

Internship Report

Submitted



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in
Hospital and Health Management

By

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APOLLO HOSPITALS, HYDERABAD



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INTERNSHIP REPORT

INTRODUCTION

My recent three-month internship at Apollo Health City, Hyderabad, was a transformative experience that greatly fostered both my personal and professional growth. Collaborating with exceptional professionals has significantly influenced my career trajectory.

This report presents my internship experience at APOLLO HEALTH CITY, where I worked as an Operations Management Intern which took place from 20th March 2024 to 13th June 2024, a period during which I was able to gain a broad understanding of activities of the organization. I was part of the team operations which manages administrative functions, including patient flow management, departmental coordination and healthcare quality improvement initiatives. My responsibilities include assisting in patient care coordination, patient flow management, performance improvement projects and patient satisfaction initiatives.

OBJECTIVES

- The main goal was vested in provisions of receiving practical exposure in hospital management, appreciating the prospects of managing health care institutions and undertaking the factors that hamper efficiency and efficacy of a hospital's working.
- Develop skills in management practices, including decision making, problem solving and leadership.
- Build interaction skills with the working staff of the hospital, the patients, and other third parties.
- Contribute to or be responsible for any special assignments pertinent to hospital administration, performance enhancement, or client satisfaction schemes.

ORGANIZATIONAL PROFILE



Introduction:

Apollo Hospital in Hyderabad is a 550 bed, cutting-edge tertiary care facility that offers a depth of knowledge in the full range of advanced medical and surgical interventions along with a well- rounded combination of inpatient and outpatient services. Apollo Hospitals Hyderabad first opened its doors to the world in 1988. Today, after nearly 3 decades, Apollo Hospitals, Hyderabad has emerged as the most renowned and trusted integrated Health City in Asia, specializing in the entire spectrum from illness to wellness and holistic therapy. The Apollo Group was the first to invest in pre-requisites for international quality accreditations such as the JCI and other initiatives including the ACE@25 and TASSC, conveying a commitment to global benchmarks and clinical excellence. The centres of excellence at Apollo Hospitals are the brainchild of our Founder Chairman, Dr Prathap C. Reddy. He believed that the emergence of new therapies, technologies, and improved diagnostics were pivotal for delivering quality treatment. The Centres of Excellence at Apollo Hospitals offer a one-stop solution for patients with multiple and complex medical problems, saving them valuable time, effort, and cost from having to meet several doctors and to undergo diagnostic procedures to have their condition pinpointed.

VISION:

Vision is to make India as a Global Healthcare Destination.

MISSION:

Mission is to bring healthcare of international standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity.

VALUES:

- Pioneering attitude
- Trustworthy spirit
- Proactive involvement
- Compassionate care
- Worldclass excellence.

SERVICES PROVIDED BY THE ORGANIZATION

At Apollo, it is the prime Responsibility to provide high quality clinical care to all the patients. Putting the patient at the core of operations, Apollo has developed robust quality standards, used expert diagnoses and treatment plans and enhanced infection and safety protocols to render them the most appropriate treatment.

Major specialities including Heart, Cancer, Bones, Joints & Spine, Organ Transplants, Neurology, Gastro & Colorectal, Bariatric Surgery, Gynaecology and Ophthalmology are some of the Centres of Excellence available, which offer exceptional group practice programmes.

The services include:

- Preventive Health Checks
- Diagnostic services
- Robotic surgery
- Apollo Cosmetic
- Apollo Eye
- Anaesthesia and Intensive care
- Apollo Prostate
- Daycare Specialists
- Health Advisory Covid-19

KEY ACTIVITIES/PROJECTS UNDERTAKEN

- Calculation of Turn Around Time (TAT) for the procedures undertaken in the Department of Gastroenterology and Hepatology and measures to reduce the TAT for the same.
- Analysis of the proportion of patients who preferred other diagnostic centres to Apollo (Leakages & Conversions)
- Scheduling of the Procedures in the Department of Gastroenterology and Hepatology.

KEY LEARNINGS

- Understanding the process flow management of the Department of Gastroenterology and Hepatology
- Enhanced soft skills-to efficiently communicate and coordinate patients, empathetically understand problems
- Various Queue management systems
- Calculated TAT for procedures which undertook in the Department of Gastroenterology and Hepatology and followed measures to reduce the TAT
- Analysed the proportion of patients who preferred other diagnostic centres to Apollo and encouraged the patients to prefer Apollo by explaining the quality and efficiency of the equipment used in Apollo leading to higher conversion rate and lesser leakages.