

Internship Report

ONE LIFE HOME HEALTHCARE, CHENNAI

Submitted to



IIHMR University, Jaipur

For the partial fulfilment for the award

of the degree of

Master of Business Administration (MBA)

In

Hospital & Health Management

Submitted by

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Introduction

An internship period of three months i.e., 21st March 2022 to 19th June 2022 was completed at One Life Home Healthcare, Chennai. A comprehensive understanding of the organizational structure / hierarchy, reporting system, work flow was done. Various tasks were carried out during this period and the approach towards learning has been sincere, scientific and analytical. The internship has developed the capabilities as well as soft skills and has prepared for the future managerial role while learning in a professional work environment

Objectives of Internship

Primary Objective: To gain exposure and hands on experience to work in different departments in a home healthcare organization.

Secondary objective:

- a. Equip with knowledge to be successful for the future positions by observing various protocols followed in the organization and try to acquire skills to accomplish them
- b. Observe the mannerism of existing employees and learn the culture of the organization
- c. Develop capabilities and soft skills by practically applying the academic knowledge while learning in a professional work environment

Organizational Profile

Founded by N. Ramachandran, erstwhile promoter of India Cements Ltd and T. R. Narayanaswamy, Executive Director, Tattva Group, One Life Health Care aims to usher in professional excellence and innovative thinking to this growing space. The company is gearing up to become a pan-India health care delivery platform while being India's first Integrated Specialty Home Health Care Company. One Life is managed by a proven team of healthcare professionals and experts, who have impeccable credentials, global experience and the right attitude towards this service of home healthcare. One Life's philosophy 'Live Well Always' is an expression which powers their intent and effort to help people heal in comfort and surrounded by their loved ones.

- **VISION**

To be the preferred integrated home healthcare provider for patients, care-givers and healthcare professionals, offering seamless service delivery and best-in-class clinical outcomes in order to "Live Well Always".

- **MISSION**

To provide world-class, home healthcare services for the people that they serve through clinical excellence and innovation.

- **VALUES**

The values form the foundation on which the entire organisation is built, and they are the beacons of light showing us the path of excellence we wish to tread. Each of the values is chosen to inspire to perform to the highest levels of service in their chosen line of work.

- Patient centricity
- Accountability
- Integrity
- Collaboration
- Compassion

Services Provided by Organization

One Life Healthcare Services range from Post Hospitalisation to Advanced Home Healthcare

- 1) Post Hospitalization - One Life's Post Hospitalisation services are designed to help the patient recover both physically and mentally, while offering counselling and strength to the patient and the family.
- 2) Senior Care - One Life's committed team of caregivers - doctors, nurses and physiotherapists address every aspect from Pain Management to Disease Management and coordinating Healthcare needs, guiding you in making the right health care and lifestyle choices.
- 3) Chronic Disease Management - One Life's Chronic Care Management program is patient centric – helping patients with chronic disease conditions like diabetes, arthritis, COPD or renal diseases to manage their condition. Programs are individually devised using a combination of clinical, physiological, behavioural, and economic factors helping the patients achieve a better quality of life.
- 4) Physio Therapy - One Life provides expert physiotherapy and rehabilitation to patients with pain or physical impairment and disability. They also provide these services to athletes to improve body function and performance.
- 5) Skilled Nursing - One Life's qualified nursing team caters to a wide range of health care needs at home, thereby avoiding multiple hospital or clinic visits.
- 6) Doctor Home Visits - Top notch doctors and physicians visit a patient's home to conduct a detailed assessment of the patient health and assist in devising a well thought out recovery plan. This eliminates the physical strain of constant hospital visits.
- 7) Advanced Home Healthcare - Advanced home health care at One Life refers to intensive care services provided for those who need constant monitoring but cannot be treated in a hospital set up. This high quality-care helps in providing better recovery in the comfort of the home without the risk of infection. In addition this is highly cost effective. One Life's Advanced Home Healthcare is as per the international guidelines and advice of medical experts. It also involves consultation with a patient's primary physician, ensuring best care and better outcomes.

Key Activities Undertaken Other than Dissertation

The activities delivered by me through my internship are diverse and nourished me to attain an insight into the commitment and dedication of One Life towards serving humankind

- 1) Rotary trainings in various departments via hands on experience and trainings to be equipped with the knowledge and skills required to perform the roles assigned
- 2) Weekly field visits to various assigned hospitals and patients' place with Nurse managers and Sales managers to learn about stakeholders, learn about branding and learn about the desired patients along with patient interactions within the organization
- 3) Training in operations department to learn about the processes involved in patient care and the managerial aspects of the operations and the challenges involved from the patient and caregiver side and the possible solutions
- 4) Training in sales department to learn about the roles and responsibilities of sales managers and to perform hospital survey and marketing
- 5) Training in Medical Record Department to learn about the documentation maintenance, protocols to be followed and to maintain confidentiality of the record
- 6) Training by Nurse Educator to learn about the various standard operating procedures and treatment modalities being followed while treating patients by the nurses
- 7) Understanding the roles and activities undertaken by Medical Officers and Patient Care Assistants during patient visits
- 8) Induction in Quality and HR Department on quality parameters being followed by organization and the role of human resources managers in the organization respectively
- 9) Induction on duties of Administration, Finance and IT department

Projects Undertaken Other than Dissertation

- 1) Leave Management of field staff nurses

2) Competitor analysis for assisted living facilities in Chennai

Key Learnings from Internship

The internship was done at One Life Home Healthcare, Chennai as a Management Trainee. During this period, an invaluable chance to witness the functioning and flow of the various processes aided me to enlarge the related organizational expertise of the entire organization. This internship has amplified my cognitive skills in assisting me to learn the postulate of learning by observation, administration skills and the value of accomplishing the task in teams

Few of the key learnings are as follows:

1. Business model of the organization
2. Operations departmental functions and roles performed by field staff nurses and nurse managers and how deal with operational challenges
3. Sales departmental functions and roles performed by sales managers
4. Interdepartmental co-ordination and conflict management
5. How to work in a team like a professional and co-ordinate to work together and complete a particular task