

**Internship  
at  
VPS Healthcare, Abu Dhabi**

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## **Internship report**

### **Organization profile**

VPS Healthcare group formerly known as LLH group goal is to be the best healthcare group across the world.

VPS is an integrated healthcare group with three verticals-healthcare delivery, pharmaceutical and health support services. From opening its first hospital in 2007, the group currently has a total of ten operational hospitals in the UAE, Oman and India; a number of medical centres in the UAE and pharmacies across the world. The group has been expanding rapidly with great success.

VPS hospitals cater to all the strata of the society, from providing the cheapest and best healthcare services to the working class and to the elites. The hospital has three brands of hospital currently-Life care hospital, LLH hospital and Burjeel hospital. Life care hospitals cater to the working class; LLH hospital is for the general public and Burjeel hospital is for the elite and medical tourists. Burjeel hospital is also the largest private hospital in the entire UAE.

The group is currently working on a total of six upcoming projects with the most noticeable being the Burjeel medical city that is based at the Mohammad Bin Zayed City and another medical city that will be based in South India.

### **Service profile**

The VPS Healthcare has three brands of hospital currently in Abu Dhabi-Life care hospital, LLH hospital and Burjeel hospital. Life care hospitals cater to the working class; LLH hospital is for the general public and Burjeel hospital is for the elite and medical tourists. Burjeel hospital is also the largest private hospital in the entire UAE.

Strong markets- UAE and Oman

VPS Healthcare Group is a diversification initiative of LLH Hospital. The Group has branched out into related healthcare business within the Middle East and North Africa (MENA) and the Indian Subcontinent region to realize this vision. Some of the companies within LLH Healthcare group include:

1. Burjeel Hospital, Abu Dhabi
2. Burjeel Hospital for Advanced Surgery, Dubai
3. LLH Hospital, Abu Dhabi
4. LLH Hospital, Musaffah, Abu Dhabi
5. Life care Hospital, Abu Dhabi
6. LLH Hospital Pharmacy, Abu Dhabi
7. LLH Scientific, Abu Dhabi
8. Life Pharma, Dubai
9. Adline Advertising, Abu Dhabi
10. D Club Organic Food, Abu Dhabi

### **VPS Healthcare Awards and Accolades**

- Sheikh Khalifa Excellence Award (SKEA) in 2009; a significant achievement that honours leading organizations which provide outstanding services and set the highest of standards in excellence across the nation.
- Arab Health Award for Patient Safety, 2010

- Joint Commission Accreditation, JCI is dedicated to improving quality, safety and efficiency of healthcare services around the world. JCI standards focus on areas that most directly impact patient care including access to care, assessment of patients, infection control, patient and family rights, and education. At the same time, JCI standards also address facility management and safety, staff qualifications, quality improvement, hospital leadership and information management.
- European Quality Award (EQA) instituted by the European Foundation for Quality Management. The European Quality Award is about excellence. European Quality Award is awarded to companies who show consistent excellence in nine categories of the EQA model: leadership, policy and strategy, people management, resources, processes, customer satisfaction, people satisfaction, impact on society, and business results.

VPS has a clearly defined development plan for healthcare, which involves integrating advanced medical infrastructure in all key centers. VPS Healthcare Group will also form strategic tie-ups with renowned medical specialists to bring about and set best practice standards in all the regions it serves.

### **Departments visited:**

- Human resources – VPS Corporate and Burjeel hospital, Abu Dhabi
- Quality- Burjeel hospital
- Marketing-VPS Healthcare Corporate office and Burjeel hospital, Abu Dhabi
- IT- Burjeel hospital
- Medical Records-Burjeel hospital
- Inpatient and outpatient Pharmacy-Burjeel hospital
- Accounts and finance- VPS corporate and Burjeel hospital, Abu Dhabi
- Laboratory Medicine-Burjeel hospital
- Family Medicine- Burjeel hospital
- Emergency Medicine-Burjeel hospital
- Various clinics- Burjeel hospital
- Wellness Centre-Burjeel hospital
- ICU-Burjeel hospital
- OT-Burjeel hospital

**Department:**

**Management trainee- Corporate Quality Team**

**Observations/Learning**

- Team member of VPS Quality Committee. The VPS-Quality Control Committee is a multi-disciplinary advisory body acting on behalf of the VPS healthcare group to oversee the institution-wide quality control program and supervise quality surveillance in all phases at all of the seven operational hospitals of VPS healthcare facilities. VPS-QC committee initiates auditing\monitoring, training and modifying policies and procedure related to the specialty and institute any appropriate quality control procedures.
- Coordinated and assisted in preparation of hospital audit visits, meetings, files and reports for VPS Quality Committee, departmental meetings and other meetings on a regular basis.
- Scheduling and documenting the minutes of board meetings on a regular basis.
- In addition, also assisted with quality/process improvement efforts and collaborated with physicians and staff on patient safety initiatives of the hospital.