishing like AIIMS institutes, Railway hospitals problems and solutions, Insurance market in India: Future etc. I got an exposure to projects on mergers and acquisition initial phases.

My dissertation project was “ Public Private Partnership in Indian Dialysis Market : A Disruptive Force

Goals of the internship

1. To understand about the work process of healthcare consultancy.
2. To get associated with important projects during the dissertation.
3. To learn the key skills required as a management consultant.

Organization profile

The PricewaterhouseCoopers name was formed by the combination of the names of Price Waterhouse and Coopers & Lybrand, following their merger in 1998. On 20 September 2010, PricewaterhouseCoopers rebranded as PwC, although the legal name of the firm remained PricewaterhouseCoopers.

PricewaterhouseCoopers (doing business as PwC) is a multinational professional services network headquartered in London, United Kingdom. It is the second largest professional services firm in the world, and is one of the Big Four auditors, along with Deloitte, EY and KPMG. Vault Accounting 50 has ranked PwC as the most prestigious accounting firm in the world for seven

consecutive years, as well as the top firm to work for in North America for three consecutive years.

With offices in 157 countries and more than 223,000 people, we are among the leading professional services networks in the world. We help organizations and individuals create the value they're looking for, by delivering quality in assurance, tax and advisory services. Some facts about PwC:

In FY16, PwC firms provided services to 422 companies in the Fortune Global 500

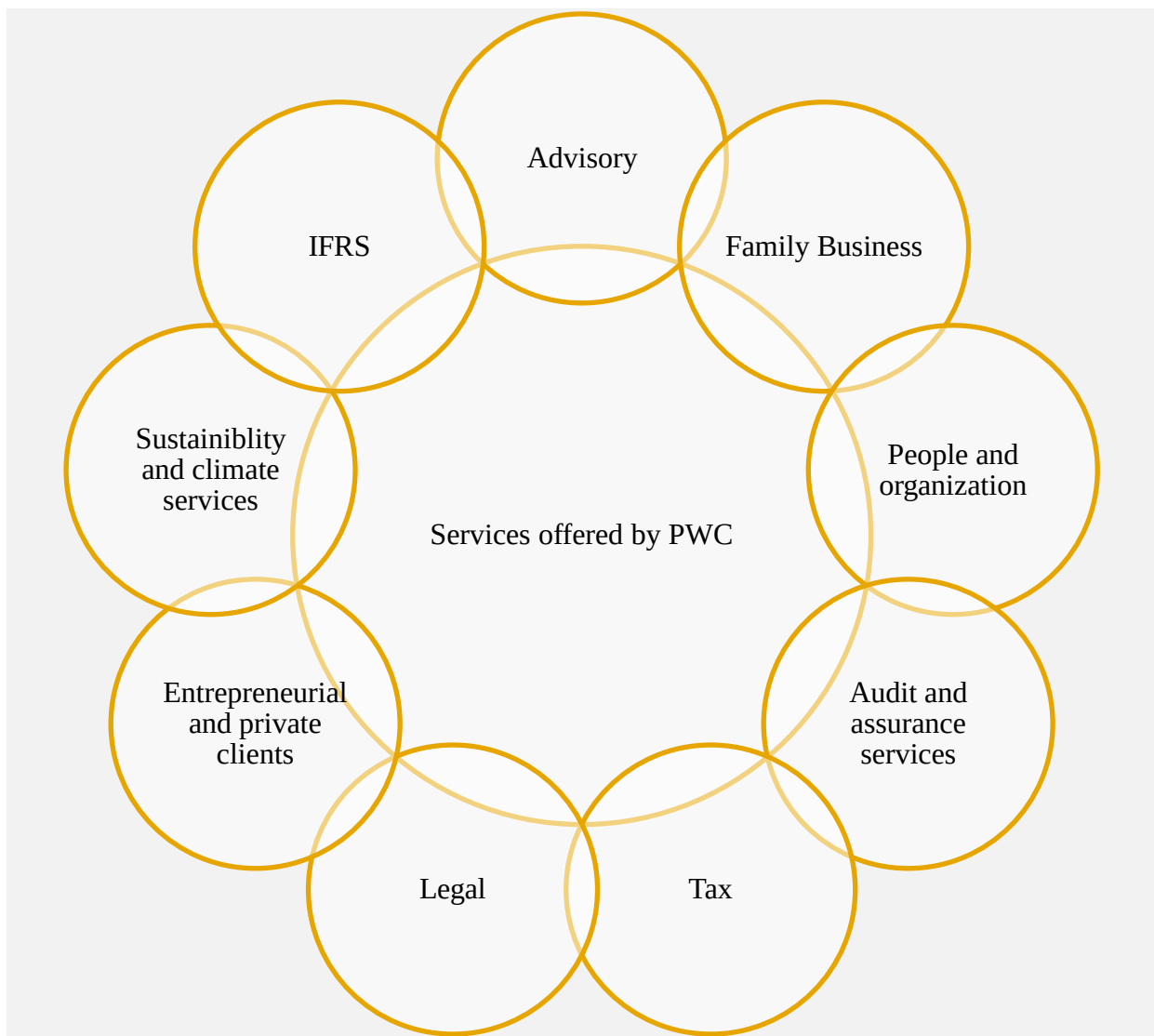
58,081 people joined PwC firms around the world in FY16

For the year ending 30 June 2016, PwC's gross revenues were US\$35.9 billion, up 7% on the previous year

As of 2016, PwC is the 5th-largest privately owned company in the United States.

Industries covered PricewaterhouseCoopers

Aerospace , defence and security	Banking and capital markets	Energy, utility and mining	Financial services	Healthcare
Insurance	Private Equity	Technology	Asset and welfare management	Capital projects and infrastructure
Engineering and infrastructure	Forest, Paper and packing	Hospitality and leisure	Metals	Retail and consumers
Telcommunica tion	Automotive	Chemicals	Entertainment and media	Government and Public services
Industrial manufacturing	Pharmaceutica ls and life sciences	Sovereign investment funds	Transporation and logistics	

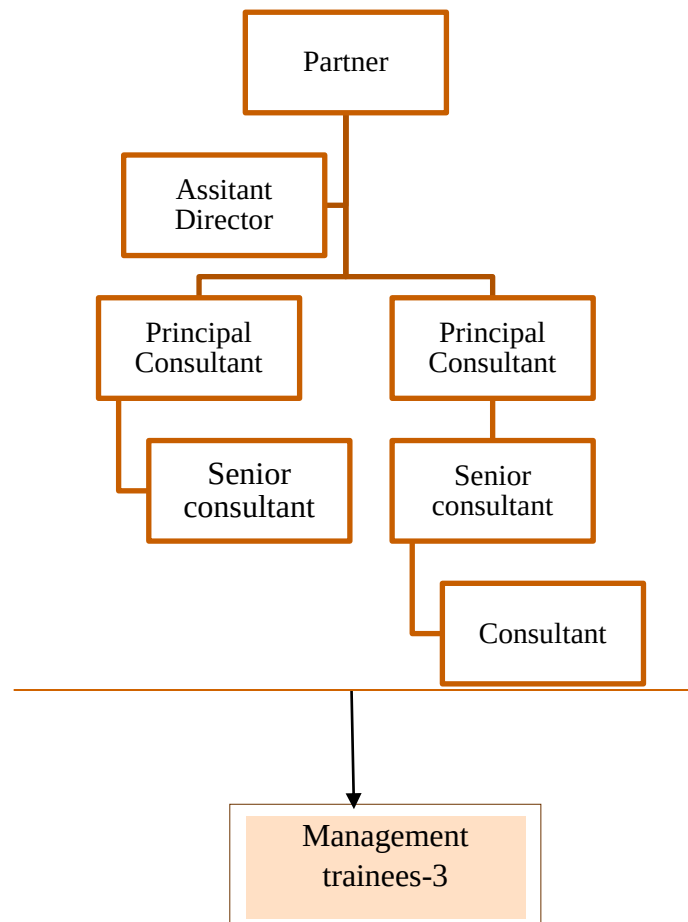


Services provided by PricewaterhouseCoopers

Organogram:

The Healthcare Management Consultancy is part of Advisory.

The Delhi NCR team is of total 12 team members including three management trainees



Projects undertaken other than the dissertation:

During my dissertation I got a privilege to be part of numerous projects done for clients form various sectors like dialysis industry, hospital chains, vaccine market, Lucknow hospital market etc. I also got opportunity to work on internal PWC projects where we generate internal reports for publishing like AIIMS institutes, Railway hospitals problems and solutions, Insurance market in India: Future etc. I got an exposure to projects on mergers and acquisition initial phases.

1. Vaccine market in India :

I helped my manager to make a business proposal for client on Vaccine market in India.

The proposal covered various aspects like:

- a. Vaccine market size
- b. Key drivers for vaccine market in India
- c. Public and private manufacturers
- d. Number of factories of each players
- e. Government initiatives
- f. National immunization schedule
- g. Regulatory guidelines for introducing a vaccine

2. AIIMS Institutions:

I prepared a write up on AIIMS hospitals. It covered following main points:

- a. The year of commencement.
- b. Growth in past years
- c. Challenges faced
- d. Government plans for expanding AIIMS like institutes across nation.
- e. Different phases of PMSSY and setting up AIIMS across India in each phase
- f. Progress of the announced plans for setting up AIIMS by government of India

3. Railway hospitals challenges faced and solutions for establishing smart hospital infrastructure:

I prepared an outline for the problem faced in railway hospitals and solutions for making a smart hospital with better supply chain and infrastructure.

4. Lucknow hospital market survey :

I worked on this project and contributed to information on:

- a. Prices of various healthcare services like Total knee replacement, Normal delivery, Bypass surgery etc.
- b. I also fetched information on upcoming hospital projects in Lucknow like Medics hospital, Government referral hospital for mother and child care etc.
- c. I also worked on information medical tourism in Lucknow and its market share.

5. Insurance market in India: I worked on this project where I analyzed the

- a. IRDAI regulations and the recent changes like FDI increase from 26% to 49%
- b. The trend in government sector, private hospitals, government initiatives for reducing the health burden on population like reducing the stent prices, generic medicines etc.
- c. FDI and GDP trend in India and its impact on health sector , specifically insurance sector
- d. The major states on India getting contributing to maximum health premiums like Gujarat, Maharashtra etc.
- e. The health insurance players and their gross annual health insurance premiums.

Key learning:

It was a great experience working in one of the Big Four companies, PricewaterhouseCoopers.

Health care advisory team was very supportive and helpful in all aspects. I am thankful to the team who enriched my knowledge. I got exposure to market research, making business proposal, market evaluation of an entity, future projections and estimations, team work, communication tactics, consultancy key skills.



Performance Evaluation for Internship/Dissertation

1. Name of the Organization : PricewaterhouseCoopers
2. Name of the Trainee student(s) : Anita Gautam
3. Date of joining the Internship/Dissertation : 13th February 2017
4. Date of completing the Internship/Dissertation : 9th June 2017
5. Please grade the students by putting $\checkmark$ against each of the following indicators:

Indicators	Your assessment		
	Highly satisfactory	Satisfactory	Not satisfactory
Regular attendance	$\checkmark$		
Punctuality	$\checkmark$		
Learning interest	$\checkmark$		
Sense of discipline	$\checkmark$		
Commitment to work	$\checkmark$		
Behavior and conduct	$\checkmark$		
Leadership skills		$\checkmark$	
Communication skills		$\checkmark$	
Ability to work with others		$\checkmark$	
Performance in assigned task/project		$\checkmark$	

6. Any specific contribution made by the student during the training: Anita was an active member of the team which was working on Dialysis Market in India. She did a commendable job in exploring the potential of Public Private Partnership in India. She was able to pull out relevant facts on how the market is responding to this PPP, what has been the performance till date and how is this expected to change in future. She could further bring out regional disparities in PPP in India. She also contributed actively in estimating the target patient pool of Dialysis Patients in India and other countries. On an alternate assignment, she did a wonderful job in pulling out information on Vaccine Market in India. She is a proven versatile resource and given an opportunity, she can take up varied tasks with ease.

7. Comments on the strengths of the student: Anita's work is comprehensive and free from errors. She works diligently and makes sure to check all relevant sources before framing up her opinion. Further, she has an admirable quality to pull data, which is not readily available in cut and dried format, and present it for meaningful analysis.
8. Comments on the weaknesses of the student: Anita is encouraged to participate more actively in team discussions and present her opinion. Further, she can benefit by improving her presentation skills that she is actively working on.

Your Name: Dr. Ashwani Aggarwal

Designation: Principal Consultant, Healthcare

Signature and Date: 27th March 2017