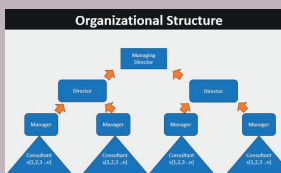


Protiviti is a global consulting firm in over 27 countries that offers a range of services across various industries, including healthcare. In the healthcare sector, Protiviti's healthcare industry team helps provider and payer leaders make better decisions by managing the risks they face today, as well as illuminating the risks and unforeseen consequences inherent in their strategies for future growth and opportunity. Some areas where Protiviti offers expertise in healthcare include Compliance and Regulatory, Risk Management, Internal audit, Data Analytics and Technology solution

Vision	Mission
Thriving Organization, Trusted Partner and Global leader, Solving critical business challenge, Delivering innovations	To be the clients first choice, Employer of choice, Diversified and committed workforce



Hamad Medical Corporation (HMC) is a renowned healthcare organization based in Qatar. As the main provider of tertiary and specialized healthcare services in the country, HMC plays a vital role in delivering high-quality medical care to the local population. With an extensive network of hospitals, clinics, and healthcare centers, HMC offers a comprehensive range of services, including primary care, emergency medicine, specialized surgeries, and advanced treatment options. In January 2016, HMC achieved the significant distinction of becoming the first healthcare system across the globe to have all its hospitals accredited by Joint Commission International under the Academic Medical Center accreditation program.

Challenges faced during internship

- Collection of data/information for assessment was hard
- Working with multiple nationalities understanding their ascent and work culture
- Some documents or email communications were in language which I am not proficient so translation of those were difficult
- Dealing with huge data and sensitive information as there are lot of confidentiality protocols
- To meet the assessment deadline, we need to coordinate with various employees/departments before finalizing each task

Suggestion

There should be a secondary level check before publishing any report to assure the quality

To ensure effective communication and collaboration among a globally dispersed team, schedule brief team huddles (15 min) every other day

During my summer internship at Protiviti, I collaborated on audits at Hamad Medical Corporation, including Credentialing and Licensing, Clinical Revenue Cycle and collected data for Ambulance and Fleet Services.

Presented By :- Archana Sharma, MBA HM-27
Roll Number :- 1472

IIHMR University Mentor: **Dr. Monika Chaudhary**
Protiviti Organization Mentor: **Mr. Alekh Jain**

Learnings During Internship

- In-depth Understanding of Healthcare Audit with a comprehensive understanding of the audit processes and methodologies specific to the healthcare industry.
- I learned the importance of thorough documentation, data validation, and precise analysis to support audit conclusions effectively.
- I developed a strong time management and prioritization skills to ensure timely completion of tasks while maintaining quality standards
- I gained a deep understanding of professional ethics, confidentiality requirements, and the importance of maintaining data privacy and security throughout the audit process
- Received guidance on industry trends, regulations, and best practices from experienced professionals in healthcare industry
- I also learned how to identify the areas of risk in healthcare industry and provide recommendations for improvement

S Strengths	W Weakness
- Strong emphasis on credentialing and licensing ensures compliance with regulatory standards and accreditation requirements, enhancing the organization's reputation. - Qualified workforce with credentials and licenses ensures quality healthcare services - Effective management of the clinical revenue cycle ensures improved financial performance	- Credentialing and licensing can be complex, involving internal and external departments, paperwork, and potential challenges, errors, and delays - Delay in processing licenses impact onboarding new staff or existing staff to continue with their services impacting healthcare services to the end user - Inadequate documentation may lead to revenue leakages impacting the accuracy of the revenue cycle management
O Opportunities	T Threats
- Implementing technology solutions can automate license tracking, streamline the credentialing and licensing process, and expedite it. - Advancing healthcare technologies can enhance billing process efficiency and accuracy. - Data analytics in credentialing and licensing processes can identify patterns, trends, cost and opportunities.	- Frequent changes in credentialing and licensing regulations may pose challenges for compliance - Limited budgets or funding restrictions may impact the organization's ability to invest in technology or resources necessary for effective revenue cycle management

THEORY	PRACTICAL
Theoretical knowledge helps to understand the principle and concept that will be applicable on practical scenarios	Practical experience emphasize on implementation of the theoretical learning in real-world situations
In Theory, we were mostly taught about ideal scenarios and processes	In practical scenarios, we learn and understand about the hidden delays that impact the task and why estimating the correct buffer is important while calculating any task timelines
At times, we may grasp the theoretical concept well, but struggle to assess the practical impact it would have on an organization when put into practice	Engaging in practical scenarios helps bridge this gap and provides us with awareness of the impacts of theoretical knowledge in real-world situations.