

INTERNSHIP REPORT

Submitted to



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for the partial fulfillment for the award of the degree

of Master of Business Administration (MBA)

in

Hospital and Health Management

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TABLE OF CONTENTS

S.No.	Description	Page No.
1.	Introduction	3
2.	Objectives of the Internship	3
3.	Organizational Profile	4
4.	Services Provided by the Organization	4
5.	Key Activities/ Projects Undertaken Other than Dissertation	5
6.	Key Learning and Value Additions	6
7.	References	7

1. INTRODUCTION

As part of my dissertation, I interned as a Project Manager - Research, in MetahOS - Healthcare Operating System by Meta16labs Healthcare and Analytics Pvt Ltd, Bengaluru from 01 April to 30 June 2024. I was placed in the Product Manager

Research position. During this period, I worked on Documentation of the Product, Preparing the product's user manual, Finding and checking the bugs in the product, and creating user stories for new modules in the product.

2. OBJECTIVES OF INTERNSHIP

- To aid myself in coordinating and managing the project activities across different functional areas within the company.
- To involve myself in working closely with the product development, expediting, quality, and logistics management teams to ensure all project deliverables are met.
- To aid myself in helping the Project Managers in communicating project status updates.
- To develop managerial and leadership skills which are needed for my future growth in the organization.
- To understand the ground-level process and procedures by working in the field to develop my skills and knowledge from the grassroots level.
- During this course of time, I expect to learn how to work with colleagues, work in teams, assist administrators, grasp organizational culture, and develop analytical and documenting skills.

3. ORGANIZATIONAL PROFILE

Meta 16 Labs Healthcare & Analytics Pvt. Ltd. Is a healthcare IT Company dedicated to –

- Create affordable healthcare IT solutions.
- Make healthcare solutions easy for & accessible to every stratum of society.
- Keep healthcare data private and safe.

Meta16Labs Healthcare and Analytics Pvt. Ltd., understands the challenges that healthcare institutions face in streamlining their operations, improving patient care, and optimizing their overall performance.

This is why we developed cutting-edge solutions specifically designed to empower healthcare institutions, enhance patient engagement & enable quality care with tools required to thrive in today's rapidly evolving healthcare landscape.

Founded in 2018, the team includes experienced technology-driven individuals from Siemens, Cerner, NHS UK, Swiss Re, Innovaccer, 1mg, and practicing doctors, we have crafted a comprehensive suite of innovative healthcare management software that caters to the unique needs of healthcare organizations of all sizes.

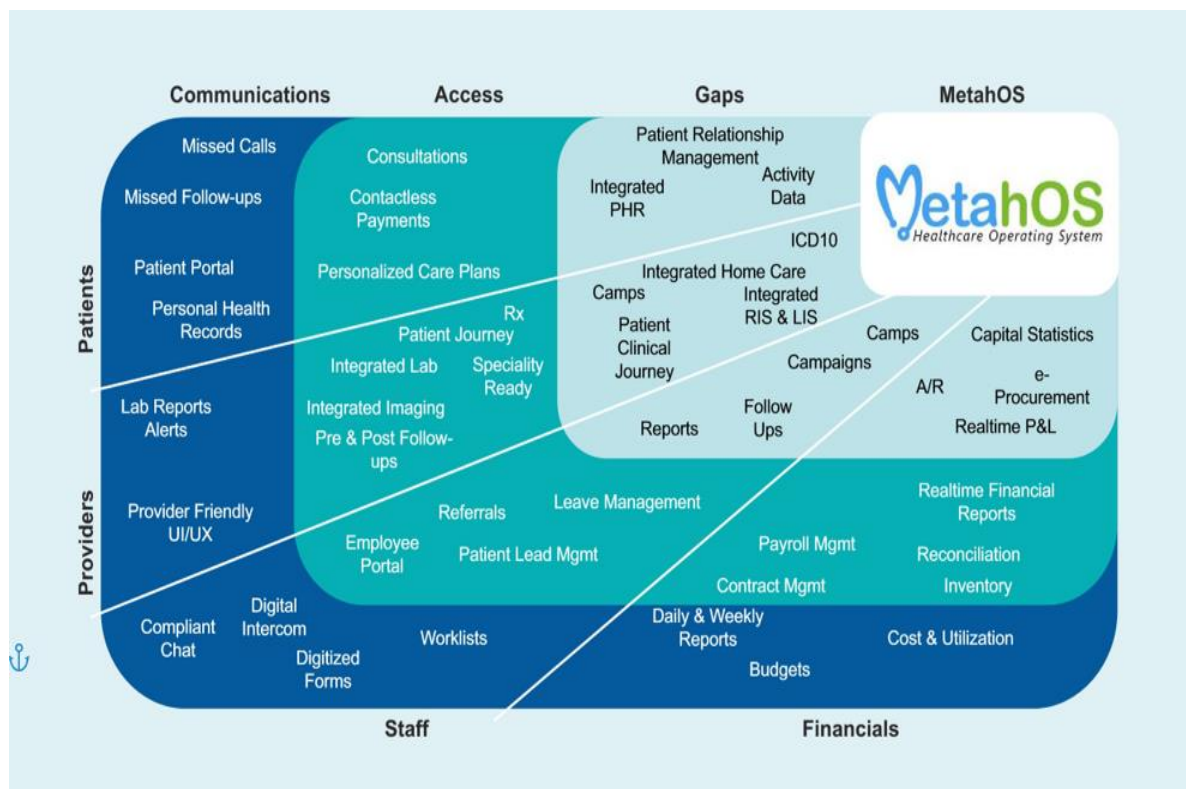
VISION of the MetahOS - Healthcare Operating System by Meta16labs Healthcare and Analytics Pvt Ltd:

To be the Patient Health-Centric Platform to Manage Everyone's Health & Wellness

MISSION of the MetahOS - Healthcare Operating System by Meta16labs Healthcare and Analytics Pvt Ltd:

Enable Healthcare Providers Everywhere and Every Time

4. SERVICES PROVIDED BY THE ORGANIZATION



Prominent Products are:

4.1 MetahOS Healthcare Operating System

Digital OPD & IPD*, EMR (HIS), NDHM Ready

24X7 Call Center, Intercom

Patient Relationship Management

Marketing, Sales & Referral Management

Accounting & Finance with Accounts Receivables

HR, Operations* & RTC*

4.2 Wurkwell - Workplace Wellness Platform

Human Resources can now run employee health & wellness initiatives all through the year using the m16.health WeCare AtWork™ Program. From Annual Health Checks, and Stress Management to Cancer Screening, we have built all the initiatives on the platform so that you can run it using OneClick service.

4.3 MyTeleOPD - Digital Clinic

Secure Two-Way Communication channels between Doctor and Patient; Security to Safeguard All Sensitive Private Patient Information; Works well with Low-Speed Internet; Simple and Easy-to-Use; Prescreen Patients.

5. KEY ACTIVITIES/ PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Apart from the dissertation, I worked on several other tasks like –

- Project documentation/User Manual of ERP in which the following are - Inventory Management, Payment Management, Voucher Management, Site Management, Expenses Management, and Item Manager.
- Research Paper Study on EHR of UK, Middle East.
- Testing of different modules and Bug Testing- Testing was carried out to identify any remaining bugs or glitches to ensure smooth operation and enhance user experience.
- Worked on the HR and Facility sections revealing areas where the software could be strengthened.
- Worked on Apeiron Health care – Find the possible solutions for Apeiron.
- Market Research of ERP and Inventory: Explored the varying workflows of different inventory and ERP software solutions currently available in the market. By understanding their strategies, we identify potential opportunities and refine our approach.
- Work on the Leakage Report, and gather details like location, type, severity, discovery date, cause, and actions taken. Structure it with a title, introduction, body outlining the information, and conclusion.
- Create user stories for bed management, including creating beds with detailed information and a central dashboard for overall visibility. This might involve new features like adding specific bed attributes and filtering/sorting options on the dashboard, streamlining bed management, and making it more efficient.
- Made a workflow and Documentation of Bed Statistics Management.
- Made a workflow and Documentation of Asset Management follow as Asset Tracking, Depreciation Calculation, Maintenance Scheduling, and Asset Disposal.

6. KEY LEARNING AND VALUE ADDITIONS

- Learning how to analyze healthcare data to improve patient outcomes, reduce costs, and streamline operations.
- Gaining insights into how different healthcare systems communicate and exchange information effectively.
- Knowledge of healthcare regulations such as HIPAA.
- Understanding how IT systems are integrated into the daily workflows of healthcare providers to enhance patient care.
- Experience with managing and participating in IT projects, including planning, execution, and monitoring.

- Improving communication skills by working with multidisciplinary teams, including IT professionals, healthcare providers, and administrative staff.
- Working effectively in teams, understanding team dynamics, and contributing to collective goals.
- Gaining practical experience with health IT tools and technologies through real-world applications.
- Learning to manage time efficiently to balance multiple tasks and deadlines.
- Gaining insights into potential career paths within the health IT sector and understanding the skills and qualifications needed for various roles.

7. REFERENCES

1. Meta16 Labs [Internet]. About us, Core Values, Vision & Mission [cited 2024 May 30]. Available from: <https://m16labs.com/about/>
2. Meta16 Labs [Internet]. What we Do, Goals [cited 2024 May 30]. Available from: <https://m16labs.com/about/>
3. Crunchbase [Internet], About Meta16 Labs [cited 2024 June12,] Available from: <https://www.crunchbase.com/organization/meta16-labs>