

Internship at
Mediqop Consultancy, New Delhi

By

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INTERNSHIP REPORT

INTRODUCTION

The internship done from February 5 to May 4, at Mediqop: Enhancing Healthcare, in Delhi was a real learning experience. This is an organization providing consultancy services to healthcare organizations in all matters like quality, operations etc. The initial days were spent in observing the work culture, team of consultants, their way of working and understanding the tactics of working under high pressure. The management of this consultancy firm is very efficient as the projects undertaken by Mediqop finishes as per schedule and deadlines.

GOALS OF INTERNSHIP:

- To get acquainted to the organisation's work, culture and work ethics.
- To have a clear understanding of mission, vision, objectives, values and ethics of the organization.
- To understand the structure, process and outcome of the healthcare organizations, which get consultancy services from Mediqop.
- To know the approach taken by Mediqop which are unique to every healthcare organization.
- To understand the administrative structure as well as the management in the organization.
- To inculcate the spirit of team work, mutual respect and soft skills required to work in this organization.
- To find out any shortcoming and trying to provide solutions for same.
- To assist Mediqop in carrying out its projects.
- To have clear understanding of the role of this organization in helping other HCO to grow both qualitatively and profitably.
- To know how they does planning, staffing, material management and financial management, which will enhance the managerial and administrative skills.

ORGANISATIONAL PROFILE:

Mediqop consultancy is a highly dependable organization as it is able to handle multiple projects at a time and has well experienced, energetic, versatile and qualified team of consultants. The organization has the ability to work in partnership with other companies to provide integrated solutions and maintain cordial relationships. It has an average experience of 10 years in the field of healthcare consultancy.

Its mission is “To empower our clients with expertise that makes them cohesive and interdependent leading to long term goal and success in an ever changing healthcare scenario.”

Its vision is “To be a leader in providing end to end solutions in healthcare organizations.”

They help the healthcare organization grow by making them compliant to standards, helping them in the processes by giving best and efficient solutions and within the budget. At present Mediqop has 30 projects and 26 consultants associated projects.

SERVICES OFFERED:

The organization gives consultancy services to an array of healthcare consulting services for improving Service Delivery; Compliance with Standards & ultimately help to grow the business of the healthcare organizations. This consultancy firm provides services in management of Quality, Operations, Project services, Legal Services, Financial services and Public Health. They have a highly robust team of consultants who are well read and experienced, committed to the objective of helping the healthcare organizations grow irrespective of their size.

1. Under Quality Management, it provides,

Accreditation Consultancy: NABH/NABL/JCI/IPHS/ISO.

Developing SOPs, Policies & Procedures, Tariffs.

Benchmarking Analysis.

Organizational assessment audits.

Gap Analysis etc.

CGHS/ECHS guidance and inspection

2. Under Operations Management, it provides,

Business Process Re-engineering

Management Restructuring

Hospital Equipment Management (Biomedical/ MEP/ HVAC)

Information Technology Management

Human Resource Management

Stationery & Signage Planning

Inventory Management

Operational and Retainer Management Consulting

Hospital Commissioning

Strategy Consulting
Telemedicine Consulting
Customer Relationship Management Consulting
Outsource Department Planning and Consulting
Franchisee Management Consulting

3. Project Management,

- Under Infrastructure Planning-Green and Brown field
Hospital Planning & Designing
Diagnostic centre
Polyclinics
Dental clinics
Pharmacy setups
Infrastructure Audits
- Under Business Development & Marketing Management
Social Media
Outdoor Media

4. Legal Management includes,

License and statutory consulting
Legal Consulting
Human resource
Medico-legal
Financial legal
Agreement advisory
Hospital Operations & Management
Doctors & Employees
Outsource agencies
Vendor agreements
Service contracts

5. Public Health Management includes,

Public Private Partnership
Documentation/Process management.
Monitoring and Evaluation
Strategic Management
Capacity Building
Skill Development
Certificate Courses -BLS/ACLS/ICN etc.
Class room Trainings

6. Services in Financial Management includes,

Due Diligence Services
Mergers & Acquisitions
Transaction Advisory
Validating Business Plans
Preparing Detailed Project Reports
Debt & Equity Consulting
Internal Financial Control
Internal & External Audit
Cost Accounting & Efficiency consulting
Review/Develop Annual Plan
Budgeting

DEPARTMENTS VISITED

Since Mediqop is a consultancy firm, giving healthcare solutions to hospitals, instead of a department visit, it will be the HCO visit.

During the three months duration of internship, visited several hospitals in Delhi and nearby regions, majority of them were small healthcare organizations having number of beds less than 50. These SHCOs, with the help from Mediqop, was able to improve its quality of care, policies and regulations and SOPs. Majority of HCOs visited were not having enough knowledge and awareness about quality, training of staff, documentation processes etc.

PROJECT DONE OTHER THAN DISSERTATION:

Apart from dissertation, executed the project where **Training of the staff** of Small Healthcare organization was done. The staff in small hospitals are unaware to the basic BLS, SOPs for various events like emergency, needle stick injury etc. Even basic cleanliness, segregation of biomedical wastes etc. is not known as per latest guidelines by Ministry of Health and family Welfare, if at all known did not implement it. The management is least concerned with all these SOPs and protocols and are very sceptical to the guidelines as they find it very cumbersome and expensive.

Thus, to address this problem, Mediqop gave the work of training the staff of SHCO on various topics by presentation and demonstration. Some of the topics are CPR, MSDS, Medication management, LASA, Biomedical waste segregation, Colour coding of bags, Various codes to be followed like Code Blue, Code Red, etc. and Disaster Management mock drills. The most important aspect of infection control and HAI (Hospital Acquired Infections) were taught to them and training for same was given. The various SOP that should be followed in accordance with NABH guidelines was also told to them. The very attitude of such Small healthcare organization towards quality and safety was very poor and thus awareness about same had to be inculcated into them, showing the advantages they will achieve monetarily and otherwise.

REPORTING EXTRAORDINARY ADVERSE EVENTS IN THE HOSPITAL A:

This Hospital A, which was a maternity care hospital, was having a poor documentation of adverse drug reactions and sentinel events. Even the new born babies who were still born, live and the number of caesarean sections were not properly documented. When asked the sisters at hospital, revealed the shocking fact that even the normal delivery cases were converted to caesarean deliveries, as it was more profitable to hospital. They said such incidents are very common and are followed in many other maternity care hospitals nearby them. This event was extraordinary for the reason of their inhuman approach to cases and money making mentality of hospital.

IMPEDIMENTS

The most common impediment while carrying out the project (other than dissertation) was the very attitude of the healthcare organization's management, who were at times very ignorant, rude and resist to change. Since majority of HCOs are small hospitals of less than 50 beds, mainly nursing homes, maternity hospitals, eye care hospitals, pediatric centers etc. The owners of such hospitals may be a doctor or a group of doctors coming together to set up a small hospital. Their main motto was to maximize their profit. Even if training and efficient operating procedures were explained to them, their reluctance to change and implement the same was the major obstacle. The fact that SHCOs constitute about 95% of the total Healthcare organizations in Delhi (from Nursing home cell, Delhi website), these organizations cater to a large number of population. Thus, quality and patient safety should be a part of the SHCOs organizational culture. Mediqop used their efficient team of consultants in tackling such clients with ease and respect.