

Internship Report

Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

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INTERNSHIP REPORT

Introduction

This report details my internship experience at Ohum Healthcare Private Limited, where I worked on various projects to enhance healthcare management systems. The internship spanned from March 15, 2024, to June 15, 2024.

Project: An Analysis of the Process Flow Improvement in Outdoor Patient Handling by the Online Slot Booking System

Duration: March 15, 2024 - April 30, 2024

About organisation

Ohum Healthcare is a leader in Clinical Transformation solutions, implementing and supporting Information Systems that enhance healthcare delivery in hospitals and public health communities, including state and central government hospitals.

They developed OhumSky, a top cloud-based integrated hospital management system designed to control hospital costs and improve patient care. OhumSky offers comprehensive solutions for Financial, Administrative, and Clinical Management, and includes OhumBI, an advanced analytics application that elevates hospital and care management program performance to world-class standards.

Objective:

- To review the current process flow of outdoor patient handling in healthcare facilities.
- To analyse the challenges and inefficiencies in the current process flow.
- To design and implement an online slot booking system for outdoor patient appointments.
- To evaluate the impact of the online slot booking system on reducing wait times.

My Contributions:

Data Analysis:

- Collected and analysed data regarding current HMIS usage among clinicians.
- Identified key metrics and performance indicators to measure adoption rates.

Process Improvement:

- Evaluated existing processes related to HMIS usage.
- Suggested improvements to streamline HMIS workflows for clinicians

Reporting:

- Compiled comprehensive reports on HMIS adoption rates.
- Highlighted areas needing improvement and presented findings to senior management.

Skills Acquired:

- Gap Analysis: Learned to identify and analyse gaps between current HMIS usage and desired outcomes.
- Implementation: Gained insights into effective strategies for implementing process improvements.
- Technical Assistance: Provided technical support to clinicians to facilitate smoother HMIS adoption.

Conclusion:

The internship at Ohum Healthcare Private Limited was an enriching experience that allowed me to contribute to meaningful projects while acquiring valuable skills. The "Increase Adoption of HMIS in Clinician Community" project, in particular, provided me with a solid foundation in data analysis, process improvement, and technical assistance. I am grateful for the opportunity to work with such a dynamic team and look forward to applying these skills in my future endeavours.

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