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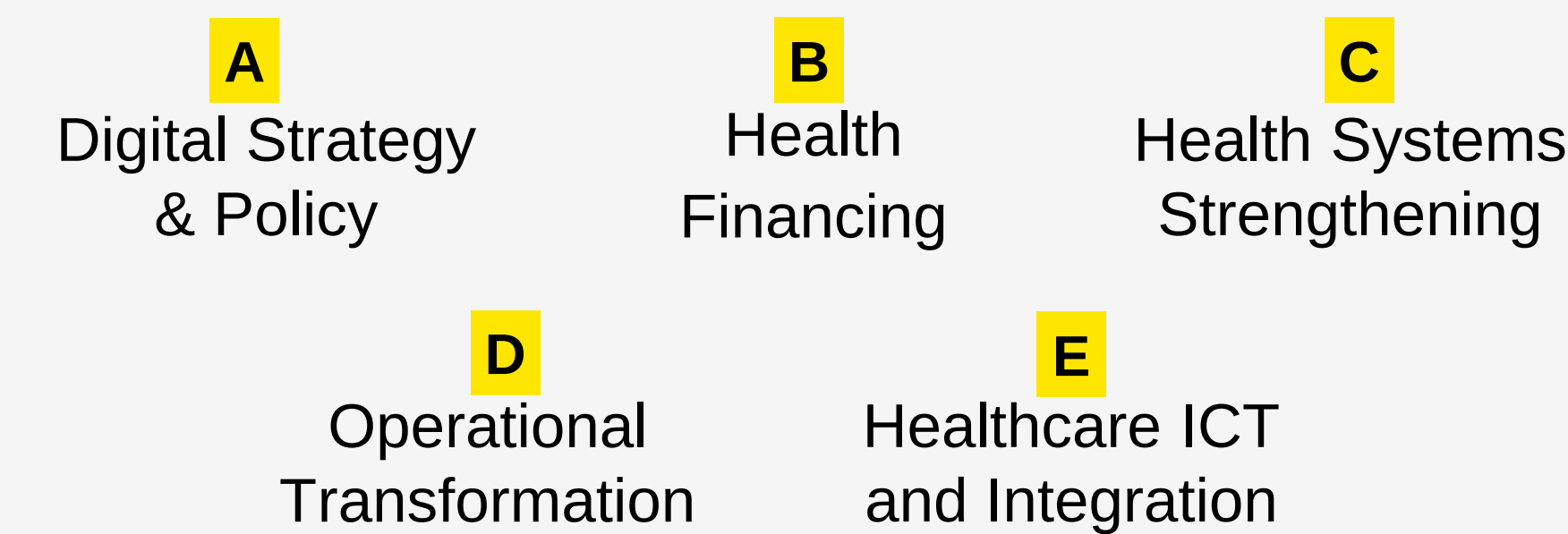
Background and History

The corporation was formed in 1989.

Ernst and Young is a professional services organisation, headquartered in London.

Four integrated service lines - Assurance Consulting, Strategy and Transactions, and Tax.

EY in Healthcare



Vision

To build a better working world.

Mission

To develop outstanding leaders who team to deliver on the promises to all the stakeholders. By doing so, they play a critical role in building a better working world for the people, clients and the communities. EY recognises the fact that improvement in the field of health contributes to economic growth of the country.

Organisation Structure

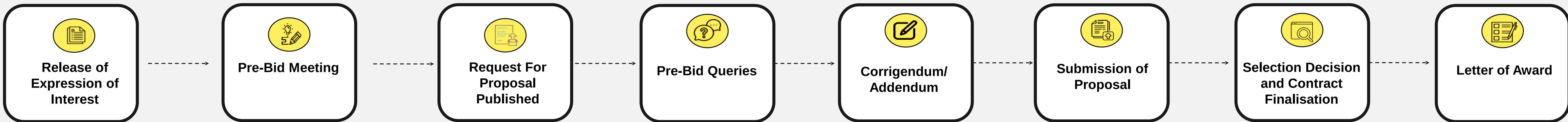


SWOT Analysis (Healthcare Consulting)

STRENGTHS - Strong multidisciplinary workforce - Clients spanning in both private and public healthcare sector	WEAKNESS - Lack of Inter-Sectoral Coordination - Lack of Investment in R&D - Resource constraints
OPPORTUNITIES - Increased demand for healthcare consultancy - Constant advancements in the healthcare landscape	THREATS - Intense competition from other consulting firms - Frequent shifts in the healthcare regulations

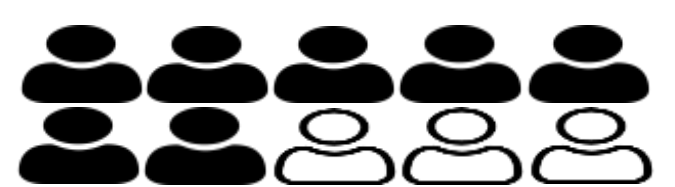
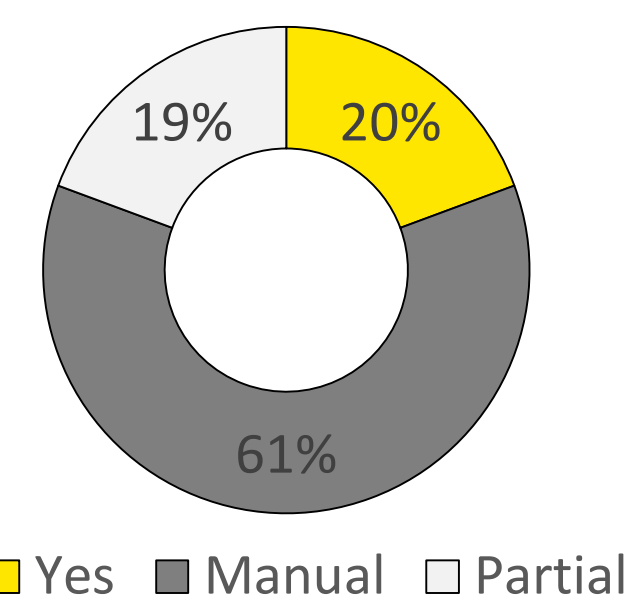
Key Learnings

Onboarding of a Consultant



Implementation and Adoption of HMIS in a Public Hospital

Utility of HMIS



70% physicians said that they refrained from using HMIS for patient management because it was very time-consuming.

CHALLENGES IDENTIFIED

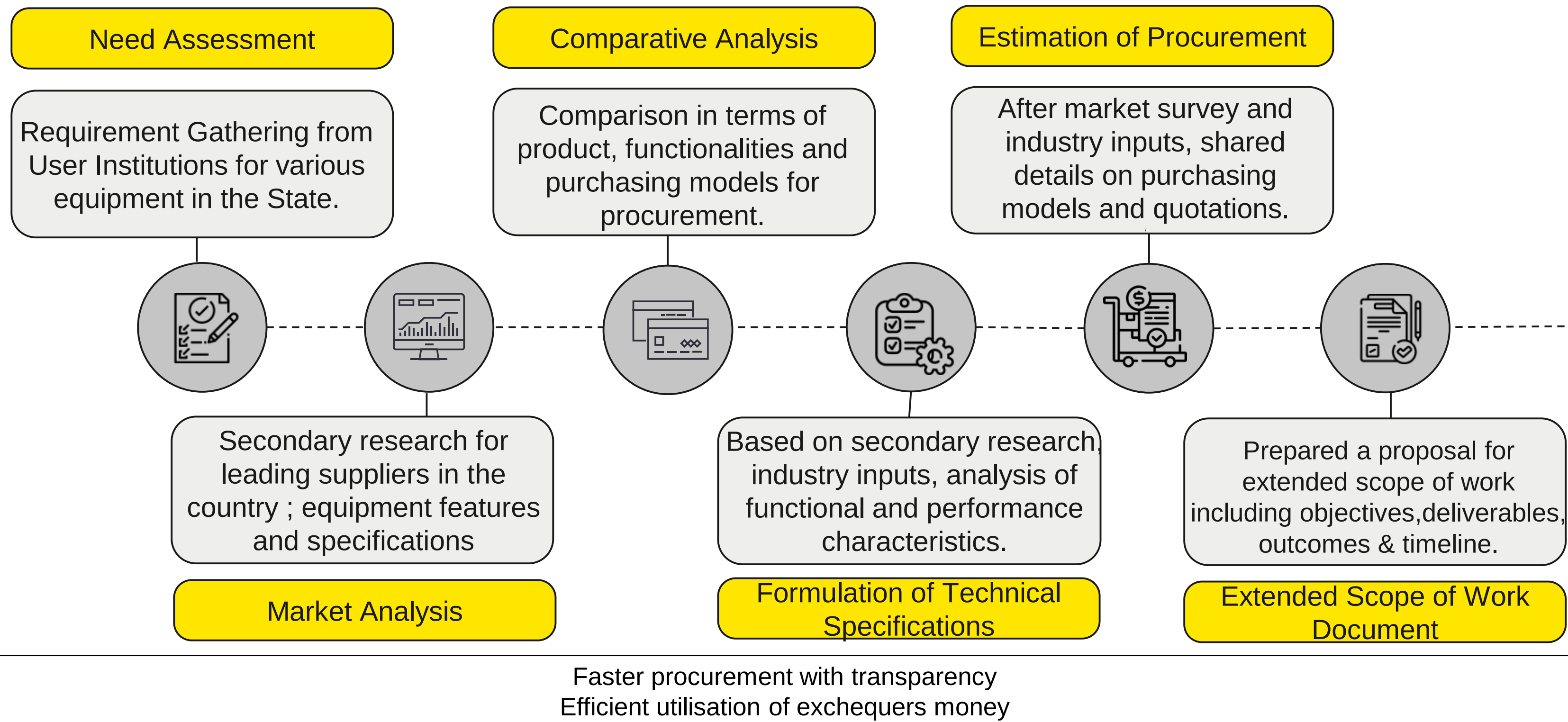
- 01 Poor IT Support
- 02 Lack of IT Infrastructure
- 01 Lack of Training
- 01 Incomplete Integration
- 05 Shortage of Staff
- 06 Partial Digital Literacy
- 07 Lack of customization

RECOMMENDATIONS

- Procurement of additional computers/printers
- Department-wise customised templates
- Regular trainings
- Enhance the integration process



Medical Devices and Medical Technology Procurement



PRACTICAL EXPOSURE

Brainstorming to find Real-time solutions
Enhances Problem Solving Skills



THEORETICAL UNDERSTANDING

Theoretical and Conceptual Knowledge
Comprehensive understanding of policies/health systems

Challenges Faced

- Lack of prior experience in consulting industry
- Navigating team dynamics and collaboration
- Limited client interaction
- Adapting to the fast-paced environment in terms of project demands and deadlines

Patient-Centric Mobile App

Need

- Lack of a single state-wide platform for service delivery in public sector
- Unavailability of Personal Health Records on a digital platform

Ideal Features



DOCTORS & APPOINTMENT



BILLING INSURANCE



PATIENT EDUCATION



VIRTUAL CONSULTATION



PERSONAL HEALTH RECORD



EMERGENCY SERVICE



PATIENT SELF SERVICES



COMPLAINT AND FEEDBACK

Expected Outcomes

- Integrated Health Platform for OPD & IPD Services (One State, One Health App)
- Longitudinal Health Records for every citizen
- Bridge the gap between stakeholders

Learnings

- Identified the problem statement
- Secondary Research
- Features, Integration and FRS Documentation

Usefulness of Internship

- Learnt to approach unstructured problems
- Opportunity to network and work with people from different industry domains
- Exposure towards diverse range of healthcare projects and innovations in digital health
- Regular Trainings / Online courses for upskilling
- Learnt to draft different kind of documents (Slide Decks, RFP, FRS, Reports, Concept notes)

Suggestions

- Strengthen internal communication processes
- Provide regular feedbacks for performance monitoring to understand the expectations better
- Periodic meetings with healthcare team across the country to facilitate cross-learning