

**Internship
at
Manipal Health Enterprises Pvt Ltd.**

**Submitted By
Aliasgar Patanwal**

**MBA Hospital & Health Management
2013-2015**


**Institute of Health Management Research,
Jaipur
2015**

CONTENTS

1. Introduction.....	3
2. Services provided by organization.....	4
2.1 Major Departments	4
2.2 Floor wise Facility Distribution	5
3. Details of Departments Visited.....	6
3.1 IT Department.....	6
3.1.1 Organogram.....	6
3.2 Functioning and Policies of the Department	7
4. Observations/Learning Working.....	9

LIST OF TABLES

Table 1 Departments and departmental heads at Manipal Health Enterprises Private Limited ...	4
Table 2 Floor wise facility distribution.....	5
Table 3 Scope of IT Services	6
Table 4 Policy Guidelines	8

LIST OF FIGURES

Figure 1 Organogram of the IT department.....	6
---	---

1. Introduction:

Manipal Health Enterprises Private Limited

Manipal Hospitals is part of the Manipal Health Enterprises Private Limited, which pioneers in the field of education and healthcare delivery.

Manipal Hospitals has a special significance in the overall healthcare industry of India and particularly in South India. A social seed sown more than five decades ago is today the country's third largest healthcare group with a network of 15 hospitals and three primary clinics providing comprehensive care that is both curative and preventive in nature for a wide variety of patients not just from India but also from across the globe.

The focus at Manipal Hospitals is to develop an affordable tertiary care multispecialty healthcare framework through its entire delivery spectrum and further extend it to homecare.

One of the most preferred and recognized healthcare facilities by pharmaceutical companies for drug trials, the group's flagship hospital in Bangalore is NABH accredited and ranked amongst the Top 10 multispecialty hospitals in India.

The ethos of Manipal Hospitals is its belief in the credo of its triad of **core values** namely "Clinical Excellence, Patient Centricity and Ethical Practices" which have led to it becoming one of the best hospitals in India and most trusted healthcare providers in the country today.

With its flagship quaternary care facility located in the heart of Bangalore city, five tertiary care, nine secondary care and three primary care clinics across five states, today Manipal Hospitals successfully operates and manages 4,900 beds and caters to around 2 million customers from Indian and overseas every year.

Manipal Health Enterprises Private Limited operates a network of healthcare establishments in India and overseas. Its specialties include accident and emergency care, bone and joints, brain and nerves, cancer care, child care, clinical research, dental care, diabetes and thyroid care, dialysis and kidney transplants, eye care, general medicine, general surgery, genetics, growth and hormonal medicine, and health check, as well as ear, nose, and throat. The company's specialties also include heart care, home care, ICU and critical care, infertility services, lab diagnostics, liver and digestive systems, rehabilitation medicine, psychiatry and psychology, rheumatology, skin care, robotic assisted surgery, spine care, sports medicine, woman and child care, and plastics and cosmetic surgery, as well as kidney stone, prostate, and urology. In addition, it offers fellowship programs.

Manipal Health Enterprises Private Limited was formerly known as Manipal Healthcare Systems Pvt Ltd. and changed its name to Manipal Health Enterprises Private Limited in August 2010.

The company was founded in 1990 and is based in Bengaluru, India with hospitals in Bangalore; Salem; Panaji; Mangalore; Visakhapatnam; Vijayawada; Jaipur; and Klang, Malaysia. It has clinics in Lagos, Nigeria. It has home care facilities in Bangalore and Jaipur. It has information centers in Srikakulam, Kolar, Bellary, Bhatkal, and Vasco. Manipal Health Enterprises Private Limited operates as a subsidiary of Manipal Education and Medical Group International India Pvt. Ltd.

2.0 Services provided by the organization

2.1 Major Departments and head of departments at Manipal Health Enterprises Private Limited.

Name	Designation	Departments
Dr. H Sudarshan Ballal	Medical Director & Chairman – Medical Advisory Board	Legal corporate department
Dr. Nagendra Swamy S C	President and Chairman - Quality Council	Quality
Ms. Sonal Pahwa	Head - Market Activation	Marketing and International patient engagement
Mr. Harinarayan Sharma	Chief Officer – Strategy and Business Development	Strategy and Business Development
Mr. Ramkumar Akella	Managing Director & Chief Executive Officer - Manipal Hospitals (ASMC), Malaysia	Services Excellence
Mr. T Ramoji	Chief Financial Officer and Company Secretary	Finance
Mr. Muthana C G	Vice President and Head – Materials & Procurement	Materials & Procurement
Mr. NandKishor Dhomne	Vice President – Information Technology	Information Technology
Mr. Ganesh Selvaraj	Senior General Manager & Head - Human Resources	Human Resources
Mr. Gopal Devanahalli	Chief Operating Officer (COO)	Business Technology and Transformation

Table 1- Departmental heads at Manipal Health Enterprises Private Limited.

2.2 Floor wise Facility Distribution

Floor wise Facility Distribution

Third Floor	• Board room
	• Waiting area
	• Pantry
Second Floor	• Human Resource Team
	• Finance Team
	• Waiting area
	• Conference Rooms for Business communication
	• Coffee station
First Floor	• Waiting area
	• Business development team
	• Strategy team
	• IT Department
	• Discussion room
Ground Floor	• Reception
	• Waiting Area
	• Audit Room
	• Corporate Marketing Team
	• Digital Marketing Team
	• International Patient Services Team
	• Corporate Pricing Team
	• Customer relationship team
	• Medical services team
	• Legal compliance team

Table 2- Floor wise facility distribution

Facility distribution of such pattern and design is a good concept. This enables big organizations like Manipal chain of hospitals to have centralized departments and enables them to work uninterruptedly allowing them to store information and control operations of all their branches across the city and country efficiently.

3.0-Details of Departments Visited

3.1 I T Department

SCOPE OF IT SERVICES	
To provide IT support to the Organization (Hardware/ Software) & ensure smooth working of HIS	
1	To ensure the installation, recording and management of IT Assets
2	To ensure that organization data is backed up, stored in secured manner & is retrievable at time of disaster or failure for business continuity
3	To ensure efficient Implementation & Maintenance of HIS and to train the users.
4	Complaint Management and resolution- Providing support to the users and to ensure resolution of hardware & software calls or problems/ complaints in stipulated timelines
5	To ensure the proper implementation of IT Security and Maintain Database Integrity

3.1.1 Organogram as shown below is the hierarchy followed in department

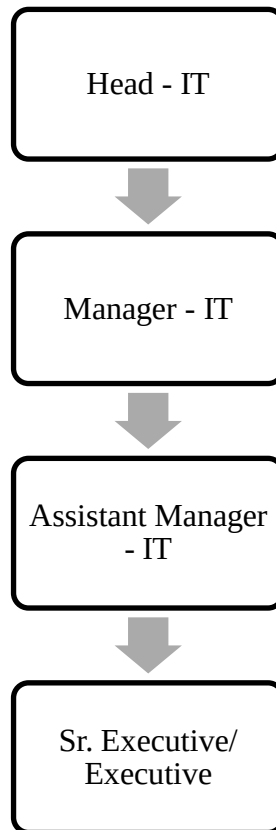


Figure 1-Organogram of the IT Department

Here at Manipal we have a simple hierarchy and organogram for IT department. The IT manager here at Manipal functions as local representative of global network team. He collaborates with corporate and other global teams on implementations, capacity planning and administration of infrastructure. He reports to the Head of the department IT and works in coordination with Assistant manager, senior executive and executives in the department.

3.2 Functioning and Policies of the IT Department

3.2.1 Background:-

Hospital's administrative and patient related data is being captured in the HIS hence it becomes the backbone for the hospital which is precious.

Almost all the department is dependent on the data stored in the HIS to meet the day to day requirement of their department as well as Hospital. It becomes mandatory that the backup should be taken on regular interval to avoid any data loss.

The purpose of data backup is to establish business continuity in disaster situations in least times e.g. Fire, Flood, Server failure etc

3.2.2 Key Definitions: -

a) HIS: Hospital Information system is software which is installed at various departments to automate different processes and MIS purposes. It is also synonymously used with word HMS – Hospital Management System

b) Database: It is collection of tables or files which contains the captured information from various departments or processes.

c) Backup Media: the media which is used to store the backup e.g., DVDs, Tapes etc

d) Database Server: The main computer where the actual physical database reside

S no	Category	Guidelines	Back Media	Record
------	----------	------------	------------	--------

1	Daily Backup Schedule	➤ The Backup of HIS Database is taken based on the following schedule: ○ 5AM, 9 AM, 7PM through Auto Backup plan.	Hard disk of backup computer.	Back Up tracking sheet – Date, Time, Data type, Size
3	Archival of Backup	➤ Bimonthly backup is archived for future references ○ 1st day of the month ○ 16th of every month	CD or DVD back up data is identified with date & dbase name	Back Up tracking sheet – Date, Time, Data type, Size
4	User Data	➤ The backup of User specific data on each PC will be taken by the user itself for which the IT shall provide the Technical support. ➤ For HOD levels Back up CD with pass protection maintained at IT for all HOD on monthly basis	User CD OR DVD	CD or DVD back up data is identified with date & dbase
5	Data Protection in case of natural disaster	➤ The Backup of HIS Database is taken on media on daily basis(2 sets – Organization Head & IT Head) & taken every day outside the premises to avoid the data loss in the event of natural disaster	CD or DVD back up data is identified with date & dbase name	CD or DVD back up data is identified with date & dbase

Table 4-Policy Guidelines

3.2.3 Generic guidelines

- a) Back up data is checked on random basis for accuracy , integrity & restorability and log maintained in back up tracking sheet
- b) The data backup policy applies to all USERS who use who process or store critical data

- c) All data, operating systems and utility files must be adequately and systematically backed up - patches, fixes and update
- d) The backup media must be precisely labeled and accurate records must be maintained of back-ups done and to which back-up set they belong.
- e) 2 Copies of the back-up media, together with the back-up record, is be stored safely in a remote location, at a sufficient distance away to escape any damage from a disaster at the main site.
- f) Regular tests of restoring data/software from the backup copies are undertaken, to ensure that they can be relied upon for use in an Event of data failure.

4.0 Observations/Learning Working

Manipal Health enterprises are the body created to manage all corporate hospital across the world. Basically the unit heads of all the departments of Manipal hospital report here and hence overall performance of Manipal's individual hospital is assessed. Accordingly resources are allocated and strategic decisions are made here. In the digital marketing division, my learning included understanding of managing web queries on digital front asked by patients or patients' relatives. It also enabled me to learn to manage queries on various social media platforms about upcoming health events. As a manager I learned to do social media marketing for hospital to mainly attract international patients and numerous other country, state or city wise patients. Also this has taught me to work in team leading both clinical and non-clinical personnel in the hospital whenever required with proper coordination and follow-up, enhancing my ability to plan for capacity building and to contribute towards the growth of my organization.