Internship
at
PricewaterhouseCoopers Pvt. Ltd.,
Gurgaon

By

Ramandeep Kaur

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Sincerely
Dr. Ramandeep Kaur
(MBA HM, 2014-2016)

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Internship Report

1.1 Objective of the internship

The primary objective of the internship is to get practical exposure and understanding of the hospital structure. This gives insight to the factors responsible for setting up a hospital. It gives a fair idea about the market assessment and looking for the gaps which can be further converted into opportunities. It helps in liaising with the team as well as members of the other teams.

1.2 Profile of the organization

PricewaterhouseCoopers is a multinational professional services network headquartered in London. It is one of the Big four auditing firms. It was founded in 1998. It is serving various areas worldwide. The offices are located in 756 locations, 157 countries of the world. The firm consists of three service lines that are assurance, advisory and tax. The largest share is constituted by the assurance that is 45%. It acts on the theory of global reach and use of resources to help governments, businesses and healthcare industry players accomplish their missions in today’s dynamic and competitive environment. PwC provides health organizations with expert guidance regarding healthcare issues in their local markets as well as on operating in global markets.

This brand is developed with a broad mix of service lines that include foods, manufactured goods, communication devices, automobiles and information systems. PwC is known for maintaining working relationships with clients to improve operational performance in many functional areas. The global network of firms provides comprehensive advisory services such as management consulting, business assurance, tax, finance, advisory services, human resources solutions and business process outsourcing services. The distinguishing and value adding feature is experience in various industries and functional areas. The variable experience is highly valuable to clients as healthcare becomes increasingly interconnected with other industries. The healthcare is adopted by all the industries in one or the other form. The leadership initiatives of the firm benefits the client. The relevant best practices that emerge from engagements with other industries such as consumer products, telecommunications and manufacturing are tried to be incorporated into the healthcare to get the best results. The client team consist of a broad range of experts, including medical practitioners, clinicians, nurses, biomedical and pharmaceutical specialists, and health policy experts. We have a team of dedicated professionals with practical experience and understanding of the industry.

PwC provides business insights to the new entrants, private investors and investors working on the model of the public private partnership. The firm explores mergers and acquisitions to expand the services and sustainability. It works in providing solutions and best practices to firms providing healthcare. It works with the governments, private investors, funding agencies or providers.

Mission statement of PwC

PricewaterhouseCoopers mission is to provide an unrivaled level of service and to contribute to the sustained growth of the economy through the execution of vigorous, fair, and high-quality audits based on clear leadership and creative teamwork.

Code of Conduct

PwC experience means:-

1. Invest in teams and relationships
2. Share and collaborate with clients and team members.
3. Put ourselves in each our client's shoes
4. Focus on enhancing the client value.

Given this solid foundation, it helps plan and execute high-quality audits that are based on a comprehensive understanding of our client's strategies, objectives, and plans, to ensure that clients will have an experience that is unrivaled.

1.3 Background of the project

The objective of the project undertaken as part of my internship was to gain an understanding of the technical and financial factors which determine the successful design of a hospital. PricewaterhouseCoopers is a firm that is involved in performing feasibility reports for the hospitals. This projects are done for healthcare providers, payers and investors, both new and existing as well. For the existing providers, sometimes the projects are related to the expansion of the whole hospital or a unit (for e.g- cardiology unit) of the hospital. The time period of the internship was 3 months. The assigned project was performing feasibility study of the mother and child hospital in NCR. Due to privacy and confidentiality policy of the PricewaterhouseCoopers, the identity of the client is not disclosed.

The client owned land in the NCR area with easy accessibility from both the airport and metro stations. The client wanted to open a mother and child hospital. The report is based on assessing the demand and supply for the hospital. Exploring the statistics and market assessment is the backbone of the project. It focuses on projections of the project after 4-5 years. This project gives an insight about the models for the healthcare. This project helped in building relationships with the team members as well as client.

I was involved in secondary research during the internship. I was assigned to prepare decks on healthcare opportunities and other projects along with team members. Besides that I was also part of few proposals for some other projects. It gives an insight to the healthcare industry.