



SUMMER TRAINING AT Apollo Hospitals Guwahati, Unit- International Hospital.

Brief Description

- Apollo Hospitals Guwahati, Unit- International Hospital, is a 214-bedded multispeciality hospital
- It provides tertiary level clinical care, backed up by clinicians from various super specialities
- It is joint venture(JV) between Apollo Hospital Enterprise Limited (AHEL) and Assam Hospital Limited (AHL)
- It is the most sought after healthcare destination in the North-East region
- One-stop healthcare institution that has been delivering quality and affordable healthcare services for the last 23 years

INFRASTRUCTURE:

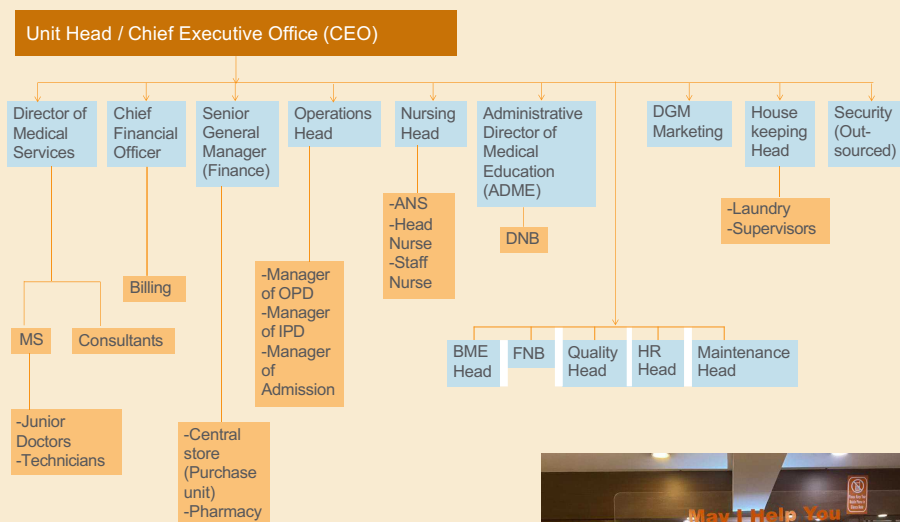
- 214 bedded indoor facility
- 24x7 accident & emergency care, laboratory, blood bank facility & imaging services
- 26 bedded state of the art ICU
- 11 bedded Neuro-ICU
- 8 bedded NICU
- 8 bedded PICU



Brief History

- Apollo Hospitals, established in 1983, was founded by Padma Vibhushan Dr. Prathap C. Reddy
- It is widely recognised as the pioneer of private healthcare revolution in India
- Apollo Hospitals Enterprise Limited (AHEL) has emerged as Asia's foremost integrated healthcare service provider & has a robust presence across the healthcare ecosystem, including Hospitals, Primary Care, Diagnostic Clinics & several retail health models
- Southeast Asia's 1st Proton therapy centre - Apollo Proton Cancer Centre (APCC), Chennai commenced its operations in 2019
- Apollo Hospitals have embraced the rapid global advancement in medical equipment and introduced several innovations in India
- It has championed numerous social initiatives such as- SACHI (Save a child's heart initiative), SAHI (Society to aid the hearing impaired), CURE Foundation (focused on cancer care)
- In a rare honour, the Govt. Of India has issued a commemorative stamp in recognition of Apollo's widespread contributions, the 1st for a healthcare organization

Organisation Structure



Mission

- To bring healthcare of international standards within the reach of every individual
- Committed to the achievement of maintenance of excellence in education, research and healthcare for the benefit of humanity

Vision

- Apollo's vision for the next phase of development is to 'Touch a Billion Lives'



LEARNING & VALUE ADDITIONS DONE DURING INTERNSHIP

- Professionalism
- Communication skills
- Process flow of different departments in the hospital
- Kaizen 5S (Sort, Set, Shine, Standardize, Sustain)
- OPD registration
- Application of 5S in OPD
- Customer care desk
- IPD admission
- IPD discharge
- Investigation billing
- Call centre
- VOC and Google review
- Assisted in Covid Vaccination room
- TPA desk
- Housekeeping importance
- Identification of problem areas
- Suggestions given to solve the problem areas

DIFFERENCE BETWEEN PRACTICAL EXPOSURE & THEORETICAL WORK

- The experience that I have received working in a team in departments like the Emergency and OPD helped me in getting a clear picture about the entire process starting from enquiry till the discharge of the patient.
- I have seen how the call centre of a hospital works and realised the importance of the same, as there would be total chaos without it.
- The process of collecting VOC forms and Google Reviews helped me in polishing my Communication Skills.
- Working with the Customer Care team led me to identify the possible sort of issues /problems a patient/attendee goes through or needs help with.
- To have order in anything, it requires a system and so does a hospital. Thus, the 5S helps in maintaining a systematic work environment and sustain the quality. I have had the opportunity to observe the colour-coded boxes of files in the OPD & storing them in an organised manner with labels, but it has come to my attention about the absence of periodic monitoring & reviewing for applications of the same.
- Concluding with a quote – "Knowing is not enough; we must apply. Willing is not enough; we must do"

SWOT ANALYSIS

STRENGTH	WEAKNESSES
- All specialities under one roof - Centrally located in the city - Highly qualified and experienced Doctors/ Consultants - Apollo Brand - Delivers quality patient care - Efficient and organized place to work - Knowledgeable and trained staff	- Multiple report dispatch counters at different floors leading to confusion for patients. - As there are two units of the hospital in two different location, patient usually faces problem to go to the other unit to get some tests like DEXA scan, Mammography etc. done which is not done in the main building (E.g.- DEXA scan is done in the other unit of Apollo). - Both Covishield and Covaxin vaccines are not available in the same building which the patients are unaware of. - No Queue managers in OPD - Less sitting capacity in OPD waiting area - Some Consultants don't reach on time which delays patient's time.
OPPORTUNITIES	THREATS
- As people are getting more health conscious these days, the hospital can target that particular category of population and start marketing accordingly - Corporate tie-ups for regular check-ups which can help in increasing the revenue of the hospital - Possessing on-demand drugs/treatments at the earliest can increase the footfall in the hospital	- Expanding into two units in two different locations can bring challenges with patient experience and efficient communication - Local Competitors (Nemcare hospital, GNRC hospital, etc)

Challenges faced during INTERNSHIP

- Understanding the office culture
- Unrecognized work
- To prove my worth in 8 weeks which includes- understanding my work, quickly learning all the necessary skills and producing work that is of highest quality
- Long waiting time to get the to-do-list which often led to boredom

Usefulness of INTERNSHIP

- Sharpen problem-solving skills
- Polish collaboration and teamwork skills
- Opportunity to work under experienced professionals
- Hands-on experience for better understanding of the field
- Ability to gain a multitude of experiences in a hospital/healthcare environment
- Personal growth
- Helps one to identify their skills and interest

SUGGESTIONS

- Employees can be increased at registration and billing desk during peak hours/days and schedule shifts for the same to decrease patient waiting time in the queue
- Pamphlets of hospital map can be given to the patient/ attendant right at the registration desk
- Banners or standees precisely stating the availability of only Covishield vaccine (and not Covaxin), at different entrances of the hospital, will help patients to save time and not make their visit go in vain, also location of Subham building can be added for people coming to get doses of Covaxin vaccine
- A single report dispatch counter so that patient/ attendant doesn't have run around different blocks in the hospital for collecting reports
- Periodic monitoring & reviewing for application of 5S in the hospital
- Refresher training for the staff to refresh their knowledge on 5S which will also be an opportunity to orient the new staff

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Organisation name- Apollo Hospitals
Guwahati, Unit- International Hospital (A unit of Assam Hospitals Ltd.)
Title of the poster- Summer training poster

