

**Internship
at
Octavo Solutions Pvt. Ltd New Delhi
(February 1 -April 2014)**

**Submitted By
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**Post Graduate Diploma in Hospital & Health Management
2012-2014**


**Institute of Health Management Research,
Jaipur
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INTERNSHIP REPORT

OBJECTIVES OF INTERNSHIP

I did my internship from Octavo Solutions Pvt Limited New Delhi, for the period of three months from 1st February to 30th April 2014.

The objective of the internship at Octavo Solutions Pvt. Ltd. was to gather knowledge about the Dimensions of a Healthcare Consulting Organization and apply the insights so gained to succeed in the same industry. The Dimensions of a Healthcare Consulting Organization are Planning, System Development and Operation, Quality Healthcare Certification, Public Private Partnership, Capacity Building, Information and Technology, Knowledge Management and Public and Rural Health. Main objective of the internship was to understand the working of my Organization on Quality Management System and Quality Assurance Program.

As an Assistant Consultant, my roles and responsibilities included understanding the current ongoing Projects being handled by my Organization and understand the functioning of the unit. We are involved in improving the Clinical and Non Clinical Performance Indicators of the Health Facilities. When we talk of improving the performance indicators and achieving the best out of available resources, role of a Healthcare Management Professionals like Management Consultant becomes crucial as they are the person who suggests measures for inputsrectify all the process flow of the healthcare facilities and finally will monitor the healthcare indicators.

ORGANISATION PROFILE

Octavo Solutions Pvt. Ltd. (OSPL) a multidisciplinary Health & Hospital Management Consulting firm, established and managed by health management experts, supported in its initiatives and efforts by experienced and reputed experts in field (like Architecture, Engineering, Public Health, Bio-medical Engineering, Clinical Experts, National and International Quality Gurus, Project Management experts), who have successfully undertaken health, hospital and other infrastructure projects ranging from small nursing homes to large medical college hospitals, including public health. We are associated with a number of reputed consulting organizations and thus can draw upon qualitative and latest expertise as and when required. With our ongoing in-house research and quality improvement efforts, we always strive to be up-to-date and able to provide the client qualitative, cost effective and comprehensive solutions. Our experts have worked with QCI, JCI and Australian Council of Health Standard International (ACHSI) and donor-funded projects like, the World Bank and the distinguished clients served includes the Ministry of Health, Govt. of India; State Governments, Private clients, Corporate House & Charitable Hospitals. Octavo Solutions Pvt. Ltd. is the first Consulting firm registered with Quality Council of India (National Accreditation Board for Education and Training) for providing consulting services in field of Healthcare.

VISION: To focus on continuous development of processes for understanding the needs & expectations of the clients; leading to continual improvement and achievement of real client satisfaction. To redesign (existing) and develop (new) quality healthcare institutions and hospital with competitive process designs/models matching national and international standards.

MISSION: To become the leader in healthcare consultancy in India by providing value for money; effective, efficient solutions and hands on support.

Key Strengths and Salient Features of OSPL

The primary strength of our company is to partner the client organization to optimize resources & implement the improvement strategies successfully. An assignment begins with an accurate assessment of people, processes, performance and strategies. Our consultants define competitive strengths, threats and opportunities to define performance gaps and growth potential. To assure successful implementation and competitive advantage, we develop an execution action plan with essential controls for the management system under consideration, (PERT Chart). Unique Bottom-Up consulting approach of our consultants ensures success of our consulting assignments. This approach ensures that plans are accepted & practiced at all the levels of management. We have an unmatched 100% success rate for all the projects taken up so far in our journey.

KEY STRENGTHS:

1. **A Private Limited Company**
2. Short listed firm with **NHSRC** (National Health Systems Resource Centre) under aegis of Ministry of Health & Family Welfare (Government of India)
3. **Talented Leadership** from leading institutes like
 - ❖ All India Institute of Medical Sciences (Delhi),
 - ❖ School of Planning and Architecture (Delhi),
 - ❖ Tata Institute of Social Sciences, (Mumbai)
 - ❖ Indian Institute of Health Management and Research (Jaipur)
 - ❖ Symbiosis Institute of Health Sciences (Pune)
 - ❖ Jamia Hamdard University (Delhi)
4. Great Team with all essential skills
5. Dr. Bidhan Das- Member, Technical Committee of NABH for drafting standards
6. Dr T.Venkatesh- Member, Technical Committee of NABL for drafting standards
7. Dr Bidhan Das has Standards for Primary Healthcare (NABH) to his credit which is on its (likely) first test in State of Gujarat
8. Dr. Bidhan Das- First ACHS International Surveyor (Australian Council for Health Standards) in India
9. OSPL is **SE-Asia Partners for ACHS**

10. OSPL has presence in **14 states** (including Union Territories)
11. We have working offices at **7** different locations across India.
12. OSPL has one overseas (**International**) project to its credit.
13. In short span of just 9 years, OSPL has rendered its **consulting services to over 30,000 beds** within the healthcare sector
14. We have provided consulting services to over 100 Hospitals (bed range 30-1500), 07 Teaching Hospital & Medical Colleges, 01 Rehabilitation Hospital, 02 Dental Hospital & Colleges, 02 AYUSH Hospitals.
15. Combined Years of Experience of our Technical Personnel is 68 Man-Years in ISO/ NABL/ NABH/ QMS and Hospital Planning assignments. Our Key Personnel have rich experience of having conducted over 720 Audits/ Assessments and provided consulting services to 497 client organizations for establishing QMS.
16. We are one solution company for healthcare sector.



