

**Internship at
NTT Data Services, Bengaluru**

By

Ipshita Deb

MBA Hospital and Health Management

Academic year, 2015-2017



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer Airport
Jaipur-302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

Contents

1. INTRODUCTION.....	3
2. GOALS OF INTERNSHIP	5
3. ABOUT THE ORGANIZATION.....	6
4. APPLICATIONS USED IN NTT DATA.....	10
5. KEY LEARNINGS	12

1. INTRODUCTION

The internship provides a great opportunity and a practical learning experience to the candidates. This experience then creates an interest in the relevant field, helps in creating a vast network of contacts and also helps ourselves in putting forward to the opportunities for understanding the basic work flow in the organization and thereby involving ourselves in better decision making.

I began my internship on 6th February, 2017 at NTT Data services, Bengaluru (formerly known as Dell International Services, Pvt Ltd.) in Healthcare application management area which comes under the healthcare consulting track of NTT Data services.

On the very first day, I was exposed to the talent acquisition team whereby I had a formal interaction followed by the completion of different HR formalities in the first half. In the second half, there was an introduction class between the interns and all the managers of different EMR teams where I got to know the core values and best practices followed in the organization. Also, there was a briefing session about NTT Data services.

The very next day, we were issued the ID cards and a training schedule was handed over to us which had all the upcoming scheduled trainings. I was being trained upon the United States (U.S) healthcare system, different aspects of electronic medical records (EMR), hospital management information systems (HMIS), and also about the electronic health records (EHR) which I found very interesting to learn about.

There was one week training session on the module “Healthcare 101” which included the basic introduction and work flow of the different departments in the hospital. Also, it talked about the various U.S healthcare aspects. There was also an evaluation at the end of the module where I scored 80% of the total marks.

We then discussed about the dissertation topic with all the managers and then came up with the topic “Knowledge, Attitude and Practice of mHealth towards hospital settings in Bengaluru.” My project involved both the primary and as well as secondary research. I was then allotted with two mentor’s one working from Noida and another from Bengaluru. An initial draft and timeline of the whole dissertation period was prepared.

Later I was put into McKesson EMR team for the module specific training. In McKesson, I was working with Paragon EMR team. Simultaneously, I was working both on my dissertation work as well as module specific training every day.

I designed the questionnaire according to my dissertation requirements and went for data collection to various hospitals and clinics for a specified time period only with the permission of my manager. Every Friday, I had a detailed review by my dissertation manager to keep a track on activities so as to successfully meet the deadline and then incorporating their feedback in order to prepare an effective version of my research work. Side-by-side I also carried my secondary research work which consisted of searching the different articles on the global mHealth scenario, what is the current state in different countries worldwide. Furthermore, I also identified the market of mHealth by SWOT analysis and various challenges of implementing mobile health from the secondary analysis. The respondents for the primary study was collected and analyzed and the results were presented in the form of pie or bar graphs.

Finally after compilation of my report, a PowerPoint presentation was prepared and presented in front of the senior manager.

2. GOALS OF INTERNSHIP

- A.) To understand the work flow of the NTT Data services, healthcare division (formerly known as Dell International India Pvt Ltd.).
- B.) To observe various practices followed in the organization and acquiring skills to accomplish them
- C.) To understand the different applications running under the Paragon EMR team.
- D.) To identify the work pattern of the various modules of the EMR such as registration, security, radiology, laboratory etc.
- E.) To observe mannerism of the current employees and learn the culture of the organization by inculcating the soft skills.

3. ABOUT THE ORGANIZATION

NTT DATA is a top 10 global business and IT services provider and global innovation partner with 100,000+ professionals in more than 50 countries now with \$16B in revenue.

Headquartered in Tokyo, NTT DATA puts emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting, system development to business IT outsourcing. Since 1967, NTT DATA has played an instrumental role in establishing and advancing IT infrastructure. Originally part of Nippon Telegraph and Telephone Public Corporation, its heritage contributed to social benefits with a quality-first mindset. A public company since 1995, the company builds on this proven track record of innovation by providing novel IT solutions to bring results in greater quality of life for people, communities and societies around the world.



Who we serve

- Industry-specific consulting
- Digital business services
- BPO and BPaaS
- Business intelligence, analytics and automation
- Enterprise applications and SaaS
- Application modernization, development and management
- Cloud services
- Infrastructure management, security and hosting



Who we serve

- 50+ federal agencies and military branches, 25 states and municipalities
- 50% of U.S. hospitals, top 10 health plans, millions of covered patients
- Top 25 leading financial institutions in North America
- Top 10 automotive companies worldwide
- Manufacturing customers in over 40 countries



Who we are

- 100,000+ professionals in 50+ countries
- 6,000 research professionals and dedicated R&D facilities
- 9,000 SAP professionals
- 10,000 financial services and insurance specialists
- 15,000 skilled manufacturing resources
- Trusted U.S. government partner for 50+ years



What we do

- 10th Largest in IT Services Worldwide in 2015 by Market Share* (NTT DATA)
- 7th Largest in Global Implementation Services in 2015 by Market Share Worldwide+ (NTT DATA)
- A Leader in The Forrester Wave™: North American Workplace Services, Q4 2015+ (Dell Services)
- Leader in the NelsonHall Digital Transformation Services NEAT Evaluation+* (Dell Services)
- 12th Largest in Consulting Services in 2015 by Market Share Worldwide+ (NTT DATA)

NTT Group consists of major companies like Nippon Telegraph and Telephone Corporation, NTT Communications Corporation, Dimension Data plc, NTT DOCOMO, INC. and many subsidiaries all over the world. Taking advantage of this opportunity of this scale, NTT DATA achieved a number of significant successes by collaborating with NTT Group and it provided enormous creative synergy.

The goal of NTT has been to create a foundation for future business by incorporating a number of overseas companies in order to establish a framework through which we can provide our diverse

services, as typical Japanese courteous service, worldwide to support our customers' needs. As one of the global innovators, NTT are always challenging more innovative business approach and enhancing our creativity by respecting diversity.

John W. McCain is the Chief Executive Officer of NTT DATA Services headquartered in Dallas, Texas, USA. He is a member of the NTT Holdings Global Strategy Committee and serves as senior vice president of NTT DATA Corporation.

Dan Allison is the President, Global Healthcare and Life Sciences. As head of the company's largest industry segment, Dan is responsible for leading the growth, profitability and transformation of the global healthcare business, which focuses on provider, physician, health plan and life sciences clients. Dan has more than 30 years of leadership experience in IT outsourcing and business process outsourcing services in various verticals, with a strong focus in healthcare.

Americas

North America

In North America, NTTDATA partnered with a range of businesses and government agencies providing a flexible array of engagement options, including consulting, managed services, outsourcing, and the cloud. Leveraging strong technical know-how, practical industry insights, and global reach, it relentlessly drives improvement across systems and processes while increasing business flexibility. The company is focused on getting faster results with less risk, so its clients can flex their businesses to respond to changing market dynamics and capitalize on growth opportunities.

Latin America

NTT DATA entered the Latin American market through the acquisition of the Value Team Group, a specialist in IT consulting and services. Today, the company provides a wide offering of customized services and end-to-end solutions. The aim is to enable customers to grow and stand out from the competition by adopting innovative IT concepts and technologies.

Europe and Middle East

Over the past few years, we have expanded our IT service networks in Europe through the acquisition of a majority stake in intelligence, Cirquent, Value Team, Intelligroup and Keane.

NTT DATA Group offers best-in-class consulting services and enterprise solutions for industries in the manufacturing, banking, insurance, telecommunications, media, energy, retail, service and public sectors. Our consulting services range from business process consulting to conceptual design, implementation and integration, as well as the support, operation and maintenance of IT systems. Additional offerings include outsourcing, hosting and full-service solutions in the ERP environment.

APAC/ India

NTT DATA positions APAC and India region as both an emerging market and the delivery resource pool to provide cost competitive and high quality service in our global strategy. The company address both multinational corporations and local client in this region. With global capabilities, NTT DATA support multinational corporations, primarily in Healthcare, insurance, automotive and electronics industries in rapidly growing APAC market. In addition, NTT DATA offer the services to local clients in both financial and public sector by leveraging our accumulated experience across the world.

NTT DATA in Healthcare

Healthcare companies are balancing the quality and cost of care while serving a rapidly aging population and rising healthcare costs. At the same time, those firms are facing escalating competition, the feared patent cliff for many blockbuster drugs, and changing regulations and standards.

NTT DATA partners with some of the world's leading healthcare organizations to help them proactively manage their business through the use of information, data, and technology. In fact, its

technology-enabled services support over thousands of organizations within the sector, enabling them to rapidly and cost-effectively adjust to dynamic market and regulatory demands.

Industry Recognition

- Positioned by Gartner in the “Leaders” quadrant of the Gartner Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services, North America for the fifth consecutive year.
- Ranked “#1 IT Services Provider to Healthcare Providers,” by Gartner for the sixth straight year.
- Positioned as a leader in Everest Group’s “IT Outsourcing in the Healthcare Provider Industry—Service Provider Landscape with PEAK Matrix Assessment” for a third consecutive year.

4. APPLICATIONS USED IN NTT DATA

McKesson

McKesson HPF (Horizon Patient folder), Paragon suite of applications and Radiology solutions of McKesson make the complete Hospital Information System. I was placed in “Paragon EMR “team while internship period. It is mainly used for large hospital more than 500 beds. McKesson's EHR solutions offer practices both cloud and server-based solutions designed to help enhance care quality and improve physician workflow.

Paragon suite of applications consists of different modules. Some of which are mentioned below:

- Paragon registration
- Order management
- Clinical care station
- Materials Management
- Resource scheduling
- Pharmacy
- CPOE reference master
- Patient management
- Paragon security

Cerner

The Cerner electronic medical record (EMR) is an integrated database that provides a comprehensive set of capabilities. Cerner created it to allow healthcare professionals to electronically store, capture and access patient health information in both the acute and ambulatory care setting.

Nextgen

It supported ambulatory practices with technology, services, and expertise to drive better results – financially, clinically, and operationally – across their practice.

NextGen Healthcare's products include:

- NextGen Ambulatory EHR (Electronic Health Record): The NextGen EHR is primarily a single, all-encompassing database that combines user management, EHR and EPM. This database can run under MS SQL Server 2005, 2008 or Oracle.
- NextGen Practice Management
- NextGen Inpatient Clinical
- NextGen Inpatient Financials

Meditech

Meditech offers software for health care organizations of various types and sizes. Some of the software modules offered by Meditech include the following: Health Information Management, Revenue Cycle, Scanning and Archiving, Scheduling and Referral Management, Emergency Department Management, Cost Accounting, Data Repository, General Accounting, Human Resource Planning, Supply Chain Management, Operating Room Management, Patient Discharge Instructions, Long Term Care Solutions, Behavioral Health Solutions, and Home Health Solutions

5. KEY LEARNINGS

The key learnings are as follows:

1. Healthcare introduction

- What is healthcare
- Healthcare market segments
- Components of healthcare

2. Provider

- Who is a provider
- Types of providers
- Hospital departments and services

3. Payor

- Who is a payor
- Hospital billing process
- Revenue cycle management

4. Patient

- Patient encounters
- Life cycle of a patient

5. Healthcare IT

- Hospital information system
- PACS (Picture archiving and communication system)
- MDI (Medical device integration)
- EHR/EMR components
- Interfaces and healthcare standards

6. US healthcare

- Healthcare in the United States
- Insurance plans
- Role of government
- US healthcare laws and accreditations