

INTERNSHIP REPORT



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INTRODUCTION

I am interning with Zyla Health, a leading health technology company committed to providing comprehensive patient support services. During my internship, I have focused on the effectiveness of Patient Support Programs (PSPs) for improving health outcomes in cardiometabolic patients. As a Key Account Manager working in the Operations team, this role has given me a deep understanding of how technology-driven health interventions can enhance patient care, medication adherence, and overall health management.

My internship at Zyla Health has been particularly enriching, as I have engaged in projects aimed at evaluating the impact of PSPs on patient health, identifying barriers to implementation, and proposing solutions to enhance the effectiveness of these programs. Working in the Operations team, I have gained invaluable insights into the operational, technical, and strategic aspects of health management.

The objectives of my internship extend beyond academic learning to practical application and professional growth. I aim to contribute actively to Zyla Health's initiatives by applying the theoretical knowledge gained from my studies at IIHMR University. Key learning outcomes include honing analytical skills, understanding industry-specific challenges, and developing strategic problem-solving abilities tailored to health technology environments. Moreover, I aspire to deepen my understanding of patient support frameworks that drive successful health outcomes.

I am sincerely grateful to the Zyla Health team for their mentorship and support throughout this internship journey. Their guidance has been instrumental in navigating complex projects and understanding the nuances of patient support management within the healthcare sector. Additionally, I extend my heartfelt appreciation to my mentors at IIHMR University whose continuous support and encouragement have prepared me to undertake this enriching internship experience. Their academic insights and industry knowledge have significantly contributed to my professional development and readiness for real-world challenges.

OBJECTIVES OF INTERNSHIP

1. To evaluate the effectiveness of Patient Support Programs (PSPs) in improving health outcomes for cardiometabolic patients.
2. To understand the barriers to and facilitators of successful PSP implementation from the perspectives of patients, healthcare providers, and program administrators.
3. To identify areas for improvement in PSPs and propose solutions to enhance their effectiveness.
4. To develop skills in data analysis, patient engagement, and health technology applications.
5. To understand the process flow of various departments involved in PSPs and identify inefficiencies in the workflow.
6. To network with industry experts and healthcare professionals, gaining insights into career paths and future opportunities in health technology management.

ORGANIZATIONAL PROFILE

Overview:

Zyla Health is a leading health technology company in India known for its innovative patient support services. The company is dedicated to improving patient outcomes through personalized health interventions and technology-driven solutions.

Sector Leadership:

Zyla Health holds a significant position in the health technology sector, offering a range of services designed to support patients with chronic conditions. The company's team comprises experienced healthcare professionals, technologists, and data scientists dedicated to delivering impactful health solutions.

Services and Expertise:

Zyla Health provides personalized patient support programs, health monitoring, medication adherence tracking, and lifestyle management services. The company utilizes advanced technology to deliver real-time health insights and personalized care plans.

Commitment to Client Success:

Zyla Health's approach is characterized by listening to patient needs, leveraging technology to deliver personalized solutions, and continuously innovating to improve healthcare delivery. The company is committed to enhancing patient experiences and health outcomes.

SERVICES PROVIDED BY ORGANIZATION

Patient Support Programs:

- Personalized health plans and continuous monitoring.
- Real-time health insights and interventions.
- Medication adherence tracking and lifestyle management.

Data Management:

- Utilization of advanced IT systems for health data management.
- Ensuring data security and integrity.
- Enhancing communication between patients and healthcare providers.

Operational Optimization:

- Identifying inefficiencies in patient support processes.
- Implementing streamlined workflows.
- Ensuring cost-effective operations without compromising patient care.

Manpower Training:

- Training staff on patient support procedures.
- Developing skills in handling health technology applications.
- Ensuring continuous professional development.

KEY ACTIVITIES/PROJECTS UNDERTAKEN OTHER THAN DISSERTATION

Data Analysis:

- Analyzed patient health data to evaluate the impact of PSPs on medication adherence and health outcomes.
- Conducted statistical analysis to identify trends and patterns in patient health metrics.

Process Improvement:

- Studied process flows in patient support services to identify inefficiencies.
- Proposed streamlined processes to enhance operational efficiency.

Patient Engagement:

- Engaged with patients to gather feedback on PSPs.
- Developed strategies to improve patient engagement and satisfaction.

Technology Integration:

- Worked on integrating new health technology solutions to enhance PSP effectiveness.
- Evaluated the impact of technology on patient health outcomes.

KEY LEARNINGS FROM INTERNSHIP

Understanding of Patient Support Programs:

- Acquired in-depth knowledge of PSP operations and their impact on patient health.
- Explored the interplay between health technology and patient care.

Skills in Data Analysis and Process Improvement:

- Developed skills to analyze health data and identify areas for improvement.
- Implemented process improvements to enhance operational efficiency.

Application of Health Technology Frameworks:

- Applied structured methodologies to analyze operational challenges in health technology settings.
- Formulated actionable recommendations for improving PSPs.

Ownership and Execution of Real-World Projects:

- Took ownership of specific project tasks focused on enhancing PSP operations.
- Successfully managed project deliverables and documented outcomes.

Collaboration and Networking:

- Participated actively in cross-functional team meetings and collaborative projects.
- Developed networking skills by engaging with industry experts and healthcare professionals.

Application of Academic Knowledge in Practical Settings:

- Applied theoretical knowledge from academic studies to real-world scenarios.
- Enhanced analytical skills and strategic problem-solving abilities tailored to health technology environments.

This report provides a comprehensive overview of my internship experience at Zyla Health, highlighting my contributions, learnings, and the impact of Patient Support Programs on cardiometabolic patients' health outcomes.