



INDIAN INSTITUTE OF HEALTH MANAGEMENT RESEARCH ADVANCED MEDICARE & RESEARCH INSTITUTE(AMRI) LIMITED

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About AMRI Hospitals:

- AMRI Hospitals was co-founded by the Emami and Shrachi Groups in 1996. It is the premier private healthcare provider of Eastern India, with three super specialty hospitals at Dhakuria, Mukundpur, and Salt Lake, in Kolkata, a state-of-the-art daycare center on Southern Avenue in Kolkata, and another super specialty hospital at Bhubaneswar, Odisha.
- AMRI Hospitals is all set to add around 700 beds in the near future.

AMRI HOSPITAL, BHUBANESWAR, ODISHA

- AMRI Hospitals, Bhubaneswar is the largest super-specialty hospital in the city and the largest inclusion under the renowned brand—AMRI Hospitals Limited, this is a 400 bedded multi-specialty hospital located by the side of Jaydev Vatika, a green belt on the Khandagiri by-pass road next to the SatyaSai Enclave.
- The new management initiative is to ensure coordination, transparency, and a human face in its administration. The emphasis is on providing services at true value for money and total patient satisfaction, with the motto of “GET WELL SOONER”. The Hospital’s internationally acclaimed consultants are attached on a full-time basis and hence the highest standards of clinical service are always maintained.



Mission And Vision:

Vision:

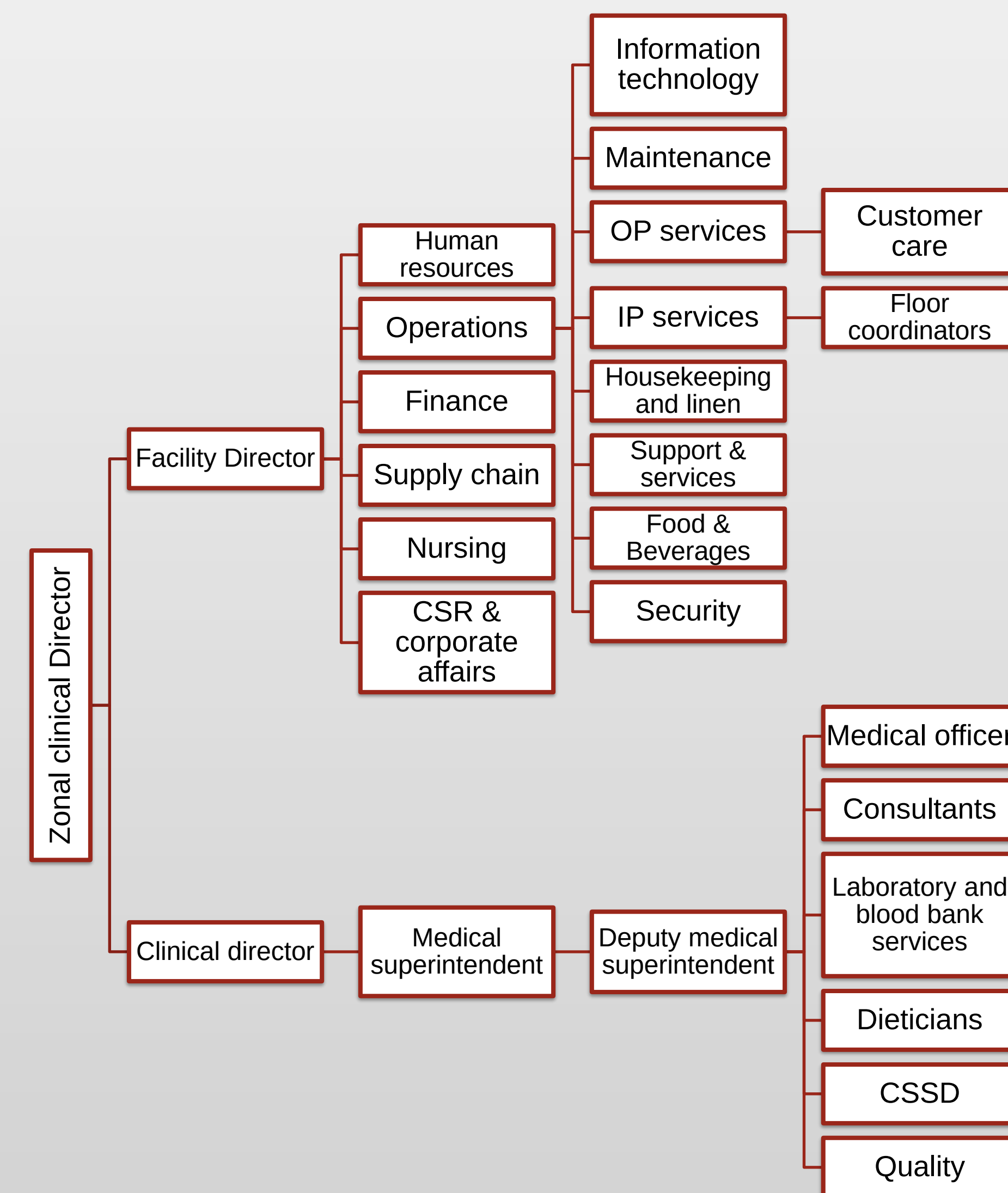
Be cherished as the best place to come for care and the best place to work.

Mission:

- To provide healthcare services maintaining accountability in a responsible manner which contribute to the physical, psychological, social and spiritual well-being of the patients and community which we serve.
- To participate in the creation of healthier lives within the community confirming to the requirements of our patient and customers round the clock and constantly measuring and striving to improve the outcome of our care and service.

- To create and sustain a work environment in which all participants are empowered and committed to continual quality improvements confirming the values of participation, acknowledgment, accountability, teamwork, integrity, and respect.
- Create the national model of care through relentless pursuit of unparalleled quality and value to the entire satisfaction of patient, customer and staff.
- To carry on educational and research activities related to the provision of care to the sick and injured or related to the promotion of health and continually rethink, reshape and redefine solution to healthcare challenges.

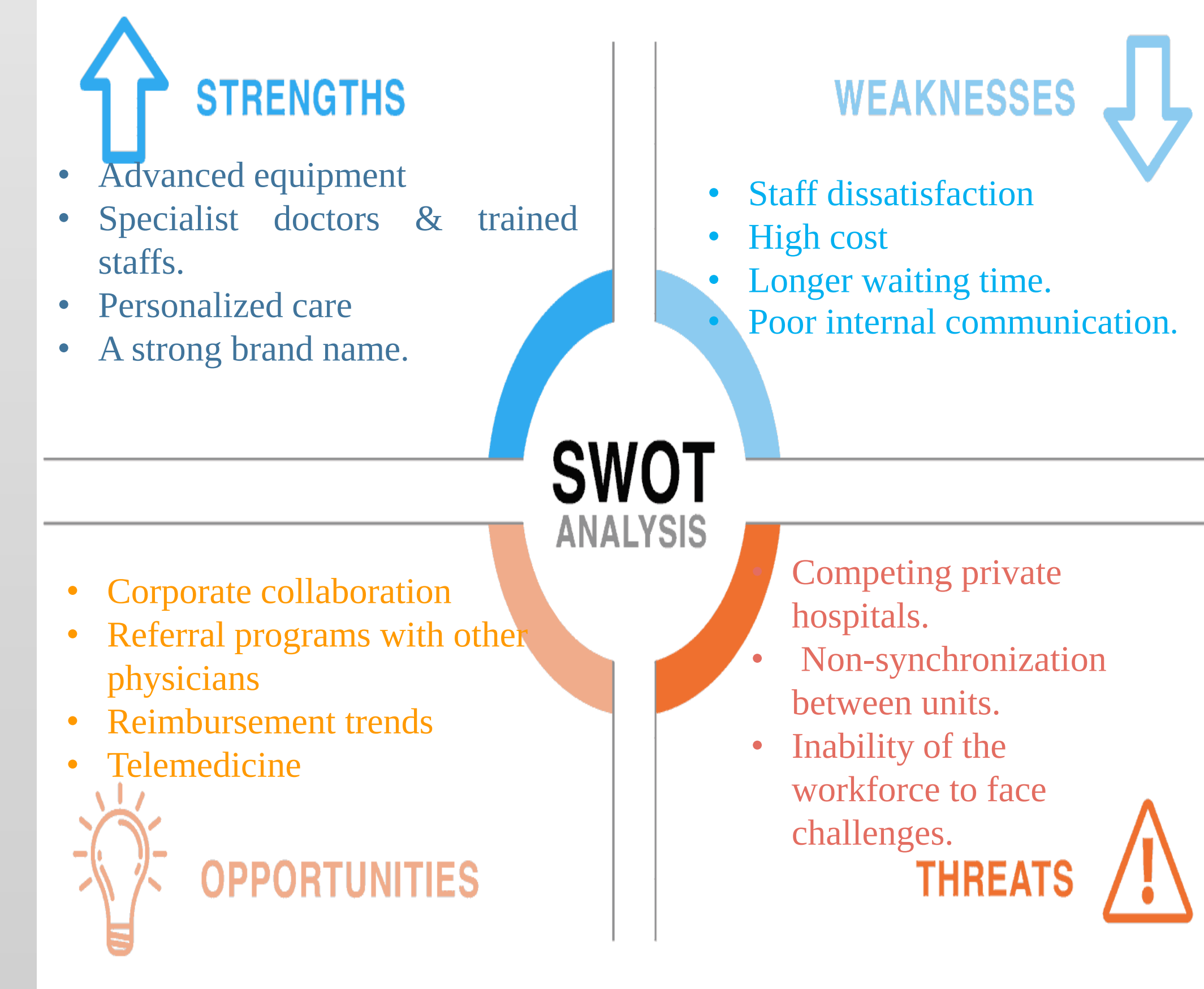
Organization Structure:



Difference between Practical exposure and theoretical understanding:

Theoretical Understanding	Practical Understanding
- The theoretical knowledge learned at IIHMR helped in understanding the basics of the functioning of the organization. - In theory, I had learned about the structure and hierarchy of functioning of a hospital. - The detailed study and understanding of the concepts, theories, and principles related to healthcare management. - In theory, we were mostly given hypothetical problems which helped to relate more practically.	- The practical exposure gave me an opportunity to reflect upon my existing theoretical understanding. - In practical exposure, I acquired a detailed idea about the ground level work that is performed on a regular basis in a hospital. - Managed day-to-day operations ensuring smooth functioning of clinical and non-clinical departments. - The practical exposure gave me an opportunity to face and handle real time problems.

SWOT Analysis:



Learnings during Internship:

- The overall functioning of departments in the hospital and how the employees are motivated and trained in the organization towards achieving their goals set by the organization.
- To maintain coordination between different levels in the organization.
- It gave a practical exposure to the various functional areas of which I had theoretical knowledge so far.
- Real corporate hospital experience.
- Learned to communicate efficiently and understand problems as well as build networks.
- Ground-level functioning and management of a hospital.

Challenges faced during Internship:

- Adaptability to the complex and fast-paced work environment, but eventually everything went smoothly.
- Having less prior practical experience and knowledge about hospital information systems.

Usefulness of Internship:

- Hospital industry exposure.
- Hands on experience in a live hospital work environment setup
- Understanding the corporate tie-ups and tariffs charged by the hospitals.
- Interacting and learning with experts and management employees.

Suggestions:

- As much as the hospital is patient-centric, it should be more considerate of the needs of its staff as well.
- The hospital should have an appropriate sitting arrangement and working environment for its employees.
- The discharge procedure for TPA patients can be made more hassle-free.
- The clerical work should be minimized and more focus should be done on making the hospital a paperless hospital.

GUIDED BY:

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