

**Internship
at
Dell International Services India Pvt. Ltd.,
Bangalore**

***By*
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*MBA Hospital and Health Management
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The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
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1.1. INTRODUCTION

Internship training is an integral part of the second year program, where we have to observe and learn the work culture of organization. Also it is necessary to participate in various department/activities so that we get first hand exposure of the different departments and work done in the organization and through which we can understand process of work and thereafter be able to involve ourselves in decision making.

I began my internship on February 8th, 2016 at Dell International Services India Pvt. Ltd. Bangalore in Healthcare Applications Management Area that lies under Healthcare Consulting Track of Dell Services.

On the very first day I was issued the Dell ID card and systems. We then had a session with the healthcare applications team leads following which I carried out all the HR formalities.

We were introduced to the core values and best practices of Dell and briefing about the organization was given. The next day our training schedule was given to us. I was trained about the complete U.S. Healthcare system, Hospital Information Systems (HIS), Electronic Medical Records (EMR) and Health Records (HER). I found it very interesting.

We discussed on the dissertation topics after a week for a while and then made a topic was allotted to each intern. My dissertation topic was “Quality Set-Up in an EMR project”. An initial draft and timeline was prepared.

Later from the second week onwards I was put into a project. We started receiving project specific trainings thereon. Simultaneously I started working on my specific research heads which required secondary research on the Quality Management System in IT industry.

I used Dell specified data sources to understand the quality set-up in EMR projects and I did the set-up for the project I was put in. I also conducted a survey amongst the different EMR project team members to assess their knowledge regarding the quality processes followed in projects.

This was followed by continuous reviews by my mentor at Dell and project manager and incorporation of their comments lead to a comprehensive and effective version of my research work.

1.2. GOALS OF INTERNSHIP

1. To understand the work pattern of Dell International Services India Pvt. Ltd., 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.

1.3. ABOUT THE ORGANIZATION

OVERVIEW

Dell is a leading provider of end-to-end scalable solutions for customers around the world—delivering technology solutions that enable people everywhere to grow, thrive, and reach their full potential. Michael Dell founded the company more than 30 years ago in Austin, Texas, and since then we have been listening to and engaging our customers with their insight guiding everything we do. Dell’s end-to-end solutions strategy—and the innovations and investments it makes to enable that strategy—are, as you would expect, truly customer-inspired.

Dell’s industry focus

- Healthcare and life sciences
- Banking, financial services, securities and insurance
- Manufacturing, energy and utilities
- Consumer industries (retail, packaged goods and logistics)
- Education, state and local government
- Travel and hospitality
- Telecommunications, media and technology
- U.S. federal government

DELL IN HEALTHCARE

Dell has established four solutions groups to support customer segments—end-user computing, enterprise solutions, software and services—and is committed to designing and delivering technologies that are practical, relevant, and customer-inspired. Dell’s goal is to provide the best tools, products, and services for realizing hosting efficiencies, while improving service delivery. Through automation, standardization, and the right set of tools, IT works smarter to provide the “always-on and anywhere” service that end users expect.

As a leader in healthcare IT for more than 30 years, Dell is continuously chosen by customers to understand and identify the right solutions that help improve care, drive overall efficiency,

and manage financial risks. The company offers end-to-end solutions for healthcare providers and health plans, including hardware, software, hosting, application implementation and support, systems integration, consulting, business process services, and services for Electronic Health/Medical Records (EHRs/EMRs), Health Insurance Exchanges (HIXs), revenue cycle management, and policy administration.

Dell's global reach encompasses operations in North America, Europe, the Middle East, and Asia. Dell currently manages IT projects for more than 1,000 hospitals worldwide. The team of experienced technologists within Dell has gained an in-depth understanding of the challenges inherent in integrating IT solutions within the most complex healthcare multi-vendor environments.

Dell's secure end-to-end solutions and services enable healthcare organizations to solve critical problems and enhance patient care. The company's goal is to build and support information-driven healthcare environments. This dynamic environment empowers caregivers and patients with technology, data, and processes to integrate new IT services into their daily routines for the betterment of care delivery.

Dell has successfully assisted customers with meeting their organizational goals through offering support from extremely qualified and experienced individuals who "know" healthcare organizations and workflow processes.

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.

1.4. KEY LEARNINGS

2. US Healthcare

- Healthcare in United States
- Role of Government
- Insurance Plans
- US Healthcare Laws & Accreditations
 - Different Healthcare Coding
 - Global Healthcare
 - Life Sciences
 - US Healthcare Terminologies

3. Provider

- Who is Provider?
- Types of Providers
- Hospital Departments and Services
- Patient
 - Patient Encounters
 - Patient Life Cycle

4. Payor

- Who is a Payor ?
- Hospital Billing Process
- Revenue Cycle Management

5. Healthcare IT

- Hospital Information System
- EHR/EMR components
- Interfaces & Healthcare Standards
- PACS
- Medication Administration
- MDI