

**Internship
at
Octavo Solutions Pvt. Ltd.
New Delhi
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**Submitted By
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**Post Graduate Diploma in Hospital & Health Management
2012-2014**


**Institute of Health Management Research,
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Introduction

As part of the course Post Graduate Diploma in Hospital and Health Management, Institute of Health Management Research, Jaipur (IHMR) requires its students to undergo a 3 month-long internship cum dissertation period, in a reputed health-care organization. This training period enhances the student's capabilities and prepares them for a career in the health care industry. The practical experience gained by the students during this period better their understanding of the theory studied during the course.

I underwent this training period in the Octavo Solutions Pvt. Ltd. New Delhi. Being appointed as the Assistant Consultant. I overlooked all the functioning of the consultancy, at a very close level. I learnt how important it is as a consultant to ensure all accreditation programs of the company work in sync, to guarantee the patients a quality and safe treatment experience.

Organizational Profile

Octavo Solutions Pvt. Ltd. (OSPL) came in operation in October 2006, **formally incorporated as private limited company on 26th February 2007 vides Reg. No. U72400DL2007PTC159745** as 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 on-going 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 (NC07 01)

Octavo Solutions Pvt. Ltd. is also certified ISO 9001: 2008.

The name OCTAVO is derived from Indian Mythology of "Ashtadikpalas" meaning "Rulers of Eight Directions", it is said that if we worship, revere and respect the lords of the eight directions, they will shower on us their blessings and benefits. They would grant us wealth and all comforts, prosperity and progress in life, pleasure, wisdom, knowledge, religiosity and divinity, long life, health and strength energy, vigour, strength, help vanish fears about our enemies and ensure purity.

MISSION

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

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.

Services Provided by Company

1. Hospital Costing and Package Designing

- Costing of different services based on Activity Based Costing and Step Down Costing
- Conducting Comparative Market Survey
- Devising/ Revising tariff rates

2. Planning & Designing of Hospitals

- Feasibility Study
- Business Case Writing (DPR)
- Facility Plan Draft
- Architect Brief & Design
- Equipment Planning & Procurement
- Turn Key Projects
- Techno Economic Viability Report
- Project Financing (Funding from Banks/Financial Institutions)

3. Quality Certifications /Accreditation

- Gap Analysis for Accreditation
- Quality Commissioning

- NABH Accreditation
- NABL Accreditation
- ISO 9001:2008 Certification
- ACHS International Certification

4. Operations & System Development

- Managed Operations Contract
- Systems & Policy Development
- Cross Sectional Studies/ Audits
- Change Management

5. Public and Rural Health Advisory & Consulting role on

- Epidemiology
- Bio Statistics/Informatics
- Environmental Health & Surveillance (Water sanitation)
- Health Services Administration
- Training & Education of Public health force
- Maternal & Child Health
- Project evaluation studies
- Project Appraisal (Technical, Economic & Financial Feasibility study)
- Information, Education & Communication strategy

6. Public Private Partnership

- Transaction advisory role in providing consulting services to government for PPP projects

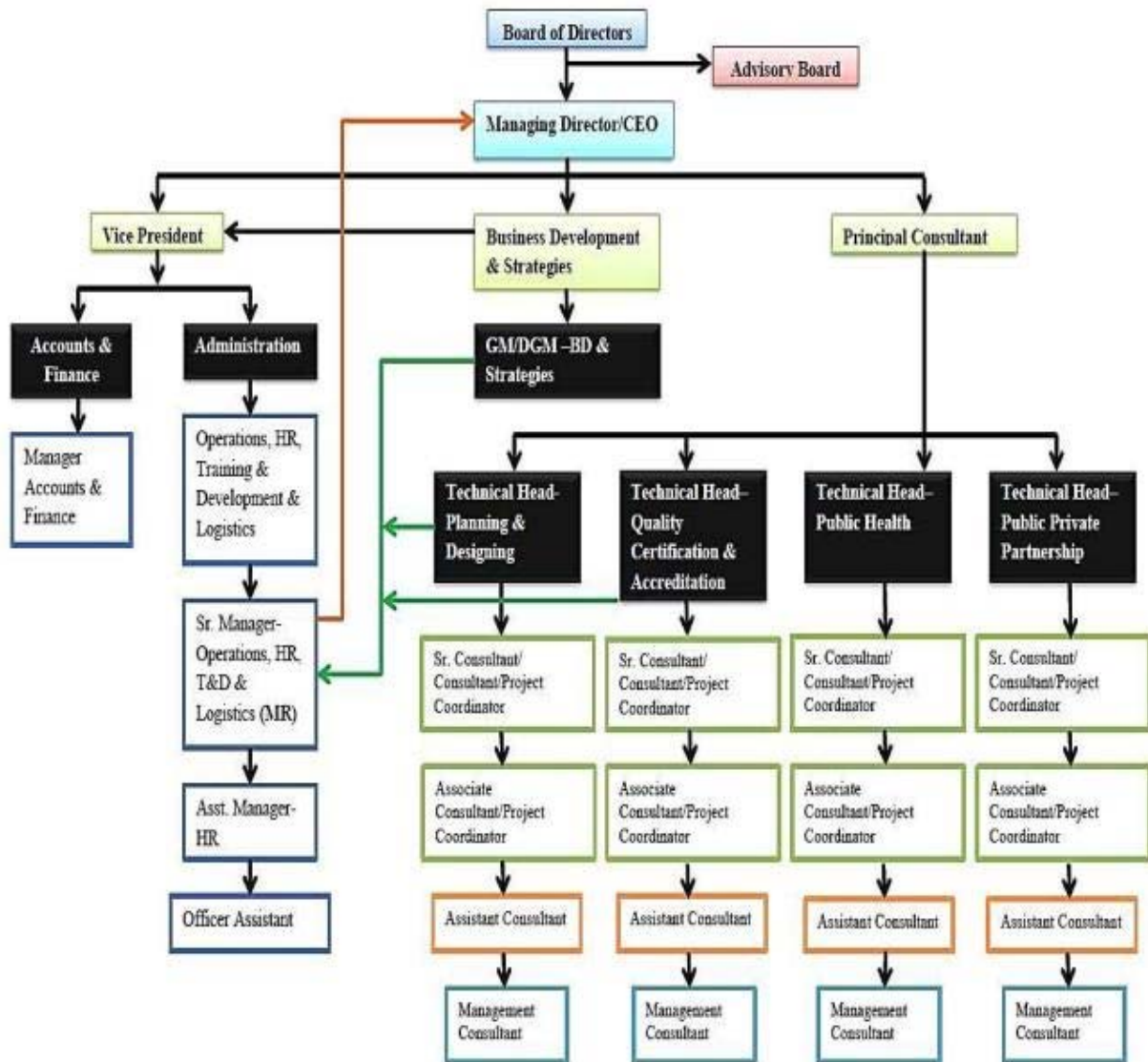
7. Capacity Building

- Manpower Planning & allocation
- Recruitment Contracts
- Continuous Education, Training & Development
- Training Need Assessments

8. Media Planning & Strategy

Behavioural Change Communication

Organization Chart



LESSON LEARNED AND DIFFICULTIES FACED:

- This internship period taught me the importance of regular monitoring and supportive supervision. This ensures meticulous timely reporting of work progress and motivates the staff to work efficiently and effectively.
- Constant interactions with Onsite consultants and to other Clients whom we are providing the services improved my Communication skills.
- I had an opportunity to learn skills of event management, time management and scheduling.
- I learnt how important is the proper documentation of the work done and progress made in implementation of the schemes. This helps us find the gap areas and make targeted interventions.
- I learnt how important the training programs for the field staff are. Regular training programs keeps the grass root level workers updated on the current program developments and this in turn would lead to a responsive society.

DIFFICULTIES FACED:-

- It was challenging to convince and motivate hospital staff to work towards quality certification programme.
- They initially preferred working individually and independent of each other. It was very difficult to make them understand that the work of each one of them is interdependent.