

**Internship
at
Health Care at Home India Pvt. Ltd., Bangalore**

**Submitted By
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**MBA Hospital & Health Management
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**Institute of Health Management Research,
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INTERNSHIP REPORT

Introduction

Health Care at Home India is backed by the Burman family (the promoters of Dabur), with their proud legacy of trust and excellence for over 125 years. Their endeavour is also backed by the clinical credibility of the founders of the Health Care at Home UK, where the company has a healthy market share of 80% and is considered a leader and pioneer in home healthcare. In India, they look to bring significant value to the healthcare industry and the home health service sector by drawing synergies and lending support to existing organizations. Above all they aim to bring quality health care, offering comfort and convenience to the patient right at their door step.

Health Care at Home India is committed to:

- Deliver high quality clinical care to achieve the best possible outcome for patients.
- Deliver customers with services and protocols that go beyond just medical care.
- Provide a healthy and satisfying work environment for qualified and trained employees.

Vision

To build a 21st Century model of home healthcare in India, centered on the patient and based on the highest quality home health service.

Mission

To fulfill this vision through a world-class service, equal to or exceeding any such home health service in the west.

Value Proposition

- **High-end care at home**-To provide high quality healthcare in the comfort of the patient's home for all kinds of medical ailments including the likes of chemotherapy treatment or an ICU setup
- **Individualized treatment**- to provide each patient with a customized care plan that is created in consultation with the patients doctor keeping in mind his or her unique needs and medical history
- **World class processes**-To follow the highest quality and clinical standards, our processes are benchmarked against those of the Care Quality Commission (CQC), an independent regulator of health and social care in the UK.
- **Well qualified and trained staff**-to hire the best, most competent and certified health care professionals and provide with rigorous training and simulation based tests in association with Berkeley health EDU

- **Wide range of services-** To provide patients, doctors and hospitals, the widest range of medical care and clinical services that cover a number of ailments making health care at home a one stop shop for quality health care.

FOUNDERS

- **Dr Anand Burman**

Chairman of Dabur Group

Doctorate in the area of Pharmaceutical Chemistry from the University of Kansas in 1980

Entrepreneur of the year 2011, E&Y

- **Gaurav Burman**

15+ years of Private Equity experience (i) Director of Global Private Equity

Dresdner Kleinwort Wasserstein (ii) Managing Partner of Elephant Capital and the Burman

Family office. BA – Tufts University

- **Charles Walsh**

Founder, Ex- Chairman and CEO of Healthcare at Home (UK)

BA - Cambridge University

- **Dr. Gareth Jones**

Ex Director- International, Healthcare at Home (UK), worked in Healthcare at Home (UK) for ~15 years

Retired from Royal Air Force as a Wing Commander after 19 years of service MBA- Warwick University, BScMBChB - Edinburgh University

MANAGEMENT

- **Vivek Srivastava**

Chief Executive Officer

On the board of 5 Burman family companies

10+ years of experience in Project Management - Indian Oil (Fortune 500 Company), Investment Experience (Ambit, GTI Group LLC , PLI Ventures, Burman Family Office)

MBA - Indian School of Business (Dean's List Scholar)

B.Tech - Civil Engineering, IIT Delhi

- **Bridget Harrison**

Head of Clinical Excellence

Inspector, Care Quality Commission (CQC), UK

Ex Head of Nursing and Clinical Governance for HealthCare at Home (UK)

15 years of experience within HaH (UK) with responsibility for all clinical safety and quality

23 years nursing experience - ENB 237 Oncology trained

- **Dr. Gaurav Thukral**

VP, Business Development

15+ years of experience in Healthcare delivery in leading roles like medical administration and P&L. Ex Facility Director for Fortis Hospitals, Raigarh

Certified NABH Assessor, Six Sigma Green Belt certified , FICCI healthcare award for innovations in healthcare 2010, Member, FICCI National Health Committee

MBBS, Post Graduate – internal medicine, MBA Health care, Masters in Mass Communication

- **Vikas Sachdeva**

Chief Information Officer

12+ years of experience with leadership positions in IT

Ex Head, IT for Religare Securities & Member, founding IT team member at India Bulls eventually leading a 90 member team

B.Tech, IIT Delhi; MDP- IIM Calcutta

- **Usha Prabhakar**

Head, Nursing

18 years of Clinical and Teaching Experience in Nursing including 5 years in NHS UK

Ex-Nursing superintendent in Dharamshila Hospital & Research Center, Delhi and Assistant

Nursing superintendent in Rock land hospital, Delhi

Ex Clinical Instructor in School of Nursing G.T.B. Hospital, and College of Nursing (ABCON), LNJP Hospital, Delhi

Bsc (Hons) Nursing, AIIMS, DNHE, Masters in Sociology, Post Graduate – Hospital Management

- **Gaurav Brahmabhatt**

Head, Operations

Over 10+ years of experience in managing Home Healthcare Pharmacy Operations in the UK - i)

Leading Team of >50 professionals ii) Re-engineering and Streamlining of Operational

Processes iii) Customer Services and Quality Control

MBA – Aston Business School, UK

Pharmacy Graduate – University of Pune

In Collaboration with:



HEALTH CARE AT HOME SERVICES

ICU at Home

- Bed sore care
- Care For IV lines
- Fluid management
- Infusions
- Equipment provision (rental or purchase)
- Tracheostomy care
- Care of bedridden
- Enteral feeding
- Parenteral feeding
- Stoma care
- Wound care

Home Physiotherapy Services

- High end imported portable modalities, customized to home care
- Post-surgical physiotherapy
- Chest/Cardiac physiotherapy
- Neuro physiotherapy and rehabilitation
- Musculoskeletal/Orthopaedic physiotherapy
- Sports physiotherapy
- Manual physiotherapy

Home Pulmonology Services

- BIPAP / CPAP Support at home
- COPD management
- IV Antibiotic therapy
- Oxygen therapy
- Chest physiotherapy
- Home sleep study
- Nebulization

Home Cardiac Care

- Counseling on life style management
- Incision care and maintenance of patient hygiene

- Seamless service with assisted discharge
- Tracking and reporting key parameters including ECG, PTI/INR etc.
- Chest physiotherapy
- Diet regulation and designing a nutritional plan
- Heart alert devices and continuous remote ECG monitoring for high risk patients
- Assistance with gradual resumption of physical activities as per care plan

Home Oncology Services

- Adjuvant therapy administration
- Chemotherapy at home
- Pain and symptom management
- Electrolyte infusion/Antibiotic infusion
- Neutropenia care in low infection risk environment
- Chemo port flush
- Nutrition counseling
- Palliative and end of life care
- Parental nutrition/blood transfusions
- PICC line dressing
- Psychological counseling and family counseling

Post-Surgical Care

- Patient and family education
- Diet monitoring and nutritional counseling
- Stitch removal and drain care
- Pain management
- Home intravenous antibiotic therapy
- Post-operative dressing
- Vital signs monitoring

Everyday Care

- Cannula insertion
- Enema application
- RT insertion
- Suppository application
- Catheter insertion
- Injection Administration
- Small wound dressing
- Large wound dressing

Specialist Services

- Bed sore care
- Home ventilation (invasive)
- NIV management
- VAC dressing
- Colostomy care
- Ileostomy care
- PICC line dressing
- Chemo port flushing

Home nutrition care

A large and often overlooked part of healing in any medical case is the aspect of getting the right amount of nutrition from the food that patients tend to eat. Our home nutrition care services look to help patients understand the importance of eating correctly. By providing services both to overcome illness and manage a patient's wellness. We facilitate this by providing regular checkups on food intake over calls, a home visit by our nutritionist to help identify unhealthy food items in the house and more such services.

The team also provides nutrition plans for specific diseases for a faster and healthier recovery. In addition to in person sessions, we also help patients reach out to our professionals via the telephone, online chats and remote video sessions.

Cheat Analysis : A regular check on the food intake over calls

Cupboard Kitchen Clean out: A home visit by the nutritionist to help clean the unhealthy food items in the house

Healthy Grocery Tour: The nutritionist accompanies the consumer to a supermarket to help them buy healthy food items

Nutrition assessments

Individual counseling and life style modifications

DEPARTMENTS – PROBLEMS AND ISSUES IN EACH

- **ADMINISTRATION**
- **BUSINESS DEVELOPMENT**
- **OPERATIONS**
- **CLINICAL DEPARTMENT**

Physiotherapy-high requirement and shortage of staff

Nursing care-lack of communication skills and insufficient training

Doctor care- doctors facing problems with no facilities for transport facilities to far off home visits

Intensive care- emergencies are not treated an ambulance has to be called and patient sent to hospital

Cardiac care

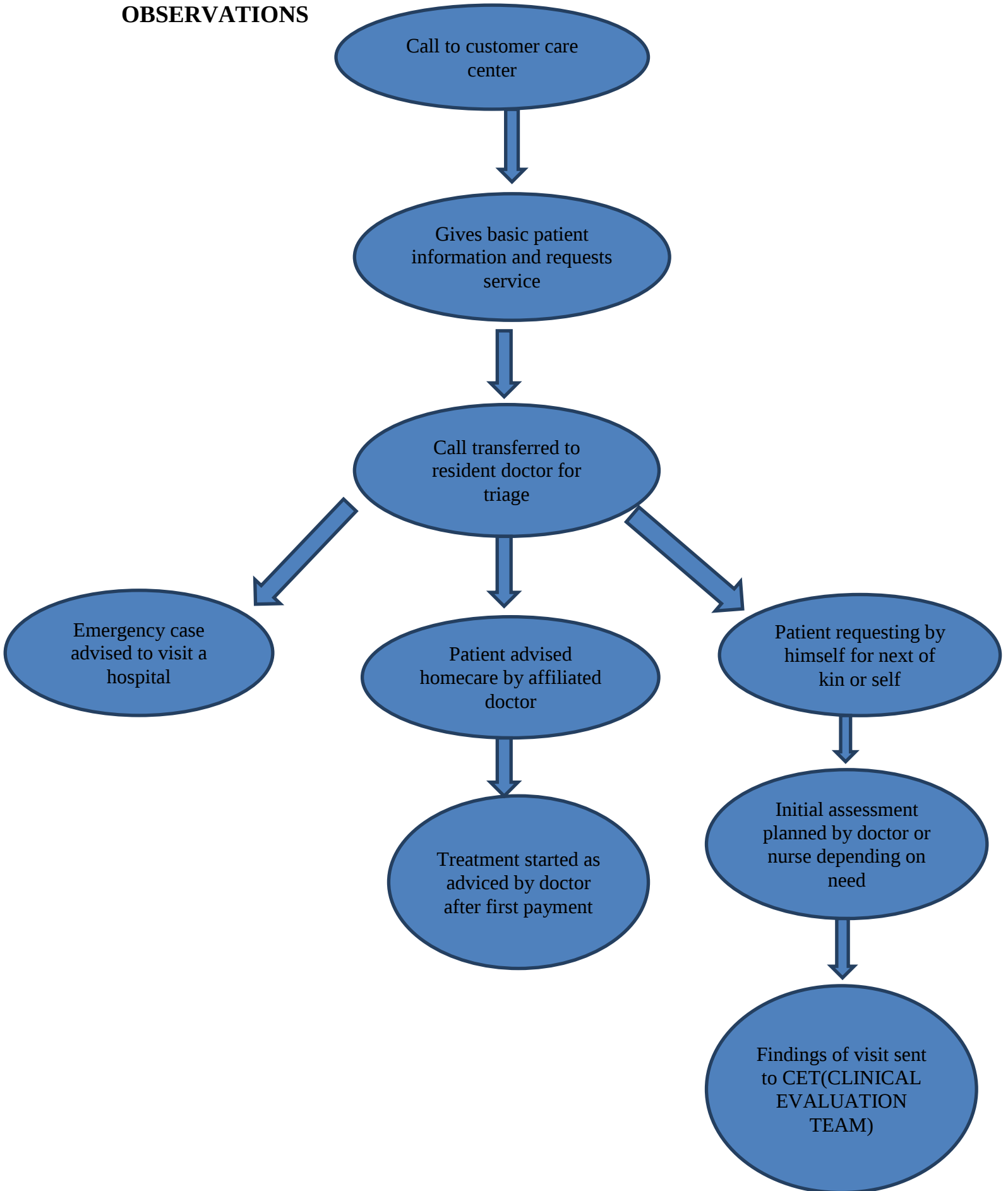
Nutrition and life style management – presently only teleconsultation available

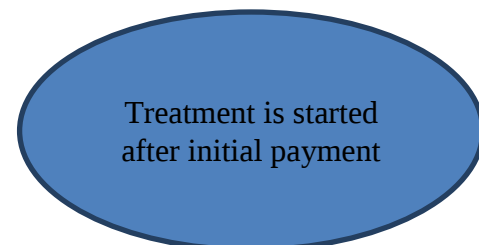
Elderly care- lack of personalized packages available package not suiting their needs

Post-operative care

End of life/ palliative care- lack of training of nurses on next of kin counselling

OBSERVATIONS





PROJECTS OTHER THAN DISSERTATION

- **HOME VISITS**- doing doctor visits for patients at their home which included complete head to toe checkup, advising of tests and prescribing of medication and reporting the same to the treating doctor and next of kin
- **TRAINING OF NURSES** in clinical skills and communication to patients and next of kin
- **SOP'S FOR HOME VISITS** Formulation of SOPs for doctors and nurses for home visits
- **CORPORATE MARKETING** presentation of health talks in corporates and general health checkups
- **MARKETING TO DOCTORS OF VARIOUS HOSPITALS** marketing to doctors about how home care is beneficial and cost effective for their patients
- **HEALTH CAMPS** in corporates , old age homes and school events
- **TRIAGE OF PATIENTS FOR HOMECARE** involved in the triage of patients to decide if they are suitable for home care and if yes what sort of home care

Reporting extraordinary good/adverse events without naming hospital/department